



CKITT
INVESTIGATION & TRAINING

Professional Curiosity ?

Learning Outcomes



Professional Curiosity ?

Barriers to Professional Curiosity?

Potential impact(s) Lack of Professional Curiosity?

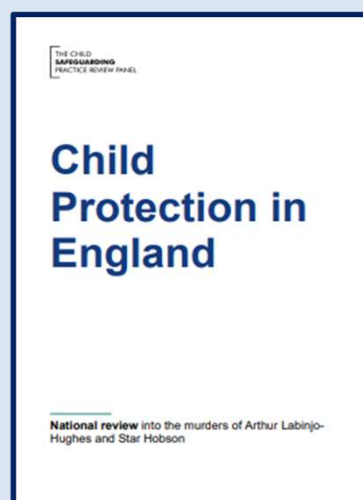
The What, The Why & The How – Increase Confidence

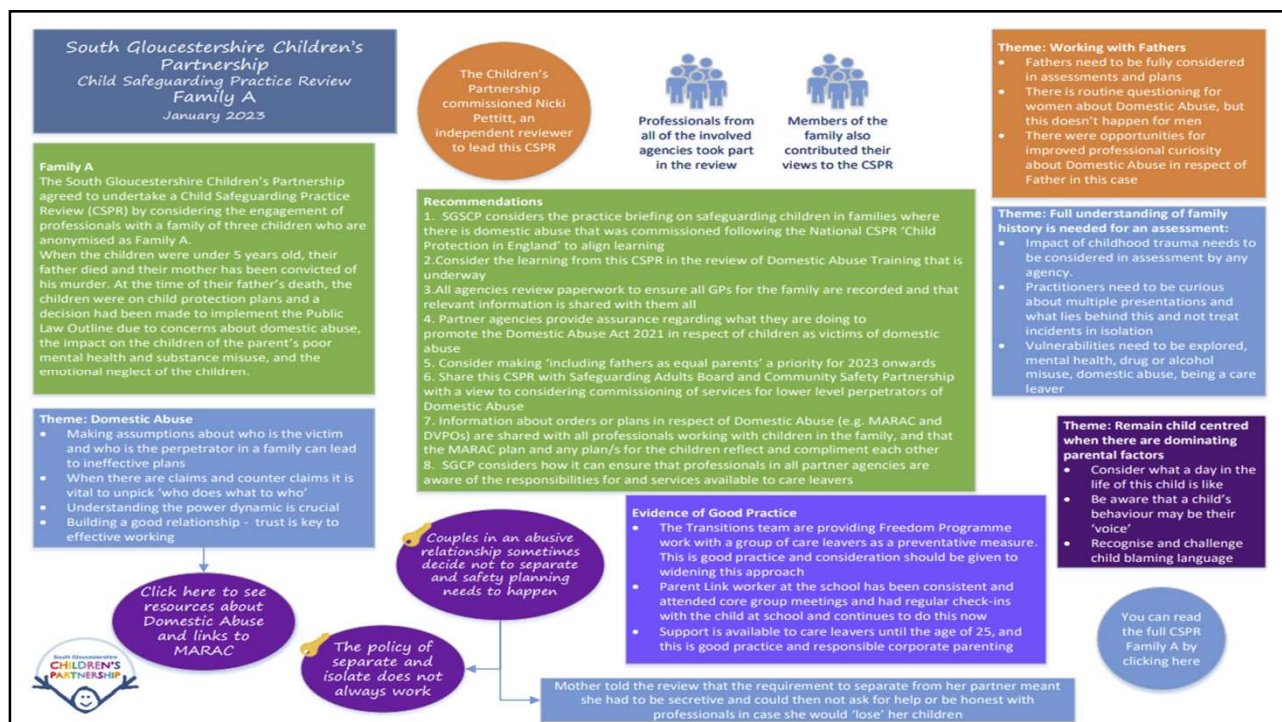
What is Professional Curiosity?

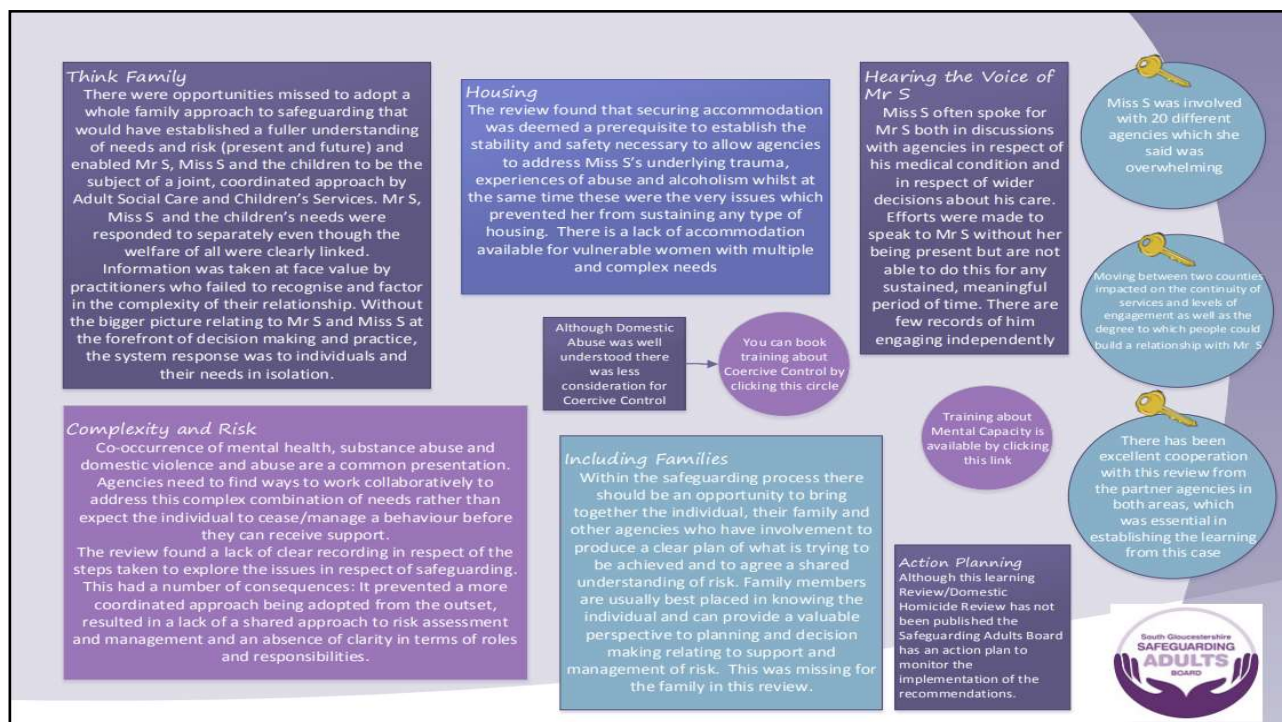
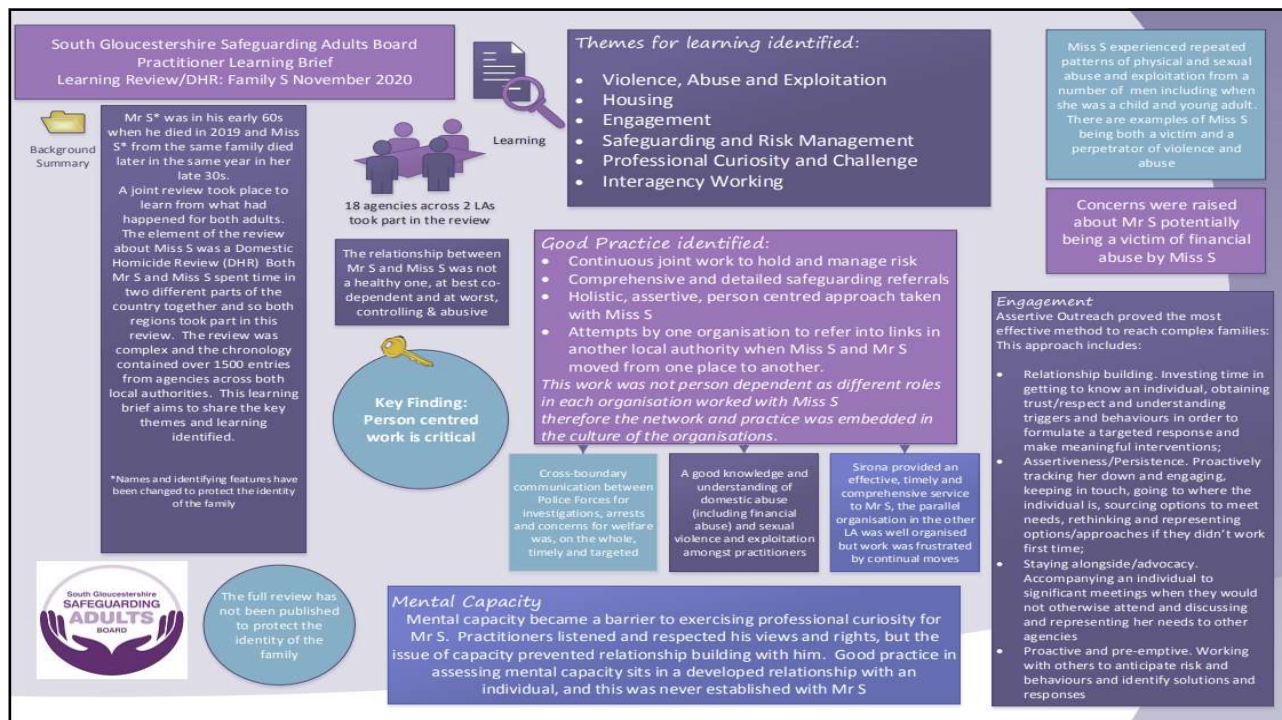


‘Professional Curiosity is the capacity and communication skill to explore and understand what is happening within a family rather than making assumptions or accepting things at face value’

Resources







What Makes a Professionally Curious Practitioner? - KUSAB



Knowledge

Understanding

Skills

Attitudes

Behaviours

Whole Self – Head Heart Hands !



What you know
What you don't know



Having the desire to
explore and discover



Develop the skills you need

What is Professional Curiosity?



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**‘Thinking
the
Unthinkable’**

What is Professional Curiosity?



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**‘Respectful
Uncertainty’**

What is Professional Curiosity?



‘I Wonder Why?’

What is Professional Curiosity?



**‘Respectfully
Nosey?’**

What is Professional Curiosity?



'Healthy Scepticism?'

Barriers to Professional Curiosity ?



Time
Constraints



Knowledge



Partnership Working &
Rule of Optimism



Engagement & Disguised
Compliance



Skills &
Self Awareness



Understanding Risk &
Professional Difference

‘Confirmation Bias’

Aka – ‘Case Theory’

(We just can’t help ourselves!)



CONFIRMATION BIAS

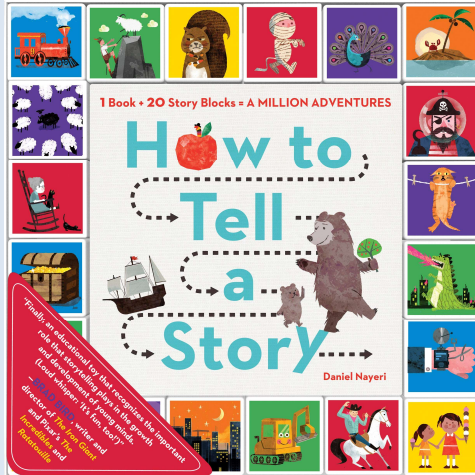


Assume Nothing!

Believe Nothing!

Check Everything!

Moving Beyond Story Telling !

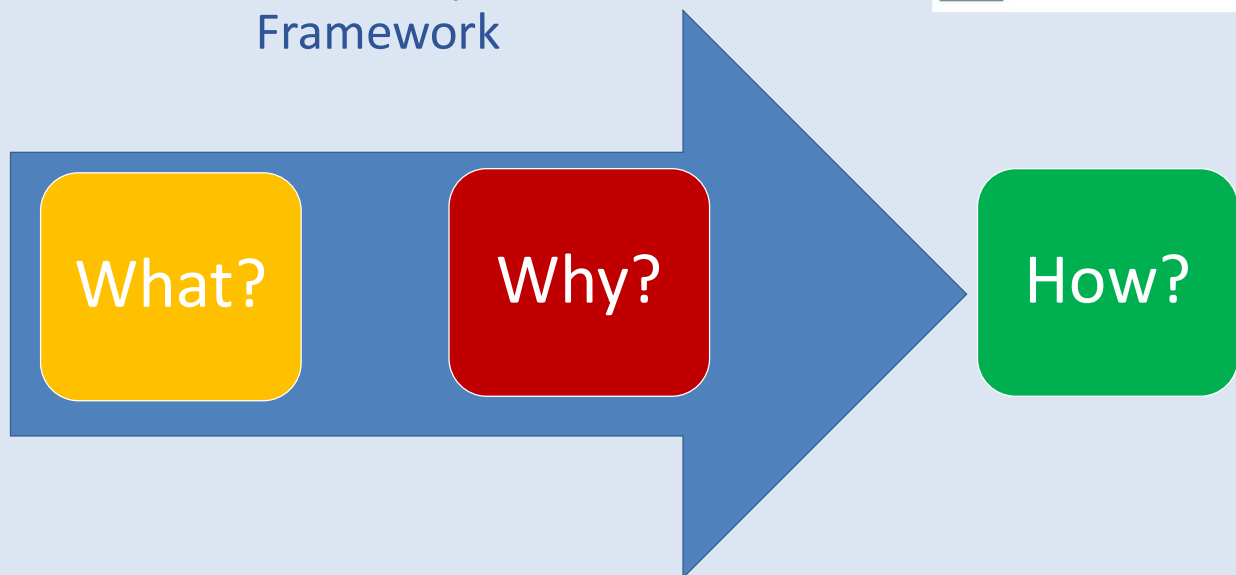


Think about it, stories have a lot of...

- What happened
- Where it happened
- When it happened
- Who was there

But not a lot about.... Why? & How?

The What? Why? How? Framework



Professional Curiosity is...



Looking

Listening

Asking

Checking

Top Tips



See It



Hear It



Explore It



Check It

Look



See It

- Is there anything which prompts questions or makes you feel uneasy?
- Indicative behaviour?
- Support or contradict?

Listen



Hear It

- Does something need further clarification?
- Are you concerned about what you hear family members say to each other?
- Is someone trying to tell you something but finding it difficult?

Ask



Explore It

- What questions could you ask to help understand vulnerability?
 - ✓ How do you spend your day?
 - ✓ Who do you live with?
 - ✓ Who is with you?
 - ✓ When were you last happy?
 - ✓ When do you feel safe?
 - ✓ What do you look forward to?
 - ✓ Why are you not at school?
 - ✓ What stopped you going to the appointment?

Test it



Check It

- Are other professionals involved?
- Are others seeing the same as you?
- Are others concerned?
- What action has been taken so far?
- What else could or should be done?
- Are you checking what you are being told?

Information Sharing



Processing condition that allows practitioners to share

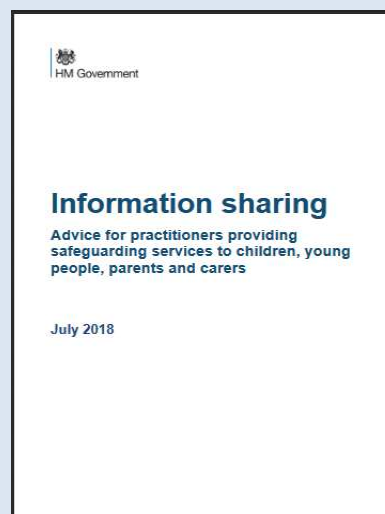
Special Category Personal Data

when

‘Safeguarding children and individuals at risk’

This allows sharing without consent, where consent cannot be reasonably gained or if to gain consent would place a child at risk

- **Necessary**
- **Proportionate**
- **Relevant**
- **Accurate**
- **Timely**
- **Secure**



A Person Centred Approach



Unsubstantiated / Inconclusive

Retracted

Rely on professional judgement not tools

Triangulate and 'Weighing it All Up'



Patrick has dementia. He no longer communicates through words. He has recently moved into a residential care setting. Patrick has always been a strict vegetarian and so he is given vegetarian meals. One day by mistake he is given and eats a roast dinner. He enjoys it so much he seeks out the food of other residents.

His wife and sons are very upset about this. They feel that Patrick's rights have been violated. There are safeguarding concerns. Patrick's family feel that there is a safeguarding issue if staff allow him to eat meat. The Staff feel that there is a safeguarding issue if Patrick's wife and family continue to seek to prevent him making the choice to eat meat.

What will you do and Why?

The Why ?



Benefits of Professional Curiosity ?



News

BristolWorld

Autistic adult who had 'never eaten hot food' rescued from years of 'self neglect'

The sad case has had a happy ending thanks to intervention from friends and health authorities

By Adam Postans, Local Democracy Reporter
Tuesday, 7th June 2022, 1:00 pm



Top Tips



See It



Hear It



Explore It



Check It

Curiosity Check List Broadhurst et al. 2010



Am I reminding curious and inquisitive ?

Am I open to new information ?

Would I be willing to change my mind about this ?

Is there sufficient quality and quantity of evidence for judgement ?

Am I exploring process as well as content ?

Am I able to challenge this person ?

Safeguarding Check List



Were Risks Identified ?

What was the response to identified risk to ensure safety for all ?

'Voice of Child / Family / Person' considered and recorded ?

What other agencies were involved in case discussion ?

Was the decision-making rationale recorded and appropriate ?

Are outcomes and actions clearly recorded ?

What have you done ?



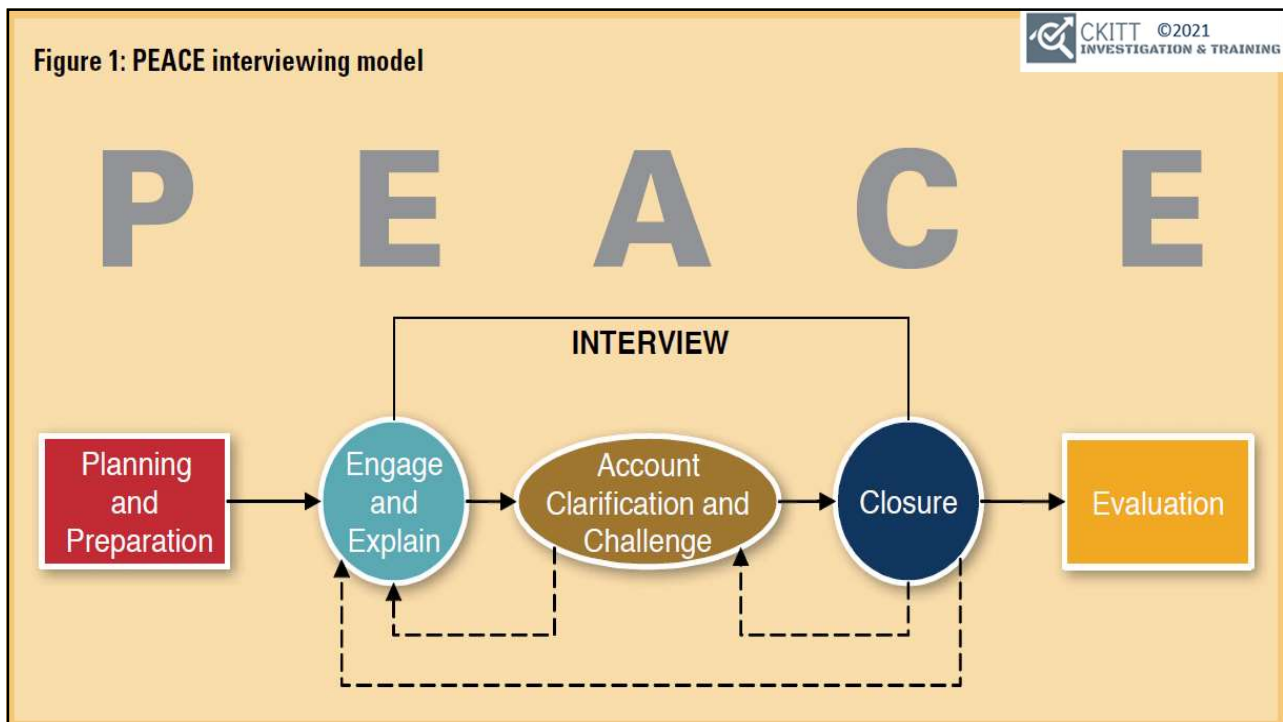
R	REMOVE
A	VOID
R	EDUCE
A	CCEPT

10 Principles of Decision-Making College of Policing

Principle 4

Harm can never be totally prevented. Risk decisions should, therefore, be judged by the quality of the decision making, not by the outcome.

Figure 1: PEACE interviewing model



Planning & Preparation ?



2222

Engage & Explain ?



R - Respect

E - Empathy

S – Support

P - Positive Mindset

O - Open

N - Non-judgmental

S - Straightforward talk

E - Equality Signals

Question Types ?



Open

Closed



Leading

Multiple

Complex

Rhetorical

Assumptions

TED ?



Tell

Explain

Describe

So....What About TED S ?



Tell

Explain

Describe

Show

Remember 5WH ?



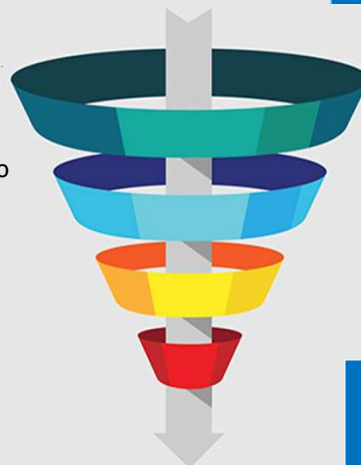
Funnel Technique ?

Start with
broad open questions to
obtain maximum
information

General Open
'How do you like to
spend your time ?'

Specific Open
'What do you like
about watching
sport?'

Use clarifying questions to
funnel down to the
missing information and
fill gaps



Use closed questions to
research specific points

Closed
'What is your
favourite sport to
watch?'

What Does Conflict/Disruption Look Like ?



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Monopolising the Talking Turn

Overtalking (at same time)

Interrupting

Pays No Attention

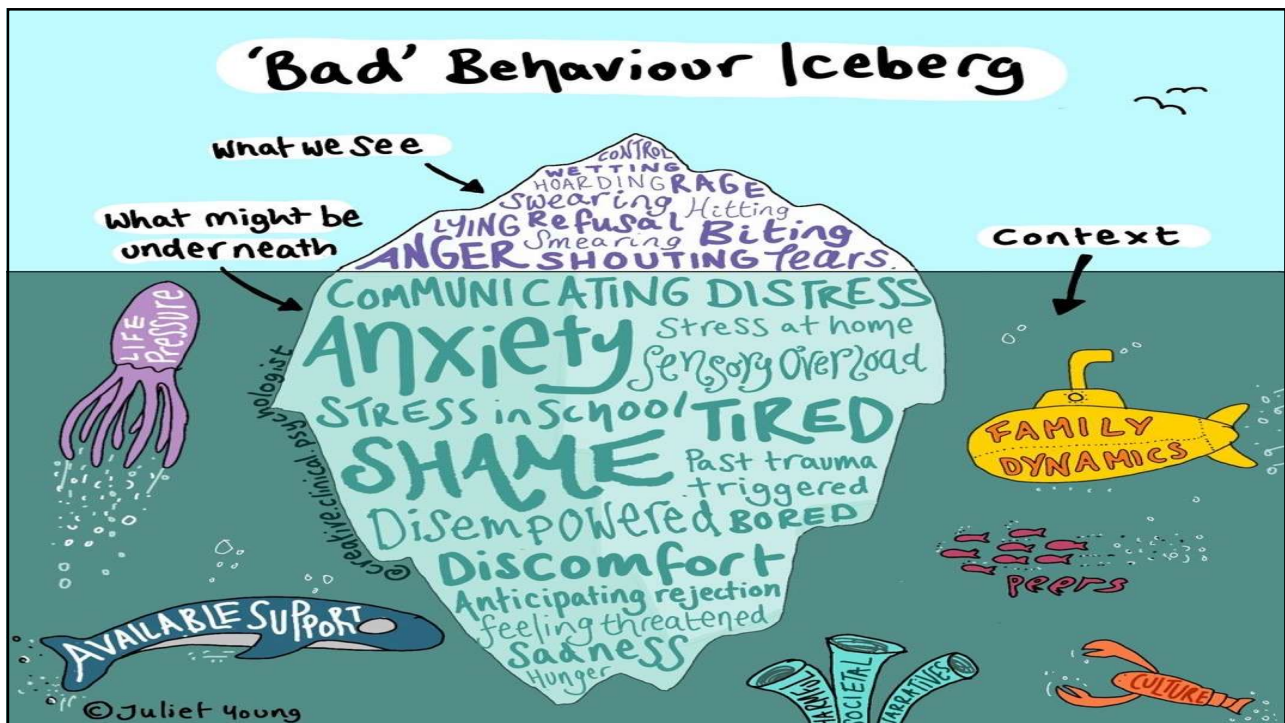
Minimal Responses

Assumer (Finishing your sentence)

Word Picker

Fogging / Distracting

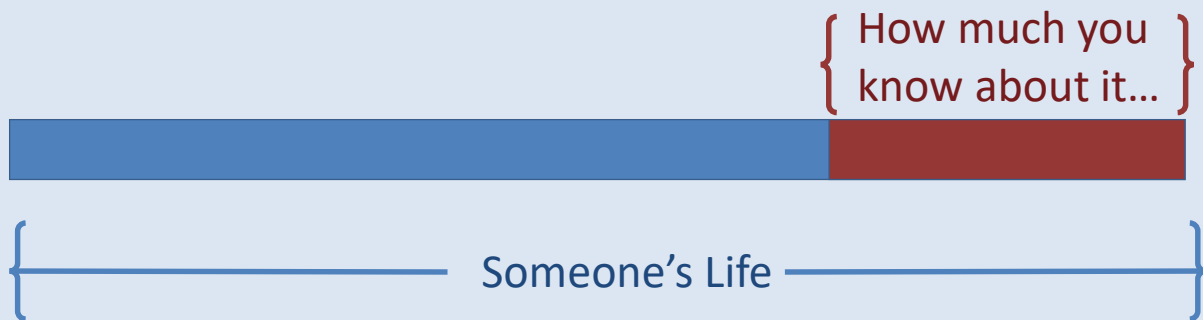
Verbally Aggressive



Are you a Trauma Informed Practitioner?



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How to DEAL with Conflict / Disruption?



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D – Describe

E - Explanation

A - Action Required

L - Likely Consequences

Challenging ?



Planning to Challenge ?

- Take time to prepare
- Least to most impactful
- Comparative Style
- Keep it conversational
- Don't get drawn into arguments
- Make your point and then move on
- Summarise challenges to round things off
- Make it impactful

Challenges – As Simple as ABC



'Earlier you told us that you never leave your children at home at night'

‘The police inform me that last Wednesday they were called to your house at 01.30 a.m. and that the only people in the house were your two children’

'Help me understand what happened?'

Professional Challenge?



Can help find a better way to improve outcomes

Respect views of others (regardless of position or experience)

Remember all responsible for own cases, action and decisions

Resolve as quickly and easily as possible

Expect to be challenged, seek feedback, safe reflection

Clarify roles and responsibilities to avoid need to challenge

Closure?



Polite – ‘Thanks for assisting me today....’

Positive – ‘What I’m going to do now is....’

Perspective – ‘This is what will happen....’

Professional – You may have to speak to this person again !

Evaluate?



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What have you got?

What will you do with it?

What next?

What will you do next time to improve?