



Department
for Education



Tool 5: A model for gathering feedback

Head, Heart, Tummy, Toes

This model was developed by a practice educator, Rachel Rayner, as a model for gathering feedback from children following direct observations. It is written in a way which recognises the three key players in the situation – the child, the practitioner and the assessor, and seeks to elicit feedback from all three parties in a way which allows for comparison between their feedback. The fact that the feedback from the child, practitioner and assessor will all cover the same core areas means that the feedback can be reflected on and triangulated more effectively.

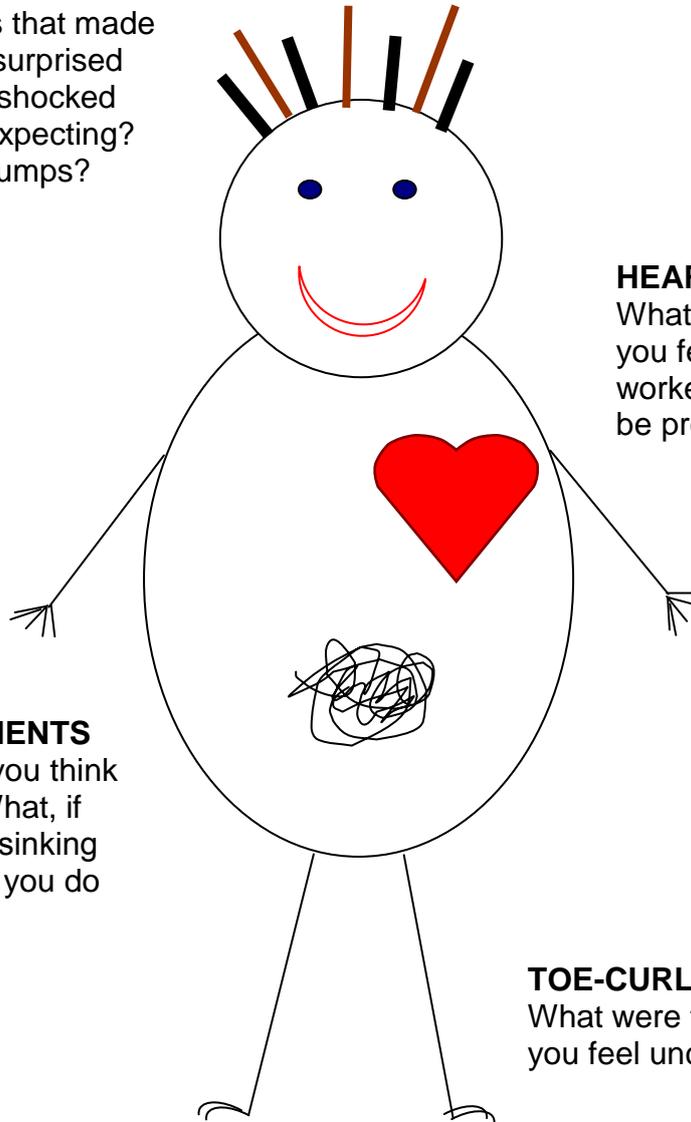
Rationale: Social work is a relational model, one where we can use ourselves to connect, engage and build relationships with the people we support. If we don't know how we are feeling in situations we may be at risk of losing valuable information about our own emotional state or that of the person we are working with. Therefore, it is important that practitioners are emotionally aware. Our physiology informs our feelings and subsequent behaviour, but if we cannot make the links between what we are feeling, thinking and doing we may not develop instinct or gut feelings that are a useful tool in social work. This simple model can be used by stakeholders to reflect on a direct observation and think about what went well, what could be improved, the “wow” moments and the times that made us uncomfortable. It is simple and visual as it is designed to be used with children and helps make obvious the links in the three parties' views on the observation.

<u>Area to be covered</u>	<u>NQSW</u>	<u>Assessor</u>	<u>Child</u>
<p>Hair-raising moment? This considers surprises from each person's perspective</p>	<p>Were there any moments that shocked you? Anything that took you by surprise, that you had not expected?</p>	<p>Were there any moments that shocked you? Anything that took you by surprise, that you had not expected?</p>	<p>Were there any moments that shocked you? Did anything surprise you?</p>
<p>Heart-warming moment? This considers what went well</p>	<p>What were the moments that you thought went well? The practice that you feel was good, that you are proud of and think went well?</p>	<p>What were the moments that you thought went well? The practice that the social worker should feel proud of?</p>	<p>What do you think the social worker did well?</p>

<p>Tummy-sinking moment? This considers what didn't go so well</p>	<p>What were the moments that you realised did not go as well? What are the things you would change next time?</p>	<p>What were the moments that the social worker needs to improve/change?</p>	<p>Were there any moments where you were not happy? What could the social worker do differently to make that better?</p>
<p>Toe-curling moment? This area considers what might have made people feel uncomfortable</p>	<p>Was there anything that made you feel uncomfortable, that might have made you cringe, or your "toes-curl"? What have you learned from this direct observation?</p>	<p>Was there anything that made you feel uncomfortable in the direct observation? What learning is there for the social worker?</p>	<p>Was there anything that made you feel uncomfortable?</p>

HAIR-RAISING MOMENTS

What were the moments that made you think “wow”? what surprised you? i.e. the things that shocked you; that you were not expecting? What gave you goose-bumps?



HEART-WARMING MOMENTS

What went well? What made you feel good about what the worker did? What should they be proud of?

TUMMY-SINKING MOMENTS

What are the moments you think did not go as hoped? What, if anything, gave you the “sinking feeling”? i.e. what might you do differently next time?

TOE-CURLING MOMENTS

What were the moments that made you feel uncomfortable?