Developing a Speak Out Culture

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Aim of the Workshop

To identify what practical steps can be taken to develop an organisational or practice culture where children or adults accessing services are able to speak out about abuses of power.

Speaking Out is about Human Rights

[My Human Rights – British Institute of Human Rights Film](#)

Human Rights Principles

- Fairness
- Respect
- Equality
- Dignity
- Autonomy
- Right to life
- Rights of staff

Human rights are universal and inalienable; indivisible; interdependent and interrelated. They are universal because everyone is born with and possesses the same **rights**, regardless of where they live, their gender or race, or their religious, cultural or ethnic background.

Human rights are about the relationship between people and those in positions of power.

Empowerment and Rights Approaches

- Teach people what their Human Rights are
- Control and choice throughout interventions
- Engage in decision making (single and multi agency)
- Avoid tokenistic involvement
- Support to challenge and learn challenge and self-advocacy skills
- Participation and consultation groups
- Peer supporter roles

Barriers to speaking out

Exercise

- Does not believe they will be taken seriously

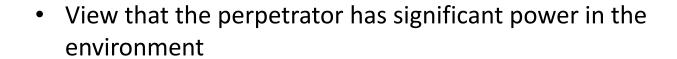- View that the perpetrator has significant power in the environment

- Worries of upsetting perpetrator or others

- Shame

- Does not know what is appropriate or acceptable

- Has spoken out before and views have not been taken seriously or do not affect change

- Worried it will affect right to access a service or achieve

- Does not know how to raise concerns

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Challenging culture of secrecy

- Give language to abusive experiences – how will you do this for people you support who are non-verbal

- No topic is banned – although some might be time or place specific to be appropriate

- Involve parents, carers and family members so everyone has the same knowledge

Behaviour Contracts

'Your worker/officer/nurse/teacher should treat you in the following way…'

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Reflective Learning Culture

- Supervision

- Clinical reflection

- Learning forums

- Feedback – not just at the end

- Internal communications from leaders

- 'You said, we did'

Feedback – Bring it to Life

Design three questions which would encourage the disclosure of inappropriate behaviour by a member of staff

Most of the work is in supporting people to hear and respond to feedback appropriately rather than encouraging people to speak – people have a lot to say if we are willing to listen

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Whole system approaches

So…

- Name it before it happens
- Act on all concerns, big or small
- Ensure environment reflects value placed on individuals
- Provide multiple routes
- Embed a culture of feedback
- Standard for staff
- Empowerment and rights approaches