**One Point Service**

**Direct observation**

When observing practice, the observer should reference appropriate use of the skills and behaviours identified in the Children and Young Peoples’ Services Principles of Best Practice

|  |  |
| --- | --- |
| **Name of observer** |  |
| **Date** |  |

|  |  |
| --- | --- |
| **Name of person/team observed** |  |
| **Activity observed** |  |

**Part 1:**

**Completed by observer following informal discussion/appreciative enquiry prior to the observation**

|  |
| --- |
| **Background/aim of activity** |
|  |

**Part 2:**

**Observer completes before the observation**

|  |
| --- |
| **What does the observer want / expect to see during this observation e.g. behaviours, skills, tasks, processes** |
| e.g. Strong relationship-based practice, Kindness, Empathy, Firmness |

**Part 3:**

**Observer and practitioner completes during and or after the observation**

|  |  |  |
| --- | --- | --- |
| **What could be better / feedback** | **What really worked well** | **The practitioner’s reflection on this feedback and how to move forward** |
|  |  |  |

**Part 4:**

**Manager / observer completes box below after the observation**

|  |
| --- |
| **Feedback from children, young people, and families (where appropriate)** |
|  |

**Part 5:**

**Practioner has the option to complete the below section after the observation**

|  |
| --- |
| **Is there anything else you would like the observer to know?** |
|  |

**Practitioners scaling of the activity:**

On a scale of 0-10, 10 being that everything went very well and you feel happy about the observation activity and 0 is that you feel really unhappy about how it went where would you rate yourself?

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|  |  |  |  |  |  |  |  |  |  |  |

|  |
| --- |
| Why have you given yourself that number? |
|  |

**Managers scaling of the activity:**

On a scale of 0-10, 10 being that everything went very well and you are happy about the observed activity and 0 is that you feel unhappy about the observation and feel that improvements need to be made where would you rate your observation today?

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|  |  |  |  |  |  |  |  |  |  |  |

|  |
| --- |
| Why have you given that number? |
|  |

|  |  |
| --- | --- |
| **Practitioner signature** |  |
| **Date** |  |
| **Observer**  **signature** |  |
| **Date** |  |
| **Practitioner’s Manager signature** |  |
| **Date** |  |