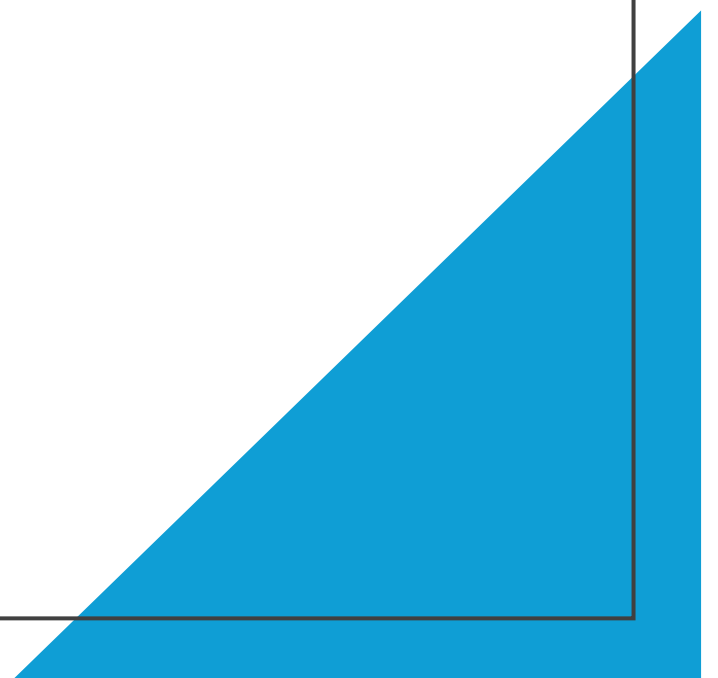


South Provider Forum

March 2025

Feedback from the tabletop exercise (November 2024)



What actions did you take to support your colleagues working in the service?

The source of the fear seemed to be the government/media, creating expectation and labelling- the experience on the ground wasn't always the same as what was being seen on the ground

Effective communication across all members in the team was key

Strong & visible leadership

Increased awareness of the damages of radicalisation and the value of PREVENT

Online training to provide guidance

Staff debriefings

Empowerment to challenge situations and be supported

Adjusting rotas

No lone travel

Walk alongside people who were feeling unsafe or restricted

Helped people to know that they will be supported, by reporting and actioning any incidents

Sometimes difficult to know how to challenge clients who show racism – particularly where it is generational. What is acceptable and where should behaviour not be tolerated ?

How did staff feel during this time? Any reflections/experiences to share?

Reassured

Supported

Staff were fine,
many people
worked at home

Some anxiety due
to what was being
reported in the
news

Some staff were
sent home early

Fear of speaking
up

Feeling 'different'

Lacking in
confidence

Scared

Unappreciated by
the community

Embarrassed – not
representative of
all community

What did you learn from this that could support future working?

To have contingency plans in place

Good leadership is required in order to de-escalate

Prepare to be flexible when working

Work towards this happening again in the future – plan for it

Promoting better training – face-to-face rather than online

Importance of ongoing education

Created a better experience of others' lives

Holding safe spaces

That by providing flexibility and understanding, there has been more openness and trust within the workforce

Staff were predominantly of West African descent, with predominantly white service users – therefore, learning how to manage expectations so that the focus is on service delivery and NOT personal characteristics

Results can deter concerns of needs being met