A 5-MINUTE REFLECTION

Follow one DSE concern

from start to outcome

A real case shows how the programme works.



One case. The whole journey.

Choose a recent concern and follow it from how it was raised to what changed for the employee. Start where you have visibility; note what you know and where the trail goes quiet.

01 REFERRAL — 02 INITIAL RESPONSE — 03 DELIVERY — 04 FOLLOW-UP — 05 OVERSIGHT

REFERRAL 01

How did the concern first come to attention, and what was understood about the employee's work and need?

INFORMATION AVAILABLE AT REFERRAL

WHO RESPONDED FIRST?

INITIAL RESPONSE 02

What happened at the initial intervention or assessment, and what did it show about the support needed?

WHAT WAS TRIED OR ASSESSED?

WHAT WAS RECOMMENDED OR REFERRED?

ACTION & DELIVERY 03

After the initial intervention or assessment, what action was agreed, who was responsible, and how was it carried out?

ACTION AGREED

DECISION, DELIVERY & PROGRESS

FOLLOW-UP 04

Was the action put in place, and did it help the employee work comfortably, safely and effectively? If not, what happened next?

WHAT CHANGED FOR THE EMPLOYEE?

FURTHER ACTION OR LEARNING

05 / PROGRAMME OVERSIGHT 05

Where is information from this case stored, and how are headline measures and outcomes made visible to the senior leader accountable for the programme?

WHERE IS THE CASE RECORD?

WHAT CAN THE ACCOUNTABLE LEADER SEE?

THE PRINCIPLE

An assessment is the beginning of the journey, not the end.

Its value lies in the actions and outcomes that help people work comfortably, safely and effectively.

COMING SOON

The Modern DSE Programme

A more connected way to understand, deliver and improve DSE support.

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