

5 whys: Waste in the processes

We do not always promptly inform the person concerned, their family & other professionals about the outcome of the referral.		
Why	It is not clear who is responsible for providing this feedback.	Duty workers are reluctant to liaise with professionals outside of their previous specialisms
Why	The previous teams had different processes regarding this and a process in the new team has not been developed as yet.	Many workers had spent most of their career supporting people with same needs and had little understanding of services outside of their specialism
Why	Managers have had other priorities	This was encouraged to some extent by the previous structure and many workers were anxious about making a mistake and looking unprofessional to other services
Why	Confirming that referrers have been informed is not a requirement of the IT system and no one had raised the issue until now	Previous relationships with other agencies was often tense due to a number of high profile failures in partnership working
Why	The team has been inward facing following the restructuring	Social workers were not sufficiently exposed to other agencies and also lacked confidence in their profession.