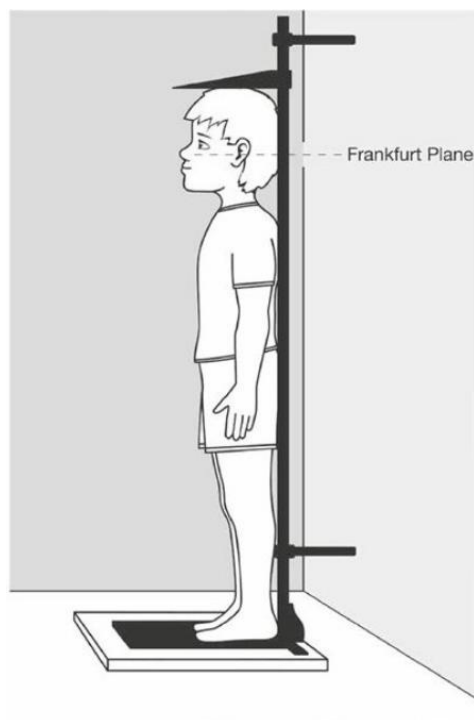


Why?



The accuracy of measuring through the 2021-2022 programme was raised following numerous reported incidents. Immediate action was taken by the service to develop a risk-based approach to re-measure entire year groups, additional schools were audited, and further errors identified.

A human factors approach was taken to establish learning and consisted of naturalistic observation techniques to study the whole environment and flow of behaviour which increases ecological validity (how results predict behaviours in real-world settings). The use of broad questions on predefined topics were used to avoid question-order bias and leading questions.

What we learnt

The repetition of the measuring task can cause cognitive underload and tedium which can reduce concentration.

The task requires intense use of the eyes and continuous change of focus across multiple fonts, size of text, contrasts and mediums which contributes to the risk of eyestrain which can cause blurred or double vision and increase difficulty concentrating.

Reduced concentration can lead to errors being made in the setup of the equipment, the reading of the equipment, in the recall of the measurement or a typographical error. Working in pairs and taking breaks are critical for staff health and wellbeing as well as accuracy for the task.

Environmental elements increased the risk of inaccuracy of measurements, such as interference of the skirting board meaning the stabiliser of the stadiometer could not make contact with the wall.

The online browser-based system does not allow practitioners to input data for children marked as absent or opted out. A warning occurs if the data is outside the expected range or an error has been made. However, continuous internet access is required to access this system.

What have we done/are doing

- A training package has been developed which includes e-learning, videos and LCat to help practitioners.
- To evidence training a new “passport” has been created.
- A new risk assessment has been developed which helps identify key environmental elements such as a suitable measurement location and availability of internet.
- Engagement with primary schools via the school agreements.
- New equipment has been purchased to help with accuracy and repeatability of measurements
- Two practitioners to deliver the session to help reduce the risk of eyestrain, tedium and promotion of breaks to aid staff health and wellbeing.

Good Practice

- The planning and organisation of the programme
- Evidence of good relationships with schools.
- Flexibility and adaptability of practitioners to adapt to children’s needs
- Engagement of practitioners with the investigation