Where to start with the Pizazz

WHAT IS IT?

The Pizazz is a practical self-assessment framework especially suited for services that wish to develop using a Psychologically informed Environment (PIE) approach.

The Pizazz provides a vehicle for reflection, using the latest version of a PIE (PIEs 2), across 5 areas (psychological awareness, staff training and support, learning and enquiry, spaces and the 3 R's). Note that the theme of relationships runs through each of the 5 areas, as relationships are crucial to all areas.

There are 5 steps to the Pizzaz (you can download the summary sheet here)

1. Your team's initial assessment of your service, in each of the 5 areas listed above. Assessment levels include *advanced, progressing, early and poor*. You can download a guidance document on assessment levels.
2. Evidence why you think your services deserves the rating you have suggested; what counts as evidence can be almost anything, provided it is observable by an external observer.
3. Suggest what helps or hinders you in developing as a PIE, in any of the areas of weakness; but also list where your strengths are. These might be internal factors that are under your own control, or external factors, where you may have to negotiate any changes.
4. Suggest actions to address weakness and use strengths.
5. Review your assessment with someone else, with another service that you trust enough to share your assessment with honestly. You can re-visit any steps if needed.

Here is a 7-minute video that explains what the Pizazz is.

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WHY?

The Pizazz is useful for any service that works with individuals who may be chronically or multiply excluded, traumatised, and stigmatised, where extra care is needed as to how the service as a whole works, to meet those needs. The PIZAZZ is useful in bringing the benefits of PIE into conscious awareness and effective and impactful in assessing how a service can become more PIE.

WHERE CAN I FIND IT?

You need to register as a PIElink member to access the Pizzaz. The Pizazz can be completed either on paper (no cost) or online (the online assessment £80 per annum + VAT). If using the paper version, please note there are some conditions attached http://pielink.net/7255-2/. Some of the benefits of online version include the ability to share the information across organisational teams or look at trends over time.

WHO?

Everyone could be involved, clients, staff, and management.

WHEN?

If you are completing the full Pizazz you might want to set aside 6 -10 hours to complete it; if need be split into several sessions around 2-3 hours each. The more time you put into it, the more you are likely to get out of it. You can return and review your assessment, whole or in part, whenever it seems useful.

HOW? - TOP TIPS

- Demystify and de jargon things to start with. Make sure you all have the same understanding to start with. This document provides a helpful list of questions to consider when going through the audit.
- There is no blame or shame, only learning.
- Claire Ritchie's 'Creating a psychologically informed environment' was written before the PIEs 2 framework was published, but the practice examples it gives are still very valuable.
- Make sure the actions are not lost in a drawer and embed the actions in the everyday ethos of the service!
- Create a PIE action board which is on the wall – use post it notes for areas that you want to improve.
- Explain all the 5 areas and do a briefing on the tool first.
- PIElink forums should be resuming in Autumn 2022 for PIE leads to get involved in the Pizazz discussions – more information here.

LET US KNOW HOW IT GOES!

We would love to hear your feedback! You can feedback at the Westminster PIE forum, or by emailing anna.midgley@groundswell.org.uk.