What will fix the problem?

People
- **1.** staff reminder
- **2.** formal reflection for learning & improvement
- **3.** training

Policies
- **1.** reflect on policy
- **2.** audit policy
- **3.** amend / write new policy

Systems
- **1.** checklist
- **2.** automation / computerisation
- **3.** forcing function (something that stops the problem from happening, eg destroying old versions of forms)

SPSO typology - 2016