

SFJ EA5

Obtain and verify information from third parties to assess an individual's problematic behaviour



Overview

This standard is about obtaining, verifying and recording information from third parties regarding the problematic behaviour of individuals. This includes evaluating the initial information received and identifying any further information needed and from where it should be obtained. Information needs to focus upon the cause of problematic behaviour, different people's views of the behaviour, and the consequences of the problematic behaviour.

Problematic behaviour is considered to be anti-social, challenging or offending.

There are three elements

- 1 Prepare to gather the information required
- 2 Obtain and verify information from others about individuals' problematic behaviour
- 3 Record and progress information relating to individuals

Target group

This standard is applicable to those with responsibility for obtaining, recording and verifying information relating to individuals' problematic behaviour.

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Performance criteria

Prepare to gather the information required

You must be able to:

- P1 identify the information required to undertake an assessment
- P2 identify the different sources to gather the required information
- P3 identify any factors to take into account when gathering information including the nature of the problematic behaviour, its effect upon others and the circumstances of the individual
- P4 make arrangements to gather and verify information that:
 - P4.1 are consistent with the priority of the situation
 - P4.2 include the appointment time, length and location
 - P4.3 identify and confirm relevant details with others who need to be present
- P5 make involved parties aware of the information that you are seeking and your purpose in seeking it
- P6 gather information in line with agreed priorities and your organisation's requirements and timescales

Obtain and verify information from others about individuals' problematic behaviour

You must be able to:

- P7 seek information relevant to an individual's problematic behaviour, including their personal circumstances, motivation, reasoning skills, and the impact of the behaviour upon the individual and others
- P8 explain clearly and accurately your role and responsibility to those from whom you wish to obtain the information
- P9 explain clearly:
 - P9.1 the information being sought
 - P9.2 the reasons for the request
 - P9.3 how it will be used, including who will have access to it
 - P9.4 requirements for confidentiality
- P10 develop rapport, encourage an open exchange of views and information, and acknowledge the role and expertise of others
- P11 summarise the information obtained, confirm that it is relevant and accurate, and that you have understood it
- P12 agree a schedule for the provision of any further information required
- P13 verify information provided through corroboration against other available sources, identifying any conflicts or anomalies in the information provided
- P14 address any conflicts or anomalies in the information provided
- P15 seek advice and support, where appropriate

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Record and progress information relating to individuals

You must be able to:

- P16 record information accurately and concisely
- P17 distinguish between facts and opinions
- P18 structure information to allow others to use it readily
- P19 make information available readily to those who are entitled and need to receive it
- P20 maintain the confidentiality of information consistent with the requirements of legislation and organisational policy

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Knowledge and understanding

You need to know and understand:

- K1 the types of information required to assess problematic behaviour and the third parties you might obtain it from
- K2 the importance of verifying information received and methods for doing this
- K3 the difference between fact and opinion, their relative advantages and disadvantages, and the importance of distinguishing between fact and opinion
- K4 legal requirements for data protection
- K5 your organisation's requirements for the recording and security of information
- K6 the importance of maintaining confidentiality, where appropriate, and relevant legislative and organisational requirements
- K7 the impact of crime on victims and their need for protection, respect, recognition and information
- K8 the ways in which the physical, social, psychological and emotional development and functioning of individuals affects their behaviour and its associated patterns
- K9 relevant research into the relationship between known factors that influence offending behaviour and the evidence of effective practice in tackling these factors
- K10 current definitions of risk and the purpose of risk assessment and management
- K11 the ways in which stereotyping and discrimination might affect risk assessment and how to guard against this
- K12 the ways in which it is necessary to alter communication when working with different individuals and representatives of different agencies
- K13 the ways in which an individual's culture and gender may influence practice
- K14 how to apply the principles of equality, diversity and anti-discriminatory practice
- K15 how to use different data collection methods
- K16 what is meant by the data collection and analysis concepts:
 - K16.1 validity
 - K16.2 reliability
 - K16.3 sufficiency
 - K16.4 currency
- K17 legislation which relates to the work being undertaken and its impact for your work
- K18 your organisation's policies and practices which affect the work undertaken
- K19 the particular confidentiality issues which are likely to arise in the

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- systems and structures for which you are responsible
- K20 methods of evaluating your competence, and for determining when further support and expertise are needed
- K21 the measures available to you to improve your competence in your area of responsibility

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Relevant occupations	Youth Offending Team Officer; Youth Offending Team Worker; Youth Justice Officer; Youth Justice Practitioner; Senior Youth Offending Team Officer; Senior Youth Offending Team Worker; Senior Youth Justice Practitioner; Youth Offending Team Manager; Youth Justice Manager
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