

SFJ EA6

Obtain information from the individual regarding their behaviour



Overview

This standard is about obtaining, verifying and recording information from individuals regarding their problematic behaviour. Information needs to focus upon the cause of problematic behaviour, the individual's views of their behaviour, and the consequences of the problematic behaviour. The information obtained needs to be verified towards informing decision-making.

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

There are three elements

- 1 Prepare for a discussion with the individual
- 2 Obtain information from individuals about their problematic behaviour
- 3 Close discussions and record information regarding individuals

Target group

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

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Performance criteria

Prepare for a discussion with the individual

You must be able to:

- P1 identify and review the circumstances of the individual, determining their personal circumstances, including:
 - P1.1 any relevant care history, where it exists
 - P1.2 any known or potential risk factors
 - P1.3 their likely motivation to provide information
- P2 identify, where the information is available, the individual's attitude to their behaviour, their motivation to change, self-perception, and their reasoning abilities
- P3 explore the individual's speech, language and communication needs and, where necessary, make the relevant arrangements to address these needs
- P4 identify information that needs to be gathered
- P5 make arrangements for meeting the individual that:
 - P5.1 are consistent with the priority of the situation
 - P5.2 include the appointment time, length and location
 - P5.3 identify and confirm relevant details with others who need to be present
- P6 check that those involved are aware of the nature of the information that you are seeking and your purpose in seeking it
- P7 manage the disclosure of historic, current or potential information relating to risk of or actual harm in accordance with legal and organisational requirements

Obtain information from individuals about their problematic behaviour

You must be able to:

- P8 explain accurately your role and responsibility to the individual
- P9 explain the information being sought and the reasons for seeking it
- P10 explain what kind of information you may have to share with others and what may happen as a result
- P11 obtain, where appropriate, the individual's consent to the process
- P12 communicate with the individual, to encourage an open exchange of views and information that is free from discrimination and oppression
- P13 facilitate individuals to explore their behaviour, including:
 - P13.1 its impact upon others
 - P13.2 any patterns associated with it
 - P13.3 their beliefs and attitudes about themselves and others
 - P13.4 individual factors that might be difficult to disclose
- P14 identify the individual's personal circumstances, including:
 - P14.1 those people and relationships significant to the individual
 - P14.2 details of their accommodation
 - P14.3 their educational experience and achievements
 - P14.4 their physical and mental health

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- P14.5 the use of drugs and alcohol by the individual
- P15 identify whether the individual has any experience of violence, discrimination, oppression, abuse or other traumatic events
- P16 determine, where relevant, the relationship of the individual to their victims
- P17 challenge attitudes and behaviour which are aggressive, abusive or discriminatory, while taking account of personal safety
- P18 assist the individual to recognise and take responsibility for their behaviour
- P19 verify the information provided through corroboration against that available already, identifying and checking any conflicts or anomalies in the information provided
- P20 identify and address any risk factors identified which require immediate action within required timescales
- P21 seek advice and support from your team and supervisor where appropriate and as soon as it is needed

Close discussions and record information regarding individuals

You must be able to:

- P22 explain to the individual what will happen next and, where possible, obtain their consent to the course of action
- P23 explain what information will be recorded and with whom it will be shared
- P24 identify what the individual hopes to achieve in order to reach the best possible and fair conclusion
- P25 ask questions, check and confirm understanding
- P26 record information accurately and concisely, within required timescales
- P27 distinguish between facts and opinions
- P28 structure information in ways which will allow others to use it readily
- P29 make information available to those who are entitled and need to see it within required timescales
- P30 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 towards assessing problematic behaviour and associated risk and protective factors
- K2 the importance of verifying the information received from individuals 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 the ways in which an individual's culture and gender may influence practice
- K5 how to apply the principles of equality, diversity and anti-discriminatory practice
- K6 the importance of maintaining confidentiality, and relevant legislative and organisational requirements regarding this
- K7 the limits of confidentiality, legislation surrounding this and the procedure to follow
- K8 the impact of crime on victims and their need for protection, respect, recognition and information
- K9 factors which influence an individual's behaviour, including their physical, social, psychological and emotional development
- K10 relevant research into the relationship between known factors which influence offending behaviour and the evidence of effective practice in tackling these factors
- K11 current definitions of risk and the purpose of risk assessment and management
- K12 the ways in which stereotyping and discrimination might affect risk assessment and how to guard against this
- K13 the varying types of speech, language and communication needs, and how to accommodate these
- K14 the ways in which it is necessary to alter communication when working with different individuals and representatives of different agencies
- 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, including your organisation's requirements for recording information
- 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 own competence, and for determining when further support and expertise are needed
- K21 the measures available to you to improve your own competence in your area of responsibility

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Developed by	Skills for Justice
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Version number	2
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Date approved	January 2013
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Indicative review date	January 2018
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Validity	Current
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Status	Original
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Originating organisation	Skills for Justice
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Original URN	SFJ EA6
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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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Suite	Youth Justice; Resettlement of Offenders
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Key words	Obtain information; record information; verify information; individual; behaviour; problematic behaviour; discussions; discussion
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