
Overview

This standard is about addressing incidents of challenging behaviour, and includes negotiating boundaries towards minimising such behaviour.

There are three elements

- 1 Negotiate goals for acceptable behaviour
- 2 Manage challenging behaviour
- 3 Contribute to maintaining a supportive environment

Target group

This standard is applicable to those working with individuals with challenging behaviour.

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Address the challenging behaviour of individuals

Performance criteria

Negotiate goals for acceptable behaviour

You must be able to:

- P1 identify achievable goals and boundaries for behaviour appropriate to the individual's circumstances, and that are in line with legislative and organisational requirements
- P2 identify risk factors which might jeopardise the individual's acceptable behaviour, and identify suitable ways of addressing these
- P3 discuss identified goals and boundaries and clarify them with the individual, using a pace and level that is appropriate to their understanding and particular requirements
- P4 discuss and clarify identified goals, boundaries and associated roles with relevant others
- P5 acknowledge and explore areas of conflict and tension openly and honestly, and identify suitable ways to resolve these
- P6 identify protective factors which contribute to and enhance desistance from problematic or offending behaviour
- P7 seek appropriate support where there are any difficulties in negotiating realistic goals and boundaries with the individual
- P8 obtain the informed consent of individuals regarding the actions to be taken
- P9 record agreements reached and share the implications for future work with the individual, and with those who need to know, in line with organisational policy

Manage challenging behaviour

You must be able to:

- P10 identify when an individual's behaviour is outside the agreed goals and acceptable boundaries
- P11 respond calmly and communicate to maximise the safety, rights and dignity of those involved, whilst dealing with the challenging behaviour
- P12 identify and implement appropriate interventions, confirm that the methods and level of interventions are in line with legislation, policy and procedures and are consistent with the plan for working with the individual
- P13 use physical restraint only where necessary, and in line with your organisation's policies
- P14 monitor the individual to maintain their physical safety, and mental well-being, and respond appropriately to changes in their behaviour
- P15 listen to and carefully consider the individual's needs, feelings and responses to the intervention
- P16 record the required details of the incident accurately, legibly and completely, and share relevant information with people who need to know and in keeping with your organisation's policy

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Contribute to maintaining a supportive environment

You must be able to:

- P17 give the necessary and appropriate level of support to the individual and others involved in incidents of challenging behaviour
- P18 give the individual sufficient time to recover from the incident before being encouraged to discuss their feelings and the impact of the incident
- P19 consider relevant factors, including historical, psychological and situational, and identify those which may have provoked or contributed to challenging behaviour with the individual and others involved
- P20 facilitate the individual to reflect on their challenging behaviour and to determine cause and consequences
- P21 determine potential causes of the individual's challenging behaviour and take relevant steps towards minimising these
- P22 work with the individual to explore and develop methods to manage their own behaviour
- P23 share relevant information with appropriate parties when agreeing strategies to enable the individual to manage their behaviour
- P24 seek opportunities for the individual to make amends, where relevant
- P25 discuss any changes to agreed goals and boundaries of behaviour with the individual, at a pace and level appropriate to their understanding and circumstance
- P26 acknowledge unresolved conflicts and tensions between the individual and others openly, and discuss constructively how these may be identified, resolved and progressed
- P27 seek relevant support, information and advice to help resolve difficulties in line with required timescales
- P28 maintain accurate, legible and complete records of incidents in keeping with organisational policy

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Knowledge and understanding

You need to know and understand:

- K1 legislative requirements, national and local policies, procedures and guidance on the prevention and management of challenging behaviour of individuals
- K2 why the boundaries and constraints of your role, responsibility and competence in managing challenging behaviour must be understood and clarified with all parties
- K3 the reasons for using only the minimum physical restraint
- K4 safe methods of restraint which are consistent with legally permissible methods of control
- K5 your organisation's policies and procedures relating to reporting incidents and to whom the reports should be made
- K6 the legal framework which protects you and others from abuse and assault at work
- K7 the individual's right to take legal action against another and why it is important to consider the implications for others
- K8 what constitutes challenging behaviour as defined through legal policies and guidelines
- K9 how the age and stage of development of an individual can affect the way in which behaviour is viewed
- K10 the difference between challenging behaviour and assertiveness
- K11 the importance of taking into account the individual's previous experience and its potential impact upon their current behaviour
- K12 why your response to challenging behaviour needs to be sensitive to the age, gender, culture and religion, understanding and circumstances of an individual
- K13 factors which may contribute to the escalation or defusing of challenging behaviour
- K14 signs and indicators of potential risk to people during episodes of challenging behaviour
- K15 factors which determine appropriate goals and boundaries for individuals
- K16 the importance of reflecting on incidents of challenging behaviour and of recognising their impact on relationships
- K17 available forms of help and support for individuals and yourself, and how to access them
- K18 techniques for diverting potential challenging behaviours
- K19 how to apply safe and minimal methods of restraint

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Additional Information

Glossary

Desistance

Desistance from crime refers to the long-term abstinence from criminal behaviour among those for whom offending had become a pattern of behaviour. Some see desistance as a permanent cessation of offending over several years, whilst others take an arguably more fluid definition of desistance, accepting that episodes of re-offending may occur.

(McNeill et al, 2012)

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