
Overview

This standard is about working with the families and carers of individuals with problematic behaviour to enable them to understand the reasons for that behaviour. It covers the provision of appropriate support to the individuals towards addressing such behaviour.

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

The term 'families and carers' is intended to include the parents, relatives and any significant others who are involved closely with individuals, including any third parties acting in the role of parents for children and young people.

There are three elements

- 1 Establish effective relationships with families and carers
- 2 Maintain effective relationships with families and carers
- 3 Disengage from relationships with families and carers

Target group

This standard is applicable to those who have a specific responsibility for working with the families and carers of individuals.

SFJ GB12

Work with families and carers towards addressing individuals' problematic behaviour

Performance criteria

Establish effective relationships with families and carers

You must be able to:

- P1 obtain and review available information and assessments about individuals and their families and carers ahead of meetings
- P2 familiarise yourself with their specific circumstances and identified needs, including, where relevant, the need for an interpreter
- P3 explain accurately your role and responsibilities, the reason for your contact, and how this relates to the work of others
- P4 clarify:
 - P4.1 the objectives associated with the relationship
 - P4.2 the nature and boundaries of your contact with the family and carers
 - P4.3 the information that might need to be shared with others and the reason for this
- P5 establish the preferred names of the individuals that you are dealing with and how they wish to be addressed
- P6 explain accurately the range of relevant services both from your organisation and other agencies
- P7 explore with the family and carers what they expect from you and your organisation
- P8 discuss in detail and agree with the family and carers:
 - P8.1 the nature of the individual's problematic behaviour
 - P8.2 aspects that can be built upon
 - P8.3 the risks associated with addressing and not addressing the behaviour
- P9 identify and agree any issues that the family and carers wish to remain confidential, where appropriate
- P10 gain full commitment from family and carers to the process
- P11 explain to parents and carers, where necessary, their legal rights and responsibilities relating to Parenting Orders
- P12 facilitate an open exchange of views that is free from discrimination or aggression
- P13 communicate at a pace appropriate to everyone present

Maintain effective relationships with families and carers

You must be able to:

- P14 maintain contact with families and carers at a frequency and using methods consistent with your role, their agreed needs, and organisational and statutory requirements
- P15 enable families and carers to understand the factors that may have contributed to the individuals' behaviour
- P16 agree with the families and carers their goals in supporting individuals with problematic behaviour, assisting them to keep these relevant and

SFJ GB12

Work with families and carers towards addressing individuals' problematic behaviour

realistic

- P17 discuss and agree the actions that families and carers are to take if these goals are to be attained
- P18 offer constructive support and positive regard to families and carers, acknowledging the difficulties that can be faced by individuals
- P19 discuss and agree positive aspects of individuals, enabling their families and carers to recognise individuals' positive attributes
- P20 review with families and carers:
 - P20.1 progress towards achieving their goals
 - P20.2 impact upon the problematic behaviour of individuals
 - P20.3 obstacles, and ways in which these might be overcome
- P21 review and evaluate with families and carers their ongoing understanding, willingness and confidence to appropriately address the problematic behaviour of individuals
- P22 offer constructive feedback to families and carers, recognising achievement
- P23 refer families and carers within required timescales to relevant others where they have needs beyond your own role, or area of competence
- P24 maintain full and accurate records of your contact with families and carers, and of the resultant outcomes

Disengage from relationships with families and carers

You must be able to:

- P25 review your work with families and carers in line with required timescales, and assess whether there is a continuing need to maintain the relationship
- P26 seek constructive feedback from families and carers upon their experience
- P27 summarise accurately the outcomes achieved where your contact with families and carers is to end
- P28 offer appropriate support to families and carers to assist them in engaging with other relevant organisations to sustain their progress
- P29 alert appropriate parties to issues that families and carers may experience due to your disengagement
- P30 maintain accurate and complete records of the work with families and carers, the outcomes achieved, and the situation at the point of disengagement
- P31 share a summary of work during the relationship with the families and carers, and relevant parties, where appropriate and possible
- P32 instigate a plan for disengagement that clarifies next steps for the family and involved agencies
- P33 engage with agencies involved in next steps prior to the new arrangements commencing to prevent any loss of confidence and/or progress for the family

SFJ GB12

Work with families and carers towards addressing individuals' problematic behaviour

Knowledge and understanding

You need to know and understand:

- K1 legislation and guidelines of effective practice relating to your work with individuals and their families and carers
- K2 the role of your organisation and its services, and how they relate to other organisations and services in the sector
- K3 your organisation's policy and procedures on confidentiality of information, the disclosure of information to third parties and the specific circumstances under which disclosure may be made
- K4 how to apply the principles of equality, diversity and anti-discriminatory practice
- K5 the nature and structure of families and carers acting in the role of parents, and the diversity of these in different contexts and cultures
- K6 the significance of the relationship between families and carers and individuals, including the central role of families and carers in the development and welfare of individuals
- K7 methods to enable families and carers to increase their awareness of, and to develop, parenting skills
- K8 the different forms and range of effective communication, and the effect of culture on communication
- K9 behaviours which demonstrate respect for others and behaviours that do not
- K10 working methods and styles which may be used to develop, sustain and enable families and carers to move on from relationships
- K11 the impact of the broader social environment on families and carers and individuals, including:
 - K11.1 areas of material deprivation
 - K11.2 crime and the fear of crime
 - K11.3 poor housing
 - K11.4 poverty
- K12 physical, social, psychological and emotional development of individuals, and the ways in which such development can be affected
- K13 the effect of parenting and family relationships on the physical, social, psychological and emotional development of individuals
- K14 the effects of families on individuals, particularly when family members have their own issues and needs
- K15 your role and responsibilities and who to seek assistance and advice from

SFJ GB12

Work with families and carers towards addressing individuals' problematic behaviour

Developed by Skills for Justice

Version number 2

Date approved January 2013

Indicative review date January 2018

Validity Current

Status Original

Originating organisation Skills for Justice

Original URN SFJ GB12

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

Suite Youth Justice; Resettlement of Offenders

Key words Parenting Orders; families; carers; problematic behaviour; establish; maintain; disengage
