

How do we know if we are working 'WITH'

It's about giving people a 'Fair Process'.

A fair process involves:

Engagement, Explanation, Expectation clarity

Engagement

What are the benefits of change? Have I asked the family what they would like to change?

Who shall we talk to?

How shall we talk about it? What's the best way to communicate?

What will the change look like?

How long will it take? Being honest if a timeline cannot be given

How do we show we have listened?

Who needs to be part of the decisions?

Has the environment been considered? (is this trauma informed?)

How will the family know if you have listened?

Explanation

What is the reason for involvement in families lives? What will happen? How will that look? Has it been shared in a way that everyone understands?

What is the reason behind the decision/change? Have they understood the process and how do we know this?

Is there a policy or procedure that means the decision has to happen? Has this been shared?

How will we know the decision has been understood?

Are the benefits and risks explained in full?

Is language clear, concise and appropriate? Has it been shared in a way that everyone understands?

What are the non-negotiables / bottom lines?

Expectation clarity

What are the changes to the plan? What happens next? How long could this take?

Who is responsible for making sure the decisions and actions are completed?

Is it realistic and achievable? Are there any barriers for the plan to not be achieved? How do we know if it's been successful?

Is there a back-up plan (contingency)?

Has all of this been communicated with the family in a way they understand? How will we know this?

