



## **ANDERIDA ADOLESCENT CARE**

### **BUILDING POSITIVE RELATIONSHIPS WITH EXTERNAL AGENCIES AND CHALLENGING HARMFUL PRACTICES**

In line with our values, Anderida Adolescent Care is committed to forging relationships with families and external agencies. Anderida works hard to develop a shared understanding of the difficult contexts, where we support individuals and work alongside statutory agencies. However, we recognise sometimes professionals will differ in their opinions of what is best for children and families to move forward in a safe way. Anderida tries to recognise these challenges as opportunities to understand other parties' views, to share ideas, strengthen relationships and practice Non-Violent Resistance.

When in dispute with another agency due to different opinions, approaches or decisions consider the following steps.

#### **Step 1- Consider how this situation is impacting on you. What emotions are you feeling?**

- + Angry.
- + Sad.
- + Frustrated.
- + Concerned.
- + Compassion.
- + Empathy.
- + Injustice.
- + Exasperated.
- + Desperate.
- + Confused/baffled.
- + Curious.
- + Inadequate/incompetent.
- + Overwhelmed.
- + Let down.
- + Disappointed.
- + Acceptant.
- + Demoralised.
- + Energised.
- + Resistant.
- + Helpless.

Think about what lies beneath these feelings, how they may marry up with what other professionals/individuals may be feeling. How can you use and/or convey what you are feeling constructively, without blame as part of the communication about the situation?

## **Step 2- What could be the barriers to taking risks, affecting change and trying a different approach?**

- ✚ Finance.
- ✚ Available resources.
- ✚ Overwhelming caseloads.
- ✚ Court Orders.
- ✚ YOT Requirements.
- ✚ Family history of harmful behaviours.
- ✚ Fixed views.
- ✚ Intel on individuals in the family home.
- ✚ LA/professional involvement with the family and a poor mistrustful relationship.
- ✚ Other children at risk/impact on siblings.
- ✚ Beliefs and values held by key professionals.
- ✚ Police concerns.
- ✚ Environmental risks.
- ✚ Pressures within teams/from managers.
- ✚ Experience.
- ✚ Concerns around CSE CCE.
- ✚ Anti-Social behaviour in the community.
- ✚ Lack of current knowledge around the child/family.
- ✚ Lack of trust in Anderida provision/approach.

Try to understand and empathise with what the difficulties are for the other parties.  
Communicate an appreciation for these difficult aspects, barriers, worries and risks.

## **Step 3- Consider what the opportunities are at Anderida?**

- ✚ Education on our service and NVR.
- ✚ New constructive trusting relationships.
- ✚ Demonstrating to the child/family, how we will advocate for them.
- ✚ Initiating multi agency engagement.
- ✚ Creating a different story for the family and professional interaction.
- ✚ Increasing the support network.

## **Step 4- Think about what Anderida can do to support statutory agencies and the family to change the story and open up new possibilities?**

- ✚ Assume a position where others have good intentions, even if these are experienced as critical and prescriptive.
- ✚ Really listen!
- ✚ Be reliable and trustworthy, demonstrate how professional we are individually and as a service.
- ✚ Try and understand their point of view and demonstrate empathy, even if you don't agree with their actions.
- ✚ Ask questions – e.g. What do you need from us? What will help overcome fears and barriers?

- ✚ Develop affective risk assessments with a high presence of safe adults, to allay fears.
- ✚ Take a how can we do this in a safer way approach, rather than accepting something is too risky to work towards.
- ✚ Ensure the young persons' voice is heard.
- ✚ Practice de-escalation and emotional regulation with clients, so they can be more effective in communications.
- ✚ Make sure all is in writing and summarise conversations to ensure a shared understanding and record of agreements/differences.
- ✚ Invite professionals to In-house therapeutic meetings.
- ✚ Share literature on NVR.
- ✚ Create an evidence trail to show engagement and progress with the children and families.
- ✚ Appreciate the efforts they are making in their role- give positive feedback.
- ✚ Be curious.
- ✚ Offer the family therapy sessions.
- ✚ Offer free training to other agencies.
- ✚ Communicate how we wish to reduce stress and the drain on other agencies (e.g. Police, LA) and are willing to take decisions and increase presence.
- ✚ Request multi- agency meetings – offer venue space, zoom facilities to go to them to help with their logistics and workload.
- ✚ Value their knowledge and expertise and ask for their help.
- ✚ Increase trust from the young person ensuring that you will take action to support them, making sure their views and needs are heard.
- ✚ Share success stories.

**Step 5- If all of the above has not helped to address the situation think about- How we can resist further?**

- ✚ Enlist the support of others (other colleagues, IRO, Advocacy, CRAI, Children Commissioner, Ofsted, therapist, relevant statutory and voluntary agencies).
- ✚ Research legislation/regulations that are relevant, highlight when decisions are at odds with the law or underpinning principles.
- ✚ Use professional witness testimony.
- ✚ Campaign messages from relevant people.
- ✚ Assist the young person and families to put their views in writing to relevant professionals.
- ✚ Write an announcement outlining what we value in that person/service and what is causing harm and can no longer be accepted.
- ✚ Escalate the concerns to managers, service lead, Ofsted, MP-following the complaints procedure.

**Step 6- Think about being kind and how we can reconcile and continue to build a relationship despite these differences.**

- ✚ Remain professional, respectful and courteous throughout all interactions.
- ✚ Stay with the issues.
- ✚ Feedback on areas we do appreciate and compliment on these.
- ✚ Continue to offer resources.
- ✚ Give low cost relational gestures when visiting, e.g. biscuits a small plant.