



ANDERIDA ADOLESCENT CARE

SUPPORT NETWORK POLICY

Every young person in our care needs support with their development and struggles that they are facing. A support network is a group of people who are important, essential and influential to our young person in a safe and non-critical manner. Supporters are able to commit to providing resistance against harmful behaviours and provide acknowledgement when a young person has done well in an area. Supporters would need to be willing to hear about the young people, be there for young people, write messages and in some cases take part in other NVR interventions.

WHO SHOULD BE A SUPPORTER?

There is no limit to who can belong to a support network. It is important to ensure that those chosen are relevant, safe and willing to commit and support the use of NVR. Having a good relationship with the young person is often useful but not essential.

Some examples of supporters may be:

- Family members (where appropriate)
- Mentors
- Teachers
- Friends of the family (where appropriate)
- Specialist professionals inc- PCSO, therapists, advocates
- Neighbours

The list is endless and can change depending on the young person and those available to them.

HOW TO RECRUIT A SUPPORTER

When recruiting a new member of the support network it is important to consider you may have to introduce them to the NVR model and this may take time. A supporter's guidebook is available and can be given to help aid them.

When requesting a supporter's involvement (this is preferably done in person if and where possible), you may want to consider arranging a meeting where you can invite all your supporters and speak to them all at once.

You are asking the supporter for their commitment to the young person, giving a small insight into NVR and providing guidance into the role that they are to play. During this time, be clear about what expectations you have from them and whether this is something they can do.

A STATEMENT YOU MAY FIND USEFUL IS AS FOLLOWS:

It is about creating a community of adults who care about the young person, to raise their presence and remove the secrecy surrounding the challenging behaviour. Challenging this behaviour through consistent and resisting messages of concern.

WHAT IS THE SUPPORTER'S ROLE?

A supporter's role can change depending on their level of commitment but also how appropriate they are. **Some examples of this may be:**

- **Campaign of Concern** – Sending messages in response to behaviours demonstrated by the young person. This could be to challenge negative behaviour or praising the good or even a welfare check to show their unconditional love. These messages can be sent via email, text, by phone call or even face to face.
- **Family Support** – This role is to help support family members in their own journey with NVR. Provide childcare if necessary for other siblings or to help check in and support parents and their own emotional experiences.
- **Intervention support** – This is to be an actual presence for bigger interventions that may be chosen to resist riskier behaviours. This may be to support a parent whilst they deliver a strong message during an announcement or to actively take part themselves in a sit-in or house occupation.

COMMUNICATING AND CONFIDENTIALITY

A great way to keep everyone connected is by an email thread. This allows a message update to be sent to your whole network in one swift action. By informing everyone at once it keeps the disruption to a minimum whilst sending a clear message of who has been requested to respond.

No sensitive information about the Young Person must be provided to the Supporters Network without the permission from the Manager of the home and parents (if applicable). Use general language, no specifics and refrain from using NVR jargon.

When setting up the email thread, be sure to BCC all email addresses to protect the privacy of all included and prevent their email address being available to the rest of the network. Lastly be sure to use 'Reply All' when sending to the network to guarantee all are included in the feed.

EXAMPLE OF A SUPPORTERS NETWORK EMAIL THREAD:

Hi All,

Welcome to (YP name) Support Network. As previously discussed, this email thread will be an opportunity for everyone who cares and wishes to support YP to be kept up to date on YP behaviour and about all the amazing work we together will be providing for them.

Each week the email thread will be updated and you all will have a brief description about the positive things YP has achieved or at times the harmful behaviour we are resisting. Then that's where you come in!

Up to 3/4 people will be chosen to contact YP regarding the behaviours discussed. This could be acknowledging positive behaviour or that you cannot accept some harmful ones. Sometimes it could just be to check in and tell YP you have been thinking about them (welfare check).

How you choose to do this will be up to you, you can email, phone, write a letter, send a text or if you are able to, drop in for a face to face visit. The options are limitless, after all, it's your relationship with YP so keep it natural to you.

Each thread will clearly state who is to contact YP and what behaviours we would like to address. Support with your responses will be provided at any time so please feel free to contact the home and speak with the team.

Good Luck and thank you for your support.