

The plan doesn't seem to be working, the family isn't co-operating – I feel 'stuck'.

Try the following:

- Review what you have done so far to engage the family – what has been most successful? What has been least successful and why?
- Discuss the case with your line manager or safeguarding supervisor.
- If there are practical issues blocking progress attempt to resolve these. It may be that the home environment is so chaotic when you visit that you are unable to complete any assessment. If this is the case, plan carefully how you can assess the family in these circumstances.
- Resolve some of these practical issues that may be distracting the family (although be aware to the possibility that they are not being used as excuses to distract you).
- Think about what the family most likes to talk about, for example, the children, themselves, housing issues. Structure your visit and allow them 10 minutes at the beginning of the session to let off steam and then spend the remaining time looking at issues that you want to cover.
- Plan your visits. Think carefully about what time you will visit, what you want to achieve from the visit and how you will do it.
- Think carefully about how you are going to monitor and measure the issues of neglect. It is not acceptable to see this as ongoing activity that you cast your eyes over when visiting the family home. Use resources and tools to review change and feedback to the family what you perceive the situation to be.

CONTINUED....

- Consider using creative ways to engage the family e.g. DVDs, games.
- Consider using a written agreement with the family.
- Use observation as a method of gaining information and then feedback the issues to the family and engage in discussion about this.
- Consider discussing the family within your team, possibly at a team meeting. Your colleagues may think of new ways of engaging the family or support to offer.
- Consider having a colleague co-work with you. This will provide you with support and may also help to provide a fresh approach to the case.

October 2020