

Ten Key Learning Points:

Working with 'Difficult, Dangerous and Evasive' Families

TRAINING:

1. DANGEROUS

If parents are Dangerous with professionals, how are they with their children and partners?

2. UNCOOPERATIVE

75% of parents identified as uncooperative, incorporating hostility and disguised compliance- Biennial Analysis of Serious Case Reviews 2005-2007

3. DEFINITIONS

Do we define service users as difficult, simply because they DISAGREE? Are our definitions Subjective or Objective?

4. ENGAGEMENT

'What we do at the beginning defines what is possible at the end'. Doing things 'With' people as opposed to 'To' them; this in order to develop their ownership of changes that need to be made.

5. START AGAIN SYNDROME

DR, Marion Brandon., 'A Review of Child Deaths. 2009'; DD&E behaviours can disrupt the continuity of Assessment and decision making. This can include change of schools, location and social worker, use of the Complaints System; knock back from legal process etc.

6. UNIFIED APPROACH

Individual professionals need to work in harness with their managers within the clearly defined and delivered policies and support from their organisations. Beware 'divide and rule'.

7. COMPREHENSIVE SUPERVISION

Case ownership should be shared, professional practice supported and challenged, and personal resilience a focus of enquiry and support.

8. RISK ASSESSMENT

Practice and procedures relevant: understood and utilised.

9. THE RULE OF OPTIMISM

Beware the inclination to identify positives where they do not exist or to overestimate their significance in the balance of Risk.

10. DESENSITISATION

This can lead to the lowering of thresholds of acceptability and to the development of a learned helplessness.

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