

# 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?*

