

SCENARIO 1:

Jane, 14, has been staying with us for a few months and her attendance at school and general engagement have improved dramatically. She told her worker last night that ALE are unfair by not rewarding her with her phone at night, after all, she has done everything they asked of her and anyone else her age would be able to have their phone at night.

Anna, her worker, responded by acknowledging the effort Jane has put in to working through her difficulties and engaging with school and the team in general. She also reminded her of the policy, and asked Jane to reflect on why she thought the policy was important, and what impact it would have if the policies were changed so they were different for each child.

Jane responded by throwing a piece of paper at Anna and slammed the door as she left the room. The paper was a crumpled-up leaflet from her advocate about the UN charter which included the following:

- Any intervention by a public authority in the life of a child must be properly justified and should be supported by services from all relevant agencies working in collaboration

SCENARIO 2:

Jim has recently joined the service after working elsewhere in a secure children's residential setting, and he is still trying to absorb what he sees as a new approach. He is a keen worker, and would like to go on to further studies, possible Social Work training. He is approached by Claire, a fairly new resident, who says she wants to go to Church. Nobody has spoken to Jim about this, and he cannot find a record of this in her care plan. His colleague is in a supervised contact session with a family, and he tried the on-call manager who was dealing with an emergency in another home.

Jim tells Claire rather clumsily that she cannot go, and he offers minimal explanation without referring to her care plan. Claire makes a complaint that afternoon citing her rights to worship have not been met. She receives a full, written apology from the manager.

In supervision, Jim and his supervisor explore how he might have resolved this differently, and they set learning goals and action points.