

## Things to do to acknowledge an issue

- Acknowledge people's experiences and that things might be difficult to discuss
- Give the person who is speaking your full attention
- Do not try to change, rewrite, reframe the person's story – reflect back their own words
- Give credit for small or large efforts, strength facing challenges, perseverance and avoid being patronising!
- Make sure people have said everything they need to – ask if they would like to add anything further?
- Thank people for sharing their views and experiences
- Notice if someone is being spoken over/looks like they want to say something - invite them to speak

## Questions to help focus the discussion on solutions

- What has worked in the past?
- What is going well now?
- What is working ok?
- What does not need changing?
- What things do the child/young person or parent/carer feel confident in doing?
- What are the strengths and resources for the child/young person/family?
- What are the protective factors?
- Where can resilience be seen?
- How are people managing to cope at the moment?
- How can we move things forward?

## Questions to use to explore exceptions

- Are there times when there are no problems?
- Tell us what's happening when you're managing things better?
- If things were to get a little better over the next couple of weeks, even in a small way, what would be happening differently?
- Which strategies do we want to do more of, or change, or retry?
- Who was around to help with this?
- How would this make a difference? Who will notice when things improve?

## Questions to help explore risk

- What exactly happened?
- What are you worried could have happened?
- What effect did that have, and on whom?
- How likely is it that this could happen again?
- What makes it more likely to happen again?
- What can we change to make it less likely to happen in future?
- Do we think that this child or any other may be at risk of significant harm?
- Is there anyone else we should involve to support the family in relation to the concerns?
- Have we clearly identified what we are going to do to manage these concerns?
- Do we need to make any specific decisions today?