

# Spring Exchange 2008

29 May - 7 June 2008

Theme "Residents with unacceptable behaviour"

## Participant Data

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Organisation	HERO	Danish Red Cross
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## Itinerary (List of places and people visited)

**Monday: Duty Team Dover and Appledore.**

Sarah Letherby (PA), Derrick Brazier (support worker)  
and Anne-Marie (social worker)

**Tuesday: Appeldore - age assessment.**

Derrick (support Worker), Brenda (social worker)

**Wednesday: Appeldore – interview with Jane Wooley (key worker).**

**Thursday: Trans East Dover – long term team.**

Mavis Steels (young persons and community support  
worker) and Pad (support worker)

**Friday: Trans West Malling – Long term team.**

Diana (social worker)

## HOUSE RULES

In this assessment we have chosen to study the house rules at Appledore, the reception for unaccompanied minors in Kent. The minors stay at Appledore for 5-6 weeks to have an age assessment, and learn living skills before moving to the community. The residents are boys at age 16 to 18, the younger unaccompanied minors and the girls are placed in foster care or supported living.

### **1. Are there specific house rules developed for residents?**

The reception in Appledore has house rules (see attachment 1).

### **2. Policy (development)**

The house rules have been revised as late as 2008 on a local level by the staff, and are not legally binding.

### **3. Information**

The residents receive information on the house rules in the welcoming interview. It is only written in English and presented orally with an interpreter present. They receive adequate information on their obligations and rights, and every week the Refugee Legal Counsel visit the reception to talk about asylum rights, human rights and legal support of their appliance.

### **4. Content of house rules**

The contents of the house rules reflect the staff expectations of the minors behaviour, rights, duties and practical information.

### **5. Supporting mechanism**

The staff aim is to build a positive relationship between them and residents and treat each other with respect. The physical environment is important to make the stay as pleasant as possible and to make sure they have food they like and activities to keep them busy.

If the residents are deliberately refusing to obey the house rules, the staff can hold back pocket money, but only for a limited time. If the residents are damaging property their allowance will be reduced in order to make up for the damage while they are staying at Appledore. The sanction used most of the time at Appledore is denying planned trips, for example to activities.

All of the sanctions have to be written down in a book in the office and explained to the resident with an interpreter.

## **6. Role of the staff**

The staff reminds the residents of the house rules if their behaviour is unacceptable, for example if they don't do their duties or if they need help in daily living. The personnel have no formal training, but use informal support by talking to colleagues and support each other in decisions. They are aware of cultural and religious differences and keep it in mind. When challenging behaviour caused by cultural differences arise, the staff will tell the residents that this behaviour is unacceptable in England.

### **1. Other actors**

If the resident behaviour is a criminal act the staff will receive assistance from the police, sometimes to have a talk with the minors and give them a warning, at other times take them to the police station for one night.

### **2. Role of the residents**

Appledore has a *complaint form* which the residents use together with the key worker and an interpreter. This method is used if any resident feels discriminated against, bad treatment from the social worker or are unhappy about the food etc. The social worker and manager will receive the paper and obtain knowledge of the problem.

The last year there have been no complaints.

### **3. Incidents**

Most of the incidents that have occurred this year were attitude problems caused by cultural differences. Apart from this there has been one self harming person with mental health problems who was sent to the hospital, one sexual predator who is being prosecuted and some residents with violent behaviour. We have no exact knowledge of the exact amount of incidents this year.

When the minors move out in the community the greater part of problems is vandalism, but the most concerning problem is sexual abuse of minors.

### **4. Good practice**

Appledore has some good practice in preventing challenging behaviour.

*Independent Living skills program:* This is a preventive program on how to survive in the English society as well as acting and behaving (See attachment 2). It is the resident key worker who is responsible for this program.

*Sex education talk:* A person is coming every week to talk about sex, girls and behaviour.

*Fire safety:* All of the residents have to participate in the fire brigade visits where they are informed of fire safety and how to put out a fire.

## RESIDENTS WITH UNACCEPTABLE BEHAVIOUR

In this part of the assessment we will look at all of the places we have visited and people we have talked to in Service for unaccompanied Asylum seeking children in Kent.

### 1. Definition of unacceptable behaviour

There is no definition of unacceptable behaviour in Service for unaccompanied asylum seeking children in Kent. Although behaviour contrary to the house rules is unacceptable, the staff use common sense and have cultural differences in mind.

### 2. How to deal with unacceptable behaviour

See assessment on *house rules*, number 5. In the *supported living* with contents of residents with special needs and challenging behaviour, the staff has an ABC chart for how to deal with challenging behaviour. A for Antecedents; finding the problem. B for Behaviours; how they are behaving, and C for Consequence; the staff figures a solution and make a consequence.

Social workers and support workers may ask the manager for advice about unacceptable behaviour in different cases.

### 3. Identification of unacceptable behaviour

Appledore has a *risk assessment* made by the key worker on every child (see attachment 3). This is an ongoing assessment which continues when they move to community. If the key worker recognizes a child with risk problems they will have a conversation with the child with an interpreter present.

### 4. Special facilities or arrangements

In Appledore there are no other facilities in accommodation, but if it is necessary they change rooms among the boys and also have the possibility to use more staff. When the minors are moving in to the community, those with special needs and challenging behaviour move in to a *supported living* house.

### 5. Staff

There are social workers amongst the staff, and the managers have different education skills. For example Norman Harknett has a Doc. Arts (Child, and family studies) and Stewart Law has a degree in sociology and policy. Some of the staff have long work experience which enables them to deal with challenging behaviour.

There is no training for the staff. If an incident occurs they have debriefing together with other staff and they also have the opportunity to call Kent County Council for support from trained personal. Each month the staff has supervision with their manager.

## **6. Client information**

The staff has no information on the residents when they come to the country, only claimed name, age and nationality. The information is obtained from observation and age assessment interview. The residents information and needs are recorded on an observation sheet in the office. Each resident has a file with care plan, assessment plan, health record and medical appointments. This will follow the resident from Appledore to the community.

## **7. Good practice**

*The supported living:* If the unaccompanied minor has special needs or challenging behaviour they are referred to a supported living. They live together in a household with staff members present from 8 am. to 8 pm., which helps them with practical needs and guide them in the English community.

*Pathway plan:* In addition to the life skills program and the risk assessment they do a pathway plan for the boys living in the community, from the age of 16 to 21/24. It is a plan for the residents to achieve hopes, dreams and goals. The pathway plan will draw up current needs and future goals.

One of the managers, Norman Harknett, has written a paper about “child development understanding behaviour fourfold needs classification”. We think this is a relevant paper for our exchange theme and have attached it as number 4.

