How Can We Respond to Resistance?

Options for practice in responding to Resistance include calling a professionals only meeting to focus on the needs of the child, parental behaviours and staff safety; joint visits with a combination of workers; an agreed multi-agency child protection plan with specific actions identified; consideration of adult support and protection procedures as required; support from managers and access to supervision; and drawing up a written

contract with parents.

Why is Resistance

Important?

What is Resistance?

Resistance is an important and

multi-faceted concept in child

protection. Common features

include a resistance to change and an inability or unwillingness to

acknowledge and address risks to

children. Resistance includes

hostile and threatening behaviour,

non-compliance and uncooperative

behaviour and disguised

compliance.

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Resistance can impact on decision making and interventions and have negative consequences for the child. Frontline workers in all agencies have become increasingly aware of the difficulties in working with families who do not engage, present as threatening or are unpredictable but where the child's plan indicates a requirement to remain involved for their protection.

Why are Parents Resistant?

Parents may be resistant because they do not want their privacy invaded or have something they want hidden; do not think they have a problem; resent outside interference; do not understand what is expected from them; dislike or fear authority figures; fear their children may be removed; have previous poor experience of professional involvement; resent staff changes.

6 Minute Briefing

Working with Resistance

What is Disguised Compliance?

Disguised compliance is where parents or carers undermine work without admitting lack of commitment. Examples include agreeing to but continually changing or missing appointments; change occurring appointments; change occurring agreeing to changes needed but not effecting them; doing just not effecting them; doing just enough or selective engagement; enough or selective engagement; compliance for a limited sporadic compliance for a limited sporadic yeffecting attention for period; deflecting attention for example by criticising workers; and controlling discussions to a controlling discussions to focus on their problems rather than the needs of the child.

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What is Non-Compliance and Uncooperative Behaviour?

Non-compliance and uncooperative behaviour is when parents proactively sabotage all efforts to effect change or passively disengage. It includes passive non-compliance with care plans, failure to keep appointments and refusal to allow access to the home or the child. In this context professionals must ensure issues of language, disability, culture and basic understanding have been addressed.

What is Hostile and Threatening Behaviour?

Hostile and threatening behaviour is behaviour which may be physically or emotionally intimidating. It may include aggression and intimidation by against staff.

Recommendations, Learning and Actions

Identify the learning or recommendations that are relevant to your team and summarise your teams' discussion on those points.

name of Organisation:	i eam inanager:	
Name of Organisation:	Contact Details:	
Team:		
Date completed:		
Date completed:		

What actions have been agreed to improve practice?

What needs to happen?	Who will do it?	By when?	How will you know when it has been done?	How will you know if it has worked?