



Lewisham

Small things with big wings



Listen to what is being said, listen beneath and behind the words.

Clarify with the family to check your understanding.

Think about language- for example promoting safety rather than managing risk.

Think about what needs to be explicit – what do you need to name? i.e., bring race and the impact of this into the open.

Don't rush in to respond to the crisis immediately- think about what your introduction will look like.

Allow the family to tell their story about the impact of racism on them.

Be intentional and acknowledge engagement is your responsibility NOT the families.

Co-produce formulations 'do with, not to families.

Advocate and help people to be heard so they know the burden is not all on them

Set a respectful tone at the start. For example, observing the family's cultural expectations such as removing shoes in their home.

Consider how to give some autonomy from the start for example give choices about where the meetings should take place and gain permission.

Create brave and safe spaces.

Plan how you will approach the family. It shows you have thought about them.