

The impact of the Challenging Behaviour Charter among the members of CB-NSG



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Background Information

The Challenging Behaviour Charter is a document that has been developed to protect the rights of those who display behaviour that may challenge and set out a shared vision and action required to deliver it.

Aims

1. To find out the extent to which the Challenging Behaviour Charter is implemented in practice by members of CB-NSG.
2. To establish to what extent the rights expressed in the charter are upheld.
3. To explore the barriers that prevent members from translating the charter into practice and what can be put in place to support the implementation of this policy.

Methods

- Focused interviews and feedback forms: To gain an in-depth understanding on the common uses, views and issues around the charter.
- Questionnaires: Aimed to explore the extent to which the data found during the interview phase are applicable to the wider CB-NSG members.

Key Findings

- Members held positive views in regard to charter. They perceived it as a useful and widely applied guidance and illustrative of practice, that is in line.
- Several uses of the charter have been identified, it was felt that the charter has an impact on service user outcomes and may challenge discrimination and negative attitudes held by the society.
- A number of barriers to the use of the charter were found. Participants spoke about issues experienced by frontline staff such as limited understanding of the charter and what action to follow.
- Several limitations that were beyond control of those using the charter were identified, namely, funding, local authorities or the government and the society.
- Members acknowledged that regular updates, better planning and implementation of monitoring systems could improve the practical use of the charter.
- 88% of participants claimed to implement the charter in their practice, with only 6% reported not using it.
- Variable implementation of the charter across a wider sample has been found. Some principles have been applied more than others.
- The respondents had mixed opinions on the extent to which the charter had an impact on the application of the rights expressed in it.

Limitations and Conclusions

Due to a low response rate, conclusions on the actual extent of the implementation and impact of the charter are difficult to draw. Similarly, low response rate made it difficult to explore the generalisability of the findings on barriers and areas of improvement.

There is a possibility that the charter is not used as widely as anticipated, given the low interest shown by the CB-NSG members to take part in this project. The strength of the charter would appear to be the articulation of a shared vision. The as yet unmet challenge would be to keep the document alive and influencing service provision on an ongoing basis.