

# REFLECTION, ASSESSMENT AND ACTIONS

**What and whom are you concerned about?** Clarify & list your concern(s) (include frequency + assessment of severity). Who is impacted?

What are the implications? What is in the best interests of service users? Is there a justifiable reason why the person is upset, even if how they express this upset on social media is causing you distress? How might this issue impact your work with a family / community / group / individual / colleague? How might the social media poster's own experiences of trauma and the pressures associated with an intervention, influence their online behaviours? How might cultural and age differences about sharing information on social media be influencing your experience? Remember: social media is not real life; however, what happens on social media can have real-life implications.

**Action plan:** Apply the advice on the "Top Tips" page here. What changes do I / the agency need to make when there is constructive criticism? What actions do you personally / the agency need to take? What actions, if any, do family members and friends need to take? What role, if any, is there for a court process if a vulnerable person is impacted? (e.g. s29 & s31 of the [Child Care Act, 1991](#) for child in care). As in real life, how does a professional / team continue to work with someone who has been abusive / threatening on social media?

