

SFHHP12

Guide and support organisations to change their practices to ensure they meet their statutory responsibilities, in order to prevent, reduce and control risks to health, wellbeing and safety



Overview

This standard covers guiding and supporting organisations to change their practices in order to reduce risks to the health and wellbeing of individuals affected by those organisations. The activities described in this standard follow the identification of practices that pose risks to health and wellbeing, and which may give rise to statutory orders to require change. Situations where you are not be able to use statutory orders, but need to rely on persuasion and providing incentives in order to encourage organisations to change, are covered in another standard in this suite. In carrying out the activities described in this standard, you will be communicating with individuals who represent the organisations, and possibly with other individual employees.

Users of this standard will need to ensure that practice reflects up to date information and policies.

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Performance criteria

You must be able to:

- P1 communicate with organisations in a manner that:
 - P1.1 is appropriate to them
 - P1.2 encourages an open exchange of views and information
 - P1.3 facilitates involvement
- P2 provide information and evidence to organisations on the practices that are giving rise to risks to health, wellbeing or safety, or that may do so in future
- P3 help organisations to:
 - P3.1 recognise the risks inherent in the practices and the benefits of changing them, for individuals and the organisation
 - P3.2 understand, where relevant, the statutory or regulatory position regarding the practices
- P4 identify with organisations a range of strategies for changing the practices that are consistent with:
 - P4.1 their circumstances and context
 - P4.2 the risks associated with the practices
- P5 agree with organisations clear and realistic plans for changing the practices, including goals, timescales and responsibilities, that will prevent the risks, or will control or reduce them to acceptable levels
- P6 clarify with organisations the support that is available to them, from your own organisation or from other agencies, and provide appropriate advice and support to help the individuals who are leading the change
- P7 monitor and review progress, at appropriate intervals, with the plans for changing practice, encourage organisations to value their achievements, and agree on any areas where further action is necessary
- P8 where it is not possible to agree plans to change practices, or plans are agreed but not achieved, consider whether you could pursue other means of preventing, reducing or controlling the risk
- P9 maintain accurate records, in an appropriate form, of your communications with the organisations

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Knowledge and understanding

You need to know and understand:

- K1 your legal powers and duties, and your responsibilities and accountability under organisational and professional policies and protocols
- K2 the importance of working within the limits of your own competence and seeking support and advice when faced with situations outside your competence
- K3 the roles and responsibilities of local health and social care agencies and departments and other agencies at regional and national level
- K4 the law and statutory regulations relevant to the practices of the organisations you are attempting to change
- K5 principles of project planning to bring about change in organisations
- K6 principles and models of change management relevant to organisational change
- K7 the importance of, and how to achieve, effective communication with a range of individuals and groups about hazards and risks in order to protect the population's health and wellbeing.
- K8 the ways in which communication can be altered for different needs and contexts and how to respond to differences in the way that people communicate
- K9 what influences behaviour, perceptions of risk and behaviour change in relation to health protection
- K10 the evidence linking the organisational practices with which you are concerned to risks to health, wellbeing or safety

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Additional Information

External Links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: HWB3 Protection of health and wellbeing

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