
Overview

This standard covers supporting individuals who are at risk of harm.

Risk is taken to mean the probability that events and behaviours carry the possibility of adverse outcomes

It includes carrying out interventions and liaising with different groups including other agencies and families of those harmed.

**Performance
criteria**

You must be able to:

- P1 communicate with individuals in crises in accordance with your organisation's procedures
- P2 support those who have been harmed by others in accordance with your organisation's procedures, in order to:
 - P2.1 provide support
 - P2.2 gain information
 - P2.3 record what has happened
 - P2.4 record potential litigation issues
 - P2.5 reduce the risk of incidents occurring again
- P3 assist individuals to address offending behaviour in accordance with your organisation's procedures
- P4 liaise with families of individuals who have been harmed in accordance with your organisation's procedures
- P5 deal with individuals in ways which promote positive behaviour and attitudes in accordance with your organisation's procedures
- P6 discuss interventions in accordance with your organisation's procedures and timescales
- P7 agree interventions in accordance with your organisation's procedures and timescales
- P8 carry out agreed interventions in accordance with your organisation's procedures and timescales

Knowledge and understanding

You need to know and understand:

- K1 legislation, policies and procedures for supporting individuals at risk of harm
- K2 the importance of acting with empathy
- K3 how to act with empathy
- K4 methods for sharing information
- K5 effective communication methods with individuals
- K6 how to complete required records
- K7 the range of risk reduction processes
- K8 how to apply risk reduction processes
- K9 the range of offending behaviours individuals may demonstrate
- K10 how to deal with the range of offending behaviours
- K11 how to request the involvement of others in cases
- K12 ways to challenge violence with individuals
- K13 the range of interventions used with individuals
- K14 how to apply interventions
- K15 how to demonstrate positive behaviour when dealing with individuals

Additional Information

Glossary

Relevant people refer to individuals, others relevant or significant to individuals, victims of individuals, staff in your own agency or staff from other agencies.

Risk is taken to mean 'the probability that an event or behaviour carrying the possibility of an adverse or negative outcome will occur', (Kemshall, 1998). Within custodial care aspects of risk include re-offending, risk of harm to self, risk of harm to others, and risk of harm to property that would harm others.

Organisational procedures can include prison service instructions, prison policies, legislative policies and any other policies and procedures used across custodial care in the UK.

SFJFM3

Support individuals at risk of harm in custodial environments

Developed by	Skills for Justice
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Relevant occupations	Officers; Public Service Professionals; Youth Justice Officers; Youth Offending Team Officers
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Suite	Custodial Care
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Key words	Risk of harm; triggers; communication; manage; information; risk assessment; resources; specialist interventions; risk reduction processes
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