

SFJ GC12

Provide support and address cases where individuals disclose abuse



Overview

This standard is about addressing cases where an individual reveals that they are subject to abuse, such as bullying, and taking the appropriate action.

There are two elements

- 1 Establish the circumstances of abuse
- 2 Disclose the situation to an authorised person

Target group

This standard is applicable to those working with individuals who experience abuse and require support.

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Performance criteria

Establish the circumstances of abuse

You must be able to:

- P1 offer an appropriate level of support to individuals showing signs of distress, or where the circumstances might suggest that abuse may have occurred
- P2 permit individuals to discuss their situation of their own volition, and provide them with the time and privacy to disclose what they wish
- P3 establish the facts, circumstances and nature of abuse suffered, including those involved
- P4 verify the information, where possible, through corroboration against that available already, identify and check any anomalies in the information provided
- P5 identify and assess options available for addressing the situation, and to prevent recurrence of the abuse
- P6 explain the options available to the individual, support them in considering their preferred way forward and check that they understand the actions that will be taken
- P7 consider options and agree a way forward to address the nature and severity of the abuse in line with your organisation's procedures
- P8 maintain a duty of care for the individual, ensuring that their rights are fulfilled

Disclose the situation to an authorised person

You must be able to:

- P9 take actions, which are appropriate to the nature and severity of the abuse
- P10 inform the appropriate person of the disclosure, providing accurate and complete information regarding the abuse within the required timescales
- P11 offer the individual relevant support, as agreed with them
- P12 maintain accurate records of the abuse and actions undertaken, and check that appropriate parties are informed
- P13 maintain appropriate confidentiality, in line with regulatory and your organisation's requirements

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Knowledge and understanding

You need to know and understand:

- K1 legislative requirements affecting your role and how you address allegations and incidents of abuse
- K2 your organisation's policies relating to the disclosure of abuse and supporting those who have been abused
- K3 types of abuse and indicators of possible abuse in individuals
- K4 the importance of dealing with allegations and instances of abuse immediately, and how to do this
- K5 circumstances when your organisation's policy and/or legal requirements require confidentiality to be over-ruled
- K6 the importance of checking that the receiving and recording of disclosure details should not prejudice the individual's rights to pursue legal action
- K7 the importance of allowing individuals to communicate and disclose at their own pace, and why individuals may be reluctant, or choose not to disclose
- K8 possible causes of abuse and methods for preventing the occurrence/recurrence of abuse
- K9 the possible emotional consequences of abuse for the individual
- K10 how some individuals may falsely allege abuse as a means of drawing attention to themselves, and methods for verifying allegations
- K11 other organisations which support individuals and how to access their assistance
- K12 sources of help and support to address the emotional consequences to you of cases involving abuse of individuals

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