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**Overview**

This standard is about supporting those who have been abused and disclosed this abuse. This includes having been bullied.

The abuse may be through individuals abusing themselves, such as through the use of substances, or through the abuse of one individual by another.

It identifies your role in supporting individuals and those liable to abuse to cope with their situation and to make decisions consistent with guidelines and policies laid down by the organisation in which you work.

The abuse may be physical, emotional, psychological, verbal and sexual. You may need to seek support from within or outside your organisation. You will need to be adept in verbal and non verbal communication skills in order to establish empathetic relationships.

**There are two elements**

- 1 Support individuals who disclose abuse
- 2 Support individuals who have been abused

## Support individuals where abuse has been disclosed

**Performance  
criteria****Support individuals who disclose abuse****You must be able to:**

- P1 discuss potential actions following disclosure of abuse with individuals in accordance with your organisation's procedures
- P2 take actions within limits of your role in accordance with your organisation's procedures
- P3 explain to individuals the confidentiality processes with relevant people in accordance with your organisation's procedures
- P4 support individuals to disclose what they wish at a rate they are comfortable with in accordance with your organisation's procedures, and:
  - P4.1 affirm individuals' right to disclosure
- P5 support individuals to disclose only what they wish in accordance with your organisation's procedures
- P6 pass information on disclosures to relevant people within organisational timescales
- P7 offer support from specialist teams to individuals in accordance with your organisation's procedures, and:
  - P7.1 act on this
- P8 complete required records in accordance with your organisation's procedures
- P9 seek support from professional colleagues when you feel affected by disclosures in accordance with your organisation's procedures

**Support individuals who have been abused****You must be able to:**

- P10 take actions that are consistent with individuals' plan of care in accordance with your organisation's procedures
- P11 make sure individuals are aware of your availability in accordance with your organisation's procedures
- P12 communicate with individuals in styles that suits their needs in accordance with your organisation's procedures
- P13 acknowledge feelings expressed by individuals in accordance with your organisation's procedures

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### Support individuals where abuse has been disclosed

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- P14 provide support in accordance with your organisation's procedures
- P15 offer opportunities for specialist support in accordance with your organisation's procedures
- P16 seek advice from relevant people where individuals' behaviour gives cause for concern within organisational timescales

**Knowledge and understanding**

You need to know and understand:

- K1 organisational procedures and legal requirements in relation to disclosures of abuse and support of those who have been abused
- K2 why communication is important in supporting individuals, particularly when they are unable or unwilling to discuss their situation
- K3 why it is important to explain about onward referrals to individuals disclosing abuse
- K4 how to acknowledge the rights of individuals who have been abused
- K5 why methods of receiving and recording disclosure details should not prejudice individuals' right to pursue legal action
- K6 why it is important to let individuals speak and disclose at their own pace
- K7 why individuals may be reluctant and choose not to disclose abuse
- K8 possible causes of abuse and methods of preventing occurrences of abuse
- K9 possible emotional effects of abuse and how this may be heightened when individuals are in contact with the people perpetrating the abuse
- K10 ways in which disclosure of abuse can be negatively used by individuals
- K11 non-verbal methods used to disclose abuse
- K12 the impact which organisational procedures have on relationships between individuals who have been abused and the organisation
- K13 your role in working with those who have disclosed abuse
- K14 the importance of acknowledging and dealing with your feelings in relation to abuse
- K15 the impact your feelings may have on the support which can be effectively offered to individuals
- K16 how sources of specialist support may be available to you in order to deal with feelings aroused by abuse
- K17 how views of abuse may differ
- K18 problems which arise when individuals have abused themselves and abused others
- K19 purposes of accurate recording
- K20 the importance of the environment in which communications takes place

- K21 when it is necessary to maintain communication
- K22 how different legislation is particular to specific groups of people
- K23 individuals' rights to take legal action in cases of abuse, and implications of this for the way monitoring and disclosure are handled
- K24 how methods of supporting and counselling are used with individuals in stressful and distressing situations
- K25 records concerning disclosure of abuse and how to complete them

## Additional Information

### Glossary

**Relevant people** can refer to individuals, others relevant or significant to individuals, staff in your own agency including investigating teams or staff from other agencies.

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

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### Support individuals where abuse has been disclosed

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| <b>Developed by</b> | Skills for Justice |
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| <b>Date approved</b> | October 2013 |
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| <b>Originating organisation</b> | Skills for Justice |
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| <b>Relevant occupations</b> | Prison staff; Prison manager; Governor; Officers; Public Service Professionals; Youth Justice Officers; Youth Offending Team Officers |
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| <b>Suite</b> | Custodial Care |
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| <b>Key words</b> | bullying; self harm; disclosure;; counselling; confidentiality; action; impacts; plan of care |
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