
Overview

This standard is dealing with behaviour which is disruptive. This includes obstructive behaviour, for example, by use of language, actions and gestures.

It also covers defusing situations and protecting yourself from threatening situations when dealing with people who become disruptive.

It is about acting in a way that does not provoke disruptive behaviour.

There are two elements

- 1 Help to prevent disruptive behaviour
- 2 Deal with disruptive behaviour

**Performance
criteria****Help to prevent disruptive behaviour**

- You must be able to:**
- P1 communicate with individuals in accordance with their rights and your organisation's procedures
 - P2 explain what is expected of individuals in accordance with your organisation's procedures
 - P3 explain what your role is in accordance with your organisation's procedures
 - P4 maintain vigilance for triggers which lead to disruptive behaviours in accordance with your organisation's procedures

Deal with disruptive behaviour

- You must be able to:**
- P5 report to relevant people when situations are leading to disruptive behaviour in accordance with your organisation's procedures
 - P6 clarify causes of behaviours in accordance with your organisation's procedures
 - P7 take actions to reduce disruptive behaviour in accordance with your organisation's procedures, and:
 - P7.1 minimise risk of injury to yourself and others
 - P8 report actions taken in accordance with your organisation's procedures
 - P9 account for interventions used during situations in accordance with your organisation's procedures

**Knowledge and
understanding**

You need to know and
understand:

- K1 the importance of showing respect for people, their property and their rights and how to do so
- K2 behaviours and language that may inflame situations
- K3 interpretations and uses of body language
- K4 principles of risk assessments and their application to your work
- K5 the importance of planning how you will leave situations if there are physical risks and how to do so
- K6 signs that situations are leading to disruptive behaviour and how to recognise these
- K7 the types of constructive behaviour you can take to defuse situations
- K8 organisational procedures for dealing with disruptive behaviour
- K9 your legal responsibilities when dealing with disruptive behaviour
- K10 implications for working environments when individuals become disruptive
- K11 techniques for safe defensive, withdrawal and intervention
- K12 reports to be made and records to be kept when individuals become disruptive

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.

SFJGC8

Deal with disruptive behaviour

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Relevant occupations	Prison staff; Prison manager; Governor; Officers; Public Service Professionals; Youth Justice Officers; Youth Offending Team Officers
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Suite	Custodial Care
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