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### Overview

This standard is about setting up, monitoring and reviewing systems and structures to provide specialist support to Protected Persons Practitioners and others who are charged with managing the risks to the safety of witnesses and/or other persons and addressing their needs.

The range may include providing support for finding suitable housing, accessing state benefits and grants, opening bank accounts and managing debts, child-related issues (including education, databases, social services and family law), access to medical care, immigration, international and social/cultural issues (such as forced marriages and honour-based violence).

This specialist support may be provided at national, regional or organisational levels.

### There are two elements

- 1 Plan the provision of specialist support to Protected Persons Practitioners
- 2 Monitor and review the provision of specialist support to Protected Persons Practitioners

### Target Group

This standard is for anyone who manages other staff who provide specialist support to help Protected Persons Practitioners make arrangements to manage risks to the safety of witnesses and/or other persons and their needs.

# SFJHD101

## Manage the provision of specialist support to Protected Persons Practitioners

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### Performance criteria

#### Plan the provision of specialist support to Protected Persons Practitioners

*You must be able to:*

- P1 identify the current and future requirements of Protected Persons Practitioners (PPPs) for **specialist support** to manage risks to the safety of witnesses and/or other persons and address their needs
- P2 research and analyse effective, efficient and secure ways to provide the specialist support required, making arrangements with external organisations, where required
- P3 develop procedures, templates and guidance to ensure that specialist support can be delivered effectively, efficiently and securely
- P4 provide staff with sufficient training and coaching to enable them to deliver specialist support effectively, efficiently and securely
- P5 provide PPPs with sufficient briefing on the specialist support available to enable them to access it efficiently and with confidence

#### Monitor and review the provision of specialist support to Protected Persons Practitioners

*You must be able to:*

- P6 delegate responsibility for delivering **specialist support** to manage risks to the safety of witnesses and/or other persons and address their needs to suitably trained, competent and security-cleared staff
- P7 carry out supervision of staff and their compliance with established procedures, templates and guidance, commensurate with the risks involved
- P8 take **appropriate action in response to non-compliance with established procedures, templates and guidance**
- P9 personally check and approve all non-standard communications with external organisations which relate to the safety of witnesses and/or other persons and their needs
- P10 invite feedback from PPPs on the specialist support provided
- P11 continuously monitor developments in public policy and legislation to identify their impacts on risks to the safety of witnesses and/or other persons and their needs and seek to minimise any negative impacts
- P12 make amendments to specialist support provided, together with relevant procedures, templates and guidance in the light of feedback from PPPs and developments in public policy and legislation

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### Knowledge and understanding

*You need to know and understand:*

#### Legal and organisational requirements

- K1 current, relevant legislation and national and local requirements in relation to providing protection to witnesses and other persons whose safety is at significant risk
- K2 current, relevant legislation and organisational requirements in relation to race, diversity and human rights
- K3 current, relevant legislation and organisational requirements in relation to health and safety and duty of care
- K4 current, relevant legislation and organisational requirements when working with children and young persons

#### Managing specialist support to Protected Persons Practitioners (PPPs)

*You need to know and understand:*

- K5 the range of specialist support PPPs may need
- K6 how to research and analyse current and future requirements and ways of providing specialist support to PPPs
- K7 how to develop procedures, templates and guidance to ensure that specialist support can be delivered effectively, efficiently and securely
- K8 how to ensure PPPs are effectively briefed on the specialist support available and how they can access it
- K9 how to ensure staff are properly trained and competent to deliver specialist support effectively, efficiently and securely
- K10 how to supervise staff to ensure they comply with established procedures, templates and guidance
- K11 the range of actions you may take in response to non-compliance with established procedures, templates and guidance, and how to select actions appropriate to specific circumstances
- K12 the importance of checking and approving all non-standard communications with outside organisations, and how to do so
- K13 how to obtain feedback on specialist support provided
- K14 how to continuously monitor relevant developments in public policy and legislation
- K15 actions which may be taken to minimise the negative impacts of public policy and legislation

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### Additional Information

#### Scope/range related to performance criteria

1. **specialist support**
  - 1.1. housing
  - 1.2. state benefits/grants
  - 1.3. finance/banking
  - 1.4. child-related
  - 1.5. health/medical
  - 1.6. immigration
  - 1.7. international
  - 1.8. social/cultural
  - 1.9. identify changes
  - 1.10. legal
  - 1.11. education
  - 1.12. training
  - 1.13. employment
  - 1.14. criminal justice system
2. **appropriate action in response to non-compliance with established procedures, templates and guidance**
  - 2.1. coaching/retraining
  - 2.2. disciplinary action
  - 2.3. review of procedures, templates or guidance

## SFJHD101

### Manage the provision of specialist support to Protected Persons Practitioners

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**Relevant occupations** Public Services; Public Service and Other Associate Professionals

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**Suite** Policing and Law Enforcement

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