
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 Prepare to deliver specialist support to Protected Persons Practitioners
- 2 Deliver specialist support to Protected Persons Practitioners

Target Group

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

Performance criteria

Prepare to deliver specialist support to Protected Persons Practitioners

You must be able to:

- P1 identify the area(s) of **specialist support** to manage risks to the safety of witnesses and/or other persons and address their needs that fall within your responsibility
- P2 develop and maintain a current, in-depth knowledge of the specialist area(s) within your responsibility and the procedures, templates and guidance for delivering support in these areas
- P3 build relationships with, and develop the confidence of, individuals in external organisations who can help you deliver your areas of specialist support
- P4 build relationships with, and develop the confidence of, Protected Persons Practitioners (PPPs), helping them to understand the specialist support you can provide and effective ways of accessing this support

Deliver specialist support to Protected Persons Practitioners

You must be able to:

- P5 respond promptly and positively to legitimate requests for **specialist support** to manage risks to the safety of witnesses and/or other persons and address their needs within your responsibility, referring on appropriately any requests outside your responsibility
- P6 deliver **specialist support** to manage risks to the safety of witnesses and/or other persons and address their needs effectively, efficiently and securely in line with agreed procedures, templates and guidance
- P7 negotiate and agree appropriate arrangements for witnesses and/or other persons with external organisations, where required
- P8 monitor and review agreed arrangements with PPPs to ensure they are working effectively, and amend these where necessary
- P9 where you encounter problems which are beyond your area of responsibility or competence to resolve, refer the problems to your supervisor, manager or higher authority
- P10 refer immediately to your supervisor, manager or higher authority any actual or potential compromises to the safety or security of witnesses and/or other persons
- P11 make recommendations to your supervisor, manager or higher authority of ways in which procedures, templates and guidance could be made more efficient, effective and/or secure
- P12 fully document all decisions, actions, options and rationale in accordance with current policy and legislation

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

Providing specialist support to Protected Persons Practitioners (PPPs)

You need to know and understand:

- K5 the areas of specialist support available to manage risks to the safety of witnesses and other persons and address their needs, and who is responsible for each specialist area
- K6 how to develop your knowledge of the specialist area(s) within your responsibility and keep your knowledge up-to-date
- K7 the procedures, templates and guidance for delivering support in the specialist area(s) within your responsibility
- K8 how to build effective working relationships with individuals in external organisations
- K9 how to negotiate and agree arrangements for witnesses and other persons with external organisations
- K10 how to help PPPs understand the specialist support you can provide and how they can access this support
- K11 how to ensure the arrangements for providing support to PPPs continue to be effective
- K12 whom to contact if you encounter problems which are beyond your area of responsibility or competence to resolve
- K13 actions you must take in response to actual or potential compromises to the safety or security of witnesses and other persons

Record keeping

You need to know and understand:

- K14 the records that need to be kept, and how to keep complete and accurate records inline with current legislation and policy

SFJHD102

Provide specialist support to Protected Persons Practitioners

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

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Provide specialist support to Protected Persons Practitioners

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| Developed by | Skills for Justice |
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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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