

Housing National Occupational Standards

H3 24 Contribute to assessing and act upon risk of danger, harm and abuse
(SQA Unit Code DK40 04)

Note- this unit is the imported from Health and Social Care unit HSC395

Unit Summary

This unit is for you if you contribute to assessing and acting on the risk of danger, harm and abuse. This would include acting to minimise and deal with the effects of harm and abuse and supporting individuals to review situations and actions when the risk has passed.

Performance criteria

You need to show that:

- 1 you identify signs and symptoms of immediate risks of danger, harm and abuse
- 2 you obtain information on situations and the actions that might lead to danger, harm and abuse for individuals, key people and others
- 3 you respond appropriately to any disclosures of risks of danger, harm and abuse to individuals, key people and others checking that you have understood the situation correctly
- 4 you seek support and assistance in situations that are outside your competence to deal with
- 5 you contribute to assessing risks with individuals, key people and others
- 6 you develop positive, honest, trusting and sensitive relationships which enable individuals to communicate their fears and knowledge of potential and actual danger, harm and abuse
- 7 you treat individuals with respect and dignity assuring them that you are available and encouraging, but avoiding pressurising them, to communicate their experiences
- 8 you respond to individuals in ways that avoid actions and statements that could adversely affect the use of evidence in future investigations and court, and making clear your role and responsibilities for the disclosure of information
- 9 you complete accurate, timed and dated records and reports, on incidents where there has been risks of danger, harm and abuse to individuals, key people and others:
 - within confidentiality agreements

- according to legal and organisational requirements
 - avoiding statements that could adversely affect the use of evidence in future investigations and court
- 10 you take action to deal with:
- immediate and potential risks that may lead to danger, harm and abuse of individuals, key people and others
 - actions of individuals, key people and others that are dangerous, harmful and/or abusive

according to legal and organisational requirements, and your own role and responsibilities within the organisation

- 11 you request further support and assistance in situations that are outside your expertise, experience and skill and responsibility to deal with
- 12 you take action to minimise any risks to yourself, individuals, key people and others in the immediate vicinity
- 13 you take steps to respond to the needs of individuals and others when and if safe to do so
- 14 you make the environment as safe as possible, removing all dangerous substances and materials and ensuring that any evidence which may be used in an investigation is preserved
- 15 you check that you understand the situation correctly
- 16 you respond appropriately to disclosures of possible danger, harm and abuse, avoiding actions and statements that could adversely affect the use of evidence in future investigations and court
- 17 you support individuals to identify and communicate what they would like to happen about any disclosures, offering them reassurance and support
- 18 you inform relevant people and organisations according to legal and organisational requirements and procedures, about disclosures
- 19 you seek support for your personal emotional reactions to the disclosure
- 20 you complete accurate, timed and dated records and reports, on actions to minimise risks of danger, harm and abuse to individuals, key people and others and where danger, harm and abuse has been disclosed:
- within confidentiality agreements
 - according to legal and organisational requirements
 - avoiding statements that could adversely affect the use of evidence in future investigations and court
- 21 you offer appropriate reassurance and support to individuals
- 22 you interact with individuals in ways that:
- recognises their needs
 - respects their rights
 - helps them to recognise their responsibilities

- 23 you reflect upon your own actions and behaviour to evaluate whether they might have contributed to creating situations and dangerous, harmful and abusive behaviour
- 24 you support individuals to identify the factors that led up to situations and behaviour that was dangerous, harmful or abusive
- 25 you contribute to supporting those involved in dangerous, harmful or abusive situations and behaviour to:
 - recognise the consequences of their behaviour
 - help them to seek help, advice and assistance
 - take actions that will avoid further dangerous, harmful and abusive situations and behaviour
- 26 you complete accurate, timed and dated records and reports, on situations and incidents of danger, harm and abuse:
 - within confidentiality agreements
 - according to legal and organisational requirements
 - avoiding statements that could adversely affect the use of evidence in future investigations and court

Knowledge and understanding

- 1 legal and organisational requirements on equality, diversity, discrimination, rights, confidentiality and sharing of information when contributing to the assessment of and actions to deal with the risk of danger, harm and abuse
- 2 how to provide active support and place the preferences and best interests of individuals at the centre of everything you do, whilst enabling them to take responsibility (as far as they are able and within any restrictions placed upon them) and make and communicate their own decisions relating to their protection
- 3 dilemmas between individuals' rights and their responsibilities for their own care and protection, the rights and responsibilities of key people and your role and responsibilities in protecting individuals from danger, harm and abuse
- 4 stereotypical assumptions based on gender, race, culture, disability, educational experience etc that affect the perception of danger, harm and abuse to individuals, key people and others both as recipients and perpetrators contributing to assessing and act upon risk of danger, harm and abuse

- 5 codes of practice and conduct, and standards and guidance relevant to your own role and the roles, responsibilities, accountability and duties of others when protecting individuals from danger, harm and abuse
- 6 current local, UK and European legislation and organisational requirements, procedures and practices for:
 - data protection, including recording, reporting, storage, security and sharing of information, including the reporting of dangerous incidents
 - protecting individuals from danger, harm and abuse
 - actions to take on suspicions of and where there is a risk of danger, harm and abuse
 - health, safety, assessing and managing risks associated with identifying and dealing with the risk of danger, harm and abuse to individuals, key people and others
 - the collection of information for legal purposes
 - investigating incidents of danger, harm and abuse
 - any special provisions relating to the individuals because of their age or conditions
 - working with others to provide integrated services
- 7 practice and service standards relevant to your work setting and for working and dealing with danger, harm and abuse
- 8 how to access records and information on the dangerous, abusive and harmful behaviour of individuals and key people and incidents and conditions that might trigger such behaviour
- 9 the purpose of, and arrangements for your supervision when dealing with dangerous, harmful and abusive incidents and the disclosure of such incidents by individual and key people
- 10 how and where to access information and support that can inform your practice when contributing to the assessment of, and actions to deal with the risk of danger, harm and abuse
- 11 government reports, inquiries and research relevant to the protection of individuals, key people and others from danger, harm and abuse
- 12 theories relevant to the individuals with whom you work, about aspects of human growth and development and how these can affect and be affected by individuals being subjected to danger, harm and abuse
- 13 the ways in which danger, harm and abuse in the short, medium and long term can affect the well-being of individuals
- 14 how power and influence can be used and abused by:
 - yourself and others when supporting people who are in danger of harm and abused and when they have been harmed and abuse
 - others wishing to harm, abuse and exploit individuals

- 15 how individuals who have been harmed and abused are vulnerable to exploitation and the ways such exploitation can be prevented
- 16 how people who harm and abuse individuals conceal what is happening
- 17 how to work in partnership with individuals, key people and those within and outside your organisation to support individuals who you and others suspect are in danger of harm and abuse and for individuals who have been harmed and abused
- 18 what to do if you suspect or have evidence that the person responsible for harm and abuse is a colleague
- 19 how to protect yourself, individuals, key people and others with whom you work from danger, harm and abuse
- 20 different views on what is harmful, dangerous and abusive and how they relate to your role and tasks
- 21 factors that may lead to danger, harm and abuse
- 22 signs and symptoms of danger, harm and abuse and the correct actions to take when you suspect that danger, harm and abuse has been disclosed
- 23 the effects of being at risk of harm, in danger or abused and their impact on the individuals', other people involved, your own and other's behaviour
- 24 how to work, and supporting others to work with individuals who are distressed, fearful and uncertain about what will happen to them
- 25 the types of evidence that is valid in investigations and court and how to ensure that your actions and statements do not contaminate evidence or prejudice investigations
- 26 the way that supportive relationships can help individuals and other people involved to cope with what has happened to them
- 27 how to deal with and the actions to take when individuals and key people disclose abuse
- 28 how to contribute to assessing levels of risk and the appropriate action to take to reduce or remove risk
- 29 working with, and enabling others to work with individuals whose behaviour is likely to cause, or is causing, risks to themselves or others
- 30 working with, and enabling others to work effectively, when there is a crisis that involves potential or actual harm and abuse
- 31 carrying out your role within plans to manage the risk or to prevent further danger, harm or abuse
- 32 working with others outside your organisation who are involved in any review of the risks or any action that is to be taken

- 33 how to reflect upon and evaluate how your behaviour and actions could contribute to incidents of danger, harm and abuse