

# **F9EP 04 (BE2) Provide Initial Support to Victims, Survivors and Witnesses and Assess their Need for Further Support**

## **Elements of competence**

**BE2.1 Provide initial support to victims, survivors and witnesses**

**BE2.2 Assess the needs and wishes of victims, survivors and witnesses for further support**

## **About this Unit**

This standard is about providing initial contact and support to victims, survivors and witnesses affected by offending or anti-social behaviour. In the case of bereavement this may also include the family and friends of the victim. The support that is provided at this stage will depend on the needs and wishes of the individual, but is likely to include preparing for the meeting(s) and talking with victims, survivors and witnesses in such a way that builds trust. It also involves assessing with individuals any further support that they or their family may need. In some circumstances it may be necessary to balance the rights of the individual to make their own decisions with any risk of harm to the individual and others, for example, those with parental responsibility should be involved if the individual affected by crime or anti-social behaviour is a child.

The term 'victims, survivors and witnesses' is taken to refer to the people to whom you are providing support, and may include the family and friends of a victim, especially in the case of bereaved families.

## **Target Group**

This standard is intended for those who provide support and other services to individuals affected by offending or anti-social behaviour including victims, survivors, witnesses and their families and friends.

## **Evidence Requirements for the Unit**

**It is essential that you adhere to the Evidence Requirements for this Unit — please see details overleaf.**

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<b>Specific Evidence Requirements for this Unit</b>
<b>Simulation:</b>
Simulation is permitted for this Unit.
<b>The following forms of evidence ARE mandatory:</b>
<p><b>Direct Observation:</b> Your assessor or expert witness must observe you in real work activities that provide a significant amount of the Performance Criteria for both Elements in this Unit. For example your assessor may observe you at a initial contact meeting with a service user that demonstrated how you enabled them to make informed decisions and enabled them to feel safe. Any immediate steps you took to ensure the safety and well being of the service user and family (if appropriate).</p> <p><b>Reflective Account/professional discussion:</b> These will be a explanation or a description of your practice in particular situations based on current working practices. For example an account of a meeting with your colleagues on appropriate steps you propose to support the service user. An account of the urgent/immediate actions taken to safeguard and protect service users when there is an immediate threat to their safety. You could also include an explanation of how legislation, policies and procedures affect your practice.</p>
<b>Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:</b>
<p><b>Questioning/professional discussion:</b> May be used to provide evidence of knowledge, legislation, policies and procedures that cannot be fully evidenced through direct observation or reflective accounts. In addition the assessor/expert witness may also ask questions to clarify aspects of your practice.</p> <p><b>Expert Witness:</b> A designated expert witness may provide direct observation of practice, questioning, undertaking a professional discussion, providing feedback on a reflective account or working alongside the candidate gathering information on the promotion of equality and diversity.</p> <p>Working with Victims, Survivors and Witnesses can pose a number of challenges for direct observation of practice by assessors not based in the workplace and it is vital that expert witnesses are identified at the planning stage as they will be require to work closely with your assessor in the evidence gathering process.</p> <p><b>Witness testimony:</b> Can be a confirmation or authentication of the activities described in your evidence that your assessor has not seen. A work colleague or another key person could provide this. It is NOT appropriate to use witness testimony from any member of their family or circle of friends.</p> <p><b>Products:</b> These can be, needs assessment records, agency approved forms and records. Copies of material on support services drawn together by the candidate on how they promoted and supported a service user. Where products have not been developed or compiled by the candidate you need to provide an explanation of the contribution you made to them or your reasoning for offering them to the service user(s), eg brochures and application forms.</p> <p>Due to the nature of this Unit considerable care should be given to the inclusion of any anonymised records in your portfolio. They should remain where they are normally stored and checked for their authenticity by your assessor as well as occasionally by your Verifier. Where records are included great care should be taken to ensure they are anonymised to ensure confidentiality.</p>

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### General guidance

- ◆ Prior to commencing this Unit you should agree and complete an assessment plan with your assessor which details the assessment methods (including potential products) and the tasks you will be undertaking to demonstrate your competence.
- ◆ Evidence must be provided for ALL of the Performance Criteria, ALL of the knowledge and parts of the scope that are relevant to your job.
- ◆ Candidates and assessors should ensure that knowledge evidence should be **integrated** into the reflective accounts, direct observations and if appropriate in professional discussions. Care should be taken to **avoid** assessment of knowledge through set or banks of questions as they generally do not reflect real work practice.
- ◆ The evidence must reflect the policies and procedures of your workplace and be linked to the current legislation, values and principles of best practice within the Community Justice Sector and in particular those staff working with victims survivors and witnesses.
- ◆ ALL evidence must relate to your own work practice.

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### **Knowledge Specification for this Unit**

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this Unit.

When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

**You need to provide evidence for ALL knowledge points listed below. There are a variety of ways this can be achieved so it is essential that you read the 'knowledge evidence' section of the Assessment Guidance.**

<b>You need to show that you know, understand and can apply in practice:</b>	<b>Enter Evidence Numbers</b>
<b>Legislative, regulatory and organisational requirements</b>	
1 Legal and organisational requirements which relate to assisting victims, survivors and witnesses and assessing their needs for further support, and their impact for your area of operations.	
2 Legislation, policies and procedures relating to data protection, health and safety, diversity and their impact for your area of operations.	
3 The role of your organisation and its services, and the services which it provides in evaluating and processing referrals to provide services to victims, survivors and witnesses.	
4 The organisation's policy and procedures regarding confidentiality of information and the disclosure of information to third parties, and the specific circumstances under which disclosure may be made.	
5 Organisational requirements relating to allowing others to be present in discussions with victims/survivors/witnesses, and the relative benefits and disadvantages that the presence of others can create.	
6 The limits of your authority and responsibility, and the actions to take if these are exceeded.	
<b>Working with victims, survivors and witnesses</b>	
7 The impact of crime on victims, survivors and witnesses and their need for protection, respect, recognition, information and confidentiality.	
8 How to assess needs of victims, survivors and witnesses and determine the type of services that are necessary to address them, including procedures and tools used within your organisation.	
9 The ways in which stereotyping and discrimination might affect the assessment of individuals' needs and how to guard against this.	
10 Reactions to the experience of crime, and the factors which affect how individuals react to and recover from their experience.	
11 The organisation's procedures relating to safeguarding, including the needs of those who have experienced crime and who may be particularly vulnerable.	
12 Why it is important to involve those with parental responsibility in work with children who have been affected by crime and/or anti-social behaviour.	
13 The options for supporting individuals and the reasoning processes used in determining the most appropriate options for the individuals concerned.	

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## BE2.1 Provide initial support to victims, survivors and witnesses

Performance Criteria		DO	RA	EW	Q	P	WT
1	Introduce yourself correctly and take the relevant actions towards welcoming victims, survivors and witnesses and towards encouraging them to be at ease.						
2	Explain your organisation's policy relating to confidentiality.						
3	Identify accurately the range of services which you and your organisation can offer, and of other organisations that may be able to assist.						
4	Ensure that all persons accompanying victims, survivors and witnesses understand their role.						
5	Invite victims, survivors and witnesses to explore their personal circumstances relevant to establishing a relationship with the offender and the nature of the offence where appropriate.						
6	Listen actively and respond constructively and with empathy to the points made, communicating in a manner which suits the needs and ability of the victims, survivors and witnesses.						
7	Treat victims, survivors and witnesses with dignity and respect, accept what they are saying and avoid being judgemental.						
8	Allow victims, survivors and witnesses to progress at their own pace.						
9	Seek advice and support promptly from an appropriate person if you are unable to meet the needs of the individual or are unsure about the action that should be taken.						
10	Use a relevant needs assessment model, where appropriate.						
11	Maintain accurate and up-to-date records, in line with your organisation's requirements.						

DO = Direct Observation  
EW = Expert Witness

RA = Reflective Account  
P = Product (Work)

Q = Questions  
WT = Witness Testimony

## F9EP 04 (BE2) Provide Initial Support to Victims, Survivors and Witnesses and Assess their Need for Further Support

### BE2.2 Assess the needs and wishes of victims, survivors and witnesses for further support

Performance Criteria		DO	RA	EW	Q	P	WT
1	Encourage individuals to express their own views and feelings about their need for further support.						
2	Identify and review with victims, survivors and witnesses the possible services and ways forward which address their needs, including their immediate welfare and safety and that of any dependents, and are in line with your organisation's procedures.						
3	Take urgent and necessary steps, where relevant, to safeguard the immediate safety and wellbeing of victims, survivors and witnesses where this is under immediate threat.						
4	Assist individuals to identify for themselves which of their needs are priorities, and to explore options to address these.						
5	Seek, where appropriate, the consent of the victims, survivors and witnesses to their agreed requirements, and the actions appropriate to addressing these.						
6	Seek advice and support from an appropriate person if you are unsure as to what action should be taken, for example, when an individual declines support but are clearly in need of help.						
7	Maintain accurate and up-to-date records of points discussed and the outcomes of your decisions, in line with your organisation's requirements.						
8	Maintain confidentiality in line with your organisation's policies and procedures.						

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*To be completed by the candidate*

**I submit this as a complete Unit**

Candidate's name: .....

Candidate's signature: .....

Date: .....

*To be completed by the assessor*

*It is a shared responsibility of both the candidate and assessor to claim evidence, however, it is the responsibility of the assessor to ensure the accuracy/validity of each evidence claim and make the final decision.*

**I certify that sufficient evidence has been produced to meet all the Elements, PCs and Knowledge of this Unit.**

Assessor's name: .....

Assessor's signature: .....

Date: .....

**Assessor/internal verifier feedback**

*To be completed by the internal verifier if applicable.*

***This section only needs to be completed if the Unit is sampled by the internal verifier.***

Internal verifier's name: .....

Internal verifier's signature: .....

Date: .....