

F9FF 04 (GK202) Arrange Safe Accommodation for Victims/Survivors of Domestic and/or Sexual Abuse/Violence

Elements of competence

- GK202.1 Engage with victims/survivors to determine their accommodation requirements**
- GK202.2 Assist providers of accommodation services in supporting victims/survivors**
- GK202.3 Provide support to victims/survivors moving into accommodation**

About this Unit

This Unit is about enabling victims/survivors, and their children where relevant, to access appropriate safe accommodation. This involves working with colleagues both in your own organisation and also in other organisations where relevant, to support the victim in finding accommodation which meets their needs. Such accommodation might include a refuge, hostel, private rented accommodation, re-housing, sanctuary, or supported housing.

It is recognised that abuse can occur without physical violence, yet can be equally damaging to those affected. Throughout this standard, where the term 'abuse' is used it is taken to include instances also involving physical violence.

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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Specific Evidence Requirements for this Unit
Simulation:
Simulation is NOT permitted for this unit.
The following forms of evidence ARE mandatory:
<p>Direct Observation: Your assessor or expert witness must observe you in real work activities which provide a significant amount of the Performance Criteria for most of the Elements in this Unit. For example your assessor may see you setting up or attending a meeting between yourself and other members of staff to explore the available options regarding current available accommodation options.</p> <p>Reflective Account/professional discussion: These will be an explanation or a description of your practice in particular situations based on current working practices. For example an account of a meeting or contacts with providers of accommodation outlining the victim's needs and associated support required. An account of the support you provided when the service user was moving into safe or emergency accommodation or an account of the ongoing support you provided after a move had taken place.</p>
Competence of performance and knowledge could also be demonstrated using a variety of evidence from the following:
<p>Questioning/professional discussion: May be used to provide evidence of knowledge, legislation, policies and procedures which 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>Expert Witness: A designated expert witness may provide direct observation of practice, questioning, undertaking a professional discussion or providing feedback on a reflective account.</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>Witness testimony: 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>Products: These can be anonymised copies of application forms for accommodation. 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, staff or other organisations eg brochures and publicity or marketing material.</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 the 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.

You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
Legislative, regulatory and organisational requirements	
1 Legal and organisational requirements which relate to the provision of safe accommodation for victims of domestic and/or sexual abuse, 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 Your 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.	
4 The role of your organisation and its services relating to tackling domestic and/or sexual abuse, including the provision of support to victims.	
5 Case registration and management procedures used by your organisation and your responsibilities within these.	
6 The limits of your authority and responsibility, and the actions to take if these are exceeded.	
Key, general requirements in addressing domestic/sexual abuse/violence	
7 What constitutes domestic and/or sexual abuse/violence, and its prevalence in the community.	
8 Signs of abuse and the methods used by abusers to gain power and control.	
9 The impact upon all of those affected by domestic and/or sexual abuse, including victims and children.	
10 How children may be used by abusers as part of their abuse.	
11 Typical types of information and areas of support sought by those affected by domestic and/or sexual abuse, and the sources of information available to them.	
12 The role of the principal external support agencies, and multi-agency arrangements towards providing support and interventions for victims in your area.	

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You need to show that you know, understand and can apply in practice:	Enter Evidence Numbers
Requirements particular to arranging safe accommodation	
13 The providers of accommodation and associated services that can help to address the needs of victims and how to access such services.	
14 The different types of accommodation that are available and the forms of support which they offer to victims.	
15 The benefits and drawbacks of the different types of accommodation for victims with different needs and issues.	
16 The factors that need to be taken into account when arranging safe accommodation for victims, including children and young people, and the rights which victims have in relation to where they may be housed and accommodated.	
17 The duties of local authorities to house and support different groups of individuals.	
18 The benefits which are available to certain groups of individuals to assist them with housing and accommodation, including funding initiatives relevant to providing accommodation support, and how to access these.	
19 The importance of evaluating safe accommodation that is provided for victims and your role in this process.	
20 Sources of help for victims towards furnishing accommodation.	
21 Key factors affecting the behaviour of individuals, including their physical, social, psychological and emotional development.	
22 The practical and emotional skills that victims need to develop for them to be able to live independently.	
23 Factors impacting upon the vulnerability of victims of domestic and/or sexual abuse.	
24 The reasons why some victims may feel loyalty to their abusers.	
25 Circumstances where victims are considered to be at a very high risk, requiring particular support and associated accommodation, and how to progress such support.	
Requirements relating to communicating with victims/survivors	
26 The importance of building trust and empathy with victims and the methods for achieving this.	
27 Different styles and forms of communication that may be appropriate when talking to victims and the importance of non-verbal communication, such as body language, and how different cultures use and interpret body language in different ways.	
28 Possible barriers to communication, their causes, and ways to overcome them, including the feelings and reactions which victims may have that hinder their ability to disclose abuse.	
29 The importance of being aware of your own values and beliefs, and their impact upon your ability to challenge discriminatory or potentially damaging attitudes and behaviour.	

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GK202.1 Engage with victims/survivors to determine their accommodation requirements

Performance Criteria	DO	RA	EW	Q	P	WT
1 Gather and assess relevant, available information regarding the victim's personal details, current accommodation situation and associated risks to their safety, health and wellbeing, and consequent requirements for accommodation.						
2 Obtain and review the information according to a schedule which allows sufficient time for accommodation needs to be addressed and to meet the requirements of the victim.						
3 Explain clearly and accurately to the victim your role and that of your organisation, and the services and support available.						
4 Explore and agree with the victim their needs for accommodation and associated support, providing relevant and up to date advice.						
5 Determine the victim's vulnerability to harm and assess its impact upon their requirements for accommodation.						
6 Identify those accommodation options which are suitable and realistic in addressing the agreed needs of the victim, and review these with the person, together with their relative advantages and disadvantages.						
7 Identify correctly any obstacles for the victim in accessing accommodation and associated services, and explore constructively with the person how these might be addressed.						
8 Provide the victim with all relevant information to allow an informed choice regarding the preferred option(s), ensuring that the option(s) are relevant and feasible for the person.						
9 Assist the victim to prepare and agree a plan for accessing accommodation services, which identifies realistic goals, actions, the support required and how this will be accessed, and timescales for progressing the preferred option.						
10 Communicate in a manner, and at a pace, appropriate to the victim, encouraging questions and checking for understanding, free from discrimination and oppression.						
11 Treat the victim with dignity and respect.						

DO = Direct Observation
EW = Expert Witness

RA = Reflective Account
P = Product (Work)

Q = Questions
WT = Witness Testimony

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GK202.1 Engage with victims/survivors to determine their accommodation requirements (cont)

Performance Criteria (cont)	DO	RA	EW	Q	P	WT
12 Maintain accurate and up to date records of your findings and discussions.						

GK202.2 Assist providers of accommodation services in supporting victims/survivors

Performance Criteria	DO	RA	EW	Q	P	WT
1 Discuss with relevant agencies and providers of accommodation services the relevant circumstances and needs of victims.						
2 Discuss with appropriate providers relevant aspects of the victim circumstances which impact upon the support to be provided, whilst maintaining confidentiality as agreed with the victim.						
3 Identify the benefits likely to arise from providing the appropriate accommodation and associated services, and how this support contributes to the safety, health and wellbeing of the victim.						
4 Ensure that providers of services understand your role and responsibilities with regard to the victim.						
5 Identify any concerns held by providers, and address these correctly and constructively.						
6 Maintain contact with providers to a level which enables any issues to be identified, taking the appropriate action promptly where issues occur.						
7 Encourage providers to provide feedback upon the progress of the victim against their goals, where this is in line with agreed requirements for confidentiality and is relevant to the services provided and the effectiveness of these services.						
8 Communicate with providers in a professional manner, recognising their role as partners in the process.						
9 Maintain accurate and up to date records, keeping all relevant parties informed of progress and outcomes, whilst ensuring that confidentiality is maintained in line with statutory, organisational and the victim's requirements.						

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GK202.3 Provide support to victims/survivors moving into accommodation

Performance Criteria		DO	RA	EW	Q	P	WT
1	Ensure that the victim is aware of their responsibilities, and any obligations, associated with moving into the accommodation.						
2	Ensure that the victim receives the appropriate support relevant to moving into their accommodation, in line with the agreed plan, your responsibilities and those of your organisation.						
3	Monitor, where relevant, the victim's progress within the accommodation, obtaining feedback from relevant colleagues and providers of accommodation services.						
4	Identify promptly issues arising with the accommodation, and address these correctly.						
5	Provide victims with clear and accurate information about whom to contact about support and assistance.						
6	Encourage victims to be as self reliant as possible.						
7	Maintain accurate and complete records.						
8	Keep all relevant parties informed of progress, whilst maintaining confidentiality in line with statutory and organisational requirements.						

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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: