

F9FG 04 (GK203) Support Victims/Survivors of Domestic and/or Sexual Abuse/Violence Within Safe Accommodation

Elements of competence

GK203.1 Maintain services and support to victims/survivors

GK203.2 Maintain safety and security within the accommodation

About this Unit

This Unit is about supporting victims/survivors, and their children where relevant, whilst they are in safe accommodation, such as a refuge. This is intended for those working within such refuges, and involves supporting those victims/survivors within it and contributing to the security of the accommodation.

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 example by the monitoring of the safety and security of accommodation and the addressing of any issues that arise promptly by taking this to your manger or supervisor and dealing with the areas of concern.</p> <p>Reflective Account/professional discussion: These will be a description of your practice in particular situations based on working practices. How you work with the victim/survivor and guide them in their decision making with regards to considering their safety and well being, financial support and advice and your involvement in the process of referral to specialist services that may be required. You should include in your account legislation, policies and procedures affecting your work practice.</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 referral or initial assessments records, records of any meetings, agency approved forms and records. Any materials you gather for the service user. The use of information in case files for survivor/victim if appropriate may be used as evidence, in line with organisation and legal guidelines. 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.
- ◆ Candidates must comply with local Child Protection or Adult protection Guidelines in relation to reporting procedures at all times.
- ◆ 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, and the support within it, for victims/survivors 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/survivors within the safe accommodation.	
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/survivors 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/survivors 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 supporting victims/survivors within safe accommodation	
13 The different types of accommodation that are available and the forms of support which they offer to victims/survivors, including benefits and drawbacks of the different types of accommodation for victims/survivors with different needs and issues.	
14 The factors that need to be taken into account when agreeing a safety plan for victims/survivors, including children and young people, when staying in safe accommodation.	
15 Your organisation's terms and conditions applying to those staying within the safe accommodation, and the importance of agreeing these with victims/survivors.	
16 The actions appropriate when victims/survivors breach agreed terms and conditions.	
17 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.	
18 The practical and emotional skills that victims/survivors need to develop for them to be able to live independently.	
19 Factors impacting upon the vulnerability of victims/survivors of domestic and/or sexual abuse.	
20 The reasons why some victims/survivors may feel loyalty to their abusers.	
21 Safety and security requirements applying to the safe accommodation within which you work, the reasons for these, and the importance of ensuring that victims/survivors understand these requirements, and the actions appropriate if the requirements are breached.	
22 Emergency procedures where a victim or co-worker is threatened with harm within the accommodation.	
23 Your organisation's maintenance and repair procedures relating to ensuring the facilities within the accommodation are in good working order.	
24 Circumstances where victims/survivors are considered to be at a very high risk, requiring particular support, and how to progress such support.	
25 Sources of relevant information regarding victims/survivors and how to access these.	
Requirements relating to communicating with victims/survivors	
26 The importance of building trust and empathy with victims/survivors and the methods for achieving this.	
27 Different styles and forms of communication that may be appropriate when talking to victims/survivors 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/survivors 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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GK203.1 Maintain services and support to victims/survivors

Performance Criteria		DO	RA	EW	Q	P	WT
1	Identify and review relevant available information regarding the victim's circumstances prompting their need for safe accommodation, including their personal details, nature of the abuse suffered and associated risks to their safety, health and wellbeing.						
2	Explain clearly and accurately to the victim your role and that of your organisation, and the services and support available.						
3	Agree with the victim their needs and the associated support to be provided, in line with your organisation's procedures and your level of responsibility.						
4	Agree with the victim the terms and conditions of their stay within the safe accommodation, including any charges for the rent and services, in line with your organisation's procedures.						
5	Provide the victim with appropriate support, where relevant, in accessing funding support towards paying for any accommodation charges.						
6	Encourage the victim to retain their responsibility for decision making regarding the way forward and support which might be appropriate.						
7	Identify where specialist services and support is required for the victim, and take the relevant steps to arrange this.						
8	Communicate in a manner, and at a pace, appropriate to the victim, encouraging questions and checking for understanding, free from discrimination and oppression.						
9	Agree with the victim a way forward towards monitoring and evaluating their ongoing requirement for safe accommodation, and when appropriate, discuss and agree an exit strategy which is in line with their needs, identified risks and your organisation's procedures.						
10	Treat the victim with dignity and respect.						
11	Maintain and monitor the services and facilities provided within the accommodation, in line with your organisation's procedures.						
12	Maintain accurate and up to date records of your findings and discussions.						

DO = Direct Observation
EW = Expert Witness

RA = Reflective Account
P = Product (Work)

Q = Questions
WT = Witness Testimony

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GK203.2 Maintain safety and security within the accommodation

Performance Criteria		DO	RA	EW	Q	P	WT
1	Confirm and agree with the victim requirements relating to maintaining personal safety and security within the accommodation, the reasons for these requirements, and the consequences of these not being fulfilled.						
2	Identify promptly and address correctly any breaches of the requirements, including the agreed terms and conditions.						
3	Develop and agree with the victim a safety plan towards addressing risks to them, and their dependents where relevant, whilst staying in the accommodation.						
4	Identify any victims/survivors at particularly high risk to their safety and wellbeing, and take the necessary steps to manage these, in line with your organisation's procedures.						
5	Identify any instances of harassment affecting the victim within the accommodation, and address these promptly and correctly, in line with your organisation's procedures.						
6	Monitor and maintain procedures and equipment designed to ensure the safety and security of the accommodation and those within it.						

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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: