

## Overview

This standard is about assessing the risk of harm to individuals. It includes involving the individual wherever possible, in the assessment and in agreeing the needs and support requirements to be addressed. The resultant outcomes will then inform the development and implementation of appropriate intervention plans, with this activity being addressed in separate, but related national occupational standards.

## Performance criteria

### *You must be able to:*

1. explain your role and responsibilities to individuals
2. arrange for discussions with individuals to take place in an appropriate and safe environment
3. confirm your organisation's policy relating to confidentiality, including, who may require information, and the circumstances where information may be divulged
4. confirm that the individual is happy to proceed
5. communicate in ways appropriate to individuals needs and circumstances
6. allow individuals to progress at their own pace, treating them with dignity and respect and listening and checking for understanding
7. conduct risk assessment in line with organisational policies and procedures
8. complete the appropriate assessment in line with organisational policies and procedures
9. check that your risk assessment is placed in the context of the individuals circumstances, and is defensible
10. use your professional judgement to assess the significance of the individual's overall situation in order to determine the level of risk and to identify priority areas for interventions and support
11. identify any circumstances where individuals or their dependents could be vulnerable
12. involve individuals in the risk assessment, explaining the process used and the rationale for the resultant outcomes
13. explain to individuals the impact of the risk and protective factors identified
14. explain the options available to individuals and agree their preferred options and associated actions
15. determine the individuals' own coping mechanisms and agree mechanisms that might be developed
16. use agreed procedures and appropriate protocols for multi-agency liaison
17. check that relevant procedures are agreed with individuals and are in place to provide ongoing support to them, with a frequency appropriate to the level of risk identified
18. alert relevant persons where you identify concerns regarding the risk of harm to individuals, including dependents where relevant
19. check your analysis is justified and defensible, with a clear rationale for your conclusions, associated recommendations and subsequent plans in line with organisational policies and procedures
20. provide your report to the relevant person in line with organisational policies and procedures
21. maintain records in line with organisational policies and procedures

## Knowledge and understanding

### *You need to know and understand:*

1. legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out  
 2. the relevant national and local guidelines, policies and procedures available and how and when they should be accessed  
 3. the role of other agencies in providing support and interventions for individuals  
 4. the limits of your authority and responsibility, and the actions to take if these are exceeded  
 5. case management procedures used by your organisation and your responsibilities within these  
 6. relevant risk assessment instruments or processes and how to undertake these  
 7. the information required towards making an assessment of individuals, appropriate to addressing the risks to them  
 8. methods of assessing risk of harm to individuals  
 9. the range of interventions available and how to protect individuals from harm  
 10. methods of verifying and corroborating the information required  
 11. factors impacting upon the vulnerability of individuals  
 12. how to distinguish between directly observed evidence, evidence from reliable sources and hearsay  
 13. common indicators that individuals may have problems relating to their mental health which are impacting adversely upon their behaviour and the appropriate actions to take where you observe them  
 14. agencies to which individuals might be referred for help and support with their mental health, and the procedures for progressing them  
 15. circumstances requiring additional assessments and how to arrange these  
 16. circumstances where individuals are considered to be at risk, requiring specific support, an associated risk management plan, and how to progress this  
 17. how to create an environment that puts individuals at ease  
 18. how intersectionality impacts on how an individual experiences services  
 19. different trauma responses & their impact  
 20. how to apply trauma informed practice in your area of practice  
 21. how to apply a needs led, strength based approach specific to meet the needs of the individual  
 22. types of vulnerability of levels of harm that should be considered when assessing risk and their indicators  
 23. different styles and forms of communication and how to adapt them to meet the needs of the individual  
 24. range of communication styles and techniques available including when and how to alter them  
 25. the importance of non-verbal communication, and how different cultures use and interpret body language in different ways  
 26. common barriers to communication and ways to overcome them  
 27. the importance of being aware of your own values and beliefs, and their impact upon your ability to challenge

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discriminatory or potentially damaging attitudes and behaviour<sup>28</sup>. limits of confidentiality applying to your job role<sup>29</sup>. circumstances when it is necessary to go against individuals wishes and the importance of ensuring that they understand what is happening and why <sup>30</sup>. how to maintain records in line with organisational policies and procedures

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