FRAMEWORK OVERVIEW

PREVENT, SUPPORT, PROTECT

The approach behind our training. It starts with stopping problems before they begin, helps people through distress and conflict, and keeps everyone safe when risk cannot be avoided.

PREVENT

Reduce the chance of conflict and harm. Most incidents have causes we can see coming. Good planning removes many of them.

- Understand the risks in your setting, your people and your processes.
- Design environments, procedures and communication to avoid frustration and confusion.
- Train staff in awareness, early recognition and calm communication.
- Act early on warning signs and share what you learn.

SUPPORT

Help people through distress, anxiety and anger. A person in crisis is still a person, and a supportive response often prevents things getting worse.

- Use de-escalation, active listening and positive communication.
- Understand individual needs, including trauma, communication and sensory needs.
- Offer choices, time and space wherever it is safe to do so.
- Support staff and others after an incident, and review what happened without blame.

PROTECT

Keep everyone safe when risk cannot be avoided. Physical intervention is always a last resort, used only when lawful, necessary and proportionate, and only within training, policy and the law.

- Know your duties, your policy and the legal framework you work within.
- Use the least restrictive approach that keeps people safe, for the shortest time.
- Prioritise breakaway and safe disengagement over restraint wherever possible.
- Record, report and review every use of force, and learn from it.

HOW THE FRAMEWORK WORKS IN PRACTICE

	BEFORE	DURING	AFTER
Prevent	Risk assessment, policy, environment and training.	Early awareness, calm presence, clear communication.	Learn lessons and update plans.
Support	Understand people's needs and triggers.	De-escalate, listen and offer choices.	Debrief and support everyone involved.
Protect	Clear policy, legal awareness and trained responders.	Safe disengagement, and last-resort intervention only if justified.	Record, report, review and check wellbeing.

QUESTIONS TO ASK IN YOUR OWN SETTING

- [ ] What are the most likely causes of conflict, and can we remove any of them?
- [ ] Do staff know how to respond calmly and recognise escalation early?
- [ ] Are individual needs understood and recorded, and used to plan support?
- [ ] Does our policy set out when physical intervention may be used and by whom?
- [ ] Do we record, review and learn from every incident?
- [ ] How do we look after staff after something difficult has happened?

WHERE THIS FITS

We use this framework across our one-day courses, which combine 2.5 hours of theory with 2.5 hours of practical, scenario-based learning, and tailor them to your sector, setting and risks. Our training is delivered by an ICM, NFPS and MMVA accredited provider.

TALK IT THROUGH WITH US

Not sure which course fits? We will help you shape training around your team.

Request a quote or book a free 30-minute intro call at personalsafetypartnership.com

General overview only. It does not replace training, legal advice or your organisation's policies.