

# SFJCCFH1

## Help individuals in custody to maintain and develop relationships



---

### Overview

This unit is about working with individuals to help them maintain and develop positive relationships with people inside and outside the custodial environment.

#### There are two elements

- 1 Support individuals in their relationships with those outside the custodial environment
- 2 Support individuals in their relationships with others inside the custodial environment

#### Target Group

This unit applies to staff who provide individuals in the custodial environment with personal support and guidance.

# SFJCCFH1

## Help individuals in custody to maintain and develop relationships

---

### Performance criteria

*You must be able to:*

#### **Support individuals in their relationships with those outside the custodial environment**

- P1 actively encourage individuals to maintain positive relationships with those outside the custodial environment
- P2 ensure that communications from outside the custodial environment are dealt with courteously and relayed to individuals clearly, accurately and promptly
- P3 offer individuals appropriate support to deal with problems in relationships with those outside the custodial environment
- P4 maintain agreed standards of confidentiality at all times
- P5 refer to relevant people when individuals' needs are outside your own area of competence and responsibility

#### **Support individuals in their relationships with others inside the custodial environment**

*You must be able to:*

- P6 encourage individuals to develop appropriate relationships with others within the custodial environment
- P7 where individuals have problems in communicating and developing relationships with others, you offer appropriate support in ways which maintain their dignity
- P8 where individuals appear to be losing interest in areas outside their immediate environment, you encourage them to discuss areas of interest and refer to relevant people, where appropriate
- P9 where requested, you provide specific assistance in ways which are appropriate to individuals' needs and consistent with your role and responsibilities
- P10 own actions and behaviour are consistent with recognised good anti-discriminatory practice, and support your organisation's values and goals at all times

# SFJCCFH1

## Help individuals in custody to maintain and develop relationships

---

### Knowledge and understanding

*You need to know and understand:*

- K1 the principles and processes of effective verbal and non-verbal communication, and how to apply them
- K2 the importance of getting individuals to express their personal feelings and needs, and how to do so
- K3 the range of requests individuals are likely to make in your working context, and how to deal with these
- K4 relevant organisation policy and procedures
- K5 the importance of keeping individuals informed of developments and honouring undertakings, and how to ensure you do so
- K6 the people to refer to when individuals' problems, requests and needs are outside your own area of competence and responsibility
- K7 the reasons why certain problems and requests cannot be addressed within your organisation
- K8 the principle and standards of confidentiality, and how to apply them
- K9 the importance of encouraging individuals to develop and maintain positive relationships with others both inside and outside the custodial environment, and how to do so
- K10 the types of communication which may come from outside the custodial environment, and how to deal with these
- K11 the range of problems individuals may have in their relationships, what sort of support they may require and how to offer this support
- K12 how to offer appropriate support in ways which maintain their dignity to those who have problems in communicating and developing relationships
- K13 the importance of encouraging individuals to maintain their interest in areas outside their immediate environment, and how to do so
- K14 the boundaries of your own role and responsibilities
- K15 how to ensure your actions and behaviour are consistent with good anti-discriminatory practice

# SFJCCFH1

Help individuals in custody to maintain and develop relationships

---

<b>Developed by</b>	Skills for Justice
---------------------	--------------------

---

<b>Version number</b>	2
-----------------------	---

---

<b>Date approved</b>	November 2006
----------------------	---------------

---

<b>Indicative review date</b>	November 2008
-------------------------------	---------------

---

<b>Validity</b>	Current
-----------------	---------

---

<b>Status</b>	Original
---------------	----------

---

<b>Originating organisation</b>	Skills for Justice
---------------------------------	--------------------

---

<b>Original URN</b>	FH1
---------------------	-----

---

<b>Relevant occupations</b>	Health, Public Services and Care; Public Services; Associate Professionals and Technical Occupations; Protective Service Occupations
-----------------------------	--

---

<b>Suite</b>	Custodial Care
--------------	----------------

---

<b>Key words</b>	Relationship, Family, Contact
------------------	-------------------------------