
Overview

This standard is about setting up necessary arrangements for monitoring offenders using voice verification technology. It also covers identifying and dealing with incidents when they occur.

You will need to gather information including personal details of individuals, special requirements for language, approved locations from which calls may be made and approved telephone numbers.

You will have to make arrangements for installation and de-installation of approved lines and telephones in individuals' homes and other agreed locations.

There are three elements

- 1 Receive, enter and store notifications
- 2 arrange for implementing orders
- 3 Respond to voice verification incidents

**Performance
criteria**

Receive, enter and store notifications

- You must be able to:
- P1 check information on notifications is clear and complete in accordance with your within organisational timescales and procedures
 - P2 take appropriate action where information is incomplete in accordance with your organisation's procedures
 - P3 enter information onto voice monitoring systems in accordance with your organisation's procedures
 - P4 store notifications securely for future reference in accordance with your organisation's procedures

Arrangements for implementing orders

- You must be able to:
- P5 categorise requirements of orders in accordance with your organisation's procedures
 - P6 collate information necessary to implement orders in accordance with your organisation's procedures
 - P7 identify difficulties in implementing orders in accordance with your organisation's procedures
 - P8 negotiate solutions to difficulties in accordance with your organisation's procedures, with:
 - P8.1 supervising officers
 - P8.2 internal departments
 - P8.3 telephone service providers
 - P9 seek advice from relevant people in accordance with your organisation's procedures
 - P10 complete arrangements for implementing orders within organisational timescales
 - P11 complete required records in accordance with your organisation's procedures

Respond to voice verification incidents

- You must be able to:
- P12 monitor systems for voice verification incidents in line with organisational timescales
 - P13 prioritise voice verification incidents in accordance with your organisation's procedures
 - P14 seek additional information from other sources where required in accordance with your organisation's procedures
 - P15 evaluate information in accordance with your organisation's procedures
 - P16 choose a method of dealing with incidents in accordance with your organisation's procedures
 - P17 provide reports of incidents to relevant people within organisational timescales

Knowledge and understanding

You need to know and understand:

- K1 legal requirements that apply to different notifications
- K2 basic principles of voice verification monitoring
- K3 how each type of notification must be dealt with and within what timescales
- K4 what information is required on voice verification notifications
- K5 why you must check information on notifications
- K6 the types of errors and missing information that you may come across with notifications and how to deal with these
- K7 which organisations you need to liaise with and their different responsibilities for voice verification monitoring
- K8 organisational procedures for inputting information about notifications and how to follow these
- K9 organisational procedures for storing notifications and why these are important
- K10 arrangements for voice verification monitoring and why they are important
- K11 the types of telephone lines and telephone equipment approved for voice verification
- K12 information to be compiled in order to implement orders and how to do this
- K13 the types of problems that occur when setting up voice verification monitoring and how to respond to these
- K14 who to seek advice from when you cannot resolve problems
- K15 the types of voice verification incidents that occur and how to deal with these
- K16 why you must respond to voice verification incidents within agreed timescales
- K17 the records you must complete and how to do so

Additional Information

Glossary

Relevant people can refer to individuals, others relevant or significant to individuals, staff in your own agency including investigating teams or staff from other agencies.

Organisational procedures can include prison service instructions, prison policies, legislative policies and any other policies and procedures used across custodial care in the UK.

SFJFG7

Support preparation and implementation of voice verification monitoring

Developed by Skills for Justice

Version number 2

Date approved October 2013

Indicative review date October 2018

Validity Current

Status Original

Originating organisation Skills for Justice

Original URN SFJ FG7

Relevant occupations Prison staff; Prison manager; Governor; Officers; Public Service Professionals; Youth Justice Officers; Youth Offending Team Officers

Suite Custodial Care

Key words electronic; telephone; orders; notifications; equipment; incidents; breaches; solutions; report; store