
Overview

This standard is about working with individuals to help them maintain and develop positive relationships with people inside and outside custodial environments.

There are two elements

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

Support individuals in custody to maintain relationships

**Performance
criteria****Support individuals in their relationships with those outside custodial
environments****You must be able to:**

- P1 support individuals to maintain positive relationships with those outside custodial environments in accordance with your organisation's procedures
- P2 confirm communications from outside custodial environments are dealt with courteously in accordance with your organisation's procedures, and P2.1 are relayed to individuals within relevant timescales
- P3 offer individuals additional support to deal with problems in relationships with those outside custodial environments in accordance with your organisation's procedures
- P4 maintain confidentiality at all times in accordance with your organisation's procedures
- P5 refer to relevant people when individuals' needs are outside your area of competence in accordance with your organisation's procedures

**Support individuals in their relationships with others inside custodial
environments****You must be able to:**

- P6 support individuals to develop appropriate relationships with others within custodial environments in accordance with your organisation's procedures
- P7 report where individuals have problems in communicating and developing relationships in accordance with your organisation's procedures
- P8 provide support for communication problems in accordance with your organisation's procedures
- P9 deal with individuals in accordance with their rights and your organisation's procedures
- P10 support individuals who appear to be losing interest in areas outside their immediate environment to discuss areas of interest in accordance with your organisation's procedures
- P11 refer individuals who need additional support to relevant people in

accordance with your organisation's procedures

P12 provide assistance appropriate to individuals' needs and your role in
accordance with your organisation's procedures

P13 work to your organisation's values and goals

Knowledge and understanding

You need to know and understand:

- K1 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 organisational policies and procedures
- K5 the importance of keeping individuals informed of developments and honouring undertakings and how to do so
- K6 people to refer to when individuals' problems, requests and needs are outside your area of competence and responsibility
- K7 reasons why certain problems and requests cannot be addressed within your organisation
- K8 principles and standards of confidentiality and how to apply them
- K9 the importance of encouraging individuals to develop and maintain positive relationships with others and how to do so
- K10 the types of communication which may come from outside custodial environments 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 individuals' dignity
- 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 role and responsibilities
- K15 how to ensure your actions and behaviour are consistent with good anti-discriminatory practice

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.

SFJFH1

Support individuals in custody to maintain relationships

Developed by	Skills for Justice
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Relevant occupations	Prison staff; Prison manager; Governor; Custodial Care; Officers; Public Service Professionals; Youth Justice Officers; Youth Offending Team Officers
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Suite	Custodial Care
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