
Overview

This standard is about working with families of individuals in custody to help to achieve positive outcomes for individuals, in particular by encouraging their personal and social development and by reducing their offending behaviour.

There are two elements

- 1 Establish effective working relationships with families of individuals in custody
- 2 Work with family members to achieve positive outcomes for individuals in custody

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Maintain effective working relationships with families of individuals held in custody

Performance criteria

Establish effective working relationships with families of individuals in custody

You must be able to:

- P1 introduce yourself to family members in accordance with your organisation's procedures
- P2 provide families with information about yourself and your responsibilities to individuals in accordance with your organisation's procedures
- P3 deal with family members in accordance with their rights and your organisation's procedures
- P4 assess willingness of family members to work with you in accordance with your organisation's procedures
- P5 obtain information from family members about their relationship with individuals in accordance with your organisation's procedures
- P6 identify aspects of their relationship to support achievement of goals in accordance with your organisation's procedures, including aspects that:
 - P6.1 might assist individuals
 - P6.2 might hinder individuals
- P7 verify information about individuals' history that is relevant to their offending behaviour in accordance with your organisation's procedures
- P8 provide family members with information that could assist achievement of positive goals in accordance with your organisation's procedures
- P9 establish how contact will be maintained with families in accordance with your organisation's procedures

Work with family members to achieve positive outcomes for individuals in custody

You must be able to:

- P10 support family members to overcome difficulties in achieving positive goals
- P11 select, with family members, positive goals for individuals to which they can contribute in accordance with your organisation's procedures
- P12 agree with family members the roles all relevant people can play in achieving positive goals in accordance with your organisation's procedures

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- P13 provide family members with support needed to work towards positive goals in accordance with your organisation's procedures
- P14 exchange information with relevant people on progress that individuals are making towards positive outcomes in accordance with your organisation's procedures
- P15 evaluate roles that everyone involved with individuals are playing in accordance with your organisation's procedures, and:
 - P15.1 adjust these roles where required
- P16 acknowledge contributions that family members make towards positive outcomes to reinforce their commitment in accordance with your organisation's procedures
- P17 record what has been achieved and lessons learnt for future work in accordance with your organisation's procedures

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Knowledge and understanding

You need to know and understand:

- K1 the importance of working with families of individuals in custody
- K2 positive goals which family members can contribute to
- K3 the importance of establishing effective working relationships with family members
- K4 why it is important to treat family members with respect and consideration
- K5 the types of behaviour you should adopt to show respect and consideration for family members
- K6 why it is important to establish the family is willing to work with you and how you can be sure that they are willing
- K7 the types of information to obtain from family members
- K8 techniques you should use to obtain information from family members
- K9 how you can verify information
- K10 aspects of family member's relationships with individuals that may help and hinder achievement of positive goals
- K11 the types of information that family members will need if they are going to work with you
- K12 methods to maintain contact with family members
- K13 roles family members can play in helping to achieve positive outcomes for individuals
- K14 why it is important to agree aims, objectives and respective roles with family members
- K15 the types of support that family members may need to help to achieve positive goals
- K16 why it is important to review progress with family members and colleagues
- K17 why it is important to evaluate the effectiveness of various roles that you, family members and colleagues are playing
- K18 why it is important to acknowledge contributions family members are making and how to do so
- K19 the importance of keeping records of your work with family members

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K20 the importance of noting lessons for the future and how to identify these

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, NOMS policies, legislative policies and any other policies and procedures used across custodial care in the UK.

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