
Overview

This standard focuses on identifying and making a response to individuals experiencing difficulties. It also includes those at risk of experiencing difficulties.

Workers need to make initial responses appropriate to individuals and find out what is causing individuals' difficulties. They should then seek to provide the appropriate support required by individuals, in line with what is known about their needs, circumstances and organisational procedures.

Workers need to deal with potentially volatile natures of such situations and seek help if required. Individuals' difficulties may be expressed in different ways such as through distress, grief, anger and fear.

The individuals with whom workers are involved may have offended, be at risk of offending, be victims of offending behaviour, be family or friends of such individuals, or be from community support groups.

There are two elements

- 1 Identify factors contributing to individuals' difficulties
- 2 Provide support to individuals experiencing difficulties

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Support individuals at risk of and experiencing difficulties in a custodial environment

Performance

Identify factors contributing to individuals' difficulties

criteria

You must be able to:

- P1 recognise needs of individuals experiencing difficulties in accordance with your organisation's procedures, and:
 - P1.1 circumstances of difficulties
 - P1.2 signs of difficulties
- P2 review information on individuals' difficulties in accordance with your organisation's procedures
- P3 advise authorised people about difficulties of individuals in accordance with your organisation's procedures
- P4 address, within organisational timescales, behaviour and language that is:
 - P4.1 abusive
 - P4.2 aggressive
 - P4.3 discriminatory
- P5 communicate with individuals to exchange information in accordance with your organisation's procedures
- P6 minimise constraints to communication in accordance with your organisation's procedures
- P7 respond to individuals' difficulties in ways which suit their personal preferences in accordance with your organisation's procedures, and:
 - P8.1 within organisational timescales
- P8 work with individuals to explore their difficulties in accordance with your organisation's procedures, and:
 - P8.1 consider solutions
- P9 refer individuals to available support services when required in accordance with your organisation's procedures
- P10 seek support when recognising stress in oneself and others in accordance with your organisation's procedures

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Provide support to individuals experiencing difficulties

You must be able to:

- P11 set out boundaries of professional relationships with individuals in accordance with your organisation's procedures
- P12 involve individuals throughout support processes in accordance with your organisation's procedures
- P13 contribute to support plans in accordance with your organisation's procedures
- P14 contribute to risk assessment processes in accordance with your organisation's procedures
- P15 support care plans where available to assist individuals to deal with their difficulties in accordance with your organisation's procedures
- P16 complete and store all records concerning support processes in accordance with your organisation's procedures
- P17 share information with authorised people in accordance with your organisation's procedures

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Support individuals at risk of and experiencing difficulties in a custodial environment

Knowledge and understanding

You need to know and understand:

- K1 organisational procedures for providing support to individuals experiencing difficulties
- K2 how to communicate with different individuals
- K3 how to challenge behaviours and language
- K4 where to obtain information about individuals
- K5 how personal beliefs, preferences and cultural backgrounds affect behaviour
- K6 different ways emotions are expressed
- K7 factors which are relevant to individual's difficulties
- K8 the range of signs of difficulties
- K9 different ways of providing appropriate support
- K10 the impact of allowing individuals to make their own decisions
- K11 implications of advice given to individuals
- K12 support services available to refer individuals to
- K13 how to make referrals
- K14 methods for recognising stress and impacts of stress
- K15 support services available to manage stress
- K16 the importance of treating individuals with respect
- K17 the importance of maintaining professional boundaries
- K18 methods for supporting individuals to take ownership of situations
- K19 the range of care plans available
- K20 the range of interventions which may be applied in different circumstances
- K21 who to share information with regarding individuals

Glossary

Relevant people refers to individuals, other relevant or significant to individuals, staff in your own agency or staff from other agencies.

Difficulties can include difficulties within the custodial environment; difficulties related to cultural background; difficulties related to offence committed; difficulties related to treatment by other prisoners or staff; difficulties related to nationality or language barriers; difficulties related to personal values and beliefs; difficulties related to being a female in custody; difficulties related to being away from family and children.

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Developed by	Skills for Justice
Version number	1
Date approved	October 2013
Indicative review date	October 2018
Validity	Current
Status	Original
Originating organisation	Skills for Justice
Original URN	SFJFM4
Relevant occupations	Chaplains; detention officer; prison officer; custody officer, prison staff; home office staff; volunteers; healthcare officer; education staff; prison manager; governor; instructional officer
Suite	Custodial Care
Key words	Support plans; interventions; dynamic; stress; team