
Overview

This standard is about supporting clients on an on-going basis throughout the progress of their case. This could be where the client is working directly with you or where a particular aspect of their case has been referred to another service. This standard is not about providing counselling support for the client and you must be clear about the boundaries of your role as an adviser.

There are three elements

- 1 Enable clients to understand continuing support services available to them
- 2 Provide continuing support for clients who have been referred to another service
- 3 Monitor and review the progress of actions taken to support clients and agree future actions

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Provide continuing support to clients

Performance criteria

Enable clients to understand continuing support services available to them

You must be able to:

- P1 explain to clients the additional support that you can offer using an appropriate format and language
- P2 agree with clients support activities required and their responsibilities for progressing activities
- P1 check that clients' understanding of legal advice services is consistent with information you have provided
- P3 check that clients understand the different roles and responsibilities of others involved in their case in line with organisational requirements
- P4 describe to clients the potential advantages and disadvantages of the support offered in line with organisational requirements
- P5 explain outcomes, timescales, and any cost involved with activities in line with organisational requirements
- P6 resolve any unrealistic expectations clients may have about their case
- P7 provide clients with any additional information they may require in line with organisational requirements

Provide continuing support for clients who have been referred to another service

You must be able to:

- P8 explain to clients why cases or some part of cases may be referred to another service in line with organisational requirements
- P9 check that clients understand the support that you can offer throughout their case
- P10 check that clients understand and agree to the exchange of information between you and other services in order to progress cases
- P11 work with other individuals and services in a way that supports clients and the progress of their cases
- P12 record all relevant processes, agreements and information in line with organisational requirements

Monitor and review the progress of actions taken to support clients and agree future actions

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- You must be able to:
- P13 review progress of actions taken to support clients, and:
 - P13.1 get feedback on effectiveness of the actions taken
 - P14 agree with clients the activities that have occurred in line with organisational requirements
 - P15 review with clients the outcomes of the activities that have occurred in line with organisational requirements
 - P16 agree with clients the outcomes that have and have not been achieved in line with organisational requirements
 - P17 agree with clients further activities required and your role in supporting them
 - P18 agree with clients when no further support is required,
 - P19 explain to clients the process for ending the provision of support in line with organisational requirements
 - P20 record processes, agreements and information about supporting clients in line with organisational requirements

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Knowledge and understanding

You need to know and understand:

- K1 the types of support activities that you are able to offer clients
- K2 how to select the format and language to be used to communicate with clients
- K3 the types of responsibility clients may be expected to undertake
- K4 other individuals and agencies that may be involved with clients
- K5 the potential advantages and disadvantages of different support activities
- K6 the stages, costs and timescales of different types of activity
- K7 the types of unrealistic expectations clients may have and how these can be managed
- K8 the importance of checking clients' understanding and ways of doing this
- K9 what type of additional information is required by different clients
- K10 the relevant national, local, professional and organisational requirements relating to:
 - K10.1 equal opportunities
 - K10.2 discrimination
 - K10.3 health and safety
 - K10.4 security
 - K10.5 confidentiality
 - K10.6 data protection
 - K10.7 conflicts of interest
- K11 the importance of complying with national, local, professional and organisational requirements
- K12 the reasons why cases or parts of cases may be referred to other services
- K13 the importance of reassuring clients of your ongoing support and how to do this
- K14 the importance of clients understanding the types of information that will be exchanged with other services
- K15 the importance of getting clients' agreement for support you will provide
- K16 the importance of working supportively with other services in the interests of clients and how to do this
- K17 organisational systems and procedures for recording interactions, and

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the importance of using them

K18 ways of monitoring and reviewing progress of support activities with clients and why it is important to do this

K19 the importance of reviewing the achievement or non-achievement of outcomes, and:

K19.1 the reasons why this may have occurred

K19.2 what further actions need to be taken

K20 when it is appropriate to agree to end the support activities with clients and how to do this

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Additional Information

Skills

The skills you will need to enable you to deliver the service effectively are:

- 1 questioning
- 2 active listening
- 3 presenting information
- 4 persuading
- 5 influencing
- 6 negotiating
- 7 summarising
- 8 evaluating
- 9 reviewing/reflecting
- 10 challenging
- 11 prioritising
- 12 decision making
- 13 assessing risk
- 14 recording and storing information

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