Enable groups, communities and organisations to address issues which affect community safety and social inclusion

Overview

This standard is about supporting groups, communities and organisations towards enabling them to identify needs, plan and to take action to address issues which affect community safety and social inclusion. This includes supporting them to tackle any problems encountered.

Your role is not to set the agenda, but to be there as a resource to groups, communities and organisations. This includes clarifying, summarising, reflecting back and encouraging people to take realistic steps so they can see their achievements and evaluate areas of success. It also includes enabling people to evaluate, review and modify their plans in the light of their experience, so they are able to learn and progress.

The term `community' has been used to mean a set of people who are united either by a common geographical location or by a common interest or aspect, such as their work, gender or a disability. These might include groups and organisations, for example, business communities, young people, minority ethnic groups, LGBT community.

There are three elements
1. Enable groups, communities and organisations to determine their issues and concerns, and agree plans for addressing these
2. Act as a resource to communities as they take actions to address their issues and concerns
3. Support communities in evaluating their actions and learning from their experience

Target group
This standard is applicable to those who work in statutory and non-statutory agencies to improve community safety and social inclusion, and particularly those whose role involves supporting groups, communities and organisations in relation to community safety and social inclusion.

Enable groups, communities and organisations to address issues which
affect community safety and social inclusion

Performance criteria

You must be able to:

Enable groups, communities and organisations to determine their issues and concerns, and agree plans for addressing these

1. enable groups, communities and organisations to explore the aspects of community safety and social inclusion which concern them, acknowledging their rights to make their own decisions
2. explain your values and perspectives and those of your organisation, identifying any conflicts of interest you might have and discuss how these can be addressed with the groups, communities and organisations
3. enable groups, communities and organisations to research and evaluate the views of others in the wider community
4. provide information and advice which is appropriate to the issues, context and situation of the group community and/or organisation, and recognises the complexity of the decisions which they have to make
5. enable groups, communities and organisations to reach agreement on the issues and concerns which affect them most, and their aims regarding how these might be addressed
6. explain any problems with the choices made and explore how these might be addressed
7. enable groups, communities and organisations to prioritise the agreed issues and associated aims into an agenda for action to meet the needs of those in the wider community with a shared interest in community safety and social inclusion
8. enable groups, communities and organisations to identify the steps needed to achieve their aims, and to establish short, medium and long-term objectives
9. offer advice where options selected have the potential to directly affect the rights of others
10. communicate using techniques which encourage openness and a frank exchange of views and that are consistent with the culture of those with whom you are working

Act as a resource to communities as they take actions to address their issues and concerns

11. encourage communities to discuss the choices they have made and the reasons for their chosen course of action
12. explore the implications of these choices using methods which encourage those involved to understand their impact and any difficulties which might arise
13. clarify and provide accurate information about the range of support mechanisms available

14. explore, when requested, the different ways in which you could act as a resource to the community

15. act as a resource using methods which are:

15.1 agreed with the community

15.2 agreed with any others who will be involved in the implementation

15.3 consistent with your role and your organisation

16. maintain contact at a level which offers the amount of support necessary and is realistic given your role and responsibilities within your organisation

17. achieve the best balance between encouraging the community to take responsibility for action, and seeking further support when they need it

18. respect the rights of the community to change its mind and consider alternative approaches

Support communities in evaluating their actions and learning from their experience

19. encourage communities to recognise the value of evaluation and how it can contribute to their development and effectiveness

20. suggest evaluation processes which allow those involved to contribute their views and perspectives, and to reflect on these in the context of the wider group

21. enable communities to evaluate their achievements, and to identify aspects which worked well, and those which have been less successful, and the reasons for these

22. encourage communities to evaluate your role, and that of other agencies supporting them

23. encourage those involved to take account of the wider community, welcome diversity, and evaluate the success of their actions in relation to the community as a whole

24. agree with the community any changes which need to be made to their plans, and how these will be achieved

25. encourage communities to agree changes which are justifiable and capable of implementation

26. consider the implications which agreed changes may have for them and other communities

27. encourage individuals to offer their views, and to communicate using techniques which encourage openness and frankness

28. support communities in planning how they will move forward to the next phase of their development

29. maintain records that set out details of the review process, in line with your organisation's requirements

Enable groups, communities and organisations to address issues which affect community safety and social inclusion

Knowledge and understanding

You need to know and understand:

Legislative, regulatory and organisational requirements

1. legal and organisational requirements which relate to enabling groups, communities and organisations to address community issues, and their impact for your area of operations
2. legislation, policies and procedures relating to data protection, health and safety, diversity and their impact for your area of operations
3. the role of your organisation and the services which it provides in support of communities
4. organisational policy and procedures regarding confidentiality of information and the disclosure of information to third parties, and the specific circumstances under which disclosure may be made
5. the limits of your authority and responsibility, and the actions to take if these are exceeded

Working with communities and community members

6. good practice communication techniques and how to apply them
7. the social and environmental factors which contribute to social exclusion, including the particular needs of individuals who may be socially excluded or stigmatised
8. the importance of social justice in working effectively with socially excluded individuals, groups and communities
9. the impact of crime on victims and their families and their right to protection, recognition, respect, information and confidentiality
10. direct and indirect victimisation, and the meaning and implications of repeat victimisation for community safety practice
11. how to respond to differences in the way that people communicate
12. the ways in which communication can be altered for different needs and contexts
13. barriers to cross cultural communication and ways of overcoming them,
14. how to organise and provide appropriate translation and interpreting services
15. the kinds of misinformation which people receive about crime and anti-social behaviour and how this can be counteracted
16. the principles and models of community development, including:
16.1 top-down approaches
16.2 community action approaches
16.3 how these have been put into practice by others

17. the principles of organisational development and how these have been put into practice by others

18. methods for resolving conflict between individuals and groups

19. methods for managing the dynamics of groups and meetings

20. how the principles of restorative justice apply to the work being undertaken

21. the community mediation schemes available and how to access them

22. the tensions that may exist between you, your organisation, and the concerns and priorities of the groups, organisations and communities with whom you are working

23. ways of managing these tensions

24. the reasoning processes used in determining your approach and methodology

25. what is evidence-based practice, and why it is important to use evidence from research about what is effective

26. methods for monitoring and evaluating your practice against the intended outcomes, including why it is important to share information about successes and failures

Enable groups, communities and organisations to address issues which affect community safety and social inclusion

Developed by	Skills for Justice
Version Number	3
Date Approved	August 2015
Indicative Review Date	July 2020
Validity	Current
Status	Original
Originating Organisation	Skills for Justice
Original URN	SFJBA13
Relevant Occupations	Probation Officers; Probation Staff; Probation Support Officers; Public Service and Other Associate Professionals; Public Services; Community justice workers
Suite	Community Justice
Keywords	Community safety; crime prevention; crime reduction; community; transforming rehabilitation