Enable individuals to address factors which affect their safety, well-being and social inclusion

Overview

This standard is about enabling individuals and significant others to address the social, environmental and personal factors which affect their safety, well-being and social inclusion. The phrase `their safety, well-being and social inclusion' includes factors which relate to the individual, and also to others who are close to them.

It involves enabling individuals to identify issues that affect their safety, well-being and social inclusion, and to identify the options available to them to achieve improvement in this area. In addition, it includes helping individuals to put their choices into action and sustain this effort, reviewing the effectiveness of their actions. Work may be with individuals, significant others or both.

There are three elements
1. Enable individuals to identify factors which affect their safety, well-being and social inclusion
2. Enable individuals to identify options for improving their safety, well-being and social inclusion
3. Enable individuals to implement and review their selected way forward

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 individuals and significant others in relation to community safety and social inclusion.

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Performance criteria

You must be able to:

Enable individuals to identify factors which affect their safety, well-being and social inclusion

1. acknowledge the rights of individuals to make decisions about their safety, well-being and social inclusion
2. communicate using techniques which encourage openness and a frank exchange of views
3. encourage individuals to talk about aspects of safety, well-being and social inclusion which concern them
4. offer appropriate support in line with the needs of individuals
5. respect and acknowledge the rights of individuals to discontinue conversations and discussions
6. provide information and offer advice which takes account of the different factors which affect the safety, well-being and social inclusion of individuals
7. offer information and advice which is justifiable in terms of the individual's interests, situation and needs

Enable individuals to identify options for improving their safety, well-being and social inclusion

8. support individuals to reflect on their concerns for their safety, well-being and social inclusion and encourage them to identify what could be improved
9. explore with individuals the inter-relationship between their personal beliefs and preferences and things they value, and support them to identify their priorities in relation to their safety, well-being and social inclusion
10. discuss and reflect back with individuals their priorities for their safety, well-being and social inclusion
11. adopt an appropriate approach when working with significant others which allows them to identify their concerns, beliefs and priorities and assist them to make decisions
12. explore options with individuals which are available for meeting the agreed priorities, taking into account their socio-economic circumstances
13. provide information about community initiatives, resources and services which are relevant to informing individuals' choice of the options preferred
14. discuss concerns involved in the choice of options using techniques which are supportive and non-judgemental and in line with the needs of individuals
15. encourage individuals to select options which are capable of being implemented and to which they are committed

Enable individuals to implement and review their selected way forward

16. explore with individuals the methods available to put their informed choices into action

17. select methods which are appropriate to the agreed course of action and agree them with individuals and others who will be involved in their implementation

18. maintain contact at a level which offers the amount of support necessary for the individuals and others concerned and is within the limits of your role and responsibilities

19. encourage individuals to seek further support, where this is required

20. encourage individuals to take a full and active part in reviewing progress

21. review at a suitable level and pace to meet the needs of individuals, the outcomes and effectiveness of putting their informed choices into action

22. encourage and support individuals to consider the implications of any changes in the actions they are going to take, including considering who would be involved

23. reach agreement with those involved concerning any changes which need to be made

24. respect the right of individuals to change their minds and consider alternative approaches

25. maintain records of the actions agreed and progress made, in line with your organisation's requirements

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Knowledge and understanding

You need to know and understand:

Legislative, regulatory and organisational requirements

1. legal and organisational requirements which relate to the provision of services to communities in relation to safety, well-being and social inclusion, 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 addressing factors which affect safety, well-being and social inclusion
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. the social and environmental factors which contribute to social exclusion, including the particular needs of individuals who may be socially excluded or stigmatised
7. the importance of social justice in working effectively with socially excluded individuals, groups and communities
8. the impact of crime on victims and their significant others, and their right to protection, recognition, respect, information and confidentiality
9. direct and indirect victimisation, and the meaning and implications of repeat victimisation for community safety practice
10. how to modify communication styles to meet different needs and contexts, including being aware of the barriers to cross cultural communication and ways of overcoming them
11. the kinds of misinformation which people receive about crime and anti-social behaviour and how this can be counteracted
12. methods for resolving conflict between individuals and groups
13. methods for managing the dynamics of groups and meetings
14. how the principles of restorative justice apply to the work being undertaken
15. the community mediation schemes available and how to access them
16. how to recognise conflicts of interest, make them explicit and work with others to solve them
17. 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

18. ways of managing these tensions

19. the reasoning processes you used in determining your approach and methodology

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

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

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