

Determine the concerns and priorities of communities in relation to safety, social inclusion and the prevention and reduction of crime and anti-social behaviour

Overview

This standard is about determining the concerns and priorities of diverse communities in the local area with which you are involved. It is about determining the concerns and priorities of communities in relation to safety, social inclusion and the prevention and reduction of crime and anti-social behaviour, in order to inform the plans of your organisation and community safety partnerships.

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, the LGBT community, as well as agencies providing support to victims and survivors.

There are two elements

1. Identify and select methods for consulting with communities about their concerns and priorities.
2. Consult with communities about their concerns and priorities.

Target group

This standard is aimed at those workers within the justice sector who work with communities in relation to safety, social inclusion and the prevention and reduction of crime and anti-social behaviour.

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Performance criteria

You must be able to:

Identify and select methods for consulting with communities about their concerns and priorities

1. research the different communities within the local area with which you are concerned
2. identify agencies and groups within the local area who have shared interest in determining the concerns and priorities of communities
3. obtain and analyse information from agencies and groups regarding the communities consulted, and the outcomes of their research
4. select communities within the local area which should be targeted for consultation on the basis of your evaluation
5. determine and select methods for consulting which are capable of gaining sufficient, valid and reliable information about the concerns and priorities of communities
6. determine appropriate evaluation criteria for assessing the consultation exercise in agreement with colleagues and other relevant parties

Consult with communities about their concerns and priorities

7. publicise the consultation process using methods that are most likely to reach the target communities
8. pilot consultation methods where appropriate, to identify and address any problems that may arise in reaching target communities
9. record all the information gathered from communities in line with confidentiality and your organisation's requirements
10. identify the concerns and priorities from the information gathered that are common to all relevant communities, and those particular to specific communities
11. update relevant people on progress to aid maintenance of their ownership of the outcomes
12. develop plans, including resources required, to address the community's identified concerns and priorities
13. record your analysis using a format and language which promotes understanding within your own organisation, and other stakeholder organisations, groups and communities
14. use your analysis to inform your organisation's plans for addressing community concerns and priorities and the development of community safety strategy

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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, social inclusion and the prevention and reduction of crime and anti-social behaviour
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. the organisation's 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 profile of the local area with which you are concerned, including its:
 - 6.1 cultural diversity
 - 6.2 structures and amenities
 - 6.3 incidences of crime and anti-social behaviour
7. the social and environmental factors which contribute to social exclusion,
8. why social justice is important to working effectively with socially excluded individuals, groups and communities
9. the meaning of 'hard to reach' groups when applied to the local area with which you are concerned
10. why it is important to involve hard to reach groups in all community consultation and community-based action
11. the impact of crime on victims and their families and their right to protection, recognition, respect, information and confidentiality
12. methods for developing and maintaining effective channels of communication with members of all communities in the local area with which you are concerned
13. 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
14. methods for consulting with communities about their concerns and priorities in ways that encourage ownership of the process and outcomes

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15. the kinds of misinformation which people might receive about crime and anti-social behaviour and how this can be counteracted
16. methods for managing the dynamics of groups and meetings
17. how to organise joint consultation with other groups and organisations when this is the most effective use of available resources and of community members
18. the services, policies and priorities of community safety partnerships and their members
19. the importance of multi-agency working, and how to develop and maintain this in providing coherent services to communities
20. the reasoning processes you used in determining your approach and methodology
21. what is evidence-based practice, and why it is important to use evidence from research about what is effective
22. methods for monitoring and evaluating your own practice against the intended outcomes
23. why it is important to share information about consultation successes and failures

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