

## Improve environments and practices to promote community safety and social inclusion

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### Overview

This standard is about improving environments and practices towards promoting safer and more inclusive communities. It involves assessing the requirements and expectations of stakeholders within the environments, to find out and implement action in areas which need to be improved.

'Stakeholders' are those with a legitimate interest in the environments and practices. It involves those who live, work, use and/or have an interest in the environments.

'Environments' includes buildings, spaces, centres and estates that are domestic, industrial or commercial, public or private and in urban or rural areas.

'Practices' includes maintenance of the environment, the improvement of physical security measures and any initiatives that will increase the capacity of those who use the environment to protect themselves from crime, the fear of crime and from other safety hazards.

#### **There are two elements**

1. Assess environments and practices against stakeholders' requirements and expectations
2. Work with stakeholders to improve environments and practices to promote community safety and social inclusion

#### **Target group**

This standard is applicable for those working in the justice services and involved in improving environments and practices to promote community safety and social inclusion.

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## Performance criteria

You must be able to:

### **Assess environments and practices against stakeholders' requirements and expectations**

1. identify stakeholders with a legitimate interest in the environments and practices
2. consult with stakeholders using methods that engage their interest in developing safer and more inclusive communities
3. establish and agree the objectives and scope of the assessment with interested stakeholders
4. encourage individuals to contribute information to the assessment
5. collect information from a variety of sources, obtaining verification and/or corroboration for the information, wherever possible
6. make explicit the factors affecting the purpose and structure of the data collection to those involved in providing information
7. identify situational factors and the data needed for the assessment, including appropriate cost effective methods
8. estimate the resources needed to carry out the assessment and agree resource allocation with relevant others
9. modify the methods, objectives and scope of the assessment where it is not possible to obtain sufficient resources to achieve the initial objectives and scope
10. analyse and summarise the data using appropriate qualitative and quantitative methods, identifying and addressing any weaknesses
11. identify any tensions between the requirements and expectations of different stakeholders and the reasons for them
12. make proposals about how to prioritise and reconcile competing requirements and expectations
13. produce a complete assessment report which proposes and justifies realistic, sustainable ways of improving environments and practices
14. provide your report, including supporting information, to the relevant person(s)

### **Work with stakeholders to improve environments and practices to promote community safety and social inclusion**

15. assess the vision and commitment of stakeholders towards improving environments and practices
16. propose realistic and sustainable ways of improving environments and practices
17. counter any objections to proposals for improvement with alternative views

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and benefits

18. acknowledge the legitimacy of different views while maintaining a clear focus on the need for improvement in environments and practices to promote safer and more inclusive communities
19. enable stakeholders to appraise and prioritise the different options available for improving environments and practices through considering the advantages and the implications of inaction
20. propose different ways for implementing priorities which:
  - 20.1 offer courses of action which achieve the best possible balance between the perspectives of different stakeholders
  - 20.2 limit the known obstacles to change
21. recommend and agree courses of action which are within available resources and which specify the action to be taken, timescales, and people involved
22. maintain records of the actions agreed, in line with your organisation's requirements, and send them to stakeholders
23. put in place processes to confirm stakeholders' formal agreement to the plans
24. provide support when requested, appropriate to your role and responsibilities
25. encourage those involved to monitor progress and identify improvements that need to be made to action plans, seeking advice and support where appropriate
26. monitor progress at regular intervals and identify any problems
27. take action to solve problems as soon as possible whilst maintaining the overall direction of the action plan
28. disseminate information about achievements and lessons learnt to all those involved in improving environments and practices

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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 stakeholders in relation to improving environments and practices, 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 supporting stakeholders to promote community safety and social inclusion
4. your 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 the:
  - 6.1 communities
  - 6.2 structures and amenities
  - 6.3 incidence and types of crime and anti-social behaviour
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 meaning of 'hard to reach' groups
10. why it is important to involve such groups in all community consultation and community-based action
11. the impact of crime on victims and their need for protection, respect, recognition and information
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 determining the financial and social costs of crime and anti-social behaviour and for analysing and illustrating the cost benefits of

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community safety action

15. methods for managing resources effectively

16. methods for consulting with stakeholders in ways that encourage ownership of the process and outcomes

17. the kinds of misinformation which people may receive about crime and anti-social behaviour and how this can be counteracted

18. the principles of community development and community action approaches, and how these have been put into practice by others

19. methods for reducing opportunities for crime and anti-social behaviour in environments

20. the relationship between:

20.1 environmental decay and disrepair

20.2 the quality of life

20.3 opportunities for crime and anti-social behaviour

20.4 the fear of crime

21. why it is important that action to address crime and anti-social behaviour is in proportion to the scale and seriousness of the problem

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

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

24. methods for monitoring and evaluating your practice against the intended outcomes

25. importance of sharing information about successes and failures

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<b>Developed by</b>	Skills for Justice
<b>Version Number</b>	3
<b>Date Approved</b>	August 2015
<b>Indicative Review Date</b>	July 2020
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating Organisation</b>	Skills for Justice
<b>Original URN</b>	SFJBC1
<b>Relevant Occupations</b>	Probation Officers; Probation Staff; Probation Support Officers; Public Services; Public Service and Other Associate Professionals; Community justice workers
<b>Suite</b>	Community Justice
<b>Keywords</b>	Community safety; crime prevention; crime reduction; transforming rehabilitation