
Overview

This standard focuses on contributing to resolving community issues. Community issues may involve quality of life, tensions, crime, low level disorder or anti-social behaviour. They may apply across large geographical areas or be relatively local in nature.

You will need to maintain good communications with communities. This includes developing and maintaining effective channels of communication, and respecting the culture, religion and ethnicity of others. Communities are neighbourhoods, communities of interest such as business communities, or communities of identity.

You will also need to help to resolve community issues. This will involve identifying community issues, using problem solving approaches, working in partnership with other agencies, and taking appropriate courses of action in response to community issues. You will also need to be able to provide initial support to individuals who have been involved in community issues.

In a restorative practice context, this standard should be used together with core standards from the restorative practice suite – please see the ‘Links to other NOS’ section. Restorative practice brings those affected by conflict or crime into communication. This enables everyone involved in situations to play their part in repairing the harm and finding positive ways forward.

There are two elements

- 1 Maintain communications with communities
- 2 Help to resolve community issues

Target group

This standard is for restorative practitioners undertaking much of their work in community settings.

**Performance
criteria**
Maintain communications with communities

- You must be able to:**
- P1 develop channels of communication with individuals in communities in line with organisational requirements
 - P2 maintain existing channels of communication with individuals in communities in line with organisational requirements
 - P3 ask individuals for advice and information when you are not sure how aspects of their identity might affect practice or behaviour
 - P4 make yourself accessible to individuals in line with your role and responsibilities
 - P5 check that individuals understand information you provide through the use of active questioning
 - P6 address queries received from individuals in line with their needs, and your role and responsibilities
 - P7 modify your way of communicating to meet individuals' needs

Help to resolve community issues

- You must be able to:**
- P8 review available information on community issues that is pertinent to meeting communities' needs
 - P9 obtain further information where required using organisationally approved channels
 - P10 verify identified community issues through consultation with members of the community and others in line with organisational requirements
 - P11 involve members of the community and other agencies in problem solving approaches using recognised good practice
 - P12 provide initial support to individuals who have been involved in community issues in line with your role and responsibilities
 - P13 take appropriate courses of action in response to community issues in accordance with current policy and legislation
 - P14 keep accurate and complete records of your actions in line with organisational requirements, including:
 - P14.1 decisions made

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Contribute to resolving community issues using restorative processes



P14.2 outcomes achieved

Knowledge and understanding

General knowledge relating to the use of restorative processes in the community

You need to know and understand:

- K1 legislation and guidelines of good practice that relate to assessing the appropriateness of restorative processes, including:
 - K1.1 the impact of these on your work
 - K1.2 confidentiality and data protection requirements
- K2 the nature of values and principles underpinning restorative processes
- K3 the purpose and potential benefits of restorative practice
- K4 partner organisations you may work with in restorative processes, including:
 - K4.1 their principal roles and responsibilities
 - K4.2 how to determine and differentiate these roles
- K5 the meaning of needs in a restorative practice context
- K6 the potential range of needs of all involved within restorative processes
- K7 the importance of, and how to create, safe environments for participants
- K8 the meaning of risk in a restorative practice context, including:
 - K8.1 how to distinguish between criminogenic and restorative risk concerns
 - K8.2 how these concerns may or may not apply
- K9 the importance of treating all participants with respect and of avoiding stigmatisation and stereotyping
- K10 effective communication techniques, including:
 - K10.1 active listening
 - K10.2 questioning for understanding
 - K10.3 awareness of and ability to read non-verbal signals
 - K10.4 summarising and reflecting back
 - K10.5 giving and receiving feedback
 - K10.6 challenging constructively and positively
 - K10.7 enabling participants to make their own choices
 - K10.8 recognising and working with the positions, interests and needs of participants
- K11 how to judge what information may be shared between participants and the potential consequences of doing this
- K12 the importance of gaining permission before sharing information between participants

- K13 your role, responsibilities and competence, and who to seek assistance and advice from when necessary
- K14 how to recognise the effects on yourself of working upon restorative processes
- K15 how to seek appropriate supervision and personal support
- K16 principles of effective equality, diversity and anti-discriminatory practice

Knowledge relating to resolving community issues

You need to know and understand:

- K17 legislation, policies, procedures and guidelines of good practice for community relations
- K18 the limits of your role and responsibility for helping with community issues
- K19 effective channels and methods of communication with members of the community
- K20 what your organisation provides to facilitate contact and communication with members of the community
- K21 local community make-up, including:
 - K21.1 key statutory and voluntary agencies, community groups, associations and partnerships within your area of work
 - K21.2 the beliefs, practices and traditions of the main cultures and religions in the local community
 - K21.3 the composition and diversity of the local community
 - K21.4 the impact of social deprivation in the local community
 - K21.5 the various members of the community in your area
 - K21.6 barriers within the community and how to overcome them
- K22 factors that create and reduce tension in communities
- K23 the importance of understanding the personal views and motivations some members of the community may have
- K24 the types of community issues that may be present, including:
 - K24.1 quality of life
 - K24.2 tensions
 - K24.3 crime
 - K24.4 fear of crime
 - K24.5 disorder
 - K24.6 anti-social behaviour

- K25 how to keep up-to-date with community issues
- K26 how to identify, obtain and review information on community issues
- K27 how to check the validity of community issues
- K28 sources of advice and guidance on community issues
- K29 the importance of determining causal factors and the scale of community issues
- K30 appropriate courses of action in response to community issues
- K31 the type of support that can be provided to individuals who have been affected by community issues

Knowledge relating to record keeping

You need to know
and understand:

- K32 the importance of keeping records
- K33 how to record information in relation to your work with community issues

Additional information

Values

Restorative practices are underpinned by a set of values, these include:

- 1 empowerment
- 2 honesty
- 3 respect
- 4 engagement
- 5 voluntarism
- 6 healing
- 7 restoration
- 8 personal accountability
- 9 inclusiveness
- 10 collaboration
- 11 problem solving

Links to other NOS

It is expected that this NOS will be used and applied in conjunction with other restorative practice NOS which apply to your role, specifically SFJDJ101, SFJDJ102, SFJDJ201 and SFJDJ205.

External links

This standard reflects the content of the Restorative Justice Council's Best Practice Guidance for Restorative Practice (2011).

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