

Contribute to the development of services which address crime and problematic behaviour, and which reduce offending/reoffending

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## Overview

This standard is about contributing to the development of services which address crime and problematic behaviour, encourage rehabilitation, resettlement and desistance, and which reduce offending/reoffending.

Problematic behaviour is that which might be considered to be anti-social, challenging or offending.

### **There are three elements**

1. Identify, monitor and evaluate service provision and support networks in the area
2. Profile the availability, accessibility and provision of services in the area
3. Influence the availability, accessibility and provision of services in the area

### **Target group**

The standard is applicable to those in the community and youth justice sectors who seek to influence service provision so that it addresses the harm done by crime and problematic behaviour and prevents offending/reoffending by individuals.

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## Performance criteria

You must be able to:

### **Identify, monitor and evaluate service provision and support networks in the area**

1. maintain an up-to-date overview of the range of services and support networks that are available to address crime and problematic behaviour, and which help to prevent offending/reoffending
2. map the provision of existing services and support networks
3. gather feedback from victims and survivors of crime and problematic behaviour, and from individuals at risk of offending/reoffending on the effectiveness and appropriateness of services and support networks
4. offer constructive feedback to services and support networks on the benefits and disadvantages of their provision in relation to crime, problematic behaviour and offending/reoffending
5. identify potential gaps in the range of services needed to meet requirements
6. make justified recommendations to the relevant people regarding how identified gaps might be addressed

### **Profile the availability, accessibility and provision of services in the area**

7. review information about services from victims and survivors of crime and problematic behaviour, and from those at risk of offending/reoffending
8. review published and reliable information relevant to crime and problematic behaviour, and the effective means of addressing such behaviour
9. explore factors that increase the likelihood of individuals offending/reoffending, and those actions that assist in desistance, rehabilitation and resettlement
10. organise and collate the data so that it can be used by yourself and others
11. analyse the information and draw justifiable conclusions relating to service and support networks':
  - 11.1 range
  - 11.2 availability
  - 11.3 accessibility
  - 11.4 appropriateness
  - 11.5 benefits
12. determine the needs of audience groups within the broader community, and their relation to factors relevant to preventing offending/reoffending

### **Influence the availability, accessibility and provision of services in the area**

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13. identify others with whom to work jointly to influence service availability, accessibility and provision
  14. develop a multidisciplinary approach that includes parties that commission and parties that provide, to draw upon the strengths of everyone involved
  15. plan who will do what and by when to press for changes in services, and review the plan in the light of responses
  16. undertake your own role as agreed and to time
  17. use alternative approaches when those planned do not succeed
  18. continue to press for changes to service availability, accessibility and provision in the interests of victims and survivors and of individuals at risk of offending/reoffending

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## Knowledge and understanding

You need to know and understand:

1. legislation and guidelines of effective practice which relate to the work being undertaken, and the impact of this for your own work
2. the role of your organisation and its services, and how these relate to those of other agencies and services in the justice sector
3. your agency'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
4. the nature of the services available and their accessibility to victims and survivors and to individuals at risk of offending/reoffending
5. the principles which underpin service development and the processes that are used in developing these services
6. the factors and priorities that may influence the development of services
7. why different individuals at risk of offending/reoffending may be served poorly by mainstream services
8. what difference and inclusion mean in the context of offender rehabilitation
9. the importance of service provision and support networks responding to difference and maximising inclusion
10. how the interests of victims and survivors and of those at risk of offending/reoffending can be promoted in services
11. methods of forecasting trends and developments in service demand and the consequent need for the development of services
12. how to present information and arguments in ways and at times which capture people's interests and encourage them to take action
13. the range of formats which can be used to present information and how to use these formats effectively
14. the range of issues which people and agencies are likely to experience when they are seeking to develop new services or change current ones
15. the ways in which issues can be turned round to develop solutions and move practice forward
16. the importance of maintaining purpose and commitment with self and others, even when those that commission and/or provide services ignore the message or are slow to act
17. the impact of crime and problematic behaviour on victims and survivors, and their need for protection, respect, recognition and information
18. principles of restorative justice, the processes and potential benefits
19. factors which influence the behaviour of individuals at risk of offending/reoffending, including their physical, social, psychological, emotional and intellectual development

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20. factors which may contribute to crime and problematic behaviour
  21. the impact of the broader social environment upon victims and survivors, and individuals at risk of offending/reoffending, including areas of material deprivation, crime and the fear of crime, poor housing, and poverty
  22. the potential effect that being in care/custody can have upon individuals at risk of offending/reoffending
  23. how culture, gender and beliefs can affect attitudes and behaviour and how it may be perceived by others
  24. your own role and responsibilities and from whom assistance and advice should be sought where necessary
  25. the principles of effective equality, diversity and anti-discriminatory practice

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