

# SFJCJBA12 (SQA Unit Code - HD6L 04)

## Address problems identified with community safety and social inclusion



### Overview

This standard is about planning, implementing and evaluating action targeted to address problems with community safety and social inclusion that have been identified through community safety audits and through consultation with local communities.

The problems which might be addressed include the incidence of crime, disorder and anti-social behaviour, the fear of crime and the extent of unreported crime. It may also address other safety hazards such as fire safety, and road safety, as well as taking into account social exclusion indicators, including the number of school exclusions.

You will need to be able to work with relevant parties, from within your own organisation, from organisations working in partnership with your organisation, and representatives from the community concerned and the wider community. The wider community includes multi-agency groups and partnerships, statutory agencies, voluntary sector agencies, commercial sector agencies, health care organisations, formal and informal leaders within the community, community groups, and those not involved in established community groups. You will need to be able to use social methods, environmental methods and rule enforcement methods.

#### **There are three elements**

- 1 Plan action designed to address identified problems with community safety and social inclusion
- 2 Coordinate the implementation of action plans to address identified problems with community safety and social inclusion
- 3 Evaluate action designed to address identified problems with community safety and social inclusion

#### **Target Group**

This standard is applicable to those who work in statutory and non-statutory agencies to improve community safety and social inclusion, and support implementation of action plans.

It involves those working daily on the implementation of action plans, including community members supporting implementation, those with line management responsibilities for implementation, those who steer the implementation of action plans, and those with service level agreements or other arrangements for delivering specific human and financial resources.

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#### Performance criteria

#### Plan action designed to address identified problems with community safety and social inclusion

*You must be able to:*

- P1 analyse information from community safety audits, community consultation and from research undertaken by others to determine the problems that need to be addressed
- P2 use the information available to assess the nature, location and seriousness of the problems that need to be addressed, identifying any social and environmental factors which may be contributing to causing the problems
- P3 identify methods of effective practice for addressing priorities, and use these to develop baseline information, including the cost effectiveness of different options
- P4 discuss the nature, location and seriousness of the problems that need to be addressed with relevant parties
- P5 agree with relevant parties the priorities for action, and appraise together a range of options to address these priorities, undertaking a cost benefit analysis of each option
- P6 select with relevant parties those options which best address the agreed priorities, and are the most effective use of human and financial resources
- P7 clarify the approaches for delivering the agreed options with relevant parties
- P8 develop an action plan which specifies the agreed aims and objectives, targets, costing and available resources, and includes the methods to be used
- P9 indicate in the action plan the key people and their roles and responsibilities, timescales and key milestones, the indicators of effective performance, and evaluation criteria
- P10 maintain accurate and up to date records and forward these promptly to the relevant parties

#### Coordinate the implementation of action plans to address identified problems with community safety and social inclusion

*You must be able to:*

- P11 use formal and informal methods of co-ordination, appropriate to the nature of the action plan and the people involved in its implementation
- P12 encourage those involved in the action plan to take ownership of their actions, and support them to achieve its objectives
- P13 maintain contact with those involved at an appropriate level and frequency
- P14 encourage those involved in implementing the action to involve the wider community and include their interests whenever possible
- P15 support and encourage other workers to build similar

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- development approaches into their own work
- P16 monitor regularly the management of human and financial resources and take appropriate action when there are problems
- P17 make explicit any conflicts of interest, and offer ideas as to how they can be dealt with
- P18 offer appropriate acknowledgements to those involved in relation to their achievements in implementing the action plan

#### **Evaluate action designed to address identified problems with community safety and social inclusion**

##### *You must be able to:*

- P19 gather information on the process and outcomes of the implementation of the action plan, and collate it in a form which facilitates evaluation
- P20 encourage others involved in the implementation of the action plan to see the value of evaluation
- P21 offer others involved in the implementation of the action plan the appropriate level and forms of support so that they can evaluate outputs, outcomes and processes systematically
- P22 offer constructive feedback to others involved in the implementation of the action plan on their contributions
- P23 reach agreement with all those involved about any changes which need to be made to the action plan, supporting them to consider the impact of such changes on the nature of their involvement
- P24 present an evaluation of the implementation of the action plan against its agreed aims, objectives, methods and content, including the views and feedback from all those involved
- P25 maintain accurate and up to date records in line with your organisation's requirements
- P26 communicate information to people who are authorised to have it
- P27 promote the outcomes of the evaluation in a manner which supports future implementation of action plans and contributes to the continuing development of best practice
- P28 own role and responsibilities and from whom assistance and advice should be sought if the worker is unsure
- P29 the reasoning processes the worker used in determining their approach and methodology
- P30 how the worker has applied the principles of equality, diversity and anti-discriminatory practice to their work
- P31 what is evidence-based practice; why it is important to use evidence from research about what is effective; methods for monitoring and evaluating practice; why it is important to share information about successes and failures

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### Knowledge and understanding

*You need to know and understand:*

#### Legislative, regulatory and organisational requirements

- K1 legal and organisational requirements which relate to community safety and social inclusion, and their impact for your area of operations
- K2 legislation, policies and procedures relating to data protection, health and safety, diversity and their impact for your area of operations
- K3 the role of your organisation and its services, and the services which it provides in implementing action plans to address problems identified with community safety and social inclusion
- K4 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
- K5 the limits of your authority and responsibility, and the actions to take if these are exceeded

#### Working with communities and community members

*You need to know and understand:*

- K6 the profile of the local area with which the worker is concerned
  - K6.1 communities (neighbourhoods, communities of interest, communities of identity)
  - K6.2 crime and anti-social behaviour: incidence, types, levels, problems and contributing factors, the likely extent of unreported crime
  - K6.3 structures and amenities
  - K6.4 cultural diversity, community groups, formal and informal leaders, networks
- K7 the social and environmental factors which contribute to social exclusion; the particular needs of individuals who may be socially excluded or stigmatised; why social justice is important to working effectively with socially excluded individuals, groups and communities
- K8 the meaning of 'hard to reach' groups as it applies to the area with which the worker is concerned; why it is important to involve such groups in all community consultation and community-based action
- K9 the impact of crime on victims and their families and their right to protection, recognition, respect, information and confidentiality; direct and indirect victimisation; the meaning and implications of repeat victimisation for community safety practice
- K10 methods for determining the financial and social costs of crime and anti-social behaviour and for analysing and illustrating the cost benefits of community safety action
- K11 the kinds of misinformation which people receive about crime and anti-social behaviour and how this can be counteracted
- K12 why it is important that action to address crime and anti-social

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- behaviour is in proportion to the scale and seriousness of the problem and does not:
  - K12.1 produce a fear that is disproportionate to the actual risk
  - K12.2 impede the rights of ordinary citizens to public space, goods and services
  - K12.3 stigmatise individuals, neighbourhoods or institutions and how account of this has been taken in the work
- K13 the specific legislation, guidelines of good practice, charters and service standards that relate to the work being undertaken and the impact of these on the work
- K14 the services, policies and priorities of community safety partnerships and their members; the relationship between community safety partnership strategies and the strategies of other multi-agency partnerships (for example youth offending, drug and alcohol action, health and education action, regeneration projects); how to strengthen these links in order to provide coherent services to communities
- K15 the services, policies and priorities of the worker's agency and how it relates to other agencies in the community justice sector
- K16 methods for managing resources effectively
- K17 codes of practice and protocols about confidentiality and information sharing between agencies working in partnership
- K18 methods for determining the costs of planned community safety action; methods for assessing available human and financial resources; methods for building budgets to meet the costs of planned work; sources of available funding and how to access them
- K19 why it is important to incorporate community capacity building within resource allocation and funding bids
- K20 methods for planning work: how to develop and agree objectives, targets, methods, evaluation criteria, timescales, key milestones and indicators of effective performance
- K21 own role and responsibilities and from whom assistance and advice should be sought if the worker is unsure
- K22 the reasoning processes the worker used in determining their approach and methodology
- K23 how the worker has applied the principles of equality, diversity and anti-discriminatory practice to their work
- K24 what is evidence-based practice; why it is important to use evidence from research about what is effective; methods for monitoring and evaluating practice; why it is important to share information about successes and failures

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