SFJ BA13
Enable groups, communities and organisations to address issues which affect community safety and social inclusion

Overview

This standard is about supporting groups, communities and organisations towards enabling them to identify needs, plan and to take action to address issues which affect community safety and social inclusion, including supporting them to tackle any problems encountered.

Your role is not to set the agenda, but to be there as a resource to groups, communities and organisations. This includes clarifying, summarising, reflecting back and encouraging people to take realistic steps so they can see their achievements and evaluate areas of success. It also includes enabling people to evaluate, review and modify their plans in the light of their experience, so they are able to learn and progress.

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, lesbian and gay people.

There are three elements
1   Enable groups, communities and organisations to determine their issues and concerns, and agree plans for addressing these
2   Act as a resource to communities as they take actions to address their issues and concerns
3   Support communities in evaluating their actions and learning from their experience

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Performance criteria

Enable groups, communities and organisations to determine their issues and concerns, and agree plans for addressing these

You must be able to:

P1   enable groups, communities and organisations to explore the aspects of community safety and social inclusion which concern them, acknowledging their rights to make their own decisions

P2   explain your values and perspectives and those of your organisation, identifying any conflicts of interest you might have and discuss how these can be addressed with the groups, communities and organisations

P3   enable groups, communities and organisations to research and evaluate the views of others in the wider community

P4   provide information and advice which is appropriate to the issues, context and situation of the group community and/or organisation, and recognises the complexity of the decisions which they have to make

P5   enable groups, communities and organisations to reach agreement on the issues and concerns which affect them most, and their aims regarding how these might be addressed

P6   explain any problems with the choices made and explore how these might be addressed

P7   enable groups, communities and organisations to prioritise the agreed issues and associated aims into an agenda for action to meet the needs of those in the wider community with a shared interest in community safety and social inclusion

P8   enable groups, communities and organisations to identify the steps needed to achieve their aims, and to establish short, medium and long-term objectives

P9   offer advice where options selected have the potential to directly affect the rights of others

P10 communicate in a manner which encourages openness and a frank exchange of views and is consistent with the culture of those with whom you are working

Act as a resource to communities as they take actions to address their issues and concerns

You must be able to:

P11 encourage communities to discuss the choices they have made and the reasons for their chosen course of action

P12 explore the implications of these choices in a manner which encourages those involved to understand their impact and any difficulties which might arise

P13 clarify and provide accurate information about the range of support mechanisms available

P14 explore, when requested, the different ways in which you could act as a resource to the community

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P15 act as a resource using methods which are agreed with the community, and agreed with any others who will be involved in the implementation, consistent with your role and your organisation

P16 maintain contact at a level which offers the amount of support necessary and is realistic given your role and responsibilities within your organisation

P17 achieve the best balance between encouraging the community to take responsibility for action, and seek further support when they need it

P18 respect the rights of the community to change its mind and consider alternative approaches

Support communities in evaluating their actions and learning from their experience

You must be able to:

P19 encourage communities to recognise the value of evaluation and how it can contribute to their development and effectiveness

P20 suggest evaluation processes which allow those involved to contribute their views and perspectives, and to reflect on these in the context of the wider group

P21 enable communities to evaluate their achievements, and to identify aspects which worked well, and those which have been less successful, and the reasons for these

P22 encourage communities to evaluate your role, and that of other agencies supporting them

P23 encourage those involved to take account of the wider community, welcome diversity, and evaluate the success of their actions in relation to the community as a whole

P24 agree with the community any changes which need to be made to their plans, and how these will be achieved

P25 encourage communities to agree changes which are justifiable and capable of implementation, consider the implications which the changes may have for them and other communities

P26 encourage individuals to offer their views, and communicate in ways which encourage openness and frankness

P27 support communities in planning how they will move forward to the next phase of their development

P28 maintain accurate and up to date records, setting out details of the review process, in line with your organisation's requirements

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Knowledge and understanding	**Legislative, regulatory and organisational requirements**

You need to know and understand:

K1   legal and organisational requirements which relate to enabling groups, communities and organisations to address community issues, 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 the services which it provides in support of communities

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 social and environmental factors which contribute to social exclusion, including the particular needs of individuals who may be socially excluded or stigmatised

K7   the importance of social justice in working effectively with socially excluded individuals, groups and communities

K8   the impact of crime on victims and their families and their right to protection, recognition, respect, information and confidentiality

K9   direct and indirect victimisation, and the meaning and implications of repeat victimisation for community safety practice

K10 how to respond to differences in the way that people communicate, the ways in which communication can be altered for different needs and contexts

K11 barriers to cross cultural communication and ways of overcoming them, and how to organise and provide appropriate translation and interpreting services

K12 the kinds of misinformation which people receive about crime and anti-social behaviour and how this can be counteracted

K13 the principles and models of community development, including both top-down approaches and community action approaches, and how these have been put into practice by others

K14 the principles of organisational development and how these have been put into practice by others

K15 methods for resolving conflict between individuals and groups

K16 methods for managing the dynamics of groups and meetings

K17 how the principles of restorative justice apply to the work being undertaken, the community mediation schemes available and how to

access them

K18 the tensions that may exist between you, your organisation, and the concerns and priorities of the groups, organisations and communities with whom you are working, and ways of managing these tensions

K19 the reasoning processes used in determining your approach and methodology

K20 what is evidence-based practice, and why it is important to use evidence from research about what is effective

K21 methods for monitoring and evaluating your practice against the intended outcomes, including why it is important to share information about successes and failures

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