SFJ BA14
Enable individuals and families to address factors which affect their safety, well-being and social inclusion

Overview

This standard is about enabling individuals and families to address the social, environmental and personal factors which affect their safety, well-being and social inclusion. The phrase `their safety, well-being and social inclusion' includes factors which relate to the individual or family concerned, and also to others who are close to them.

It involves enabling individuals and families to identify issues that affect their safety, well-being and social inclusion, and to identify the options available to them to achieve improvement in this area. In addition, it includes helping individuals and families to put their choices into action and sustain this effort, reviewing the effectiveness of their actions.

There are three elements

1   Enable individuals and families to identify factors which affect their safety, well-being and social inclusion
2   Enable individuals and families to identify options for improving their safety, well-being and social inclusion
3   Enable individuals and families to implement and review their selected way forward

SFJ BA14

Enable individuals and families to address factors which affect their safety, well-being and social inclusion

<table>
<tr>
<td>**Performance criteria**</td>
<td>**Enable individuals and families to identify factors which affect their safety, well-being and social inclusion**</td>
</tr>
<tr>
<td>*You must be able to:*</td>
<td>

P1 acknowledge the rights of individuals and families to make decisions about their safety, well-being and social inclusion

P2 communicate in a manner which encourages openness and a frank exchange of views

P3 encourage individuals and families to talk about aspects of safety, well-being and social inclusion which concern them

P4 offer appropriate support in a sensitive and unobtrusive manner

P5 respect and acknowledge appropriately the rights of individuals and families to discontinue conversations and discussions

P6 provide information and offer advice which takes account of the different factors which affect the safety, well-being and social inclusion of individuals and families

P7 offer information and advice which is justifiable in terms of the recipient's interests and situation, and recognises the complexity of the decisions which they may have to make

</td>
</tr>
<tr>
<td></td>
<td>**Enable individuals and families to identify options for improving their safety, well-being and social inclusion**</td>
</tr>
<tr>
<td>*You must be able to:*</td>
<td>

P8 support individuals and families to reflect on their concerns for their safety, well-being and social inclusion and encourage them to identify what could be improved

P9 explore with individuals and families the inter-relationship between their personal beliefs and preferences and things they value, and support them to identify their priorities in relation to their safety, well-being and social inclusion

P10 discuss and reflect back with individuals and families their priorities for their safety, well-being and social inclusion

P11 adopt an appropriate approach when working with a family which allows the different members to identify their concerns, beliefs and priorities and to make decisions

P12 explore and discuss options which are available for meeting the agreed priorities, taking into account the socio-economic context, including their employment, housing, and access to services and amenities

P13 provide information about community initiatives, resources and services which are relevant to informing individuals' and families' choice of the options preferred

P14 support individuals and families to explore and understand the implications of available options

P15 explain concerns involved in the choice of options in a manner which is supportive and non-judgemental

</td>
</tr>
</table>

P16 encourage individuals and families to select options which are capable of being implemented and to which they are committed

Enable individuals and families to implement and review their selected way forward

You must be able to:

P17 explore with individuals and families the methods available to put their informed choices into action

P18 select methods which are appropriate to the agreed course of action and agree them with individuals, families and relevant others who will be involved in their implementation

P19 maintain contact at a level which offers the amount of support necessary for the individuals and families concerned and is within the limits of your role and responsibilities

P20 encourage individuals to seek further support, where this is required

P21 encourage individuals and families to take a full and active part in reviewing progress

P22 review in an appropriate manner, and at a suitable level and pace to meet the needs of individuals and families, the outcomes and effectiveness of putting their informed choices into action

P23 encourage and support individuals to consider the implications of any changes in the actions they are going to take, including considering who would be involved

P24 reach agreement with those involved concerning any changes which need to be made

P25 respect the right of individuals to change their minds and consider alternative approaches

P26 maintain accurate and up to date records of the actions agreed and progress made, in line with your organisation's requirements

SFJ BA14
Enable individuals and families to address factors which affect their safety, well-being and social inclusion

Knowledge and understanding

You need to know and understand:

Legislative, regulatory and organisational requirements

K1 legal and organisational requirements which relate to the provision of services to communities in relation to safety, well-being 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 the services which it provides in support of communities addressing factors which affect safety, well-being 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 organisational requirements relating to allowing others to be present in discussions with victims/survivors, and the relative benefits and disadvantages that the presence of others can create

K6 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:

K7 the social and environmental factors which contribute to social exclusion, including the particular needs of individuals who may be socially excluded or stigmatised

K8 the importance of social justice in working effectively with socially excluded individuals, groups and communities

K9 the impact of crime on victims and their families and their right to protection, recognition, respect, information and confidentiality

K10 direct and indirect victimisation, and the meaning and implications of repeat victimisation for community safety practice

K11 how to respond to differences in the way that people communicate, the ways in which communication can be altered for different needs and contexts

K12 barriers to cross cultural communication and ways of overcoming them, and how to organise and provide appropriate translation and interpreting services

K13 the kinds of misinformation which people receive about crime and anti-social behaviour and how this can be counteracted

K14 methods for resolving conflict between individuals and groups

K15 methods for managing the dynamics of groups and meetings

K16 how the principles of restorative justice apply to the work being undertaken, the community mediation schemes available and how to access them

K17 how to recognise conflicts of interest, make them explicit and work with others to solve 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 you 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

SFJ BA14

Enable individuals and families to address factors which affect their safety, well-being and social inclusion

Developed by	Skills for Justice
Version number	2
Date approved	January 2013
Indicative review date	January 2018
Validity	Current
Status	Original
Originating organisation	Skills for Justice
Original URN	SFJ BA14
Relevant occupations	Probation Officers; Probation Support Officers
Suite	Community Justice
Key words	Communities; crime reduction; crime prevention; exclusion