

SFJ BA2

Determine the concerns and priorities of communities in relation to safety, social inclusion and the prevention and reduction of crime and anti-social behaviour



Overview

This standard is about determining the concerns and priorities of diverse communities in the local area with which you are involved. It is about determining the concerns and priorities of communities in relation to safety, social inclusion and the prevention and reduction of crime and anti-social behaviour, in order to inform the plans of your organisation and community safety partnerships.

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 as well as agencies providing support to victims and survivors.

There are two elements

- 1 Identify and select methods for consulting with communities about their concerns and priorities in relation to safety, social inclusion and the prevention and reduction of crime and anti-social behaviour
- 2 Consult with communities about their concerns and priorities in relation to safety, social inclusion and the prevention and reduction of crime and anti-social behaviour

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Performance criteria

Identify and select methods for consulting with communities about their concerns and priorities in relation to safety, social inclusion and the prevention and reduction of crime and anti-social behaviour

You must be able to:

- P1 research, define and map the different communities within the local area with which you are concerned
- P2 identify agencies and groups within the local area who have shared interest in determining the concerns and priorities of communities
- P3 obtain and analyse information from agencies and groups regarding the communities consulted, and the outcomes of their research
- P4 select communities within the local area which should be targeted for consultation on the basis of your evaluation of the outcomes of research and audits carried out by others, including where appropriate, hard to reach communities
- P5 determine consultation methods which should be used generically across a range of different communities and which should be used for specific communities
- P6 select methods for consulting which encourage people's active participation, are sensitive to their culture, and promote their rights and responsibilities
- P7 select methods for consulting which are capable of gaining sufficient, valid and reliable information about the concerns and priorities of communities, and will allow an appreciation of the context of people's lives and of the opportunities, constraints and threats which affect them
- P8 organise joint consultation with other groups and organisations when this is the most effective use of the resources of your organisation and of community members
- P9 determine appropriate evaluation criteria for assessing the consultation exercise in agreement with colleagues and other relevant parties

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You must be able to:

- P10 publicise the consultation process using methods that are most likely to reach the target communities
- P11 pilot consultation methods, identifying any problems arising in reaching target communities, and address these appropriately
- P12 obtain and record all the information gathered from communities in a manner which maintains appropriate confidentiality, in line with your organisation's requirements
- P13 analyse information gathered, identifying the concerns and priorities common to all relevant communities, and those particular to specific

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- communities
- P14 update relevant people on progress, towards maintaining their ownership of the outcomes
- P15 develop the plans and resources required to address the community's concerns and priorities established
- P16 record your analysis using a format and language which promotes understanding within your own organisation, and in other organisations, groups and communities with an interest in identifying and addressing community concerns and priorities
- P17 use your analysis to inform your organisation's plans for addressing community concerns and priorities in relation to safety, social inclusion and the prevention and reduction of crime and anti-social behaviour, and the development of community safety strategy

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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 the provision of services to communities in relation to safety, social inclusion and the prevention and reduction of crime and anti-social behaviour
- 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 profile of the local area with which you are concerned, including its cultural diversity, structures and amenities, and incidences of crime and anti-social behaviour
- K7 the social and environmental factors which contribute to social exclusion, and why social justice is important to working effectively with socially excluded individuals, groups and communities
- K8 the meaning of 'hard to reach' groups when applied to the local area with which you are concerned, and 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
- K10 methods for developing and maintaining effective channels of communication with members of all communities in the local area with which you are concerned
- K11 how to modify communication styles to meet different needs and contexts, including being aware of the barriers to cross cultural communication and ways of overcoming them
- K12 methods for consulting with communities about their concerns and priorities in ways that encourage ownership of the process and outcomes
- K13 the kinds of misinformation which people might receive about crime and anti-social behaviour and how this can be counteracted
- K14 methods for managing the dynamics of groups and meetings
- K15 the services, policies and priorities of community safety partnerships and their members
- K16 the importance of multi-agency working, and how to develop and

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- maintain this in providing coherent services to communities
- K17 the reasoning processes you used in determining your approach and methodology
- K18 what is evidence-based practice, and why it is important to use evidence from research about what is effective
- K19 methods for monitoring and evaluating your own practice against the intended outcomes, including why it is important to share information about successes and failures

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