SFJ BC1
Improve environments and practices to promote community safety and social inclusion

Overview

This standard is about improving environments and practices towards promoting safer and more inclusive communities. It involves assessing the requirements and expectations of stakeholders within the environments, to find out and implement action in areas which need to be improved.

`Stakeholders' are those with a legitimate interest in the environments and practices. It involves those who live, work, use and/or have an interest in the environments.

`Environments' includes buildings, spaces, centres and estates that are domestic, industrial or commercial, public or private and in urban or rural areas.

`Practices' includes maintenance of the environment, the improvement of physical security measures and any initiatives that will increase the capacity of those who use the environment to protect themselves from crime, the fear of crime and from other safety hazards.

There are two elements
1   Assess environments and practices against stakeholders' requirements and expectations
2   Work with stakeholders to improve environments and practices to promote community safety and social inclusion

SFJ BC1
Improve environments and practices to promote community safety and social inclusion

<table>
<tr><td>Performance
criteria</td><td colspan="2">Assess environments and practices against stakeholders' requirements and expectations</td></tr>
<tr><td>You must be able to:</td><td>P1</td><td>identify stakeholders with a legitimate interest in the environments and practices</td></tr>
<tr><td></td><td>P2</td><td>use valid and reliable methods to consult with stakeholders, in order to engage their interest in developing safer and more inclusive communities</td></tr>
<tr><td></td><td>P3</td><td>establish and agree the objectives and scope of the assessment with interested stakeholders</td></tr>
<tr><td></td><td>P4</td><td>encourage individuals contributing information to do so honestly and openly</td></tr>
<tr><td></td><td>P5</td><td>collect information from a variety of sources, obtaining verification and/or corroboration for the information, wherever possible</td></tr>
<tr><td></td><td>P6</td><td>make explicit the factors affecting the purpose and structure of the data collection to those involved in providing information</td></tr>
<tr><td></td><td>P7</td><td>identify situational factors and the data needed for the assessment, including appropriate cost effective methods</td></tr>
<tr><td></td><td>P8</td><td>estimate the resources needed to carry out the assessment and agree resource allocation with relevant others</td></tr>
<tr><td></td><td>P9</td><td>modify the methods, objectives and scope of the assessment where it is not possible to obtain sufficient resources to achieve the initial objectives and scope</td></tr>
<tr><td></td><td>P10</td><td>analyse and summarise the data using appropriate qualitative and quantitative methods, identifying and addressing any weaknesses</td></tr>
<tr><td></td><td>P11</td><td>identify any tensions between the requirements and expectations of different stakeholders and the reasons for them, and make proposals about how to prioritise and reconcile competing requirements and expectations</td></tr>
<tr><td></td><td>P12</td><td>produce a complete assessment report which proposes and justifies realistic, sustainable ways of improving environments and practices</td></tr>
<tr><td></td><td>P13</td><td>provide your report, including relevant information, to the relevant person(s)</td></tr>
</table>

Work with stakeholders to improve environments and practices to promote community safety and social inclusion

<table>
<tr><td>You must be able to:</td><td>P14</td><td>assess the vision and commitment of stakeholders towards improving environments and practices</td></tr>
<tr><td></td><td>P15</td><td>propose realistic and sustainable ways of improving environments and practices</td></tr>
<tr><td></td><td>P16</td><td>counter any objections to proposals for improvement with alternative views and benefits</td></tr>
<tr><td></td><td>P17</td><td>acknowledge the legitimacy of different views while maintaining a clear focus on the need for improvement in environments and practices to</td></tr>
</table>

promote safer and more inclusive communities

P18 enable stakeholders to appraise and prioritise the different options available for improving environments and practices through considering the advantages and the implications of inaction

P19 propose different ways for implementing priorities which:

P19.1 offer courses of action which achieve the best possible balance between the perspectives of different stakeholders

P19.2 limit the known obstacles to change

P20 recommend and agree courses of action which are within available resources and which specify the action to be taken, timescales, and people involved

P21 maintain accurate and up to date records of the actions agreed, in line with your organisation's requirements, and send them to stakeholders

P22 put in place effective processes to confirm stakeholders' formal agreement to the plans

P23 provide support when requested, appropriate to your role and responsibilities

P24 encourage those involved to monitor progress and identify improvements that need to be made to action plans, seeking advice and support where appropriate

P25 monitor progress at regular intervals and identify any problems

P26 take appropriate action to solve problems as soon as possible whilst maintaining the overall direction of the action plan

P27 maintain commitment and improve implementation by disseminating information about achievements and lessons learnt to all those involved in improving environments and practices

SFJ BC1

Improve environments and practices to promote community safety and social inclusion

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

You need to know and understand:

K1   legal and organisational requirements which relate to the provision of services to stakeholders in relation to improving environments and practices, 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 supporting stakeholders to promote community safety and social inclusion

K4   your 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 the communities, structures and amenities, and the incidence and types of crime and anti-social behaviour

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 meaning of `hard to reach' groups, and why it is important to involve such groups in all community consultation and community-based action

K10   the impact of crime on victims and their need for protection, respect, recognition and information

K11   methods for developing and maintaining effective channels of communication with members of all communities in the local area with which you are concerned

K12   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

K13   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

K14   methods for managing resources effectively

K15   methods for consulting with stakeholders in ways that encourage ownership of the process and outcomes

K16   the kinds of misinformation which people may receive about crime and

anti-social behaviour and how this can be counteracted

K17   the principles of community development and community action approaches, and how these have been put into practice by others

K18   methods for reducing opportunities for crime and anti-social behaviour in environments

K19   the relationship between environmental decay and disrepair, the quality of life, opportunities for crime and anti-social behaviour and the fear of crime

K20   why it is important that action to address crime and anti-social behaviour is in proportion to the scale and seriousness of the problem

K21   the reasoning processes you used in determining your approach and methodology

K22   what is evidence-based practice, and why it is important to use evidence from research about what is effective

K23   methods for monitoring and evaluating your practice against the intended outcomes

K24   importance of sharing information about successes and failures

SFJ BC1
Improve environments and practices to promote community safety 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 BC1
Relevant occupations	Probation Officers; Probation Support Officers
Suite	Community Justice
Key words	Community safety; crime reduction; crime prevention