

Overview

This standard is about acting upon agreed priorities and objectives for promoting community justice and social inclusion by helping to develop and implement clear strategies. It involves monitoring and improving the strategies in practice, constantly evaluating and re-evaluating them as they are implemented.

The range of stakeholders is likely to include other workers in your organisation, workers in other organisations, inter-agency forums, the population under consideration and politicians.

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.

Indicators of effectiveness should include the outcomes, outputs and targets, inputs and processes, costs and best value.

The support provided will include encouragement and motivation, training and coaching, representation of views to others, information and advice, accessing expertise and resourcing.

There are three elements

- 1 Develop and agree strategies for promoting community justice and social inclusion
- 2 Implement strategies for promoting community justice and social inclusion
- 3 Monitor, evaluate and improve strategies for promoting community justice and social inclusion

Target Group

This standard is applicable to those who contribute to the development of strategies for promoting community justice and social inclusion, primarily at regional or local level. It is designed to be relevant to a wide range of agencies, including probation services, social work, the police, prison services, local authorities, inter-agency teams and voluntary sector agencies.

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Contribute to strategies for promoting community justice and social inclusion

Performance criteria

Develop and agree strategies for promoting community justice and social inclusion

You must be able to:

- P1 communicate with stakeholders in a manner which encourages openness, and is likely to engage their interest and support
- P2 obtain information supporting the agreed priorities and objectives to inform the evaluation criteria, and the range of strategic options that are being considered
- P3 help to implement negotiation and consultation processes with stakeholders, as appropriate
- P4 monitor negotiation and consultation processes for their effectiveness in producing the necessary feedback, modifying these processes where appropriate
- P5 provide feedback from the negotiation and consultation processes to the appropriate people
- P6 participate in discussions on preferred strategic options, which meet the identified criteria, reduce risks, and are attainable within resource constraints and agreed timescales

Implement strategies for promoting community justice and social inclusion

You must be able to:

- P7 identify the indicators that will be used to guide the implementation and evaluation of strategies
- P8 identify methods of effective practice for implementing strategies suitable for different contexts and stakeholders
- P9 ensure that the methods used take account of the context, the priorities and objectives, and the cost
- P10 consider the level of commitment from stakeholders, the skill base and skills needed to implement the strategies, and the time period available
- P11 monitor the implementation of the strategy, in partnership with the stakeholders and their roles and responsibilities
- P12 support stakeholders to understand their contribution to strategy implementation, encouraging them to take an active part in the process by offering suggestions, ideas and views
- P13 discuss and agree action plans for implementing strategies with those responsible
- P14 maintain support to others towards achieving effective implementation
- P15 encourage those involved to seek support where appropriate
- P16 identify and use opportunities effectively to inform and advise people on strategies

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Monitor, evaluate and improve strategies for promoting community justice and social inclusion

You must be able to:

- P17 identify the nature and sources of information required to monitor and evaluate strategies
- P18 establish effective systems for collecting and processing monitoring
- P19 collect valid and reliable information as required
- P20 identify and report on the benefits and constraints of the strategies
- P21 communicate the results of the review and evaluation to stakeholders promptly
- P22 clarify any concerns regarding the availability of resources, and how these have impacted upon meeting the agreed priorities and objectives of stakeholders, and refer these concerns to the appropriate people
- P23 disseminate achievements and lessons learnt effectively to all involved to maintain commitment and target improvements
- P24 recognise achievements in a way which is appropriate to those concerned, the nature of the achievement and the overall context

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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 promoting community justice 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 contributing to strategies for promoting community justice 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 within the community justice sector

You need to know and understand:

- K6 methods and strategies for promoting community justice and social inclusion which have been carried out by others and the strengths and weaknesses of different approaches
- K7 what is meant by the term 'stakeholders', including methods for working effectively with a range of different stakeholders and across their different interests
- K8 the nature of the community safety and community justice sector, including the nature, roles and functions of the principal agencies within the sector
- K9 the means which are available for promoting community justice and social inclusion, and the purpose of mapping them
- K10 the impact of crime on victims and their need for protection, respect, recognition and information
- K11 the social and environmental factors which contribute to social exclusion, including the particular needs of individuals who may be socially excluded or stigmatised, and why social justice is important in working effectively with socially excluded individuals, groups and communities
- K12 how to identify and assess the types and level of risk inherent in different strategic options within your own organisation, and within other organisations, including methods of evaluating strategic options
- K13 methods of presenting and preparing reports for decision making
- K14 obstacles to change, the reasons for them and how to implement effective change management processes to meet different contexts and settings

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- K15 the different ways to manage implementation, and the knock-on effects which might occur, including the redeployment of staff
- K16 how to present proposals for change constructively and in ways which help people see their benefits
- K17 methods for monitoring and evaluating your own practice against the intended outcomes, including why it is important to share information about successes and failures, and when to seek further support and expertise

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