

**Unit Title****BA12                    Address problems identified with community safety and social inclusion****Summary**

This unit is about planning, implementing and evaluating action that is targeted to address problems with community safety and social inclusion that have been identified through community safety audits and through consultation with local communities. The problems which might be addressed would include:

- incidence of crime, disorder and anti-social behaviour
- fear of crime
- the extent of unreported crime
- other safety hazards (for example fire safety, road safety)
- social exclusion indicators (such as the number of school exclusions).

The worker will need to be able to work with relevant parties: from the worker's own agency, from agencies working in partnership with the worker's agency, and representatives from the community concerned and the wider community (multi-agency groups and partnerships, statutory agencies, voluntary sector agencies, commercial sector agencies, health care organisations, formal and informal leaders within the community, community groups, and those not involved in established community groups) The worker will need to use social methods, environmental methods and rule enforcement methods.

Those involved in implementing the action will include those working day to day on implementation, community members who can support implementation, those with line management responsibilities for implementation, those who steer the implementation of the action plan and those with service level agreements or other arrangements for delivering specific human and financial resources.

The unit emphasises the importance of

- being clear about the nature, location, seriousness and causes of problems before any planning takes place
- identifying the roles, responsibilities and tasks of all those delivering the action
- establishing evaluation criteria at an early stage in the planning
- involving the wider community in order to build the capacity for developing safer communities
- using a range of approaches, (for example community mobilisation, mainstreaming, specific projects and influencing others) in order to achieve objectives
- evidence based practice
- principles of best value and best practice

There are three elements:

- BA12.1 Plan action designed to address identified problems with community safety and social inclusion
- BA12.2 Coordinate the implementation of action plans to address identified problems with community safety and social inclusion
- BA12.3 Evaluate action designed to address identified problems with community safety and social inclusion

### **Target Group**

This unit is intended for workers in all statutory and non-statutory agencies working in communities to improve safety and social inclusion; workers in community safety partnerships with responsibilities for action planning to deliver community safety strategies.

This unit has been created by Skills for Justice.

**Element**

**BA12.1 Plan action designed to address identified problems with community safety and social inclusion**

**Performance Criteria**

To meet the standard, you

- 1 analyse information from community safety audits, community consultation and from research undertaken by others to determine the problems that need to be addressed
- 2 assess the nature, location and seriousness of the problems that need to be addressed from the information available and in discussion with relevant parties
- 3 assess the social and environmental factors which are contributing to causing the problems from the information available and in discussion with relevant parties
- 4 agree with relevant parties the priorities for action
- 5 research and develop baseline information about how others have addressed the agreed priorities and the cost effectiveness of different options
- 6 appraise with relevant parties a range of options for addressing the agreed priorities and undertake a cost benefit analysis of each option
- 7 select with relevant parties those options which have the best chance of addressing the agreed priorities and are the most effective use of human and financial resources
- 8 determine with relevant parties the approaches for delivering the agreed options
- 9 develop an action plan with relevant parties which specifies
  - the aims and objectives of the action
  - the targets of the action
  - the methods that will be used to achieve the aims and objectives
  - the outputs
  - the inputs
  - costing and available resources
  - timescales and key milestones
  - indicators of effective performance
  - key people and their roles, responsibilities and tasks
  - evaluation criteria
- 10 record plans and agreements accurately and disseminate them promptly to relevant parties

## Explanatory Notes

In performance criterion 8, the different approaches which might be tried for delivering options would include: community mobilisation and action; programmes of action involving several partnership members; specific projects commissioned by the partnership; through mainstream services and through influencing others.

- formal and informal leaders within the community

In performance criterion 9, the targets of action which might be set might relate to: a particular social group; a particular type of crime or anti-social behaviour; other types of safety hazard; a particular locality or neighbourhood.

An example of a social method might be mentoring projects for young people. An example of an environmental method might be estate regeneration.

An example of a rule enforcement method might be enforcing tenancy agreements

**Element****BA12.2                    Coordinate the implementation of action plans to address identified problems with community safety and social inclusion****Performance Criteria**

To meet the standard, you

- 1            use formal and informal methods of co-ordination which are appropriate to the nature of the action and the people involved in implementing it
- 2            offer those involved in implementing the action appropriate support to enable them to achieve the objectives and develop a commitment to implementation
- 3            maintain contact with those involved at a realistic level and frequency
- 4            encourage those involved in implementing the action to involve the wider community and include their interests whenever possible
- 5            support and encourage other workers to build similar development approaches into their own work
- 6            regularly monitor the management of human and financial resources and take appropriate action when there are problems
- 7            offer appropriate acknowledgements to those involved on their achievements in implementing the action plan
- 8            make explicit to those involved any conflicts of interest which the worker has, and discuss how these can be dealt with

**Element****BA12.3 Evaluate action designed to address identified problems with community safety and social inclusion****Performance Criteria**

To meet the standard, you

- 1 encourage those involved in implementation to see the value of evaluation
- 2 use evaluation methods which are appropriate to
  - the aims, objectives and targets of the action plan
  - the agreed evaluation criteriaand which enable all those involved in implementation to contribute their own views and information
- 3 evaluate both the outputs and outcomes of the action and the processes used to achieve them
- 4 offer those involved in implementation the appropriate level and forms of support so that they can evaluate outputs, outcomes and processes systematically
- 5 reach agreement with all those involved about any changes which need to be made to the action plan, supporting them to consider the impact of such changes on the nature of their involvement
- 6 produce a report of the outcomes of the evaluation in language and formats that are likely to be readily understood by interested parties

## Unit

### **BA12                    Address problems identified with community safety and social inclusion**

#### **Knowledge and Understanding**

To meet the standard, you need to know and understand

#### *Working with communities and community members*

- 1            The profile of the local area with which the worker is concerned
  - communities (neighbourhoods, communities of interest, communities of identity)
  - crime and anti-social behaviour: incidence, types, levels, problems and contributing factors, the likely extent of unreported crime
  - structures and amenities
  - cultural diversity, community groups, formal and informal leaders, networks
- 2            The social and environmental factors which contribute to social exclusion; the particular needs of individuals who may be socially excluded or stigmatised; why social justice is important to working effectively with socially excluded individuals, groups and communities
- 3            The meaning of 'hard to reach' groups as it applies to the area with which the worker is concerned; why it is important to involve such groups in all community consultation and community-based action
- 4            The impact of crime on victims and their families and their right to protection, recognition, respect, information and confidentiality; direct and indirect victimisation; the meaning and implications of repeat victimisation for community safety practice
- 5            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
- 6            The kinds of misinformation which people receive about crime and anti-social behaviour and how this can be counteracted
- 7            Why it is important that action to address crime and anti-social behaviour is in proportion to the scale and seriousness of the problem and does not
  - produce a fear that is disproportionate to the actual risk
  - impede the rights of ordinary citizens to public space, goods and services
  - stigmatise individuals, neighbourhoods or institutionsand how account of this has been taken in the work

*Working within the community justice sector*

- 1 The specific legislation, guidelines of good practice, charters and service standards that relate to the work being undertaken and the impact of these on the work
- 2 The services, policies and priorities of community safety partnerships and their members; the relationship between community safety partnership strategies and the strategies of other multi-agency partnerships (for example youth offending, drug and alcohol action, health and education action, regeneration projects); how to strengthen these links in order to provide coherent services to communities

*Working to improve agency practice*

- 1 The services, policies and priorities of the worker's agency and how it relates to other agencies in the community justice sector
- 2 Methods for managing resources effectively
- 3 Codes of practice and protocols about confidentiality and information sharing between agencies working in partnership
- 4 Methods for determining the costs of planned community safety action; methods for assessing available human and financial resources; methods for building budgets to meet the costs of planned work; sources of available funding and how to access them
- 5 Why it is important to incorporate community capacity building within resource allocation and funding bids
- 6 Methods for planning work: how to develop and agree objectives, targets, methods, evaluation criteria, timescales, key milestones and indicators of effective performance

*Working to improve individual practice*

- 1 Own role and responsibilities and from whom assistance and advice should be sought if the worker is unsure
- 2 The reasoning processes the worker used in determining their approach and methodology
- 3 How the worker has applied the principles of equality, diversity and anti-discriminatory practice to their work
- 4 What is evidence-based practice; why it is important to use evidence from research about what is effective; methods for monitoring and evaluating practice; why it is important to share information about successes and failures