
Overview

This standard is about engaging with other agencies aimed at providing support for individuals within the context of your role. It covers the identification of where networks and procedures might be enhanced.

This standard also covers taking action to build engagement with relevant agencies and members of the community.

Performance criteria

You must be able to:

1. identify agencies and representatives of the community that your organisation needs to work with to identify the neighbourhoods and individuals at risk of anti-social behaviour or offending
2. assess the effectiveness of your organisation's existing contact with relevant agencies, including:
 - the level of cooperation
 - the appropriateness of your organisation's network membership
 - whether this is fit for purpose
3. review the relevance of agency information and intelligence and how this may enhance risk and behaviour management processes
4. agree with colleagues actions to enhance the working relationship with identified agencies and communities
5. agree a schedule and responsibilities for undertaking actions
6. agree key performance indicators to measure the effectiveness of network relationships
7. agree methods for monitoring and evaluating the success of agreed actions towards developing effective network relationships
8. take action for making things happen within your area of responsibility
9. identify other agencies' aims and objectives relevant to your organisation's goals of reducing the risks of anti-social behaviour and offending
10. agree with agencies the benefits of a common and coordinated approach to manage the risk of anti-social behaviour and offending
11. liaise with agencies to develop and agree common aims and approaches
12. balance the needs and expectations of other agencies and gain their support
13. utilise the skills and expertise of other professionals when needed
14. identify the information needs from your organisation by other agencies
15. share appropriate information to those who need it from other agencies, ensuring that key aspects are clearly identified
16. take action to challenge other agencies where they do not cooperate in providing information required by your organisation
17. maintain confidentiality according to regulatory and organisational requirements

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18. take action towards commitments made to representatives in other agencies
 19. promote the value of engaging with other agencies in preventing anti-social behaviour and offending

Knowledge and understanding

You need to know and understand:

1. relevant legislation and organisational policies and procedures that apply to your own organisation for the work being undertaken
2. the agencies and representatives within your community that would support the work being undertaken
3. the importance of effective networks, and of long and medium-term planning in maintaining effective contacts
4. the aims and objectives of the principal agencies within your community
5. the importance of considering the views of other agencies and community representatives in relation to their priorities
6. why it is important to identify key stakeholders within different agencies
7. principles of effective communication and how to apply them to when working with different agencies and communities
8. the legislative and organisational requirements and protocols for information sharing and what information can be shared
9. the nature, extent and boundaries of your work role and its relationship to others
10. the importance of adhering to professional codes or standards of practice

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Engage with other agencies to develop networks aimed at identifying those at risk of offending



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