

SCDCCLD0417

Lead service providers in accessing information to support the care, learning and development of children



Overview

This standard identifies the requirements when you lead providers of services to children and families in accessing information and support. It requires you to establish and develop regular contact with service providers. It also requires you to take the lead in developing and maintaining network support.

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Performance criteria

Establish contact with providers of services to children and families

You must be able to:

- P1 seek ways of accessing information about the childcare providers in the local, regional or national areas for which you are responsible
- P2 identify opportunities that will enable you to contact providers individually or in groups
- P3 develop and provide information or promotional material that will raise awareness of your role and the support you can provide
- P4 work in partnership with childcare providers to maximise the sharing of information, best practice and learning opportunities
- P5 arrange regular opportunities for exchanging information with colleagues, at times which are convenient to them
- P6 access sources of information at local, regional and national level to support providers in the delivery of services to **children** and **families**
- P7 identify any likely barriers to contacting childcare providers and take steps to overcome these
- P8 work in partnership with childcare providers to assess how regular contact can be maintained
- P9 create a user-friendly database of up-to-date and valid information on local, regional and national childcare providers and services
- P10 evaluate and regularly monitor the information and support you offer service providers

Lead the development and maintenance of support networks

You must be able to:

- P11 work in partnership with service providers to help them to identify and develop networking opportunities
- P12 work in partnership with service providers to help them organise and plan opportunities for networking
- P13 support service providers in organising space, materials and equipment for networking meetings
- P14 support service providers in the dissemination of information relating to discussions from the networking meetings
- P15 work in partnership with providers to arrange inclusive networking meetings in ways that take account of individual people's views and ideas
- P16 actively encourage the sharing of best practice and innovative approaches in supporting the care, learning and development of children

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- P17 actively support **colleagues** to keep up to date with issues relating to safeguarding children and families
- P18 sensitively **listen** to and encourage service providers to share any concerns they may have relating to the service they provide
- P19 work with service providers to help them find ways to implement change and improvement in their setting
- P20 identify and share information about continuous professional **development opportunities**

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Knowledge and understanding

You need to know and understand:

Rights

- K1 legal and work setting requirements on equality, diversity, discrimination and rights
- K2 your role in promoting children and young people's rights, choices, wellbeing and active participation
- K3 your duty to report any acts or omissions that could infringe the rights of children and young people
- K4 how to deal with and challenge discrimination
- K5 the rights that key people, children and young people have to make complaints and be supported to do so
- K6 conflicts and dilemmas that may arise in relation to rights and responsibilities and how to address them

Your practice

You need to know and understand:

- K7 legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
- K8 your own background, experiences and beliefs that may have an impact on your practice
- K9 your own roles, responsibilities and accountabilities with their limits and boundaries
- K10 the roles, responsibilities and accountabilities of others with whom you work
- K11 how to access and work to procedures and agreed ways of working
- K12 the meaning of person-centred/child centred working and the importance of knowing and respecting each child and young person as an individual
- K13 the prime importance of the interests and well-being of children and young people
- K14 the child and young person's cultural and language context
- K15 how to build trust and rapport in relationships with others, key people and children and young people
- K16 how your power and influence as a worker can impact on relationships
- K17 how to work in ways that promote active participation and maintain children and young people's dignity, respect, personal beliefs and preferences
- K18 how to work in partnership with children and young people, key

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- people and others
- K19 how to manage ethical conflicts and dilemmas in your work
- K20 how to challenge poor practice
- K21 how and when to seek support in situations beyond your experience and expertise

You need to know and understand:

Theory for practice

- K22 the nature and impact of **factors that may affect the health, wellbeing and development** of children and young people you care for or support
- K23 factors that promote positive health and wellbeing of children and young people
- K24 theories underpinning our understanding of child development and learning, and factors that affect it
- K25 theories about attachment and its impact on children and young people

Communication

You need to know and understand:

- K26 factors that can affect communication and language skills and their development in children and young people
- K27 methods to promote effective communication and enable children and young people to communicate their needs, views and preferences

Personal and professional development

You need to know and understand:

- K28 principles of reflective practice and why it is important
- K29 your role in developing the professional knowledge and practice of others
- K30 how to use and promote evidence based practice

Health and Safety

You need to know and understand:

- K31 legal and statutory requirements for health and safety
- K32 your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment
- K33 practices for the prevention and control of infection

Safeguarding

You need to know and understand:

- K34 legislation and national policy relating to the safe-guarding and

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- protection of children and young people
- K35 the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K36 indicators of potential harm or abuse
- K37 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
- K38 what to do if you have reported concerns but no action is taken to address them
- K39 local systems and multi-disciplinary procedures that relate to safeguarding and protection from harm or abuse

You need to know and understand:

Handling information

- K40 legal requirements, policies and procedures for the security and confidentiality of information
- K41 legal and work setting requirements for recording information and producing reports
- K42 principles of confidentiality and when to pass on otherwise confidential information
- K43 how to record written information with accuracy, clarity, relevance and an appropriate level of detail
- K44 how and where ICT can and should be used for communicating, recording and reporting

You need to know and understand:

Multi-disciplinary working

- K45 the purpose of working with other professionals and agencies
- K46 the remit and responsibilities of other professionals and agencies involved in multi-disciplinary work

Leading practice

You need to know and understand:

- K47 theories about leadership
- K48 standards of practice, service standards and guidance relating to the work setting
- K49 national and local initiatives to promote the well-being of children and young people
- K50 lessons learned from government reports, research and inquiries into serious failures of health or social care practice and from successful interventions
- K51 methods of supporting others to work with and support children and young people, key people and others
- K52 how to contribute to the development of systems, practices, policies

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and procedures

K53 techniques for problem solving and innovative thinking

Risk management

You need to know and understand:

K54 principles of risk assessment and risk management

K55 principles of positive risk-taking

Specific to this NOS

You need to know and understand:

- K56 different sources of information about childcare providers, locally, regionally and nationally and how to access such information
- K57 what barriers might be encountered when establishing relationships with providers, and how these might be minimised or overcome
- K58 the type and format of information or promotional material that you might use to raise awareness and facilitate contact between yourself and providers
- K59 the sort of information that providers may need to support the delivery of services
- K60 the type of information that providers may need for continuous professional development
- K61 sources of reliable and valid information for children and families and how these can be accessed
- K62 barriers to information sharing between providers and how they can be overcome
- K63 different ways of networking and providing mutual support
- K64 what is considered to be good practice in childcare provision
- K65 ways in which providers can be encouraged to share innovative and good practice

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Additional Information

Scope/range related to performance criteria

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

Note: Where a child or young person finds it difficult or impossible to express their own preferences and make decisions about their life, achievement of this standard may require the involvement of advocates to represent the views and best interests of the child or young person.

Where there are language differences within the work setting, achievement of this standard may require the involvement of interpreters or translation services.

Children are those with whom you are working, except where otherwise stated

Colleagues Other people who work with you in your provision: they can be working at the same level, line managers, volunteers, casual workers, paid or unpaid

Development opportunities may include educational programmes, training activities, coaching, structured feedback, shadowing, secondment, other types of personal or professional support

Families includes parents (mothers and fathers) and carers and extended and chosen families who contribute significantly to the well-being of babies, children or young people and who may or may not have legal responsibility

Listening may encompass other ways of attending to and receiving what individuals communicate when using methods such as signing, objects of reference, touch, gesture, visual messages or technologies

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Scope/range related to knowledge and understanding

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

All knowledge statements must be applied in the context of this standard.

Factors that may affect the health, wellbeing and development may include adverse circumstances or trauma before or during birth; autistic spectrum conditions; discrimination; domestic violence; family circumstances; foetal alcohol syndrome; harm or abuse; injury; learning disability; medical conditions (chronic or acute); mental health; physical disability; physical ill health; poverty; profound or complex needs; sensory needs; social deprivation; substance misuse

Values

Adherence to codes of practice or conduct where applicable to your role and the principles and values that underpin your work setting, including the rights of children, young people and adults. These include the rights:

- To be treated as an individual
- To be treated equally and not be discriminated against
- To be respected
- To have privacy
- To be treated in a dignified way
- To be protected from danger and harm
- To be supported and cared for in a way that meets their needs, takes account of their choices and also protects them
- To communicate using their preferred methods of communication and language
- To access information about themselves

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