

## SCDCCLD0421

### Provide information about children and families' services



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#### Overview

This standard identifies the requirements when providing information about children and families' services. You must be able to establish and maintain information about the range of services that are available to children and their families as well as providing information about available services.

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### Performance criteria

#### Maintain information about the full range of services available to children and families

*You must be able to:*

- P1 contact **stakeholders** and service providers to establish information available that relates to services for children and families
- P2 identify resources to support the management of **information systems**
- P3 collate information about childcare provision, support groups and leisure activities for children in the local area
- P4 develop systems for managing the information relating to services for children and families
- P5 ensure that information about services is sufficiently detailed for judgments to be made about its suitability for different ages or abilities
- P6 provide detailed information about the services that is easily accessible to children and families in the specified local area
- P7 encourage providers to inform the information service of any changes to their provision
- P8 ensure that arrangements are in place for monitoring and updating information on a regular basis

#### Provide information about children and family services in response to requests

*You must be able to:*

- P9 clarify the reasons for the request
- P10 identify the type of information required to meet the purpose
- P11 provide information that is objective in ways that do not indicate preference
- P12 ensure that systems are in place to monitor information requests in ways that protect children
- P13 provide information to a range of public and private organisations in locations that are easily accessible to children and families
- P14 feed back any comments, compliments and complaints about children's services to providers

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## Provide information about children and families' services

### 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 people and others
- K19 how to manage ethical conflicts and dilemmas in your work

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- K20 how to challenge poor practice
- K21 how and when to seek support in situations beyond your experience and expertise

### Theory for practice

*You need to know and understand:*

- 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 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

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- 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

### Handling information

*You need to know and understand:*

- 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

### Multi-disciplinary working

*You need to know and understand:*

- 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 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

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K55 principles of positive risk-taking

#### Specific to this NOS

*You need to know and understand:*

- K56 the **transitions** that children and young people may go through
- K57 sources of information and who are the stakeholders in your locality who have an interest in information about children's services
- K58 how to obtain resources to develop and manage information systems
- K59 what is meant by the full range of services, such as the leisure services, daycare and childminding services, other childcare provision, including after-school clubs and holiday schemes, support groups and other networks
- K60 systems that can be used for the management and maintenance of information, such as a database
- K61 why it is important that information is provided so that it can be understood by everyone
- K62 issues that may affect the way in which information is provided
- K63 what details need to be included in information packages for services to ensure that children and families can make decisions about their suitability
- K64 why it is important to provide information in ways that do not indicate preference and how you might do this
- K65 how to make information accessible to families and children, such as where to locate information and how to present it
- K66 why it is important to feedback any comments about provision to service providers

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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.

**Information systems** can be electronic, (such as a computer database) or paper-based systems of storing

**Stakeholders** are individuals or organisations with an interest in childcare services provided for babies and children. Stakeholder interests may or may not be financial

##### 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

**Transitions** may include starting nursery for the first time, moving from nursery to school, moving home, the birth of a sibling, other changes affecting the child or young person

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#### 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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<b>Developed by</b>	Skills for Care & Development
<b>Version number</b>	1
<b>Date approved</b>	March 2012
<b>Indicative review date</b>	December 2014
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	Skills for Care & Development
<b>Original URN</b>	CCLD 421
<b>Relevant occupations</b>	Childcare and Related Personal Services; Child Development and Well Being; Direct learning support; Education and training; Education Workers; Health, Public Services and Care; Public Service and Other Associate Professionals; Teachers; Working with Young Children
<b>Suite</b>	Children's Care Learning and Development
<b>Key words</b>	provide, dissemination, information