

SCDCCLD0330

Maintain a service for children and families



Overview

This standard identifies the requirements when promoting the maintenance of a service for children and families in order to meet the requirements of users. You must be able to negotiate and establish service requirements with children and families, establish systems for the correct exchange of information and evaluate services to ensure the needs of children and families are met.

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Performance criteria

Negotiate requirements with children and families

You must be able to:

- P1 encourage **families** to express their requirements of the service for their **children**
- P2 provide detailed and accessible information about the service to families
- P3 communicate with families using an open and welcoming approach that is likely to promote trust
- P4 demonstrate a non-judgmental attitude that values diversity and cultural, religious and ethnic differences
- P5 discuss the options and choices of services available with families
- P6 encourage families to ask questions about the options and choices available to them
- P7 clarify any details with families that they may have about the options and choices of services available to them
- P8 agree with families the information recorded regarding the options and choices of services that are available
- P9 encourage families to share information about their children's preferences, habits and routines
- P10 encourage families to express any concerns or worries about their children and any special considerations relevant to their children's care
- P11 accurately record the information provided by families
- P12 reassure families of the confidentiality of them providing you with information
- P13 ensure **colleagues** are aware of the details of the care that is to be provided for children

Establish agreements with children and families

You must be able to:

- P14 identify the roles and responsibilities of family members and practitioners
- P15 agree the roles and responsibilities of family members and practitioners
- P16 ensure that families are aware of current legislation, policies and procedures
- P17 establish that families' contact details are correct
- P18 ensure that families understand the policy in relation to contacting them
- P19 ensure that families understand and agree the details of the contract
- P20 ensure that families have been given a copy of the contract that has been signed by both parties

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- P21 make arrangements for reviewing the agreement with families on a regular basis

Establish systems for the exchange of information with children and families

You must be able to:

- P22 agree with families the information that needs to be exchanged in order to provide optimum care for children
- P23 help families to identify the benefits to themselves and their children of sharing and exchanging information
- P24 agree with families what information should be provided on a daily and weekly basis and for the longer term
- P25 agree with families the format for exchanging different information
- P26 arrange regular opportunities for exchanging information with families at times that are convenient
- P27 ensure families understand policies in relation to confidentiality
- P28 ensure families understand the boundaries and limits of confidentiality

Evaluate services to ensure the needs of children and families are met

You must be able to:

- P29 regularly review children's individual needs to ensure that they are being met through the practices and procedures employed within the setting
- P30 examine written documentation to confirm the children are thriving
- P31 discuss services with families
- P32 seek the views of families about services provided to them
- P33 regularly liaise with colleagues to discuss issues affecting the provision of services
- P34 obtain colleagues' views on how to improve the provision of services
- P35 implement any agreed changes in order that the requirements of families and the needs of their children can be met
- P36 keep accurate records of meetings and discussions

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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

You need to know and understand:

Your practice

- K6 legislation, codes of practice, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
- K7 how your own background, experiences and beliefs may have an impact on your practice
- K8 your own roles, responsibilities and accountabilities with their limits and boundaries
- K9 the roles, responsibilities and accountabilities of others with whom you work
- K10 how to access and work to procedures and agreed ways of working
- K11 the meaning of person centred/child centred working and the importance of knowing and respecting all children and young people as an individual
- K12 the prime importance of the interests and well-being of children and young people
- K13 children and young people's cultural and language context
- K14 how to build trust and rapport in a relationship
- K15 how your power and influence as a worker can impact on relationships
- K16 how to work in ways that promote active participation and maintain children and young people's dignity, respect, personal beliefs and preferences
- K17 how to work in partnership with children, young people, key people and others
- K18 how to manage ethical conflicts and dilemmas in your work
- K19 how to challenge poor practice
- K20 how and when to seek support in situations beyond your experience and expertise

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You need to know and understand:

Theory for practice

- K21 the nature and impact of **factors that may affect the health, wellbeing and development** of children and young people you care for or support
- K22 factors that promote positive health and wellbeing of children and young people
- K23 theories underpinning our understanding of child development and learning, and factors that affect it
- K24 theories about attachment and impact on children and young people

Communication

You need to know and understand:

- K25 the importance of effective communication in the work setting
- K26 factors that can have a positive or negative effect on communication and language skills and their development in children and young people
- K27 methods and techniques to promote communication skills which enable children and young people to express 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

Health and Safety

You need to know and understand:

- K29 your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment
- K30 practices for the prevention and control of infection

Safeguarding

You need to know and understand:

- K31 the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K32 indicators of potential or actual harm or abuse
- K33 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
- K34 what to do if you have reported concerns but no action is taken to address them

Handling information

You need to know and understand:

- K35 legal requirements, policies and procedures for the security and

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- confidentiality of information
- K36 legal and work setting requirements for recording information and producing reports including the use of electronic communication
- K37 principles of confidentiality and when to pass on otherwise confidential information

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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 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

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

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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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