

## SCDHSC3104

### Support the development of networks to achieve planned outcomes



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#### Overview

This standard identifies the requirements when you support the development of networks that will help achieve planned outcomes for individuals, families, carers, groups and communities. This includes examining together the support networks which can be accessed and developed, working together to initiate and sustain networks and contributing to their development and review.

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### Performance criteria

#### Work in partnership with people to examine support networks which can usefully be accessed and developed

*You must be able to:*

- P1 identify current gaps in provision that can help **people** achieve planned **outcomes**, the consequences that might arise from these gaps and the potential for using **networks** to address them
- P2 collate information on networks that could be accessed locally, regionally and nationally to achieve planned outcomes and information that could enable new networks to be developed where necessary
- P3 provide to people the collated information on existing and potential new networks
- P4 discuss the information to agree whether and how existing networks could be accessed or new ones formed to fill identified gaps and achieve outcomes

#### Work in partnership with people to develop support networks

*You must be able to:*

- P5 work with people and organisations to identify best practice in running support networks
- P6 identify the types of support that people need in order to organise and develop new and existing support networks
- P7 work with people and **others** to secure the **resources** needed to support new and existing networks
- P8 agree the ways in which you, your organisation and others can contribute to initiating and sustaining support networks
- P9 agree the ways in which you, your organisation and others can support leadership within a network and promote the involvement of its members
- P10 agree the ways in which you, your organisation and others can support the network to establish how it will maintain and renew its membership and accommodate change
- P11 ensure that all agreements on developing the support network are implemented or re-negotiated
- P12 support the network to recognise current and anticipated stages of its own development
- P13 support the network to make changes in the light of its own development
- P14 provide support that will enable individuals within the network to increase or reduce their contributions or to disengage when they wish
- P15 provide agreed support to the network to enhance its leadership

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### Contribute to the review of support networks

*You must be able to:*

- P16 continuously monitor the support network for signs of strength and vulnerability
- P17 agree criteria and processes for evaluating the effectiveness of the support network in achieving planned outcomes
- P18 carry out your role in supporting the evaluation of the support network, promoting the **active participation** of all involved
- P19 review the value of your own and your organisation's contribution to the network
- P20 agree criteria and processes for deciding at which point your involvement with the network should end
- P21 use appropriate theories, methods and approaches to plan how you will disengage from the network at the end of your involvement

### 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 individuals' rights, choices, wellbeing and active participation
- K3 your duty to report any acts or omissions that could infringe the rights of individuals
- K4 how to deal with and challenge discrimination
- K5 the rights that individuals have to make complaints and be supported to do so

#### Your practice

*You need to know and understand:*

- K6 legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard
- K7 your own background, experiences and beliefs that 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 each person as an individual
- K12 the prime importance of the interests and well-being of the individual
- K13 the individual'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 individuals' dignity, respect, personal beliefs and preferences
- K17 how to work in partnership with individuals, 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

- K21 the nature and impact of **factors that may affect the health, wellbeing and development of individuals** you care for or support
- K22 theories underpinning our understanding of human development and factors that affect it

*You need to know and understand:*

### Personal and professional development

- K23 principles of reflective practice and why it is important

*You need to know and understand:*

### Communication

- K24 factors that can affect communication and language skills and their development in children, young people adults
- K25 methods to promote effective communication and enable individuals to communicate their needs, views and preferences

*You need to know and understand:*

### Health and Safety

- K26 your work setting policies and practices for monitoring and maintaining health, safety and security in the work environment
- K27 practices for the prevention and control of infection in the context of this standard

*You need to know and understand:*

### Safe-guarding

- K28 the responsibility that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K29 indicators of potential harm or abuse
- K30 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
- K31 what to do if you have reported concerns but no action is taken to address them

*You need to know and understand:*

### Handling information

- K32 legal requirements, policies and procedures for the security and confidentiality of information
- K33 legal and work setting requirements for recording information and producing reports
- K34 principles of confidentiality and when to pass on otherwise confidential information

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### Specific to this NOS

*You need to know and understand:*

- K35 how to enable group members to take responsibility (as far as they are able and within any restrictions placed upon them) and make and communicate their own decisions about how the group should be developed and run
- K36 methods that are effective in supporting networks to be inclusive, respect the diversity of group members and deal with and challenge discrimination appropriately
- K37 how stereotypical assumptions can affect the development and running of support networks and the ways in which you can minimise your own stereotypical assumptions and challenge the assumptions of others
- K38 policies, practices and procedures of other organisations and workers which affect the opportunities and boundaries for setting up and maintaining support networks
- K39 how and where to access information and support that can inform your practice when contributing to the setting up and running of support networks
- K40 how you can access, review and evaluate information about support networks and their benefits and risks to individuals
- K41 the range of existing support networks and the interest groups they serve and how to access this information
- K42 how to access and use information and communications technology and other electronic systems that may help in the development and support of networks
- K43 the support, maintenance and developmental needs of networks at different stages of their development
- K44 the variety of specialist skills and resources available within communities generally, and specifically in the area where you work
- K45 strategies that are likely to promote a stable network and how they can be sustained
- K46 the different types of information which individuals may require before committing themselves to be involved
- K47 the reasons for disseminating information on support networks to colleagues
- K48 how to support individuals and group members to monitor and evaluate the effectiveness of the support networks
- K49 the role of support networks in promoting the well-being of the individuals with whom you work
- K50 what is meant by co-operation, collaboration, co-ordination and conflict, why these are important in network and partnership working and the positive and negative effects they can have on support networks

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- K51 principles for developing and running support networks
- K52 principles for community work and development to meet the needs of individuals and key people
- K53 principles for team working in multi-agency and multi disciplinary context
- K54 principles for communicating with interest groups
- K55 principles for managing change for individuals and key people
- K56 where and how to access funding and resources to develop and run support networks and the implications of the structure and type of support networks on access to funding and resources
- K57 the benefits of support networks for individuals, key people and the service they receive
- K58 methods of engaging with and disengaging from networks

### 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 an individual 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 or others who are able to represent the views and best interests of the individual.

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

**Active participation** is a way of working that regards individuals as active partners in their own care or support rather than passive recipients. Active participation recognises each individual's right to participate in the activities and relationships of everyday life as independently as possible

The **individual** is the adult, child or young person you support or care for in your work

**Networks** may be formal, which are often linked to national, regional and local organisations and agencies; or informal, that is, where more loosely knit networks are established within families, neighbourhoods or communities of shared interest to provide for particular support needs

**Others** are your colleagues and other professionals whose work contributes to the individual's well-being and who enable you to carry out your role

**Outcomes** are planned outcomes designed to meet people's assessed needs

**People** may include individuals, families, carers, groups and communities

**Resources** may include organisational resources: direct payments; organisations controlled by individuals using the services

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### Scope/range relating 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 of individuals** may include adverse circumstances or trauma before or during birth; autistic spectrum conditions; dementia; family circumstances; frailty; 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

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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## Support the development of networks to achieve planned outcomes

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