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Liaise with other services

Overview

This unit is for you if your role involves you in establishing relationships and exchanging information with other agencies and services.

There are three elements

1   Establish procedures for exchanging information with other services
2   Provide information to other services
3   Obtain information from other services

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Performance criteria

Establish procedures for exchanging information with other services

You must be able to:

P1   identify and comply with procedures for exchanging information between services

P2   consult with other services on the information requirements of each service

P3   agree the purpose, scope and procedures for exchanging information

P4   identify clearly the roles and responsibilities for exchanging information

P5   identify the priorities of different services for exchanging information

P6   disseminate the procedures for exchanging information with other services review regularly the procedures for exchanging information

P7   ensure the exchange of information complies with all the relevant legislation, codes of practice, guidelines and ethical requirements

Provide information to other services

You must be able to:

P8   confirm the information required by other services

P9   comply with the services' procedures for exchanging information

P10 identify the information that seems most appropriate

P11 assist others services to access and interpret the information they receive

P12 confirm with the other services that the information that is provided is sufficient and appropriate to their requirements

P13 provide other services with additional information on other sources of relevant information

P14 record the results of the information on other sources of relevant

Obtain information from other services

You must be able to:

P15 confirm the information required from other services

P16 comply with the services' procedures for exchanging information

P17 determine the methods that should be used for obtaining the information

P18 access the relevant information sources using the appropriate procedures

P19 obtain the information using the specified methods

P20 confirm the validity of the information

P21 protect the information sources according to agreed procedures

P22 identify any problems with obtaining the information

P23 record the information accurately in the appropriate systems

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Establish procedures for exchanging information with other services

You need to know and understand:

K1   which services might require information
K2   which criteria can be used
K3   the culture and ethos of the other services
K4   what the procedures are for the exchange of information
K5   why it is important to understand the objectives of other services
K6   what types of information are required
K7   what information is required by different services
K8   why it is important to reach an agreement on the type of information exchanged
K9   who is involved in different types of information provision
K10 what the priorities of other services are
K11 how to disseminate different types of procedure
K12 who should be informed of the procedures
K13 which procedures should be reviewed
K14 when procedures are generally reviewed
K15 what the relevant national, local, professional and organisational requirements are relating to equal opportunities, discrimination, health and safety, security, confidentiality and data protection
K16 why it is important to comply with different requirements
K17 what the consequences are of not complying with different requirements
K18 how to obtain information on the requirements

Provide information to other services

You need to know and understand:

K19 what information other services specifically require
K20 when other services require the information
K21 what the services' procedures are
K22 why it is important to comply with them
K23 what the consequences are of not complying with them
K24 how to match the information to the requirements of other services
K25 where different information is held
K26 which factors affect the interpretation of the material
K27 why it is important to check that the other services have received the information they require
K28 what the other sources of information are
K29 how other services can access the information
K30 what the systems for recording the provision of information are and the procedures for using them
K31 why it is important to use the systems

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Obtain information from other services

K32   what types of information are required from the other services

K33   when the other services require the information

K34   what the services' procedures are for exchanging information

K35   why it is important to comply with procedures

K36   what the consequences are of not complying with the procedures

K37   the different methods that can be used for obtaining information

K38   which methods are appropriate for obtaining different types of information

K39   what the procedures are for accessing information

K40   what difficulties can occur when obtaining information

K41   why it is important to use the agreed methods for obtaining information

K42   how to decide whether the information is valid

K43   why it is important to protect the information sources

K44   the types of problem that could occur

K45   what actions can be taken to address the problems

K46   why it is important to address problems

K47   what the implications are of not addressing problems

K48   what the systems are for recording information and the procedures for using them

K49   why it is important to use the systems

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Additional Information

Skills

The skills you will need to enable you to deliver the service effectively are:

Establish procedures for exchanging information with other services
influencing
active listening
negotiating
reflecting
presenting information
Selecting information
persuading
evaluating

Provide information to other services
influencing
active listening
negotiating
reflecting
presenting information
selecting information
persuading
evaluating
recording storing information

Obtain information from other services
influencing
active listening
negotiating
reflecting
presenting information
involving others
persuading
evaluating
recording storing information

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