

## Overview

This standard identifies the requirements when you manage requests for health, social or other care services provided by the workplace. This includes promoting the services offered by the workplace, evaluating capacity to provide specific services for individuals and processing successful and unsuccessful requests for health, social or other care services.

## Performance criteria

### *You must be able to:*

1. provide up-to-date information in accessible formats to support individuals and others to review services the workplace can provide
2. maintain networks and contact with others to update them on services the workplace can provide
3. arrange appointments and visits for individuals and others to the workplace
4. support individuals and others to identify and discuss their required services, urgency of service requests and ask questions
5. schedule evaluations based on needs and risks
6. provide individuals and others with information on the evaluation process and how and when evaluation outcomes will be shared
7. evaluate requests to determine if services can be provided, considering available resources
8. inform individuals and others if the workplace can provide required services and discuss available options or alternative services
9. work in collaboration with individuals and others to identify outcomes in line with their preferences and needs
10. identify and address risks involved in service delivery
11. identify and agree timescales, resources, and specialist input for service delivery
12. establish systems to support individuals and others to provide feedback on service quality, identify good practice and required changes
13. complete records and reports required for managing requests for health, social or other care services
14. reflect on how you carried out your roles and responsibilities when managing requests for health, social or other care services

## Knowledge and understanding

### *You need to know and understand:*

1. the health, social or other care services the workplace can provide
2. how to ensure information is accessible to all
3. the resources available to provide health, social or other care services that are flexible and person-centred
4. the influence of culture, background and spirituality on service requests for individuals
5. the influence of neurodivergence and additional needs on service requests for individuals
6. methods of promoting the workplace and services it offers
7. how to arrange and co-ordinate visits to the workplace
8. how to prepare and support successful visits to the workplace
9. how to lead on the application of trauma informed principles when managing request for health, social or other care services
10. factors to consider when accepting or not accepting requests for services
11. why it is important to inform individuals and others immediately, in a sensitive manner, if services cannot be provided
12. how to lead on dignity, kindness, and compassion when managing requests for health, social or other care services
13. how to support emotional regulation during requests for health, social or other care services
14. the procedures, records and reports required to process requests that have been that have been accepted or not accepted
15. how to use digital tools and devices to manage requests for health, social or other care services
16. how to identify and address risks involved in providing services
17. how to receive, monitor and evaluate feedback about services
18. theories relevant to managing requests for health, social or other care services
19. the relevant legal requirements, standards of practice, frameworks and guidance for managing requests for health, social or other care service
20. the workplace requirements on equality, diversity, inclusion and rights when managing requests for health, social or other care services
21. how to work in partnership with others to manage requests for health, social or other care services

- 22. how your personal experiences and unconscious bias may impact when managing requests for health, social or other care services, and how to address this
- 23. the role of supervision, reflective practice and learning and development in managing requests for health, social or other care services

## Glossary

The glossary for this National Occupational Standard is available on the Skills for Care and Development website.

HSCCLD411

Manage requests for health, social or other care services



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<b>Developed by</b>	Skills for Care & Development
<b>Version Number</b>	1
<b>Date Approved</b>	31 Jan 2026
<b>Indicative Review Date</b>	31 Jan 2031
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating Organisation</b>	Skills for Care and Development
<b>Original URN</b>	HSCCLD411
<b>Relevant Occupations</b>	Social Care and Childrens Care
<b>Suite</b>	Health and Social Care & Childcare Learning and Development
<b>Keywords</b>	Manage requests for services, Health and Social Care & Children's Care Learning and Development

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