

Overview

This standard identifies the requirements when leading the provision of information about services and facilities. You must be able to establish and maintain information about the range of services and facilities that are available as well as providing information about available services and facilities.

Performance criteria

You must be able to:

1. work in collaboration with individuals and others to identify services and facilities that will address outcomes, preferences and needs
2. lead on the provision of accessible information and resources, to support individuals and others to review services and facilities
3. develop systems for managing information relating to services and facilities
4. monitor the selection and use of services and facilities
5. ensure the completion or review of risk assessments and support positive risk taking for individuals accessing services and facilities
6. procure and access resources to support individuals and others to use services and facilities
7. ensure systems are in place to support the evaluation of services and facilities
8. ensure feedback is provided to services and facilities, identifying good practice and any changes to be addressed
9. complete records and reports required for leading the provision of information on services and facilities
10. reflect on how you carried out your roles and responsibilities whilst leading the provision of information on services and facilities

Knowledge and understanding

You need to know and understand:

1. the range of services and facilities available and why individuals and others may require the use of services and facilities
2. the influence of culture, background and spirituality on the selection of services and facilities for individuals and others
3. types of systems to manage information on services and facilities
4. how to use digital tools and devices to source and present information on services and facilities
5. the influence of neurodivergence and additional needs on the provision of information on services and facilities
6. how to support others to assess risks and support positive risk taking for individuals accessing services and facilities
7. how to provide opportunities for the review and evaluation of services and facilities
8. how to provide evaluation feedback to services and facilities and why this is important
9. how to lead on the application of trauma informed principles to support individuals and others to access and use services and facilities
10. how to lead on dignity, kindness and compassion when supporting individuals and others to access and use services and facilities
11. how to support emotional regulation during the provision of information on services and facilities
12. the role of services and facilities on the wellbeing of individuals and others
13. the records and reports required for leading the provision of information on services and facilities
14. theories relevant to the provision of information on services and facilities
15. the relevant legal requirements, standards of practice, frameworks and guidance for leading the provision of information on services and facilities
16. the workplace requirements on equality, diversity, inclusion, and rights when leading the provision of information on services and facilities
17. how to work in partnership with others to provide information on service and facilities
18. how your personal experiences and unconscious bias may impact when leading the provision of information on services and facilities, and how to address

this

19. the role of supervision, reflective practice and learning and development in leading the provision of information on services and facilities

Glossary

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

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Lead the provision of information on services and facilities

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