
Overview

This standard identifies the requirements for supporting individuals and others in planning, monitoring and reviewing the quality of services. This includes working in partnership to enhance service quality and outcomes by creating inclusive environments that encourage engagement and participation. It also involves using research to inform decision making and planning processes.

Performance criteria

You must be able to:

1. work in partnership with individuals and others to develop and model a culture of engagement and participation
2. promote opportunities for individuals and others to plan, monitor and review the quality of services
3. use creative, and accessible methods to facilitate and encourage involvement
4. facilitate and promote relationships and shared responsibilities between individuals and others
5. facilitate and promote effective group work, dynamics and emotional regulation
6. empower individuals and others to share concerns and outcomes that matter to them, from their own perspectives and experiences
7. work in partnership to prioritise and review collective challenges
8. work in partnership to plan, manage and review the quality of services
9. provide advice and support on research, methodology, data collection, analysis and presentation of findings
10. support individuals and others to identify research types and methods
11. plan and complete research and collate data with individuals and others
12. work in partnership with individuals and others to analyse data and present research findings
13. develop, test and evaluate a range of ideas and solutions to problems in partnership with individuals and others
14. support individuals and others to reach decisions and refine solutions
15. provide information about resources to plan and cost solutions
16. work in partnership to plan how to implement, monitor and review solutions and meet outcomes
17. support individuals and others to identify and manage risks within plans
18. support individuals and others to implement, monitor and review plans against agreed outcomes
19. support individuals and others to provide feedback on achieved outcomes and address required changes
20. complete records and reports required for working with individuals to plan, monitor and review the quality of service
21. reflect on how you carried out your roles and responsibilities when working with individuals to plan, monitor and review the quality of services

Knowledge and understanding

You need to know and understand:

1. how to create and model a culture of engagement and participation
2. why it is important to include the perspectives and life experiences of individuals and others in the planning, monitoring and review of services
3. why individuals and others should be involved at every stage of the planning, monitoring and review process
4. creative, inclusive and accessible methods that can support and encourage involvement
5. methods for promoting relationships and responsibilities in partnership working
6. the importance of dignity, kindness and compassion when working with individuals to plan, monitor and review the quality of services
7. how to apply trauma informed principles in the planning, monitoring and review of the quality of services
8. ways to empower and enable individuals and others to share their concerns and experiences
9. how to support emotional regulation when planning, monitoring and reviewing the quality of services
10. methods of defining and framing problems
11. how to ensure research is ethical, safe, valid, lawful, transparent, inclusive and respectful
12. ways to identify research types and methods
13. the importance of developing research plans and collating relevant data
14. how to analyse data, extract relevant information, and present findings in formats suitable for the purpose and target audience
15. creative methods to support the generation of ideas and evaluate solutions
16. why it is important to develop and test out a range of ideas and solutions
17. how to identify available assets and resources and address resource challenges
18. how to use digital tools and devices for planning, monitoring and reviewing the quality of services
19. the influence of neurodivergence and additional needs on the planning, monitoring and reviewing of services
20. methods to gain feedback on agreed outcomes and why it is important
21. how to work in partnership with others to plan, monitor and review the quality of

services

22. the records and reports required for working with individuals to plan, monitor and review the quality of services

23. theories relevant to working with individuals to plan, monitor and review the quality of services

24. the relevant legal requirements, standards of practice, frameworks and guidance for working with individuals to plan, monitor and review the quality of services

25. the workplace requirements on equality, diversity, inclusion, and rights when planning, monitoring and reviewing the quality of services

26. how your personal experiences and unconscious bias may impact when working with individuals to plan, monitor and review the quality of services, and how to address this

27. the role of supervision, reflective practice and learning and development when working with individuals to plan, monitor and review the quality of services

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Glossary

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

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