

## Overview

This standard identifies the requirements when promoting the maintenance of a service for children and young people and families. You must be able to negotiate and establish service requirements with children and young people and families, establish systems for the correct exchange of information and evaluate services to ensure the needs of children and young people and families are met.

## Performance criteria

### *You must be able to:*

1. identify and agree the roles and responsibilities of yourself and others in the care to be provided to children or young people
2. provide accessible information about services
3. support families to express their requirements of services for children or young people
4. communicate with families in a manner that values diversity and cultural differences
5. discuss available service options and choices with families, encourage them to ask questions and clarify any details
6. work in partnership with families to agree on information to be recorded regarding services
7. support families to share relevant information about the preferences, needs and routines of children or young people
8. support families to share any concerns about children or young people and any special considerations relevant to their care
9. ensure others are informed of the care to be provided for children or young people
10. ensure families are aware of relevant legislation, policies and procedures
11. ensure contact details are correct and emergency contact processes in place
12. arrange for regular reviews of agreements with families
13. work in partnership with families to agree on timings and frequency of contract reviews
14. support families to identify the benefits of sharing and exchanging information
15. ensure formats and frequency for exchanging information with families is agreed upon, in line with their preferences
16. facilitate the exchange of information with families
17. review the care of children or young people to ensure their needs are met
18. seek feedback from families about the services provided and discuss and any changes required
19. consult with others to gather feedback on service delivery and identify opportunities for development
20. implement changes based on feedback
21. complete records and reports required for maintaining a service for children or

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young people and families

22. reflect on how you carried out your roles and responsibilities when maintaining a service for children or young people and families

## Knowledge and understanding

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

1. the services of the workplace
2. how to provide clear and accessible information about services for children and young people and families
3. how to ensure others are informed and roles are clearly agreed upon with families
4. how to apply trauma informed principles in services for children and young people and families
5. how to keep contact details up to date and have emergency contact processes in place
6. the importance of setting regular review meetings with families to assess services
7. the benefits of sharing information with families to support the care of children and young people
8. how to facilitate the exchange of information with families
9. the principles of confidentiality and how to explain the limits of confidentiality to families
10. the influence of culture, background and spirituality on service provision
11. how to communicate effectively with families in a manner that values diversity and cultural differences
12. the importance of encouraging families to share concerns and special considerations
13. the influence of neurodivergence and additional needs on the service for children and young people and families
14. the importance of dignity, kindness, and compassion in maintaining a service for children and young people and families
15. how to maintain a service for children and young people and families in a way that supports emotional regulation
16. the importance of seeking feedback from families and others and how to use it to improve services
17. how to use digital tools and devices to maintain a service for children and young people and families
18. the records and reports required to maintain a service for children and young people and families

19. theories relevant to maintaining a service for children and young people and families
20. the relevant legal requirements, standards of practice, frameworks and guidance for maintaining a service for children and young people and families
21. how your personal experiences and unconscious bias may impact when maintaining a service for children and young people and families, and how to address this
22. the role of supervision, reflective practice and learning and development in maintaining a service for children and young people and families

## Glossary

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

HSCCLD374

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