
Overview

This standard identifies the requirements when leading the monitoring of policies, procedures and practice. It requires you to facilitate partnership working with families, to establish procedures for effective practice. It also requires you to take the lead when dealing with family issues, grievances or complaints.

Performance criteria

You must be able to:

1. lead effective communication and model good practice through direct work with children or young people and families
2. work with others to identify and plan changes to procedures that involve families in the care, learning and development of children or young people
3. develop inclusive policies that reflect and respect cultural, background and spiritual differences
4. review procedures to ensure they meet legislation, quality, and risk requirements
5. observe others working with families and offer constructive feedback
6. evaluate how current practice meets the needs of children or young people and families
7. use research and evidence to improve practice and support development of others
8. encourage reflective practice and promote continuous professional development
9. lead the implementation of policies and procedures
10. support others through change and improvement
11. involve children or young people and families in creating and reviewing policies
12. take the lead on safeguarding by developing and promoting clear policies
13. use procedures to guide decisions and support others in sensitive family situations
14. support families going through difficult situations and help resolve challenges
15. discuss matters arising from issues, complaints or grievances and offer appropriate solutions to resolve
16. assess the support given to children or young people when issues, complaints and grievances impact on them directly
17. complete records and reports required for the monitoring of procedures, policies and practice in partnership with families
18. reflect on how you carried out your role and responsibilities when monitoring policies, procedures and practice in partnership with families

Knowledge and understanding

You need to know and understand:

1. the principles of working in partnership with families and how to lead collaborative approaches
2. how to lead on the application of trauma informed principles in partnership working with families
3. the reasons for, and ways of, increasing family and children and young person participation in decision-making
4. the different family structures represented in the workplace and the need to value diversity
5. how family beliefs, values, and attitudes can influence identity, self-reliance, and behaviour
6. the influence of neurodivergence and additional needs on partnership working with families
7. how to lead on dignity, kindness and compassion when working in partnership with families
8. how to support inclusive communication
9. how to respond to discriminatory or stereotyped attitudes in ways that supports inclusive practice with families
10. how to develop and implement effective safeguarding policies, procedures and practices
11. the importance of quality assurance and risk assessments in maintaining safe environments for children and young people and families
12. how to manage and resolve issues and concerns in ways that are fair and sensitive to all involved
13. the principles of leadership in fostering a positive, collaborative working environment
14. how to support and manage change effectively within the workplace
15. how to develop inclusive policies that respect and reflect the culture and background of children and young people and families
16. how to ensure that policies and procedures are widely communicated and understood by others
17. the importance of regularly reviewing policies
18. how to support emotional regulation during partnership working with families
19. how to lead by example, modelling the expectations and behaviours you wish

to see in the workplace

20. how to use digital tools and devices to monitor policies, procedures and practice in partnership with families

21. the records and reports required to lead the monitoring of policies, procedures and practice in partnership with families

22. theories relevant to monitoring policies, procedures and practice in partnership with families

23. the relevant legal requirements, standards of practice, frameworks and guidance for leading the monitoring of policies, procedures and practice in partnership with families

24. the workplace requirements on equality, diversity, inclusion and rights when leading the monitoring of policies, procedures and practice in partnership with families

25. how personal experiences and unconscious bias may impact when leading the monitoring policies, procedures and practice in partnership with families, and how to address this

26. the role of supervision, reflective practice and learning and development in monitoring policies, procedures and practice in partnership with families

HSCCLD436

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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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