

Overview

This standard is about liaising with other services. It is aimed at people who provide advice and guidance to clients who use services such as public services, education and training, health services and those provided by community social welfare advice providers and others.

The standard looks at establishing procedures for exchanging information with services, providing information to them and how to obtain information from services.

Performance criteria

You must be able to:

1. comply with all relevant legal, professional, and organisational policies, procedures and guidelines in relation to liaising with other services
2. identify services available with whom you might exchange information
3. consult with services on their information requirements in line with organisational requirements
4. agree purpose, scope and procedures for exchanging information with services
5. identify and confirm the roles and responsibilities of all parties involved in exchanging information between services
6. identify and understand the priorities of different services to ensure effective and timely exchange of information.
7. disseminate procedures for exchanging information with services
8. review procedures for exchanging information
9. confirm information required by services
10. assist services to access and interpret information they receive
11. confirm with services that information provided is sufficient and appropriate for their needs and provide additional information as required
12. obtain information from services using specified methods
13. confirm the validity of information provided by services
14. protect security of information according to agreed procedures
15. identify problems with obtaining information
16. record information in accordance with organisational and legal requirement and professional standards.

Knowledge and understanding

You need to know and understand:

1. legislation, codes of practice, organisational policies and procedures in relation to liaising with other services
2. the importance of complying with relevant legal, professional and organisational policies, procedures and guidelines
3. services which might require information and the criteria to be used
4. different culture and ethos of services and their different priorities
5. the range of services and support available
6. different methods of communication and how to adapt them to suit the needs, preferences, and accessibility requirements of clients, ensuring inclusive practices.
7. the importance of understanding the remit of services
8. information required by different services
9. the importance of reaching agreement on types of information exchanged and who is involved in providing information
10. how to disseminate organisational procedures between services
11. procedures to be reviewed and when to review them
12. how to obtain information on requirements and timescales for providing and exchanging information
13. how to match information to the requirements of services
14. factors that affect interpretation of material
15. why it is important to check that services have received the information they require
16. which sources of information are available and how services can access it
17. methods that can be used for obtaining information and difficulties that can occur
18. how to decide whether information is valid
19. why it is important to protect information sources
20. types of problems that could occur when exchanging information and action to take to address problems and implications of not addressing them
21. organisational and legal recording requirements, including how to store recorded information securely
22. workplace requirements on equity, equality, diversity and inclusion.
23. trauma informed principles and safeguarding requirements

Liaise with other services

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Suite Advice and Guidance

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