



**Parent  
know how**  
working together, supporting families

# **Parent Know How Directory Vocabulary**

## **Complementary Controlled Lists Values 2.0**

Complementary controlled lists proposal

<b>Organisation</b>	Department for Children Schools and Families
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<b>Subject</b>	Controlled Vocabularies
<b>Coverage</b>	England
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## Document Amendment History

Revision	Originator of change	Date of change	Change description
1 <sup>st</sup> Revision	Anna Harvey	10/12/08	
2 <sup>nd</sup> Revision	Incorporating input from Nick Beachamp, Mike Thacker, and Paul Davidson	15/12/08	Changes to Facilities and AreaCovered, minor changes elsewhere
3 <sup>rd</sup> Revision	Anna Harvey	19/1/09	Incorporating feedback from round table and esd-toolkit consultation
1.0 Final	Discussion with Nick Beauchamp, Carole	10/2/09	Various rationalisations and simplifications to reflect Local Authority practice

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	Ward, Renos Christodoulou, Bob Banks		
1.0a	Anna Harvey	13/2/08	Page 6 comment removed
2nd Revision	Anna Harvey	28/4/09	Updated from Drop-Down Menu Values 1.0 and Quality Assurance Controlled List Draft 0.3, and Positive Activities placeholder added. Comments from Contact a Family, Scope, ACE, Family Matters Institute, Family Rights Group, Parentline Plus, SPAN, Bob Banks (Tribal). Quality Status entry changed to "Service details confirmed" as per Harriet Mathie request 22/4/09, with QA improvements requested by Graeme Benson. PPAYP value changed to "Positive Activity"

## 1. Introduction

Various fields which complement the main subject vocabulary are available for searching in the Family Service Directory and are entered with a limited number of choices from drop-down menus.

This document contains the Parent Know How Directory (formerly ISPP) drop-down menu values, which are controlled lists. These have been proposed by key Local Authority experts, via the project Online Round Table (ORT) and the Local Authority community forum esd-toolkit, as well as third sector organisations, and agreed by Graeme Benson on behalf of DCSF.

Third sector organisations have asked for a few extra values to those proposed in version 1.0 of this document. A new list, Quality Status, has been added, and a placeholder for Positive Activities. The existing values have not been changed except for two minor wording changes.

Examples of how the menu values are used are shown in the draft screenshot from the National Family Service Directory (NFSD) portal which National Organisation/Services will use to submit their service details. Local Authorities will use similar menus from their vendor systems.

The screenshot displays two sections from the NFSD portal. The first section, 'Referral criteria', has a title and a sub-instruction: 'Select any criteria that need to be met before someone can be referred to use the service. you may select more than one criteria.' It features a list of criteria on the left: 'By Appointment Only', 'By Invitation Only', 'By Parents or Family', 'By Solicitor', 'Self Referral', 'Via CAMHS', 'Via GP or other health profess', 'Via Housing Advice', and 'Via Independent Living Team'. To the right of this list are four blue circular buttons with arrows: a double right arrow, a single right arrow, a single left arrow, and a double left arrow. Below the list is a large empty rectangular box. Underneath this box are two text input fields: 'Referral details' and 'Referral procedures', each with a vertical scrollbar on the right. The second section, 'Languages spoken', has a title and a sub-instruction: 'Select the languages that are spoken by staff of the service. You may select more than one language if appropriate.' It features a list of languages on the left: 'Abkhazian', 'Afar', 'Afrikaans', 'Akan', 'Albanian', 'Albanian', 'Amharic', 'Arabic', and 'Arannese'. To the right of this list are four blue circular buttons with arrows: a double right arrow, a single right arrow, a single left arrow, and a double left arrow. Below the list is a large empty rectangular box. At the bottom of the form is a blue 'Save' button with a floppy disk icon.

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At present these menus apply to the Family Service Directory (FSD) aspect of PKH Directory, with the exception of Quality Status which also applies to the Extended Childcare Directory (ECD).

These controlled lists are useful for searching in conjunction with the main subject vocabulary.

This document and the associated machine readable values will now be controlled by the Parent Know How vocabularies editorial panel.

The names used below are those of the fields in the XML schema, to help developers tie everything together. They are also reasonably descriptive. Some existing fields are described briefly in brackets: these are not currently used.

## 2. AccessChannel

Channels a service is available through, for example some users may not wish to use a Web site but prefer face to face, while others prefer to use the web and could search for services available that way. A service may be available through more than one channel.

AccessChannel and DeliveryChannel (see below) are usually but not always the same. DeliveryChannel may be used to provide more detail on how the service is delivered, but only if an AccessChannel has already been chosen.

The values are based on the top level of the LGChL Local Government Channels List published by esd standards (<http://www.esd.org.uk/standards/lgchl/>).

		<b>Note</b>
<b>1</b>	<b>Web site</b>	
<b>2</b>	<b>Telephone</b>	
<b>3</b>	<b>Face to face</b>	
<b>4</b>	<b>Other electronic access</b>	<i>(Which includes email, internet TV)</i>
<b>5</b>	<b>Non-electronic</b>	<i>(Post)</i>
<b>6</b>	<b>Publications</b>	

## 3. Accreditation

One or more National or quality awards. Authorities will wish to nominate additional local/in house quality assurance awards, where for example there may be schemes specifically around services to disabled children.

<b>Beacon Status</b>
<b>Charter Mark</b>
<b>Community Legal Service Quality Mark</b>
<b>Families First Award</b>
<b>Investors in People</b>
<b>Investors in Volunteers/Volunteering England</b>
<b>ISO 9000</b>
<b>Matrix</b>
<b>Practical QA System for Small Orgs (PQASSO)</b>
<b>Telephone Helpline Association Quality Standard (THA)</b>
<b>Investors in Diversity</b>
<b>Family and Parenting Institute</b>
<b>Approved Provider Status</b>
<b>Parent Know How Provider</b>

## 4. AreaCovered

The area where a service is available may be defined in various ways. The choices available use DCLG's standardised ways of expressing Geographical areas<sup>1</sup>, which authorities may already be using for reporting. Use whichever is most useful to define how widely the service is available. This will be used in conjunction with the location of the service, and a new field is planned to allow an explicit area or areas to be entered..

Area Types:	Value <sup>2</sup>	Notes
Postcode		
Addressable Location		
City-Region		<i>eg London</i>
Country		<i>eg Wales</i>
Region		<i>eg South-East</i>
Local Strategic Partnership		
Local Authority		<i>eg East Sussex</i>
Political Ward		<i>eg Eastbourne Old Town</i>
Local Children's Partnership (LCP)		<i>(LA use)</i>
Super Output Area <sup>3</sup>		<i>(LA use)</i>

### (DCType

This field is defined in the message schema but is not currently required: it may be required in future as different types of material are added eg publications, services, events).

<sup>1</sup> <http://www.neighbourhood.statistics.gov.uk/dissemination/Info.do?page=nde.htm>

<sup>2</sup> This will be validated against Postcode or ONS tables

<sup>3</sup> ONS has released a UK wide area classification of Super Output Areas specially created for statistical purposes by grouping Output Areas.

## 5. DeliveryChannel

DeliveryChannel is often not needed, being the same as AccessChannel, but may add extra detail to AccessChannel:

<b>One Stop Shop</b>
<b>Outreach Services</b>
<b>Post</b>
<b>email</b>
<b>Interactive Digital Television</b>
<b>Internet TV</b>
<b>Kiosks</b>
<b>Texting</b>
<b>Call centres</b>
<b>Fax</b>
<b>Voice</b>
<b>Information page</b>
<b>Online form</b>
<b>Braille</b>
<b>Minicom textphone</b>
<b>Website forum</b>
<b>Helpline</b>
<b>Social networking</b>
<b>Second life</b>
<b>e-learning</b>

Like AccessChannel, this uses the Local Government Channels List, with additions for PKH Directory.

### **(EligibilityCriteria**

Related to ReferralCriteria but agreed free text most suitable).

## 6. Facility

Facilities of a service, eg accessible parking or a crèche. FISs are required by the Act to provide information about services, facilities and publications which may be of particular benefit to children and young people who are disabled or have special educational needs and their parents.

Facility only covers one aspect of this group, a characteristic or feature of a provision which may be of interest to parents but not included elsewhere.

<b>Accessible Parking</b>
<b>Baby Facilities</b>
<b>CCTV</b>
<b>Creche Available</b>
<b>Drop-in Facilities</b>
<b>ESOL Classes</b>
<b>Extended Services (school)</b>
<b>Garden</b>
<b>Healthy Eating</b>
<b>ICT Facilities</b>
<b>Meeting Rooms</b>
<b>Outdoor Playspace</b>
<b>Pet Bird(s)</b>
<b>Pet Cat(s)</b>
<b>Pet Dog(s)</b>
<b>Pet Fish</b>
<b>Pet Reptile</b>
<b>Pet Small Mammals</b>
<b>Playroom</b>
<b>Private Changing Area</b>
<b>Quiet Area</b>
<b>Sensory Room</b>
<b>Schools</b>
<b>Short Breaks</b>

Another group which uses a different structure, SpecialProvisions, caters for SpecialNeeds, SpecialDiet, CulturalProvision and WheelchairAccess .

## 7. LanguageSpoken

Language(s) spoken by service operators and/or used in publications. English is assumed if there is no entry.

The front end may also offer “Any” for services using an interpretation and translation service such as LanguageLine (<http://www.languageline.co.uk/>), particularly the NFSD portal. This choice should populate all languages for searching and is used by some telephone helpline services.

ISO 639-1 values (see [http://en.wikipedia.org/wiki/List\\_of\\_ISO\\_639-1\\_codes](http://en.wikipedia.org/wiki/List_of_ISO_639-1_codes)). ISO 639-1 is the first part of the ISO 639 international-standard language-code family. It consists of 136 two-letter codes used to identify the world's major languages. These codes are an international shorthand for languages. For sign languages, sgn is prefixed eg sgn-GB.

### (Publisher

Provided by the web service, not required here).

## 8. ReferralCriteria

Criteria used to signpost where referral is needed to access a service. Many services will not require any referral, in which case nothing need be entered. By contrast “Self Referral” applies if a pre-access contact is needed. ReferralProcedures is a related text field to describe in more detail how to be referred.

<b>Via GP or other health professional</b>
<b>By Parents or Family</b>
<b>By Appointment Only</b>
<b>By Invitation Only</b>
<b>Via Housing Advice</b>
<b>Via Young People`s Support Unit</b>
<b>Via Independent Living Team</b>
<b>Self Referral</b>
<b>Via Social Services</b>
<b>Via Voluntary agencies</b>
<b>Via CAMHS</b>
<b>Via JobCentre Plus</b>
<b>Via Looked After Children Teams</b>
<b>Via School</b>
<b>By Solicitor</b>
<b>Via Youth Offending Team</b>

## 9. Role

Contact person's role or job title. A text details field is also available.

<b>Advisor</b>
<b>Children's Centre Manager</b>
<b>Children's Centre Staff</b>
<b>Committee Member</b>
<b>Council Member</b>
<b>Employer</b>
<b>Forum Moderator</b>
<b>Grandparent</b>
<b>Headteacher</b>
<b>Health Professional</b>
<b>Help Advisor</b>
<b>Helpline</b>
<b>Trainer</b>
<b>Library and Information Officer</b>
<b>Parent</b>
<b>Parenting Advisor</b>
<b>Prospective Childcarer</b>
<b>Provider</b>
<b>Secretary</b>
<b>SENCO (SEN coordinator)</b>
<b>Service Manager</b>
<b>Social Care Professional</b>
<b>Sure Start</b>
<b>Training Candidates</b>
<b>Training Organisation</b>

## 10. Quality Status

Local Authorities are required to check information they publish, to make sure it current and of suitable quality. This field is for LAs to identify what level of checks had been carried out (both in terms of the accuracy of information against service provision, and of the service provision itself), when sharing information across LA boundaries.

Use either unknown or at least one other choice. Related fields such as date are associated with some of these values.

<b>Unknown</b>
<b>Service details confirmed</b>
<b>Quality checks carried out</b>
<b>Ofsted registered</b>

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## **11. PPAYP Category**

Provision of Positive Activities for Young People

A value of Positive Activity should be used for positive activity records, otherwise not required. A list of types of positive activity may be developed later

<b>Positive Activity</b>
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