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## Overview

This standard outlines the requirements when supporting individuals to access and use information on services and facilities. This includes supporting the individual to access and use information and then to evaluate and feedback.

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## Performance criteria

### *You must be able to:*

1. work in partnership with individuals and others to identify their preferences and needs for services and facilities
2. work in partnership with individuals and others to access accessible information on services and facilities
3. review and identify the preferences of individuals from the services and facilities available
4. support individuals and others to use information to identify any challenges or risks with services and facilities, and address these
5. support individuals and others to select services and facilities that meets their preferences and needs
6. work in partnership with individuals and others to feedback on the effectiveness of information on services and facilities in meeting their preferences and needs
7. support individuals and others to identify changes that would improve the effectiveness of information on services and facilities
8. encourage individuals and others to provide feedback to services and facilities on the effectiveness of information
9. contribute to records and reports required for supporting individuals to access information on services and facilities
10. reflect on how you carried out your roles and responsibilities to support individuals to access information on services and facilities

## Knowledge and understanding

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

1. types of services and facilities available for individuals
2. how to support individuals and others to access information on services and facilities, including the use of digital tools and devices
3. the importance of dignity, kindness and compassion in supporting individuals to access information on services and facilities
4. the influence of neurodivergence and additional needs on how information is accessed and presented
5. the influence of culture, background and spirituality on services and facilities individuals require
6. how to support individuals and others to review and evaluate information on services and facilities
7. the importance of the information on services and facilities being relevant and up to date and who to inform when it is not
8. how to support individuals and others to identify and report any information that is discriminatory or unhelpful
9. how to support emotional regulation when accessing information on services and facilities
10. ways to provide information in formats that are accessible and sustainable
11. how to apply trauma informed principles to support individuals to access information on services and facilities
12. the records and reports required for supporting individuals to access information on services and facilities
13. the relevant legal requirements, standards of practice, frameworks and guidance for supporting individuals to access information on services and facilities
14. the workplace requirements on equality, diversity, inclusion, and rights when supporting individuals to access information on services and facilities
15. How to work in partnership with others to support individuals to access information on services and facilities
16. how your personal experiences and unconscious bias may impact when supporting individuals to access information on services and facilities, and how to address this
17. the role of supervision, reflective practice and learning and development in supporting individuals to access information on services and facilities

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## Glossary

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

HSCCLD219

Support individuals to access information on services and facilities



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<b>Developed by</b>	Skills for Care & Development
<b>Version Number</b>	1
<b>Date Approved</b>	31 Jan 2026
<b>Indicative Review Date</b>	31 Jan 2031
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating Organisation</b>	Skills for Care & Development
<b>Original URN</b>	HSCCLD219
<b>Relevant Occupations</b>	Social Care and Childrens Care
<b>Suite</b>	Health and Social Care & Childcare Learning and Development
<b>Keywords</b>	Services and facilities, Health and Social Care & Children's Care Learning and Development

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