

## Overview

This standard identifies the requirements when you advocate with and on behalf of individuals. This includes supporting individuals to participate in decision-making processes and working with them to assess appropriate forms of advocacy in specific situations. It also includes both advocating with individuals yourself and supporting individuals to access independent advocacy.

## Performance criteria

### *You must be able to:*

1. assess ability of individuals to navigate systems and make their voice heard in decision-making processes that affect them
2. explain and clarify individual's right to access independent advocacy or use you or others in an advocacy role
3. support individuals to access information about independent advocacy services
4. support individuals to choose the most suitable independent advocate or service
5. confirm that you or other potential advocates are suitable to act on behalf of individuals
6. reflect on any past experiences that could influence the choice of advocate
7. identify and assess the type of advocacy that best suits preferences, needs, and circumstances of individuals
8. establish whether individuals require you to act as their advocate for a specific situation
9. clarify with individuals their desired outcomes for the advocacy and other possible outcomes
10. identify and agree the roles and responsibilities of yourself and others to support individuals to participate in decision-making
11. support individuals to understand the concepts of power and empowerment in different situations
12. explain processes and procedures to help individuals participate as fully as possible
13. work with individuals to prepare information that represents their best interests
14. support individuals to participate in processes as much as they wish and are able
15. help individuals brief independent advocates
16. make representation with or for individuals to achieve their desired outcomes
17. confirm with individual the outcomes of their participation and any decisions made
18. communicate outcomes of advocacy in ways that individuals can understand
19. carry out your agreed role and responsibilities during advocacy arrangements
20. make professional judgements about conflicts of interest that may arise if you act as an advocate
21. challenge systems or processes that create barriers to participation

Advocate with and on behalf of individuals

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22. review the effectiveness of support provided to individuals
23. review the effectiveness of advocacy with individuals
24. support individuals to review the effectiveness of independent advocacy
25. complete records and reports required for advocating with and on behalf of individuals
26. reflect on how you carried out your roles and responsibilities to advocate with and on behalf of individuals

## Knowledge and understanding

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

1. how to ensure information is accessible to individuals and others
2. principles and methods of empowerment
3. how to lead on dignity, kindness, and compassion in advocating with and on behalf of individuals
4. the range of local and national advocacy resources and services and how to access these
5. the principles and methods of advocacy
6. how to present evidence and information to different audiences in a range of formats, including digital
7. how to lead on the application of trauma informed principles to advocate with and on behalf of individuals
8. approaches to evidence-based practice
9. the influence of neurodivergence and additional needs on the advocacy services required
10. how to manage requests for advocacy in a way that supports emotional regulation
11. the influence of culture and background on advocacy services individuals request and require
12. how to receive, monitor and evaluate feedback about advocacy services
13. how to support individuals to raise concerns and use complaints procedures
14. factors that must be considered when negotiating and agreeing changes to advocacy
15. theories relevant to advocating with and on behalf of individuals
16. the relevant legal requirements, standards of practice, frameworks and guidance for advocating with and on behalf of individuals
17. the workplace requirements on equality, diversity, inclusion, and rights when advocating with and on behalf of individuals
18. how your personal experiences and unconscious bias may impact when advocating with and on behalf of individuals, and how to address this
19. the role of supervision, reflective practice and learning and development when advocating with and on behalf of individuals

## Glossary

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

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