

Overview

This standard identifies the requirements to support individuals to access independent representation or a range of advocacy services to help present their needs and preferences. This includes supporting individuals to identify outcomes and to evaluate the support they have received.

Performance criteria

You must be able to:

1. identify and agree the roles and responsibilities of yourself and others in supporting individuals to access independent representation and advocacy
2. support individuals to identify their preferences and needs that can be represented by independent representatives or advocacy services
3. work in partnership with individuals to review the purpose and range of support that can be provided by independent representatives or advocacy services
4. support individuals to identify the benefits of engaging with independent representatives or advocacy services
5. discuss and review the procedures and practices involved in accessing and engaging with independent representatives or advocacy services
6. support individuals to make informed choices about the type of service they want to use
7. work in partnership with individuals to consider potential conflicts of interest or challenges with the service they want to use
8. empower individuals to approach potential services to find suitable representation and to select services that meets their preferences and needs
9. prepare information to present the preferences and needs of individuals to selected services
10. encourage and support the independence of individuals to use selected services
11. work in partnership with individuals to feedback on how services met their preferences and needs, identifying and addressing any changes required
12. complete records and reports required to promote access to independent representation or advocacy services
13. reflect on how you carried out your roles and responsibilities to promote access to independent representation and advocacy

Knowledge and understanding

You need to know and understand:

1. the individual's right to choose, use and refuse independent representation or advocacy services
2. how to access and evaluate information to assist individuals in selecting independent representation or advocacy services
3. the roles and limits of independent representation or advocacy services
4. the importance of dignity, kindness, and compassion in supporting individuals when using independent representation or advocacy services
5. factors that impact individual's ability to represent their own views, preferences and needs, and the role of independent representation or advocacy services in supporting
6. how to apply trauma informed principles to support individuals with independent representation or advocacy services
7. the influence of culture and background on independent representation or advocacy services individual's request
8. the influence of neurodivergence and additional needs on independent representation and advocacy services required
9. the ways independent representation and advocacy services can support individual's independence
10. ways to support individuals to assess if they require independent representation or advocacy
11. how to support individuals to make informed choices about the most suitable support and service for them
12. how to support emotional regulation when working with independent representation or advocacy
13. ways to empower individuals to feedback on how services have met their preferences and needs
14. how to respond to issues or concerns when promoting access to independent representation or advocacy
15. the records and reports required for promoting access to independent representation or advocacy
16. theories relevant to promoting access to independent representation or advocacy
17. the relevant legal requirements, standards of practice, frameworks and

guidance for promoting access to independent representation or advocacy

18. the workplace requirements on equality, diversity, inclusion, and rights when promoting access to independent representation or advocacy

19. how to work in partnership with others when promoting access to independent representation or advocacy

20. how your personal experiences and unconscious bias may impact when promoting access to independent representation or advocacy, and how to address this

21. the role of supervision, reflective practice and learning and development when promoting access to independent representation or advocacy

Glossary

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

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Promote access to independent representation and advocacy



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