

## Enable individuals to find and use services and facilities

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### Overview

This standard is about assisting individuals to find out about, and to use, relevant services with the aim of promoting and supporting their independence.

#### **There are two elements**

1. Support individuals in identifying available services
2. Enable individuals to access relevant services

#### **Target group**

This standard is suitable for those who assist others to find and use services and facilities, and is particularly suited to those who work within the justice sector.

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## Performance criteria

You must be able to:

### **Support individuals in identifying available services**

1. communicate using techniques appropriate to the individual and their needs
2. encourage an open exchange of views and information
3. assist individuals to express their need for information and assistance, whilst providing sufficient time and opportunity for them to do so
4. review assessment documentation and any relevant plans relating to individuals in order to identify their needs
5. discuss the types of services and facilities available from within your organisation, relating them to the individual's requirements
6. encourage individuals to access appropriate information, to self-determine and to be as self-managing as possible
7. assist individuals to access information regarding the services provided by other organisations, and identify appropriate points and means of contact
8. provide information which is relevant to the needs of the individual
9. maintain records of the support provided, in line with your organisation's requirements

### **Enable individuals to access relevant services**

10. offer appropriate support to individuals to make contact with relevant services
11. agree with individuals the assistance they require
12. encourage individuals to use relevant services and facilities at a time likely to achieve the best outcome
13. identify and discuss with individuals any difficulties which they have in accessing relevant services, and take agreed actions to address these, within your scope of responsibility
14. assist and encourage individuals to develop their independence, self-determination and confidence
15. provide the individuals with appropriate support to transfer between organisations and the services which they supply, and provide relevant parties with applicable information
16. maintain confidentiality in line with statutory and organisational requirements

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## Knowledge and understanding

You need to know and understand:

### **Legislative, regulatory and organisational requirements**

1. legal and organisational requirements which relate to the provision of services and facilities which support individuals in addressing their needs
2. legislation, policies and procedures relating to data protection, health and safety, diversity and their impact for your area of operations
3. the role of your organisation and the services which it provides in supporting individuals in promoting their independence and addressing their needs
4. organisational policy and procedures regarding confidentiality of information and the disclosure of information to third parties, and the specific circumstances under which disclosure may be made
5. the limits of your authority and responsibility, and the actions to take if these are exceeded

### **Working with individuals**

6. good practice communication techniques relevant to the situation and how to apply them
7. sources of information about different services relevant to your area of operations
8. the range of relevant organisations available, including the particular types of support or service that they provide
9. factors which affect access to services and facilities, including methods for addressing these where appropriate
10. why individuals should be as self-managing as possible, including the importance of self-determination
11. the importance of respecting individuals' wishes about the services they choose to access
12. why individuals' rights must be respected even if they do not wish to take up available benefits and services
13. what actions to take if the information provided results in the individual becoming angry and distressed
14. the individual's right to confidentiality regarding the services which they choose to access and ways of maintaining or enhancing this
15. why individuals may need to be supported in the early stages of using services and facilities and how this support should be gradually withdrawn as the individual becomes increasingly self-managing and independent
16. the particular difficulties and risks which individuals may experience when using services and facilities

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17. the risks which there may be to those providing the support

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