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## Overview

This standard is about developing practices which promote choice, well-being and protection of all individuals. It is about developing, maintaining and evaluating systems, and supporting others to promote the rights, responsibilities, equality and diversity of individuals in making choices about their care and protection.

## Performance criteria

### *You must be able to:*

1. develop practices and maintain relationships with individuals and relevant colleagues and organisations
2. provide up-to-date information to support individuals to make informed choices about the care and services they receive
3. work in partnership with individuals, relevant colleagues and organisations to promote the individual's choice about their care
4. support individuals to communicate their views about their priorities and requirements related to their care and protection
5. develop solutions and practices to address conflicts and dilemmas when promoting the individual's rights and responsibilities
6. obtain and use relevant support when there are conflicts that you cannot resolve or with areas of work that are outside the scope of your responsibility
7. promote individuals' rights to provide feedback on their care and secure independent advice, support and advocacy when decisions are being made about their lives and futures
8. support those who require assistance in exercising their rights
9. support individuals to identify, agree and use approaches to manage risks and protect themselves from danger, harm and abuse
10. agree, with individuals, relevant colleagues and organisations the procedures to follow when situations and behaviour occur that could lead to danger and abuse of themselves
11. confirm that you and those with whom you work can access and understand information about the relevant legal and organisational requirements for the protection of individuals and data protection
12. take action, following relevant legal and organisational procedures where you, observe signs and symptoms of danger, harm and abuse or where this has been disclosed by relevant colleagues or organisations
13. ensure that your actions with customers, relevant colleagues and organisations do not adversely affect the use of evidence in future investigations and court proceedings
14. confirm that records and reports comply with confidentiality agreements and are written in accordance with relevant organisational procedures and legal requirements, and do not adversely affect the use of evidence in future

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investigations and court proceedings

15. pass on relevant reports and information about suspected abuse within confidentiality agreements and in line with relevant legal, organisational, interagency and partnership requirements

16. obtain advice, information, guidance and specialist support when you are unable to provide the support required for the protection of individuals

17. develop strategies and systems to deal with your own thoughts and feelings and reflect on practices

18. provide evidenced based reports, on changes that are required to organisational systems and structures for the protection of individuals, in accordance with your role and responsibilities, confidentiality agreements, and the relevant legal and organisational requirements

## Knowledge and understanding

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

1. the relevant legal and organisational requirements on equality and diversity, and health and safety
2. how your organisation must comply with the relevant data protection legislation
3. the types of methods and ways of working that support equality and diversity and the rights of individuals to communicate in their preferred way, media and language
4. how to confirm that you and staff you are responsible for, protect the rights and the interests of individuals
5. the relevant codes of practice and conduct, and standards and guidance related to your role and responsibilities and those of relevant colleagues and organisations when developing practices which promote choice, well-being and protection of individuals
6. the UK and devolved government initiatives which affect the organisational practices to promote the choice, well-being and protection of all individuals
7. the relevant policies, procedures, guidance and protocols with the other organisations and professions with whom you work related to promoting the choice, well-being and protection of individuals
8. the purpose of and arrangements for you to provide and receive supervision and appraisal
9. how and where to access literature, information and support to inform your own and colleagues practice about promoting the choice, well-being and protection of individuals
10. the physical, emotional and health conditions of the individuals with whom you, relevant colleagues and organisations are working and how these conditions affect the individual's behaviour
11. how to act as a mentor to assist staff to develop practice in communication and engagement with individuals, and involving individuals in assessing, planning, implementing, reviewing health and care services and plans, considering their requirements, views, and preferences
12. the factors that cause risks and those that confirm safe care for individuals
13. the actions to take when you, relevant colleagues and organisations suspect danger, harm and abuse, where it has been disclosed, and how to record and report incidents and disclosures
14. the types of evidence that are valid in investigations and court proceedings,

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15. the use of evidence in records and reports and why it is important to differentiate between these and identify the source of evidence

INSHOU48L

Develop practices which promote choice, well-being and protection of all individuals LEGACY



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**Developed by** Skills CFA

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**Validity** Legacy

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**Status** Original

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**Originating Organisation** Instructus

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**Relevant Occupations** Housing Manager, Housing Officer, Housing Assistant, Housing Administrator, Lettings Negotiator, Revenue Officer/Assistant, Resident Involvement Assistant, Neighbourhood Assistant, Lettings Assistant, Repairs Assistant, Assistant Portfolio Manager (without portfolio)

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**Suite** Housing

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**Keywords** property; investigating; dealing; breaches; accommodation; tenancy; licence; leaseholder; agreements; customers; documentation; safety; support; legislation; equality; diversity; safe; organise; develop; maintain; evaluate; support; promote; rights

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