

## SCDSW10

# Support people to participate in decision-making processes



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### Overview

This standard is for social workers working with individuals, families, carers, groups and communities, and others who work in similar contexts. Decision-making processes relating to social work or similar contexts are often complex and may be daunting for those caught up in them. Supporting people to participate is of fundamental importance and may take many forms if it is to enable people to be heard rather than spoken for unnecessarily. The standard addresses the process of supporting participation, from assessing people's capacity to speak for themselves to confirming their understanding of the outcomes of their participation. It recognises that support for participation must include challenging barriers and discrimination as well as building people's own capacity to advocate for themselves.

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### Performance criteria

*You must be able to:*

- P1 assess **people's capacity** to navigate systems and make their voices heard
- P2 agree the level and nature of **your own contribution** in supporting people to participate in **decision-making processes**
- P3 ensure literature and documentation is made available to people in their preferred language and format
- P4 support **people** to understand the concepts of power and empowerment in different situations
- P5 explain processes and procedures to enable people to participate as fully as possible
- P6 work with **people** to build their **capacity** to advocate for themselves
- P7 carry out your agreed role to support participation in **decision-making processes**
- P8 confirm **people's** understanding of the outcomes of their participation and any decisions made
- P9 identify any prejudice and discrimination encountered
- P10 promote social justice by challenging **systems or processes** that present barriers to people's participation
- P11 review the effectiveness of support provided

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### Knowledge and understanding

*You need to know and understand:*

- K1 national legislation, its relationship to **policies** and social work practices
- K2 Statutory and professional codes, standards, frameworks and guidance; their relationship to social work policy and practice
- K3 The characteristics of the home nation, its language, culture, geography and institutions
- K4 Theories underpinning our understanding of human development and factors that affect it
- K5 Theories underpinning our understanding of social issues from psychological, sociological and criminological perspectives
- K6 Theories of discrimination in contemporary society
- K7 Theoretical and research based critiques of the relationships between legislation, **policies** and social work practice
- K8 Social work as a profession, including historical accounts and contemporary issues
- K9 The nature, role and mandate of the social work relationship, including professional and ethical boundaries
- K10 Principles, theories, methods and models of social work intervention and practice
- K11 **Factors** commonly associated with social work involvement
- K12 Your own background, experiences and practices that may have an impact on your social work practice
- K13 Principles of positive risk-taking
- K14 Techniques for problem solving and innovative thinking
- K15 Principles of conflict management
- K16 The nature of conflict and post-conflict impact on society
- K17 Working in your organisation: principles, procedures and professional practices
- K18 Formal requirements for legal and other external processes
- K19 The purpose of working with other professionals and agencies
- K20 The remit, functions, ethos and responsibilities of disciplines and organisations involved in multi-disciplinary work

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- K21 The cultural and language context of the individual, family, group or community
- K22 Principles of partnership working with individuals, families, carers, groups and communities
- K23 The systems, processes and procedures of your own and other organisations in which individuals, families, groups or communities may participate
- K24 The range of support that may be needed to promote participation
- K25 The potential of individuals to use their personal strengths and resources to achieve change
- K26 The eligibility criteria for services or funding streams
- K27 The opportunities afforded by different funding mechanisms including individual budgets and direct payments
- K28 The brokerage role in securing services
- K29 How to express written information with accuracy, clarity, relevance and an appropriate level of detail
- K30 Legal requirements, policies and procedures for the security and confidentiality of information
- K31 Principles of reflective practice, critical thinking and learning

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### Additional Information

#### Scope/range

Social work and related practice with individuals, families, carers, groups and communities in a wide range of contexts including statutory and non-statutory social services, community development, criminal justice and educational welfare

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#### Scope/range related to performance criteria

**People** may be individuals, families, carers, groups or communities

**Capacity** may encompass both legal definitions of 'mental capacity' and more broadly defined concepts of capacity to participate

**Your own contribution** may include assisting people to access independent advocacy; attending meetings alongside; assisting to complete paperwork; etc

**Decision-making processes** may include case conferences, multi-disciplinary meetings, housing or benefit claims or reviews, court appearances.

**Systems or processes** may include those in your own organisation or in other organisations, the legal system, the benefits systems, institutions, or wider society. Supporting people to use the complaints procedure of your own or another organisation may be part of this challenge.

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### Scope/range related to knowledge and understanding

**Policies** may include those relating to social care, safe-guarding, re-settlement/community re-integration, criminal justice, migration and asylum, education, health, housing, welfare benefits, diversity, discrimination and promoting the independence and autonomy of adults, children, families, groups and communities

**Factors** may include substance misuse; mental health; frailty; physical ill health; physical disability; learning disability; sensory needs; migration and asylum; poverty; adults or children at risk of harm or abuse; children in need; difficulties around schooling; ethnic or other minority group status; offending behaviour; public protection

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### Values

Adherence to the regulatory Codes of Practice applying to social workers, and the values embedded in them

### Skills

- 1 Plan courses of action to achieve identified outcomes
- 2 Communicate in an open, accurate and understandable way
- 3 Adapt communication for a range of audiences
- 4 Facilitate each person's use of language and chosen form of communication
- 5 Maintain the trust and confidence of individuals, families, carers, groups and communities
- 6 Work effectively with those whose views or values conflict with your own
- 7 Negotiate with others to achieve agreement in complex situations
- 8 Challenge others when necessary, in ways likely to achieve change
- 9 Use your own interpersonal and other skills and knowledge as a resource
- 10 Apply person centred approaches
- 11 Exercise assertiveness, power and authority in ways compatible with social work values
- 12 Produce records and reports that meet professional standards
- 13 Access and use information and communications technology systems for the collection, storage and dissemination of information
- 14 Access and use professional supervision and support in situations beyond your own knowledge or experience

### Links to other NOS

This NOS links closely with:  
SCD SW 9 Engage people in social work practice  
SCD SW 11 Advocate on behalf of people

### External Links

This NOS links with regulatory codes of practice applying to social workers.

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**Developed by** Skills for Care and Development

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**Version number** 1

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**Date approved** OCTOBER 2011

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**Indicative review date** APRIL 2014

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**Validity** CURRENT

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**Status** ORIGINAL

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**Originating organisation** Skills for Care and Development

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**Original URN** SW10

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**Relevant occupations** Social Worker

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**Suite** Social Work; Supported Housing

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**Key words** support; decisions; participate