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## Overview

This standard is about supporting the social and personal development requirements of customers. It is about supporting customers to acquire, retain and develop the skills to manage their lives and environment. It is about agreeing goals with them and monitoring and reviewing delivery of their skills development.

## Performance criteria

*You must be able to:*

1. support customers to communicate their social and personal development requirements regarding the management of their daily living
2. work with relevant colleagues to identify and provide support for customers engaged in developing new and existing skills
3. work with customers in accordance with your organisational procedures
4. undertake your work in accordance with relevant codes of conduct and legislation
5. agree goals with customers that will enable them to work at their own pace to acquire, regain and retain skills essential to their daily living
6. identify and agree the roles and responsibilities of yourself, customers and relevant colleagues regarding the development and delivery of support strategies
7. modify the support programme to address customer requirements
8. provide evidence-based records and reports to underpin the support programme
9. set criteria for evaluating the activities and methods used
10. monitor and review delivery with customers and relevant colleagues to your organisation's agreed timescales
11. refer customers to relevant colleagues or external organisations when you are unable to meet their requirements
12. record and report on actions, processes and outcomes in accordance with your organisation's requirements and the relevant data protection legislation

## Knowledge and understanding

*You need to know and understand:*

1. the relevant legal obligations and codes of practice applicable to the scope of your work
2. the relevant organisational procedures and legislation for equality and health and safety
3. how your organisation must comply with the relevant data protection legislation
4. the range of social and personal development requirements of customers and the different types of support available
5. how to work in partnership with customers, colleagues and external organisations, where relevant
6. the external specific audit or monitoring requirements that must be complied with in your area of work
7. how the customer's goals and requirements affect their choices
8. how to set and monitor objectives
9. the importance of complying with recognised good practice
10. how to assess and manage risks in accordance with your organisation's procedures
11. the limits of your own responsibilities and the consequences of operating outside these limits

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**Developed by** Instructus

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**Originating Organisation** Instructus

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**Original URN** ASTH322

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

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**Suite** Housing

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