

Overview

This standard identifies the requirements when supporting individuals to develop and maintain relationships. This includes supporting individuals to identify relationships that are important to them and supporting them to develop and maintain their relationships.

Performance criteria

You must be able to:

1. establish consent and access information on the preferences and needs of individuals on relationship with others
2. contribute to identify relationships that are important to individuals, and their current and future relationship needs
3. work in partnership with individuals and others to contribute to planning how individuals can develop and maintain relationships
4. support individuals and others to access information or resources they need to develop or maintain relationships
5. contribute to supporting individuals to participate in relationships with others
6. contribute to observing interactions between individuals and others and balance privacy, safety and intervention
7. support individuals and others to reflect on interactions and identify benefits and challenges
8. contribute to supporting individuals if relationships are maintained or end
9. contribute to records and reports required to work with individuals to develop or maintain relationships
10. reflect on how you carried out your roles and responsibilities when working with individuals to develop and maintain relationships, with feedback from others

Knowledge and understanding

You need to know and understand:

1. the role of relationships on the wellbeing of individuals
2. how to support individuals to communicate their current and future relationship needs
3. how to contribute to the development of positive relationships
4. types of digital tools and devices that can support individuals to develop and maintain relationships
5. the importance of dignity, kindness and compassion in supporting individuals to develop and maintain relationships
6. factors that may affect relationships
7. the influence of neurodivergence and additional needs on how relationships are developed and maintained
8. the influence of culture, background and spirituality on how relationships are developed and maintained
9. the impact relationships with individuals can have on others
10. how to support emotional regulation when developing and maintaining relationships
11. how to apply trauma informed principles to support individuals to develop and maintain relationships
12. how to access information on individuals and their relationships with others
13. how to contribute to observing interactions between individuals and others and how to balance privacy, safety and intervention
14. how power can be used and misused in relationships
15. how loss and change in relationships can impact individuals
16. how to respond to issues and concerns that may occur when supporting individuals to maintain relationships
17. the records and reports required for supporting individuals to develop and maintain relationships
18. the relevant legal requirements, standards of practice, frameworks and guidance for supporting individuals to develop and maintain relationships
19. the workplace requirements on equality, diversity, inclusion, and rights when supporting individuals to develop and maintain relationships
20. how to work in partnership with others to support individuals to develop and maintain relationships

Support individuals to develop and maintain relationships

21. how your personal experiences and unconscious bias may impact when supporting individuals to develop and maintain relationships, and how to address this
22. the role of supervision, reflective practice and learning and development in supporting individuals to develop and maintain relationships

Glossary

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

HSCCLD221



Support individuals to develop and maintain relationships

Developed by	Skills for Care & Development
Version Number	1
Date Approved	31 Jan 2026
Indicative Review Date	31 Jan 2031
Validity	Current
Status	Original
Originating Organisation	Skills for Care & Development
Original URN	HSCCLD221
Relevant Occupations	Social Care and Childrens Care
Suite	Health and Social Care & Childcare Learning and Development
Keywords	Relationships, Health and Social Care & Children's Care Learning and Development
