

Overview

This standard outlines the requirements for promoting the social and emotional wellbeing of individuals. It includes supporting individuals to develop positive relationships, build resilience and understand, express and regulate emotions.

Performance criteria

You must be able to:

1. create inclusive, safe and welcoming environments that value and support individuals
2. identify and agree the roles and responsibilities of yourself and others to promote the social and emotional wellbeing of individuals
3. work in partnership with individuals and others to agree, plan, monitor and evaluate short, medium and long-term outcomes for social and emotional wellbeing support
4. work in partnership with individuals and others to plan, monitor, and evaluate their social skills, emotional skills and emotional regulation
5. encourage individuals to explore, recognise and express their thoughts, ideas and emotions
6. support individuals to express their future hopes and aspirations
7. support individuals to ask questions and make informed choices
8. observe and support social and emotional development through naturally occurring situations with others
9. encourage individuals to recognise and respond to the emotions of others, promoting empathy and supportive responses
10. motivate individuals to participate in meaningful tasks, activities, play or new experiences
11. encourage individuals to consider information and risks before they act
12. validate emotions and encourage emotional expression in ways that minimises harm to individuals and others
13. promote resilience by encouraging individuals to address challenges, resolve conflicts and learn from setbacks
14. model and encourage restorative discussions and practices
15. promote the recognition of small positive aspects in daily life to enhance the sense of contentment and optimism for individuals
16. work in partnership with individuals and others to feedback on the progress made towards short, medium or long-term outcomes for social and emotional wellbeing support
17. work in partnership to make any required changes to the support or outcomes
18. complete records and reports required for promoting the social and emotional wellbeing of individuals

19. reflect on how you carried out your roles and responsibilities to promote the social and emotional wellbeing of individuals

Knowledge and understanding

You need to know and understand:

1. how to create safe, inclusive and welcoming environments
2. how to name emotions, using inclusive communication which meets the preferences and needs of individuals
3. how to plan, monitor and evaluate social and emotional wellbeing support
4. the role of advocacy, community, support networks and digital technology in supporting social and emotional wellbeing
5. how to observe and notice signs of stress and distress
6. how to recognise and monitor behaviour as a form of communication and expression of emotions
7. how monitoring patterns of behaviour supports the development of proactive strategies for emotional regulation
8. the environmental, developmental and sensory factors which may impact emotional regulation
9. the influence of neurodivergence and additional needs on social and emotional wellbeing of individuals
10. how social, physical, and economic factors shape social and emotional development and experiences of individuals
11. the influence of culture, background and spirituality on the social and emotional wellbeing of individuals
12. how to apply trauma informed principles to support the social and emotional wellbeing of individuals
13. the importance of dignity, kindness and compassion in the social and emotional wellbeing of individuals
14. how to validate the emotions of individuals and support them to understand the emotions of others
15. how to support the development of social and emotional skills
16. the principles of risk management and positive risk-taking
17. the importance of your own wellbeing and safety and that of others
18. how to support individuals to make informed choices and consider the needs of others
19. the value of group activities and new experiences in developing social and emotional wellbeing
20. how to model and encourage restorative conversations and practices

Promote the social and emotional wellbeing of individuals

21. the records and reports required for promoting the social and emotional wellbeing of individuals
22. theories relevant to the social and emotional wellbeing of individuals
23. the relevant legal requirements, standards of practice, frameworks, and guidance for promoting the social and emotional wellbeing of individuals
24. the workplace requirements on equality, diversity, inclusion, and rights when promoting social and emotional wellbeing of individuals
25. how to work in partnership with others to promote the social and emotional wellbeing of individuals
26. how your personal experiences and unconscious bias may impact when promoting the social and emotional wellbeing of individuals, and how to address this
27. the role of supervision, reflective practice and learning and development in promoting the social and emotional wellbeing of individuals

Glossary

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

HSCCLD310

Promote the social and emotional wellbeing of individuals



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	HSCCLD310
Relevant Occupations	Social Care and Childrens Care
Suite	Health and Social Care & Childcare Learning and Development
Keywords	Social and emotional wellbeing, Health and Social Care & Children's Care Learning and Development
