

## Overview

This standard identifies the requirements when supporting individuals to develop and maintain relationships. This includes working with individuals to identify relationships that are important to them, supporting them to develop and maintain their relationship and address any relationship concerns.

## Performance criteria

### *You must be able to:*

1. establish consent and access information on the preferences and needs of individuals and their relationship with others
2. work in partnership with individuals and others to identify relationships that are important to them, and their current and future relationship needs
3. work in partnership with individuals and others to discuss the positive aspects of relationships and identify risks, challenges, or restrictions
4. work in partnership with individuals and others to plan how individuals can develop and maintain relationships as preferences, needs and circumstances change
5. encourage individuals and others to identify and access information, resources, or support they need to develop or maintain relationships
6. support individuals to participate in relationships with others
7. observe interactions between individuals and others and balance privacy, safety and intervention
8. empower and encourage individuals and others to reflect on interactions and identify benefits and challenges of relationships
9. support individuals and others if relationships are maintained or end
10. complete records and reports required to work with individuals to develop or maintain relationships
11. reflect on how you carried out your roles and responsibilities when working with individuals to develop and maintain relationships

## Knowledge and understanding

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

1. the role of relationships on the health and wellbeing of individuals
2. how to support individuals to communicate their current and future relationship needs
3. how to support individuals and others to develop positive relationships
4. how digital tools and devices can be used to develop and maintain relationships
5. the importance of dignity, kindness and compassion in working with individuals to develop and maintain relationships
6. factors that may affect relationships and how to address these
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 in relationships
11. how to apply trauma informed principles to work with individuals to develop and maintain relationships
12. how to access and review information on individuals and their relationships with others
13. how to manage risks and safeguarding restrictions on relationships
14. the importance of observing interactions between individuals and others and how to balance privacy, safety and intervention
15. how power can be used and misused in relationships
16. how loss and change in relationships can impact individuals and others
17. how to respond to issues and concerns that may occur when supporting individuals to maintain relationships
18. the records and reports required for working with individuals to develop and maintain relationships
19. theories relevant to working with individuals to develop and maintain relationships
20. the relevant legal requirements, standards of practice, frameworks and guidance for working with individuals to develop and maintain relationships
21. the workplace requirements on equality, diversity, inclusion, and rights when working with individuals to develop and maintain relationships

Work with individuals to develop and maintain relationships

---

- 22. how to work in partnership with others to support individuals to develop and maintain relationships
- 23. how your personal experiences and unconscious bias may impact when working with individuals to develop and maintain relationships, and how to address this
- 24. the role of supervision, reflective practice and learning and development in working with individuals to develop and maintain relationships

## Glossary

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

HSCCLD327



Work with individuals to develop and maintain relationships

---

<b>Developed by</b>	Skills for Care & Development
<b>Version Number</b>	1
<b>Date Approved</b>	31 Jan 2026
<b>Indicative Review Date</b>	31 Jan 2031
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating Organisation</b>	Skills for Care & Development
<b>Original URN</b>	HSCCLD327
<b>Relevant Occupations</b>	Social Care and Childrens Care
<b>Suite</b>	Health and Social Care & Childcare Learning and Development
<b>Keywords</b>	Relationships, Health and Social Care & Children's Care Learning and Development

---