

**SERVICE STANDARDS- January 2014**

**Complex Needs Accommodation Service**

<b>Objective</b>	<b>Timescales/frequency/target</b>	<b>Person Responsible</b>
<b><u>Referral process</u></b>		
Acknowledge referral form following receipt of referral and assessment pack	Within 1 day	CRT
Collate background information	Within 1 week of weekly team meeting / allocations meeting	Support Assistant
Input decision on Capita	Within 24 hours of decision being advised by Team	CRT
Review all referrals	Within 1 week of receipt of referral (Weekly allocations meeting)	Team
Advise Shelter and CRT of outcome of referral	Within 1 day of Team Allocations Meeting	Support Assistant
Where decision cannot be reached refer to Service Manager	Within 1 day of allocations meeting	Support Assistant
Allocate clients to workers via Capita	Within 1 day of being advised by Team or on the day support commences	CRT
Review referrals which have been referred by Team	Within 5 working days	Service Manager
Review all appeals from applicants and stakeholders	Within 10 working days	Service Manager