

SERVICE STANDARDS- 2014

Burnley Accommodation Service

Objective	Timescales/frequency	Person Responsible
<u>Referral process</u>		
Despatch referral form following initial enquiry	Within 1 day	CRT
Arrange needs and risk assessment appointment following receipt of completed referral form / taking in to consideration any control measures needed.	Within 1 day of receipt of referral	CRT
Check that staffing levels are adequate for weekly interview and assessment	Upon receipt of referral	CRT
Liaise with Service Manager if staffing levels are not adequate for interview and assessments as a result of control measures required	As appropriate	CRT
Collate background information	Within 1-5 days of interview	Staff Team
Discuss individual applications, analyse needs and risk assessment and complete the allocations risk assessment and make recommendation to accept / accept with control measures / refuse	Within 1 week of all information being received	Staff Team
Refer cases where risk assessment is high to Service Manager	Within 1 day	Staff Team
Service Manager to assess High Risk Assessments	Within 3 days	Service Manager
Advise referral agency / applicant of outcome of needs and risk assessment	Within 1 day of decision being made	CRT