

SERVICE STANDARDS- 2014

Lancashire Dispersed Housing 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 3 days of receipt of referral	CRT
Check that staffing levels are adequate for weekly interview and assessment	Weekly Allocations / prior to interviews	CRT
Liaise with Service Manager if staffing levels are not adequate for interview and assessments as a result of control measures required	Weekly / 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