

SERVICE STANDARDS- 2014

Rochdale Generic Floating Support

| Objective | Timescales/frequency/target | Person Responsible |
|--|--|--------------------|
| <u>Referral process</u> | | |
| Collate background information | Within 1 week of referral and needs assessment from Shelter pending signed consent to share information. | CRT |
| Inform CRT of vacancies | By 5pm Wednesday- weekly | Support Worker |
| Input decision on Capita and advise Shelter CAIAS of outcome of assessment | Within 1 week of sufficient information being received (Weekly allocations meeting) | CRT |
| Where decision cannot be reached refer to Service Manager | Within 1 day of allocations meeting | CRT |
| Allocate clients to workers via Capita | As vacancies arise and before or on the day support commences. | CRT |
| Assess applications which have been referred by CRT | Within 5 days | Service Manager |