

SERVICE STANDARDS- 2014

Rochdale Substance Misuse 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 according to Shelter CAIAS prioritisation. Before or on the day support commences.	CRT
Assess applications which have been referred by CRT	Within 5 days	Service Manager