

SERVICE STANDARDS- January 2014

Low Level Support Needs Service

Objective	Timescales/frequency/target	Person Responsible
<u>Referral process</u>		
Despatch referral form following receipt of initial enquiry.	Within 1 day	CRT
Arrange interview and assessment	Within 2 days	Housing Officer & CRT
Complete interview and assessment	Within 5 days	Housing Officer
Collate background information	Within 5 days of interview & assessment	Housing Officer
Input decision on Capita	Within 24 hours of decision being advised by Housing Officer	CRT
Advise applicant and relevant agencies of outcome of assessment	Within 7 days of assessment	CRT
Where decision cannot be reached refer to Service Manager	Within 1 day of receipt of all background information / allocations	Housing Officer
Allocate clients to workers via Capita	Within 1 day of being advised by Housing Officer or on the day support commences	CRT
Assess applications which have been referred by Housing Officer	Within 5 working days	Service Manager
Assess all appeals from applicants and stakeholders	Within 10 working days	Service Manager