

PEOPLE FIRST HOUSING ASSOCIATION

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People First HA is registered under the Industrial and Provident Societies Act 1965, Registration Number 27746R. It has Charitable Status.



Community Support Service

SERVICE STANDARDS

- We will accept referrals from voluntary, community and statutory organisations, as well as self-referrals.
- A standard referrals form will be used.
- Assessments will be based on need and suitability for the service we provide. People First Community Support Service operates no automatic exclusions, but we recognise the importance of risk management in the provision of a support service.
- Once a referral has been made the support team will make contact with the applicant and referral agent within seven working days.
- An assessment will be undertaken within 14 working days of initial contact

- Once an assessment has been undertaken we will notify the client within seven working days of our decision in writing.
- Where we are unable to accept an applicant, we will state our reasons for refusal.
- All applicants who have been refused support may appeal against this decision using the Association's complaints procedure.
- All support clients will have a support plan based on an up-to-date assessment of their needs.
- Support plans will be reviewed at least every three months or sooner if this is felt to be necessary or if the client requests this.
- Clients will have a negotiated end-of-support date.
- The security, health and safety of all individual support clients and staff will be protected.
- Clients have the right to be protected from abuse and this right is safeguarded.
- We are committed to the values of diversity and inclusion and we practice equal opportunities (including accessibility in its widest sense).
- Individual rights to privacy and confidentiality will be respected.
- The rights and responsibilities of support clients and staff are promoted and protected.
- We are committed to empowering clients and promoting independent living.
- Support staff are accountable for their actions and all complaints will be promptly investigated.
- Our approach to working with clients will be non-judgemental and client-centred.
- Staff will endeavour to be friendly, cheerful, courteous and professional as well as reliable at all times.
- There is a commitment to involving clients in the provision and management of the support service.
- People First staff will be trained and developed so that they can deliver an effective support service to our clients.
- The association will work towards continuous improvement in the Community Support Service.