

# *Our service standard*

## **Floating support**



### **Cross Keys Homes is committed to delivering excellence in customer service at all times.**

This leaflet explains our Floating support service standard which has been developed with the help of our customers so that you know what to expect from us.

If you feel our service has ever fallen short of this standard, please let us know using our customer feedback form available on our website or from any of our offices.

### **Floating support standard**

Cross Keys Homes will offer a free and flexible housing-related support service to help people remain in their own homes.

#### **Cross Keys Homes will:**

- Undertake a basic needs assessment of your support requirements upon referral and a full assessment of all determined priority cases within five working days (A full assessment of all non priority cases will be completed within eight weeks of referral)
- Individually work with clients to assess their needs and agree a relevant support plan and review it every three months
- Provide advice and assistance to prevent homelessness and advise of rights and responsibilities
- Respect your dignity, privacy and right to confidentiality as well as promoting independence, choice and equality of opportunity
- Assist with budgeting and obtaining welfare benefits' entitlements
- Help clients in their search for training, education and employment
- Work in partnership with and signpost to other agencies to provide the best possible support for our clients
- Consult with our clients via feedback and service user forums, to review our procedures and working practices and to develop the service

# Service standard

- Deal with an appeal regarding the service fairly and promptly

Cross Keys Homes will always try to provide the best service we can. However if you are not happy with the service, this should be discussed with your support worker. If they cannot resolve your complaint then please contact the housing support manager at Cross Keys Homes' head office: Cross Keys Homes, Shrewsbury Avenue, Peterborough, PE2 7BZ.

**NB: These services are funded by the government's "Supporting People" grant, which is reviewed annually. We will fully inform and consult you on any changes to services which may be proposed due to changes in funding, best practice or regulation.**

## Monitoring and review

This service standard is reviewed, monitored and reported on annually by our involved residents.

**NATIONAL  
HOUSING  
FEDERATION**  
member

 **business for neighbourhoods**

**CUSTOMER  
SERVICE  
EXCELLENCE**  
  
  
The Government Standard

**TSA** TENANT  
SERVICES  
AUTHORITY

[www.crosskeyshomes.co.uk](http://www.crosskeyshomes.co.uk)

Cross Keys Homes Limited is registered in the United Kingdom, registered number: 4557701  
Cross Keys Homes Limited is a registered charity, registered number: 1104746