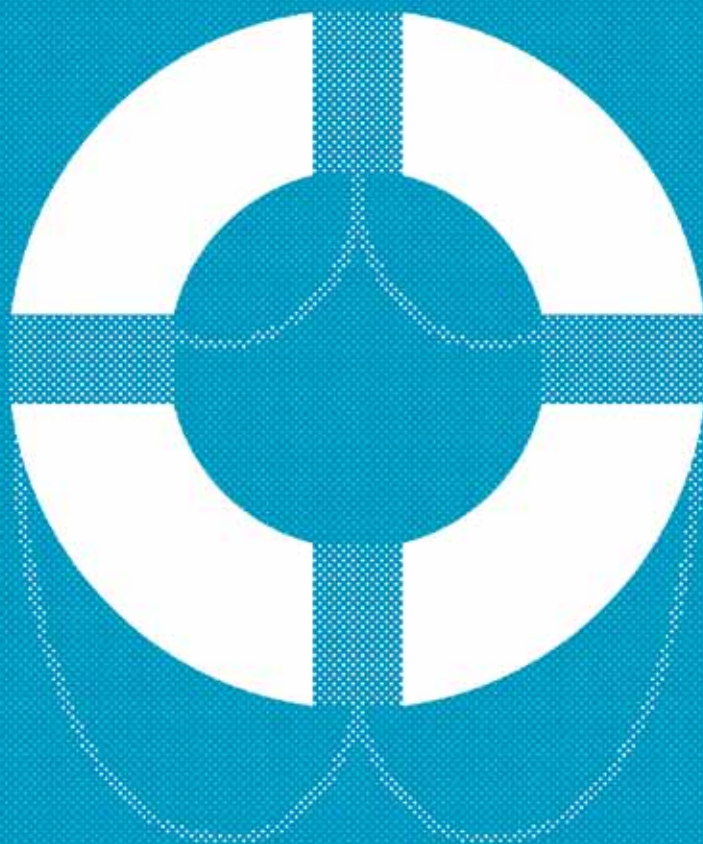


# Floating support

Service standards



# Floating support

our promise to you

## We promise to:

- Provide you with a fully trained support worker
- Provide you with support to meet your needs and work closely with other agencies
- Make sure you can contact your support worker, or another member of the team, during office hours (Monday-Thursday 9am-5pm and Friday 9am-4.45pm)
- Make sure that we meet you in a safe and secure environment
- Respect your right to ask for a change in support worker, if requested following discussions/consultation.

## How we'll do it

We'll:

- Make sure that our staff have full training
- Involve you when we recruit staff
- Make sure that we understand your needs
- Make sure two members of staff carry out an initial risk and needs assessment
- Work with you to create your support plan
- With your agreement, we'll refer you to other agencies who can help you
- Review your risk assessment and support plan every three months, or before if there's a significant change, an incident or you request a review
- Carry out assessments and support sessions at a time and place to suit you
- Make sure we clearly identify ourselves by showing our ID badge

- Let you know your support worker's name, contact details, the telephone number for our office and duty telephone number if applicable
- Ask what you think about our service

## Why this is important

---

We produced these services standards after listening to our residents. We want you to be clear about what you can expect from us. To make sure we deliver what you need we'll:

- Review all standards at least every three years
- Involve residents in the reviews
- Make sure the standards reflect a balanced view from all resident groups
- Publish how well we're doing on our website
- Make sure the results we publish are in Plain English and they're approved by residents.

## Putting things right

---

If we get anything wrong we'll:

- Put it right as soon as possible
- Let you know what's happening
- Say sorry
- Learn from mistakes so they don't happen again
- Find out if you're satisfied with how we've dealt with the problem
- Let you know how to make a complaint if you're not satisfied.

### We'll monitor our performance by:

Monthly review by managers and quarterly review by our Strategic Business Managers Team.



## Get in touch

talktous@knightstone.co.uk

[knightstone.co.uk](http://knightstone.co.uk)

Weston Gateway Business Park,  
Weston-super-Mare, Somerset BS24 7JP

T: 08458 729729

If you need this information in  
another format please contact us.



August 2013

This document is printed on 100% recycled paper

 **Knightstone**