

Overview

This standard is about developing and agreeing support plans with customers. It is about supporting customers to understand the arrangements for implementing the support plan and monitoring and reviewing delivery with relevant colleagues and external organisations.

Performance criteria

You must be able to:

1. identify and agree the roles and responsibilities of yourself, the customer and relevant colleagues regarding the development and delivery of support plans
2. evaluate information about the customer's requirements
3. involve customers and relevant colleagues and external organisations, where relevant, in the development of support plans
4. identify and agree the content of support plans, confirming that plans meet the individual customer's requirements
5. provide evidence based records and reports to underpin the support plan
6. support customers, relevant colleagues and organisations to understand the arrangements for the implementation of the support plan
7. manage customer requirements and provide advice on complaints or appeals procedures
8. monitor and review the delivery of the support plan to ensure that it continues to meet the requirements of customers, relevant organisations and your organisation
9. confirm that customers, relevant colleagues and organisations are engaged in the decision-making process where possible
10. refer customers to relevant colleagues or organisations when you are unable to meet their requirements
11. conduct your work within the limits of your authority
12. undertake actions which are consistent with relevant organisational and legal requirements
13. keep records of your decisions and the actions taken in accordance with your organisation's requirements

Knowledge and understanding

You need to know and understand:

1. how the customer's short, medium and long-term goals, requirements and circumstances affect their choices
2. the relevant legal obligations, standards and codes of practice applicable to the scope of your work
3. the roles, responsibilities, accountability and duties of customers, relevant colleagues and organisations when developing, implementing and reviewing support plans
4. your organisational procedures and relevant legislation for equality and health and safety,
5. how your organisation must comply with the relevant data protection legislation
6. the stages, procedures, paperwork and customers, relevant colleagues and organisations involved in developing, implementing and reviewing support plans
7. the UK and devolved government initiatives which affect the development and review of support plans in meeting individual requirements, preferences and circumstances
8. how and where to access literature, information and support to inform your practice
9. the factors affecting your organisation's capacity to provide the services and facilities identified in the support plans
10. the limits of your own responsibilities and the consequences of operating outside these limits

Develop, implement and review support plans with customers

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Status	Original
Originating Organisation	Instructus
Original URN	ASTH321
Relevant Occupations	Assistant Portfolio Manager (without portfolio); Repairs Assistant; Resident Involvement Assistant; Revenue Officer/Assistant; Housing Assistant; Housing Administrator; Housing Officer; Housing Manager; Neighbourhood Assistant; Lettings Assistant; Lettings Negotiator
Suite	Housing
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