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## Overview

This standard is about working with customers who have additional needs, as well as working with their carers and families, within organisational requirements. Customers with additional needs include those with mental health needs, learning disabilities, physical disabilities or those needing specialist support. Customers could be of any age and in all settings and situations.

The term 'customer' is used in this standard to denote that the customers concerned are service users or clients rather than other practitioners with whom you might have a working relationship.

## Performance criteria

*You must be able to:*

1. identify customers who have additional needs
2. acknowledge the customer's requirements and the need for contact with customers, their family and friends
3. take the necessary action in situations which require immediate action
4. establish and maintain a dialogue with customers, their family and friends
5. check the customer's understanding of discussions in a manner which is relevant to their requirements
6. agree the frequency and method of your contact with customers, consistent with your role, relevant organisational and legislative requirements
7. provide the level of support needed to meet those additional requirements which provide the focus for contact with the customer
8. outline the purpose and nature of continuing contact and agree this with customers
9. maintain the level and type of contact relevant to the customer's needs and that meets agreements made with the customer
10. summarise the outcomes of work achieved with customers, their families and friends, where relevant, and compare these with the original agreements
11. record the summaries in accordance with organisational requirements
12. offer the customer support to access services provided by other practitioners or organisations

## Knowledge and understanding

*You need to know and understand:*

1. how relevant legislation, guidelines, policies and procedures inform and guide your relationship with customer
2. the limits of your own responsibilities and why it is important to explain these to the customer
3. how to work with customers with additional needs within organisational requirements
4. the customer's rights and how these should inform and influence the formation of a relationship between the customer and yourself
5. why it is important to review the initial and subsequent agreements and outcomes with the customer and provide them with feedback on their achievements
6. the methods of establishing contact which are likely to maximise productive engagement with customers and minimise unproductive intervention
7. how to sustain and develop working relationships with customers with additional needs
8. the potential resources and support systems available in the local community and customers' network
9. the complaints and appeals procedures which customers can utilise
10. how to review working relationships with customers with additional needs
11. how to evaluate objectives, achievements and shortfalls with customers and their families and friends
12. how to empower customers to develop working relationships in the future

<b>Developed by</b>	Instructus
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<b>Status</b>	Original
<b>Originating Organisation</b>	Instructus
<b>Original URN</b>	ASTH325
<b>Relevant Occupations</b>	Assistant Portfolio Manager (without portfolio); Revenue Officer/Assistant; Resident Involvement Assistant; Repairs Assistant; Housing Administrator; Housing Assistant; Housing Manager; Housing Officer; Neighbourhood Assistant; Lettings Assistant; Lettings Negotiator
<b>Suite</b>	Housing
<b>Keywords</b>	property; investigating; dealing; breaches; accommodation; tenancy; licence; leaseholder; agreements; customers; documentation; safety; support; legislation; equality; diversity; safe; organise; carers; families; additional needs; settings; situations