

Homelessness Service Standards

For everybody who uses our Homelessness Services we will:

- Give you free advice, information and assistance to find somewhere to live;
- Treat you with consideration and respect the confidentiality of your situation;
- Offer an emergency service available 24 hours a day, 7 days a week;
- Offer you temporary accommodation if you have nowhere to stay tonight;
- Offer you a same day appointment with a trained officer if you contact us during office hours to say you are homeless;
- Offer you an appointment within three working days if you are threatened with homelessness;
- Hold homeless interviews in a private room;
- Offer you the choice of an interview with a male or a female officer;
- Explain that you can choose to be accompanied by a friend, relative or representative in your homeless advice interview;
- Arrange a translation service for you if English is not your first language;
- Arrange assistance if you have hearing, sight, speech or other communication difficulties;
- Not discriminate against you because of your race, ethnicity, religion, social background, marital status, gender, disability, age or sexual orientation;
- Aim to reach a decision on your application within 28 calendar days of your homeless interview;
- Keep you informed of progress on your application;
- Advise you of your right to request a review of our decision;
- Aim to respond to any review requests within 14 calendar days of receiving them.

If you have any comments on the above standards please let us know by emailing your views to housingoptionsandsupport@pkc.gov.uk