

AGREED SERVICE STANDARDS

RAMPS

Ramps Time Targets in Working Days	Urgent	Standard
1. Occupational Therapist Assessment - time from initial enquiry call	3	20
2. OT recommendation (SS127) report prepared and sent to relevant partner with OT gathered information on tenure; Benefit/Grant criteria checklist. Senior OT/Team Manager sign off	2	5
3. Confirmation of grant eligibility and proposals; joint OT/Grant Officer visit, if required	5	15
4. Schedule and plans	5	10
5. Client/OT sign off;	3	15
6. Issue and evaluate tenders, sign off/acceptance	15	30
7. Receipt of completed application to approval or notification of deferred approval	1	5
8. Approval to start on site	10	20
9. Time on site	5	5
10. Completion to final inspection	5	5
Total : Assessment to completion	54	130

(NB wooden ramps are done via LCC Technicians as minor adaptations – potential to use removable and reusable marine ramps to be explored and may shorten time)

STAIRLIFTS - timelines relating to contractor elements are as per the County procurement tender specification.

Stair lifts - Time Targets in Working Days	Urgent	Standard
1.Occupational Therapist Assessment – time from initial enquiry call	3	20
2. OT recommendation (SS127) report prepared and sent to relevant partner with OT gathered information on tenure; Benefit/Grant criteria checklist, etc. Senior OT/Team Manager sign off	2	5
3.Confirmation of grant eligibility and proposals; joint OT/Grant Officer visit, if required	5	15
4.Contractor initial site visit, with OT as required	2	5
5.Contractor quotation to customer	2	5
6.Sign off and customer acceptance	3	5
7.Receipt of completed application to approval or notification of deferred approval	1	5
8.Receipt of order to installation - straight curved stair-lifts	5-10 30	5-10 30
9 Inspection	3	5
Total : Assessment to completion – straight (max) - curved	31 51	75 105

THROUGH FLOOR LIFTS- timelines relating to contractor elements are as per the County procurement tender specification.

Through Floor Lifts - Time Targets in Working Days	Urgent	Standard
1.Occupational Therapist Assessment	3	20
2.OT recommendation (SS127) report prepared and sent to relevant partner. OT gathered information on tenure; Benefit/Grant criteria checklist; ownership handover letter, Senior OT/Team Manager sign off	2	5
3.Confirmation of grant eligibility and proposals; joint OT/Grant Officer visit, if required	5	15
4.Contractor initial site visit, with OT as required	2	5
5. Contractor quotation to customer	2	5
6. Sign off and customer acceptance	3	5
7. Receipt of completed application to approval or notification of deferred approval	1	5
8.Approval to installation (including any building reg. approval)	40	40
Total : Assessment to completion	58	100

LEVEL ACCESS SHOWERS

Level Access Showers -Time Targets in Working Days	Urgent	Standard
1.Occupational Therapist Assessment - time from initial enquiry call	3	20
2 OT recommendation (SS127) report prepared and sent to relevant partner with OT gathered information on tenure; Benefit/Grant criteria checklist etc. Senior OT/Team Manager sign off	2	5
3.Confirmation of grant eligibility and proposals; joint OT/Grant Officer visit, if required	5	15
4.Schedule and plans	5	10
5.Client/OT sign off;	3	15
6.Issue and evaluate tenders, sign off /acceptance	15	30
7. Receipt of completed application to approval or notification of deferred approval	1	5
8.Approval to start on site	10	20
9.Time on site	10	10
10.Completion and final inspection	5	5
Total : Assessment to completion	59	135