

NHAS Model Joint Working Agreement

Appendix I Glossary of terms

TERM	DEFINITION	PARA REF IN JWA
Routine	<ul style="list-style-type: none"> • A case that is not 'urgent' under the definition below. 	8.3
Response	<ul style="list-style-type: none"> • A substantive response including information, explanation or argument • A reason why a substantive response cannot be provided within the relevant timescale, including a date/time when a substantive response will be made • Not an automatically generated reply. 	
Urgent	<ul style="list-style-type: none"> • A case in which the client's household has nowhere to stay tonight • A case in which a statutory deadline occurs with the next five working days • A case in which a court date occurs within the next five working days • A case in which a letter before action is being delivered or is being responded to 	8.5
Timely	<ul style="list-style-type: none"> • The provision of the appropriate advice, information and assistance at each stage of a case, to ensure that the client is able to pursue every option available to her/him in the situation 	1.4 (1) 6.1 13.3 second bullet