

Appendix A

8th November 2013

Briefing – Waiting times for assessments

1. Waiting times for assessments for the period 1st October 2012 to 30th September 2013

The waiting times from first contact to completed assessments for new clients are as follows:-

Q2 2013 / 14	1. Under 18 / unknown	2. 18 – 64	3. 65 and Over	Total	%
1. Less than or equal to 2 days	0	17	41	58	6%
2. More than 2 days and up to 2 weeks	0	70	65	135	13%
3. More than 2 weeks and up to 4 weeks	0	52	53	105	10%
4. More than 4 weeks and up to 3 months	1	89	226	316	30%
5. More than 3 months	0	129	309	438	42%
Total	1	357	694	1052	

2. Referrals

Referrals (first contacts) are prioritised by the duty manager based on the information provided and the evidence of risks. Those placed on a waiting list are advised in writing of the wait for assessment and asked to contact the service again should their circumstances change.

3. Reasons for delays:

AFA inherited the services waiting list for assessments in 2011 as part of the service reconfiguration for ASC. Predominantly delays for assessment sit with AFA, the front door to ASC services for the public. The NHS mainly uses Maximising Independence single point of access and this works well. Although additional agency workers 1.0fte have been used in 2012 and 2013 they have only been able to keep up with demand and cover the levels of sickness and vacancies in the service.

4. Management Action

Further temporary resources have been added to provide further information and signposting officer capacity to divert people away but this will not reduce the waiting lists for assessment. Further temporary resources 4 fte are being recruited to target the waiting list for assessment. A new and simple assessment form has been devised to minimise paperwork. A comprehensive review of the service has been scoped and first steps implemented but they will need to be progressed by the new service manager. A business case for additional resources is being worked up as this service is under resourced.

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