

The Prevention Assessment Team (PAT) operates a front door service where customers are provided with preventative information, advice and guidance to remain healthy and well. Where possible, enquiries/contacts are resolved at the front door. The target response time is currently 5 working days for triage of enquiries where customers will be contacted for initial contact assessment. Unfortunately, we are currently only able to achieve a 7-10 working day response within the capacity of the team.

Where enquiries cannot be resolved at the front door, they are triaged and managed by a risk rated allocation system. The majority of assessments are required to be started within 28 days but PAT are increasingly asked to manage some assessments where the risk is higher and requires an assessment to commence within 14 days.

Due to the demand for the services, we are currently managing and prioritising the highest priority cases but are typically managing between 15-25 assessments that are overdue allocation. On average assessments are overdue for approximately 4 weeks. Therefore, customers are waiting up to 2 months for an assessment within the capacity of the team.

Customers are however contacted by our front door service, triaged and provided with information, advice and guidance where possible. Additionally, customers will receive contact prior to becoming overdue to check that their circumstances haven't changed and whether there is a need to escalate for priority, which therefore supports in mitigating the risks of the wait times and maximises prevention opportunities where possible.