

Adult services

Activity / service request	Standard
Time between referral and first contact	Waiting time between referral to first contact with client is usually completed within 2 days.
Completing assessments	Waiting time from referral to completion of assessment is within 2 weeks (14 days)
Review following start of services	Customers will be contacted usually by telephone within 6 weeks following the start of new services being received.
Progress visits for in-house reablement support	Customers will be visited within 2 weeks following in-house reablement support.