

Appendix 3

Update to Cabinet Report – DoLS Activity

DoLS Activity 2015-2016

There were 1699 applications for authorisation of DoL for the year 2015/2016 (an increase of 56% on the previous year). Of these, 1384 (82%) were granted. There are currently outstanding assessments for approximately 200 clients identified within the managed approach for standard authorisation of DoL.

There were 3161 DoLS care-management review dates generated for 1084 authorisations between 1st April 2015 and 31st March 2016. Those scheduled to take place in-year totalled 2225 (for a total of 745 authorisations).

DoLS Improvement Activity

The DoLS update report to Cabinet in January 2016 outlined the planned improvement activity relating to the DoLS process. This work is now being completed, in conjunction with the North of Tees Dementia Collaborative.

Three areas of improvement work were identified. The DoLS Best Interests Assessment and DoLS Care-Management reviews processes will be the focus of two improvement events in June and July 2016, respectively. An improvement event focusing on the DoLS Administration process (from the point of receipt of an application for authorisation of DoL to the authorisation decision) has been completed, and a number of changes have been implemented as a result. These include a checklist for managing authorities, a new rota system for internal Best Interests Assessors, and increased partnership working with managing authorities to obtain the signature for appointment to Relevant Person's Representative. The use of digital signatures by DoLS signatories is being explored.

Initial indications show a positive impact. A review of the targets at 30 days post-event is summarised below:

Metric	Baseline	Target	30 days	% change against baseline
Lead processing time from receiving an application for authorisation of DoL to authorisation decision	54 minutes, 12 seconds	40 minutes	35 minutes, 12 seconds	35% improvement
Number of unsigned authorisations	125/1535 (9.5%)	0	97/1652 (5.8%)	39% improvement
Number of managing authorities submitting forms containing errors	47/77 (61%) (Q3 metrics)	0	39/75 (52%) (Q4 metrics)	17% improvement
Number of applications from managing authorities containing errors	153/445 (33%) (Q3 metrics)	0	136/475 (29%) (Q4 metrics)	12 % improvement
Number of BIA assessments where a RPR signature had not been obtained where this had been possible	3/3 (100%)	0	1/5 (20%)	80% improvement

These targets will be reviewed again at 60 and 90 days, and 12 months post-event. A further efficiency gain is expected in relation to obtaining RPR signatures (in time saved by eliminating wherever possible an additional administrative process for receiving a signature), which should be evident at 90 days.