

Waiting Well

Care and Independence Scrutiny

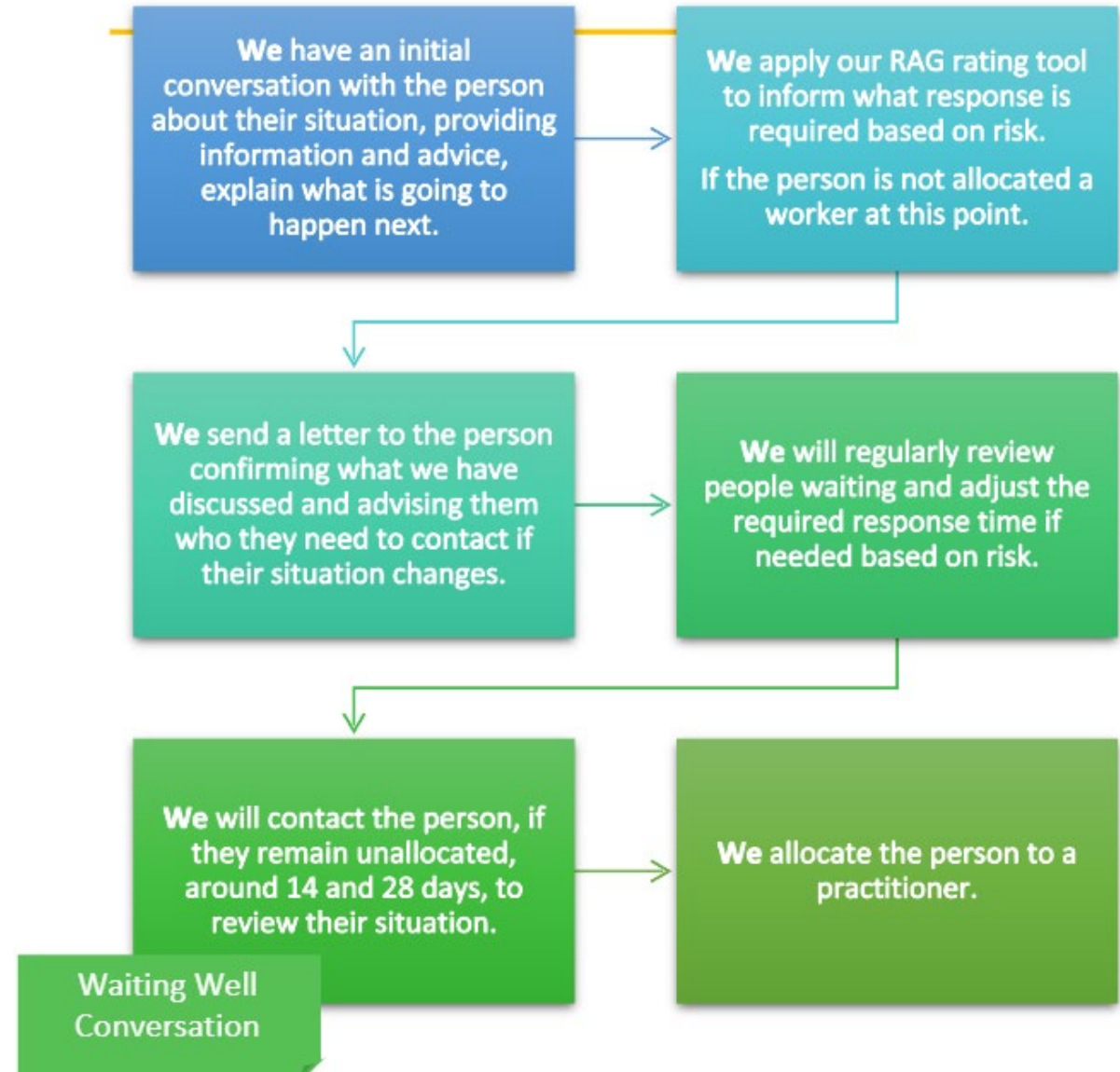
18th July 2025

Waiting Well – What we are doing

Demand has risen, leading to waiting lists building across adult social care.

- Waiting Well is one of HAS's seven key improvement areas.
- A *Waiting Well* protocol has been developed to support people consistently while they wait.
- We are undertaking focused efforts to reduce the number of people experiencing extended wait times.
- Targeted action in reducing the number of people waiting for Occupational Therapy assessments.
- Work is also underway to reduce delays in Deprivation of Liberty Safeguards (DoLS) authorisations.

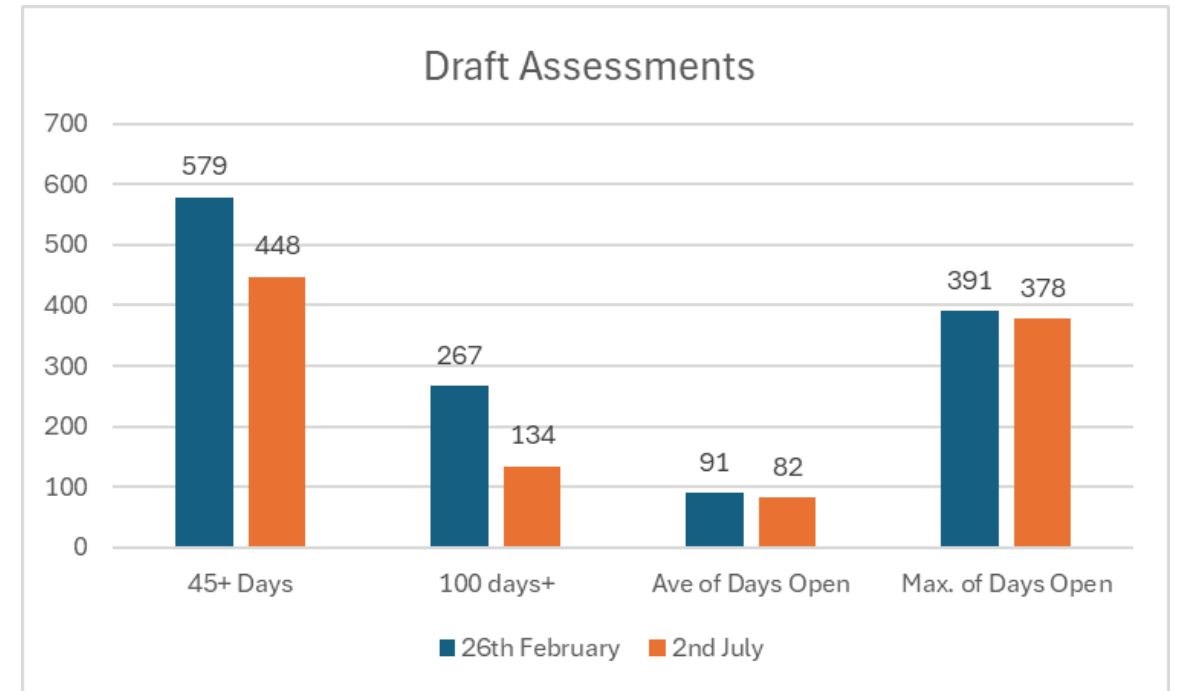
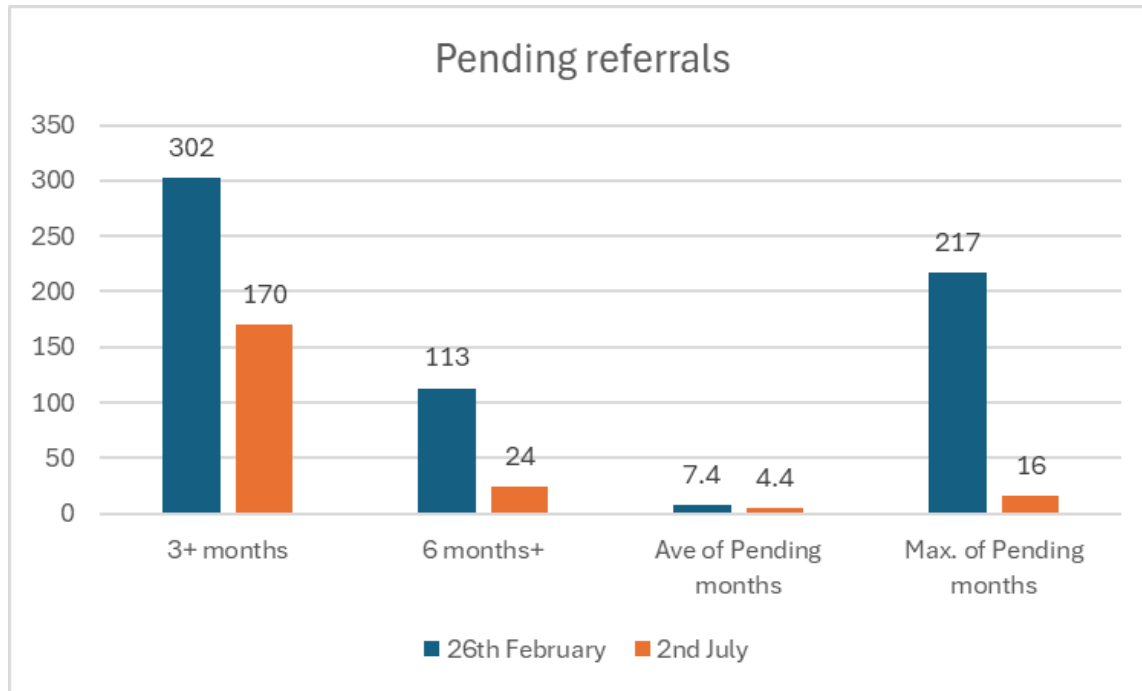
Waiting Well – How we support people to wait well



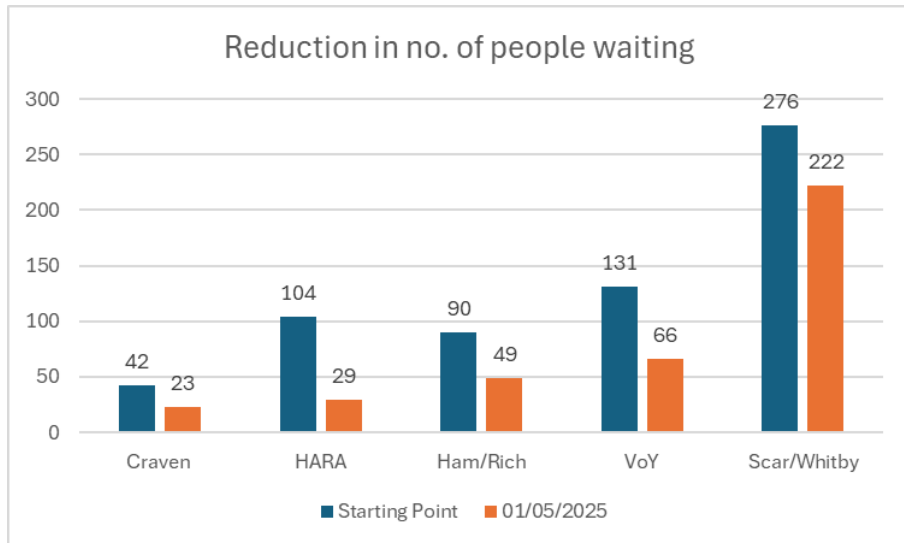
Waiting Well – Reducing long waits

Targeted work has been undertaken across all assessment teams to reduce both the number of individuals waiting for their initial assessment and those whose assessments have remained in 'draft' longer than expected.

Progress is being monitored on a weekly basis.



Waiting Well - Occupational Therapy



- A review of waiting lists identified that many people waiting for an Occupational Therapy assessment required less complex equipment or adaptations, which could be undertaken by vocationally qualified staff rather than professionally registered OTs.
- OTAs began their roles in September 2024, following an intensive five-week, 'academy-style' induction designed to equip them with the skills needed to hit the ground running.
- During this time there has been a 40% reduction in the number of people waiting.
- The average time that people are waiting for an initial OT assessment has continued to reduce; from 182 to 95 days.
- We have introduced weekly resilience meetings to allocate resource around the county as required to target specific areas.

Specific issues for North Yorkshire:

- We have a **high number of care homes**—over 230 locally, plus an additional 140 out-of-area providers on our Approved Provider List (APL). This presents particular challenges given our large and rural geography
- During the last financial year, the average number of **monthly referrals increased** from 438 to 495 — a 13% increase – higher than the national average.

Additional funding has been provided consistently over the past three years, and this commitment has been extended into 2025/26.

	2022-23	2023-24	2024-2025
Budget	£1,190,600	£1,244,100	£1,294,600
Additional Funding	£ 237,766	£ 655,600	£591,178

Waiting Well - Deprivation of Liberty Safeguards

To help manage this growing demand, several actions have been taken, including:

- Training of new Panel members and internal Best Interest Assessors to increase capacity.
- Streamlining of processes to improve risk categorisation.
- Introduction of ‘desktop’ assessments, halving the time required to complete each assessment.
- Exploration of AI to streamline triage and allocation, enabling the DoLS team to complete approximately 4 additional assessments per week and freeing up Business Support staff.

Waiting Well – Deprivation of Liberty Safeguards

This is not just a local problem—it's a system-wide failure:

- All local authorities are struggling to meet increased DoLS demand. The most recent data from 2023/24 highlights key national trends:
 - **332,455 DoLS applications** were received—a record high and an **11% increase** from the previous year.
 - **58% of applications were marked as urgent**, but only **37% of those were fully assessed** within the reporting period.
- Despite plans to replace DoLS with a more efficient system (Liberty Protection Safeguards), the government has delayed implementation indefinitely, leaving the current system under increasing pressure.