

e-DOLS

Simon Shreeve and Donna Hewitt, Norfolk County Council

donna.hewitt@norfolk.gov.uk

Project method

Devised and produced an on-line system to enable Managing Authorities to submit their DOLS applications to the council using a webform. This validates much of the mandatory data requires for DOLS forms. It securely delivers the applications to the Supervisory Body and enables the information to be electronically transferred into the council's social care system, they reducing copy-typing time. It enables applications to be triages efficiently. Also serves to support business continuity arrangements for the team. See <https://online.norfolk.gov.uk/dols> . Other information also attached.

Project results/evaluation

Increased efficiencies for the DOLS team in dealing with and processing DOLS applications; has made the completion and submission of forms easier for Managing Authorities and reduced back-office handling in the Supervisory Body. User guide also produced. Positive feedback received from Managing Authorities, numbers of invalid / incomplete applications received has been reduced.

Project area classification

Hospital care	X	Emergency care	
GP care		Dementia	X
Social care	X	Learning disability	X
Voluntary sector		Other mental health	X
Financial services		Palliative care	
Police		Advance planning, LPAs	
Legal		Commissioning	
Community health care		Training	
Nursing and care home	X	For professionals?	
Acute care		For public and service users?	
Chronic care	X		