



Office of the
Public Guardian



The Office of the Public Guardian

10 years on

Alan Eccles
Public Guardian

Tuesday 11 May 2017



OPG - 10 years on

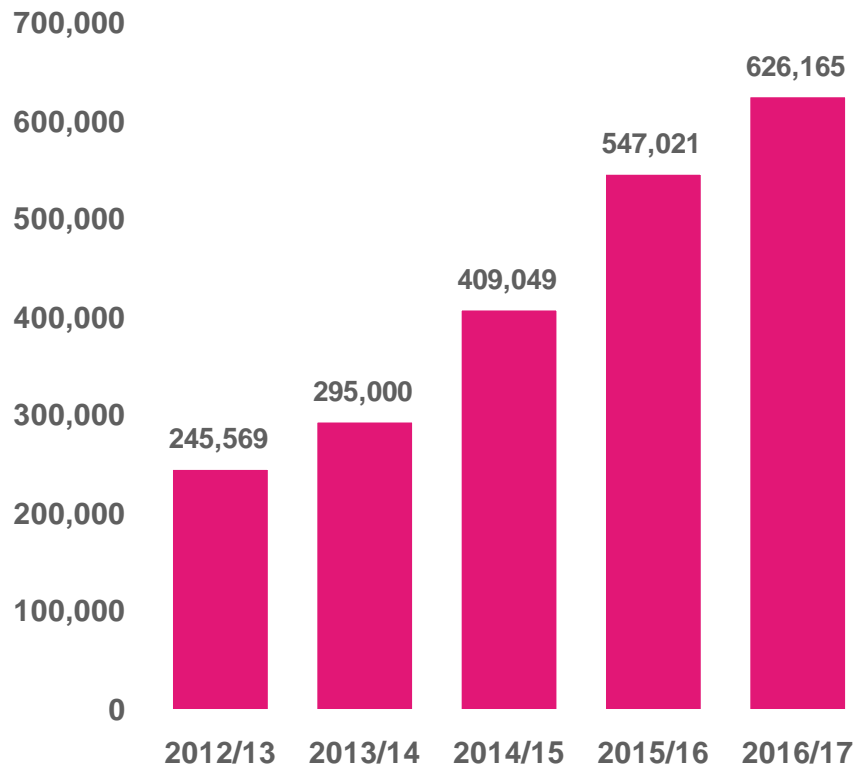
What is new?

- Record applications for LPAs
- Transformation of services
 - user feedback driving change to:
 - LPA digital service
 - internal processes
 - Better relationships with partners

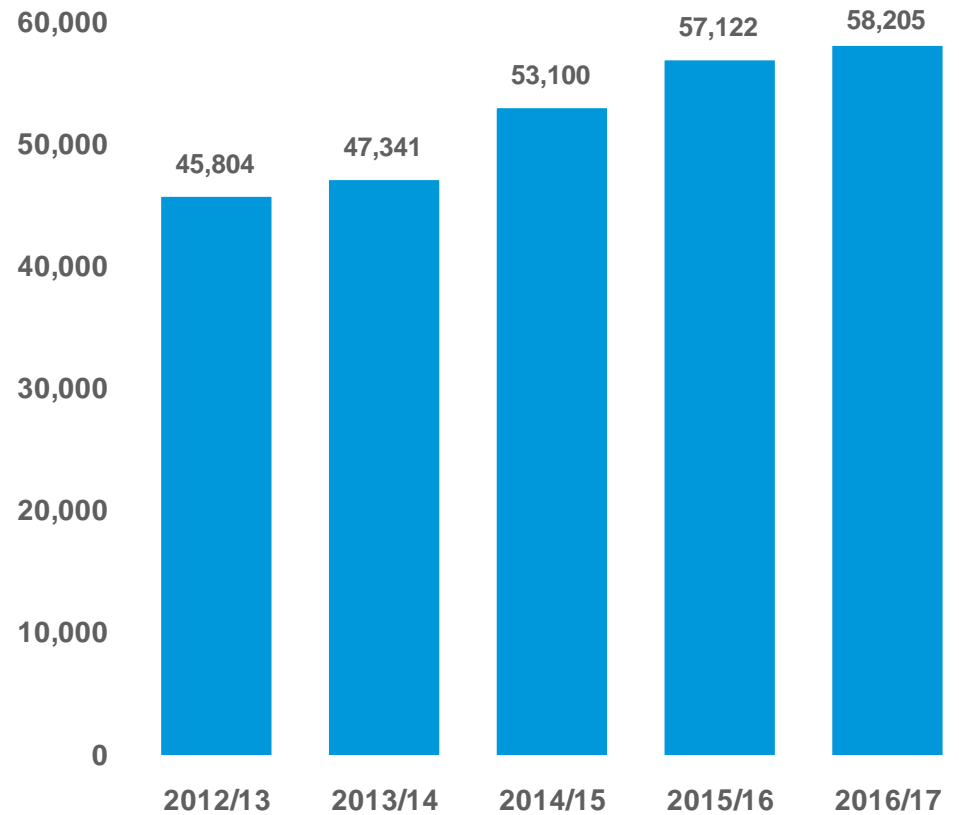


Our business

EPA/LPA applications received



Deputyship orders supervised



OPG in 2017-18

Our priorities:

- promoting our services
- further improving our digital tools
- reviewing our approach to safeguarding
- reviewing how effectively we're working
- developing our first-ever people strategy and plan



Research



Planning future demand

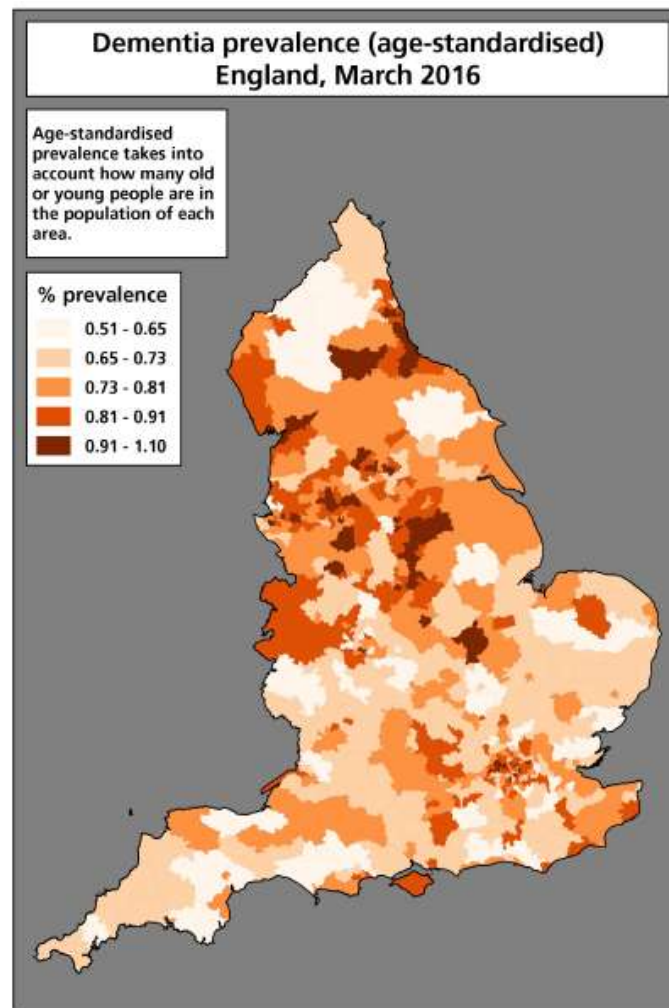
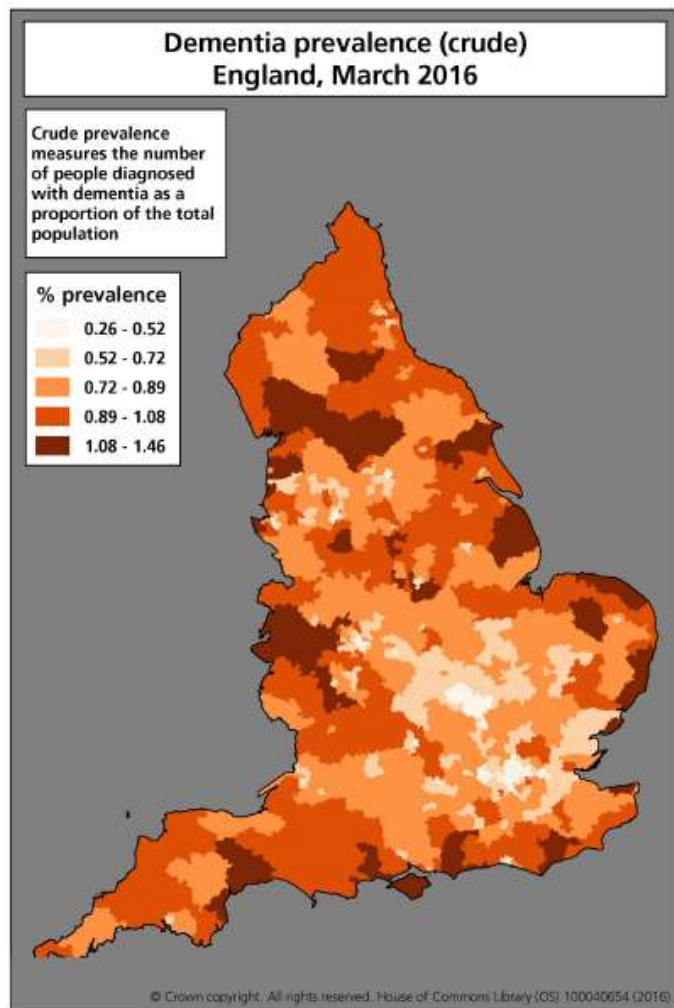
Research

- Looking at LPA take-up
- Comparing this to demographics
- Comparing to dementia prevalence

- Consideration – will rising demand for LPAs reduce deputyships?



Dementia rates



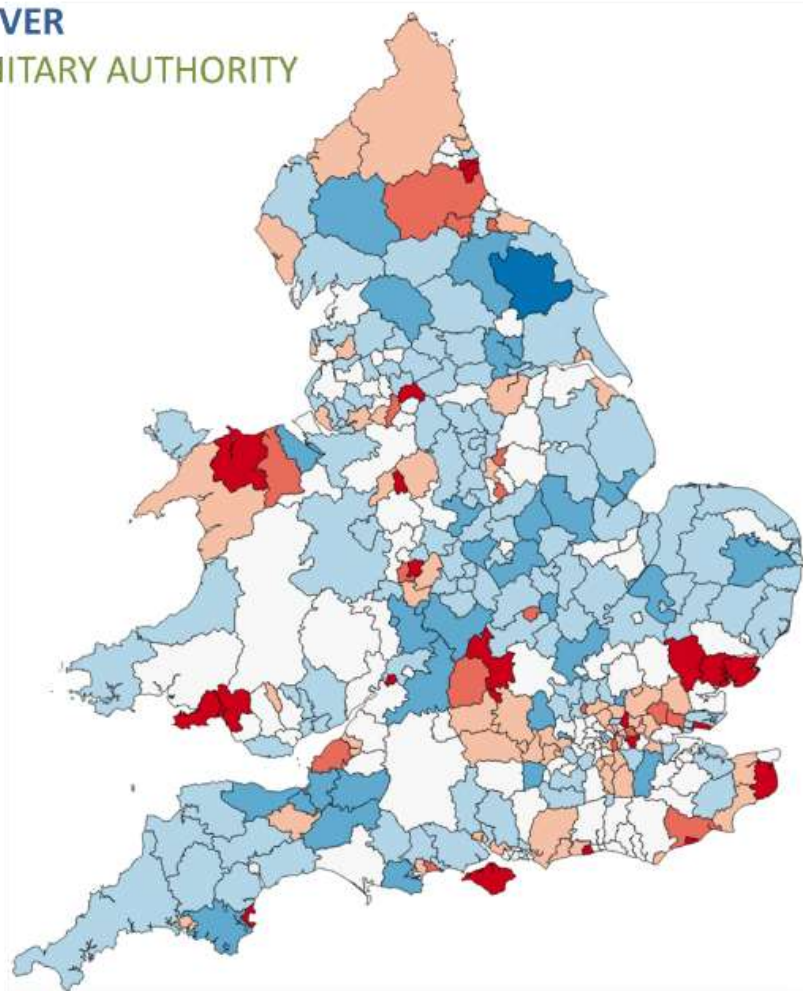
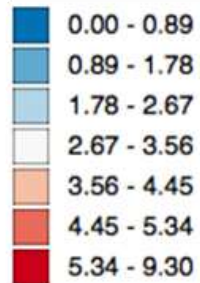
Source: House of Commons Library Briefing Paper Oct 2016:Dementia: policy, services and statistics
<http://researchbriefings.parliament.uk/ResearchBriefing/Summary/SN07007>



Deputyships

TOTAL NUMBER OF DEPUTYSHIPS BETWEEN 2010-2015
PER 1000 PEOPLE AGED 60 AND OVER
ENGLAND & WALES: LOCAL OR UNITARY AUTHORITY

DEPUTYSHIPS PER 1000
PEOPLE AGED 60+



OPG update



Professional deputy cases



Professional deputy team

Update:

- Team working well
- Moving towards a case-to-case management approach
- OPG105 – helping to identify a number of issues with professional costs



Professional deputy team

Assurance visits:

- Issues with procuring specialist in-house advice
- Balancing controlling costs with maintaining adequate oversight
- Professional deputies are embracing the deputy standards



Online deputy reporting tool

Dashboard:

The Service | Dashboard

The screenshot shows the 'Deputy Report Service' dashboard. At the top, there's a header with 'GOV.UK', 'Deputy Report Service', and links for 'Dashboard', 'Settings', and 'Sign out'. Below this is a 'BETA' notice. The main section is titled 'Deputy reports dashboard' and features a search bar with the text 'Search by client name or court order number' and a 'Search' button. A summary bar shows four categories: '18 Clients' (blue), '8 Not started' (grey), '7 In progress' (orange), and '3 Ready to submit' (green). Below this is a table with columns for 'Client', 'Court order no.', 'Report due date', and 'Report status'. The table lists 11 clients with their respective details and report statuses. Numbered callouts (1-5) point to specific elements: 1 points to the 'Client' column, 2 to the search bar, 3 to the 'Report due date' column, 4 to the search bar, and 5 to the 'Report status' column.

Client	Court order no.	Report due date	Report status
Ahmed, Riz	82344678	3 Dec 2016 Overdue by 2 days	IN PROGRESS
Thomson, Geraldine	64345678	5 Dec 2016 Due today	READY TO SUBMIT
Becker, Kim	92334675	12 Dec 2016 Due in 7 days	READY TO SUBMIT
Baines, Gemma	62345677	14 Dec 2016 Due in 9 days	NOT STARTED
Faulkner, Jeremy	12355679	14 Dec 2016 Due in 9 days	NOT STARTED
Ray, Tomas	82344778	14 Dec 2016 Due in 8 days	READY TO SUBMIT
Silva, Emily	45835242	14 Dec 2016 Due in 8 days	IN PROGRESS
Jensen, Gustavo	92345675	15 Dec 2016 Due in 10 days	IN PROGRESS
Jones, Sally	12345678	15 Dec 2016 Due in 10 days	IN PROGRESS
Baldini, Lucia	52345678	16 Dec 2016 Due in 11 days	NOT STARTED
Williams, Darn	82345678	16 Dec 2016 Due in 11 days	IN PROGRESS

1. Clients name and court number
2. Filtering based on status of report
3. Due dates of reports
4. Search name or court number
5. Highlights when report is overdue for submission to OPG



Online deputy reporting tool

Client profile:

The Service | Client profile (1)

GOV.UK Deputy Report Service
Dashboard Settings Sign out

BETA This is a new service – your [feedback](#) will help us to improve it.

Dashboard

Client profile: Sally Jones Court order no: 12345678

Current report

[Report overview](#) Reporting period: 16 Sept 2015 to 15 Sept 2016 Date report last saved: 2 Dec 2016

Report status: **IN PROGRESS** Report due date: 15 Dec 2016 (Due in 10 days) Report last saved by: Rosalind Uddin

Report sections to complete

Decisions	1 DECISION	Money in	NOT STARTED
Contacts	NOT STARTED	Money out	NOT STARTED
Visits and Care	IN PROGRESS	Assets	IN PROGRESS
Health and Welfare	NOT STARTED	Debts	NOT STARTED
Concerns and changes	COMPLETED	Actions you plan to take	COMPLETED
Accounts	2 ACCOUNTS	Any other information	NOT STARTED
Money transfers	NOT STARTED		

Notes 5 notes

Useful contacts 4 contacts

Reports 2 reports

Client details

Expand all - Collapse all

1. Reporting period, date last saved and last user
2. Visibility of progress
3. Client management functionality



Online deputy reporting tool

Document upload:

The Service | Document upload

GOV.UK Deputy Report Service
Dashboard Settings Sign out

BETA This is a new service – your [feedback](#) will help us to improve it.

Dashboard > Client profile: Sally Jones

Client profile: Sally Jones
Upload a deputy report document

Use this page to upload a supporting document (or documents) for this deputy report:

Client: Sally Jones
Reporting period: 16 Sept 2015 to 15 Sept 2016

No file chosen

Previously uploaded documents

These documents will be attached to the current report.

File name	Date uploaded	
HSBC_bank_statement_3_7_16.pdf	9 Dec 2016	Remove
HSBC_bank_statement_2_8_16.pdf	9 Dec 2016	Remove
DWP_pension_statement_April_2016.doc	2 Dec 2016	Remove
Court_order_letter_Sept_2015.docx	11 Nov 2016	Remove

Previously submitted documents

File name	Date uploaded
letter_from_care_home.pdf	9 Apr 2015

Ability to send additional documentation to OPG securely using the service



Guidance and support

Updated practice notes due to be published:

- CoP Visitors and the release of visit reports

- Gifting - a guide to the legal background for deputies and attorneys

- Deputy final reports



Other publications

What we are working on:

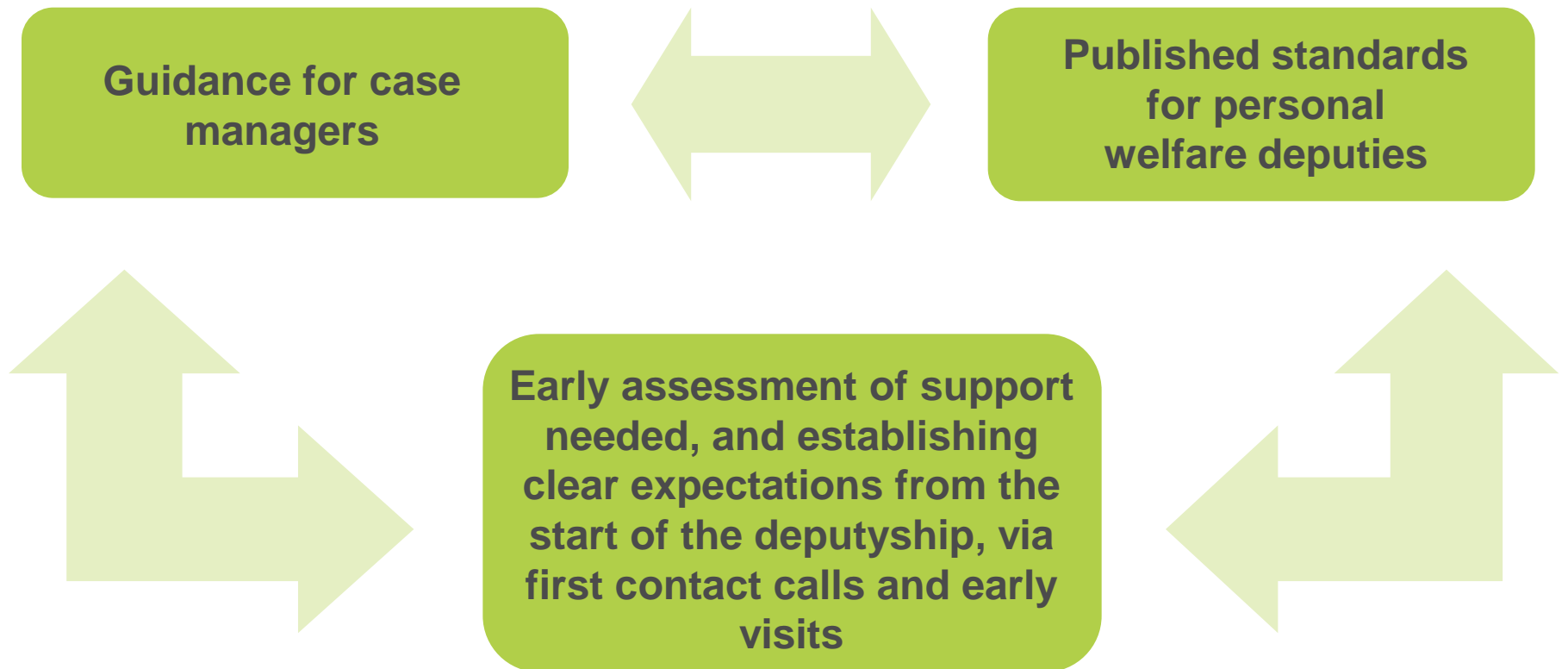
- Public authority toolkit

This has arisen from meetings with ADASS and ADSS Cymru, and our concerns about how some public authorities who are considering outsourcing deputyship services were going about this.



Personal welfare deputy standards

3 part approach:



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