

# DRO Unit improvement project

# Why and what

- DRO Unit creates front-line capacity by taking administrative burden from agencies
- MaPS funded – c.£1m per annum
- MaPS instigated **collaborative improvement initiative** between MaPS, Citizens Advice and CA Durham
- Process owners retain ownership – appreciate ambitions of all involved
- Combination of improvement methodologies employed (DMAIC, Kaizen)
- Improvements include behavioural change, process/journey re-engineering and introduction of digital CRAs
- Holistic focus – **not good enough to improve one measure of quality alone**. All facets of client journey and user experience in scope including up- and down-stream view
- Continuous improvement – this is a **transformative** effort, the first attempt at reaching a new target condition. In doing so architecture created to continue to improve all facets of service
- Cultural and knowledge legacy – leaves behind understanding of Lean/CI and capability with basic tools

# Client journey headlines

A greater proportion of clients are benefitting from DROs more quickly as a result of a more efficient process



**Submission  
rate**



**350%**

Application rate after 3 months  
67% vs 19%

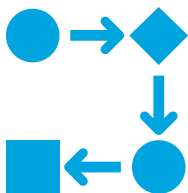


**Journey time**



**70%**

Mean case lead time  
38 days vs 130 days



**Efficiency**



**500%**

Process cycle efficiency  
(Value add time/lead time)  
2.22% vs 0.43%

# Client experience

Pilot



90%

Agree or  
strongly agree

BAU



85%

Agree or  
strongly agree

I am happy with service I received from the DRO Unit

Pilot



90%

Agree or  
strongly agree

BAU



72%

Agree or  
strongly agree

I am happy with how quickly the DRO Unit dealt with my case

*'I found the whole process very quick. Everyone concerned were very helpful and understanding. The process was explained in easy to understand detail. I feel like a whole weight as been lifted from my shoulders'*

DRO Pilot Client



# Staff experience

I am happy in my current role (agree/strongly agree)



I am confident that I can manage my current workload



*'I find there is a large variation in the level of information and support provided by referrers'*

Caseworker  
BAU DRO Unit



The pilot process is an improvement for clients compared to the BAU process (agree/strongly agree)



# Financials & process stability

