

**ADULT AND COMMUNITY SERVICES  
MANAGEMENT INFORMATION TEAM**

# **WEEKLY REMAS ACTIVITY REPORT**

**PERIOD:** Week Ending 09/10/2009

Adults & Older People

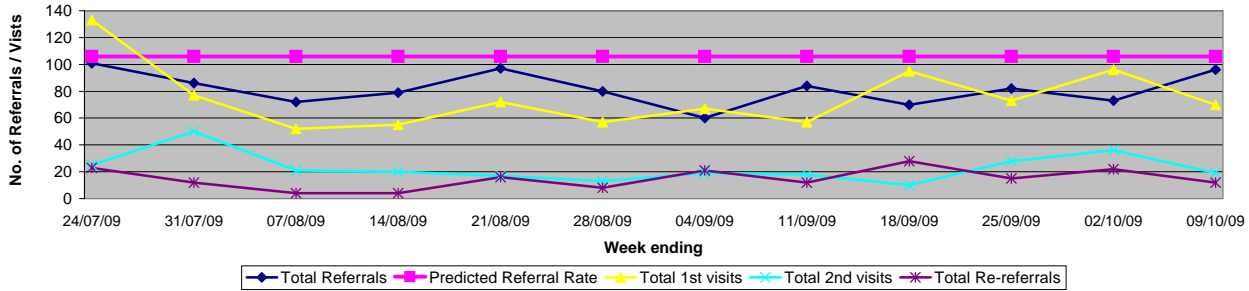


### Weekly Referral & Visit Information

#### Devon Performance

|                         | 24/07/2009 | 31/07/2009 | 07/08/2009 | 14/08/2009 | 21/08/2009 | 28/08/2009 | 04/09/2009 | 11/09/2009 | 18/09/2009 | 25/09/2009 | 02/10/2009 | 09/10/2009 |
|-------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Total Referrals         | 101        | 86         | 72         | 79         | 97         | 80         | 60         | 84         | 70         | 82         | 73         | 96         |
| Predicted Referral Rate | <b>106</b> | <b>106</b> | <b>106</b> | <b>106</b> | <b>106</b> | <b>106</b> | <b>106</b> | <b>106</b> | <b>106</b> | <b>106</b> | <b>106</b> | <b>106</b> |
| Total 1st visits        | 133        | 77         | 52         | 55         | 72         | 57         | 67         | 57         | 95         | 73         | 96         | 70         |
| Total 2nd visits        | 25         | 50         | 21         | 20         | 17         | 13         | 19         | 18         | 10         | 28         | 36         | 19         |
| Total Re-referrals      | 23         | 12         | 4          | 4          | 16         | 8          | 21         | 12         | 28         | 15         | 22         | 12         |

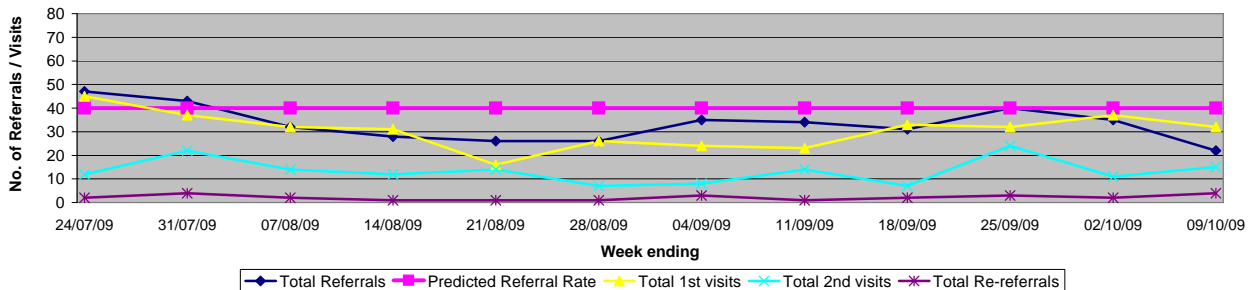
#### Devon Weekly Referral & Visit Information



#### Eastern Performance (DCR)

|                         | 24/07/2009 | 31/07/2009 | 07/08/2009 | 14/08/2009 | 21/08/2009 | 28/08/2009 | 04/09/2009 | 11/09/2009 | 18/09/2009 | 25/09/2009 | 02/10/2009 | 09/10/2009 |
|-------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Total Referrals         | 47         | 43         | 32         | 28         | 26         | 26         | 35         | 34         | 31         | 40         | 35         | 22         |
| Predicted Referral Rate | <b>40</b>  | <b>40</b>  | <b>40</b>  | <b>40</b>  | <b>40</b>  | <b>40</b>  | <b>40</b>  | <b>40</b>  | <b>40</b>  | <b>40</b>  | <b>40</b>  | <b>40</b>  |
| Total 1st visits        | 45         | 37         | 32         | 31         | 16         | 26         | 24         | 23         | 33         | 32         | 37         | 32         |
| Total 2nd visits        | 12         | 22         | 14         | 12         | 14         | 7          | 8          | 14         | 7          | 24         | 11         | 15         |
| Total Re-referrals      | 2          | 4          | 2          | 1          | 1          | 1          | 3          | 1          | 2          | 3          | 2          | 4          |

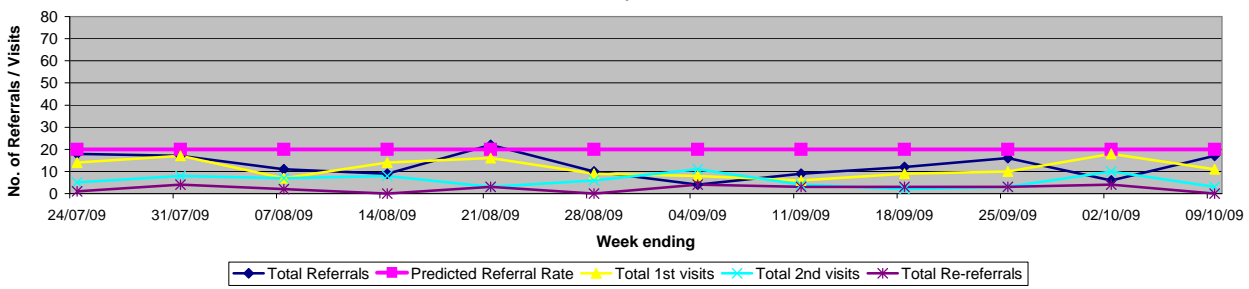
#### Eastern Weekly Referral & Visit Information



#### Northern Performance (DCR)

|                         | 24/07/2009 | 31/07/2009 | 07/08/2009 | 14/08/2009 | 21/08/2009 | 28/08/2009 | 04/09/2009 | 11/09/2009 | 18/09/2009 | 25/09/2009 | 02/10/2009 | 09/10/2009 |
|-------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Total Referrals         | 18         | 17         | 11         | 9          | 22         | 10         | 4          | 9          | 12         | 16         | 6          | 17         |
| Predicted Referral Rate | <b>20</b>  | <b>20</b>  | <b>20</b>  | <b>20</b>  | <b>20</b>  | <b>20</b>  | <b>20</b>  | <b>20</b>  | <b>20</b>  | <b>20</b>  | <b>20</b>  | <b>20</b>  |
| Total 1st visits        | 14         | 17         | 7          | 14         | 16         | 9          | 8          | 6          | 9          | 10         | 18         | 11         |
| Total 2nd visits        | 5          | 8          | 7          | 8          | 3          | 6          | 11         | 4          | 2          | 3          | 10         | 3          |
| Total Re-referrals      | 1          | 4          | 2          | 0          | 3          | 0          | 4          | 3          | 3          | 3          | 4          | 0          |

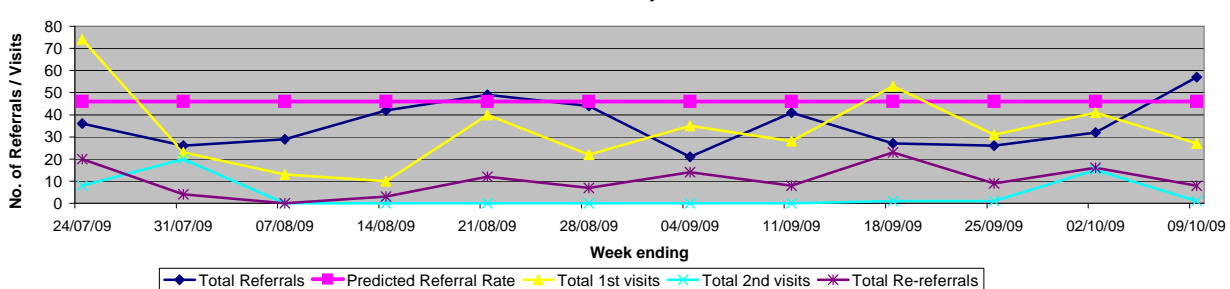
#### Northern Weekly Referral & Visit Information



#### Southern Performance (PLUSS)

|                         | 24/07/2009 | 31/07/2009 | 07/08/2009 | 14/08/2009 | 21/08/2009 | 28/08/2009 | 04/09/2009 | 11/09/2009 | 18/09/2009 | 25/09/2009 | 02/10/2009 | 09/10/2009 |
|-------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Total Referrals         | 36         | 26         | 29         | 42         | 49         | 44         | 21         | 41         | 27         | 26         | 32         | 57         |
| Predicted Referral Rate | <b>46</b>  | <b>46</b>  | <b>46</b>  | <b>46</b>  | <b>46</b>  | <b>46</b>  | <b>46</b>  | <b>46</b>  | <b>46</b>  | <b>46</b>  | <b>46</b>  | <b>46</b>  |
| Total 1st visits        | 74         | 23         | 13         | 10         | 40         | 22         | 35         | 28         | 53         | 31         | 41         | 27         |
| Total 2nd visits        | 8          | 20         | 0          | 0          | 0          | 0          | 0          | 0          | 1          | 1          | 15         | 1          |
| Total Re-referrals      | 20         | 4          | 0          | 3          | 12         | 7          | 14         | 8          | 23         | 9          | 16         | 8          |

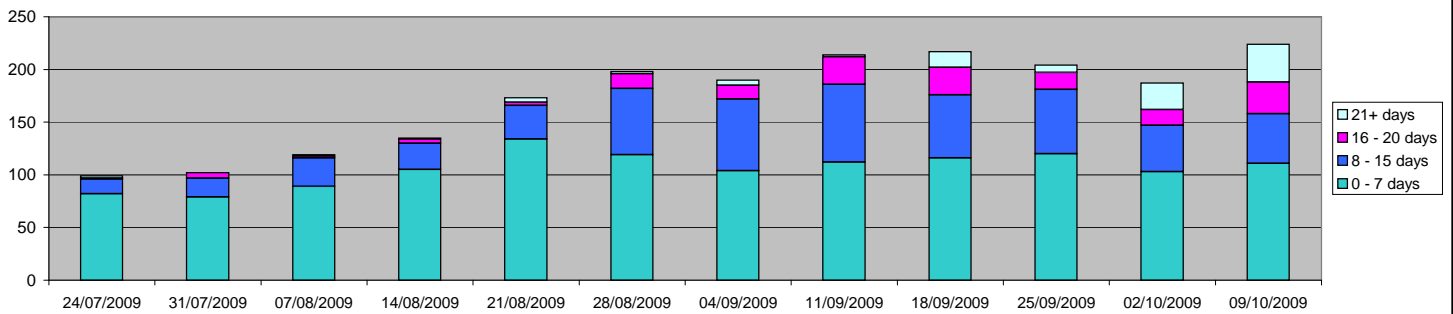
#### Southern Weekly Referral & Visit Information



### Age Profile of Open cases

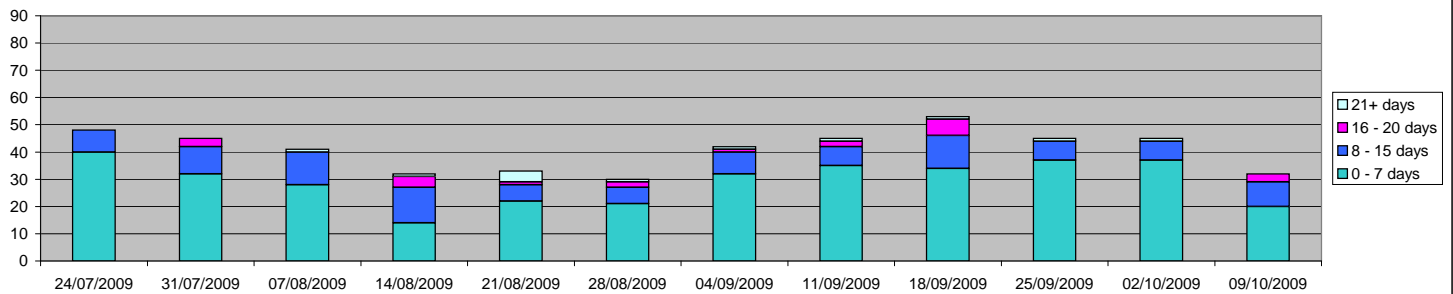
#### Devon Performance

|              | 24/07/2009 | 31/07/2009 | 07/08/2009 | 14/08/2009 | 21/08/2009 | 28/08/2009 | 04/09/2009 | 11/09/2009 | 18/09/2009 | 25/09/2009 | 02/10/2009 | 09/10/2009 |
|--------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| 0 - 7 days   | 82         | 79         | 89         | 105        | 134        | 119        | 104        | 112        | 116        | 120        | 103        | 111        |
| 8 - 15 days  | 14         | 18         | 27         | 25         | 32         | 63         | 68         | 74         | 60         | 61         | 44         | 47         |
| 16 - 20 days | 1          | 5          | 2          | 4          | 3          | 14         | 13         | 26         | 26         | 16         | 15         | 30         |
| 21+ days     | 2          | 0          | 1          | 1          | 4          | 2          | 5          | 2          | 15         | 7          | 25         | 36         |



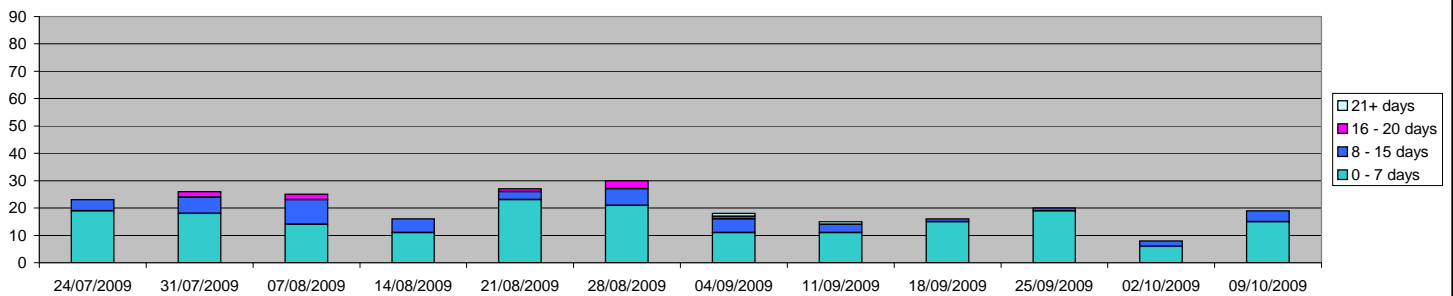
#### Eastern Performance (DCR)

|              | 24/07/2009 | 31/07/2009 | 07/08/2009 | 14/08/2009 | 21/08/2009 | 28/08/2009 | 04/09/2009 | 11/09/2009 | 18/09/2009 | 25/09/2009 | 02/10/2009 | 09/10/2009 |
|--------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| 0 - 7 days   | 40         | 32         | 28         | 14         | 22         | 21         | 32         | 35         | 34         | 37         | 37         | 20         |
| 8 - 15 days  | 8          | 10         | 12         | 13         | 6          | 6          | 8          | 7          | 12         | 7          | 7          | 9          |
| 16 - 20 days | 0          | 3          | 0          | 4          | 1          | 2          | 1          | 2          | 6          | 0          | 0          | 3          |
| 21+ days     | 0          | 0          | 1          | 1          | 4          | 1          | 1          | 1          | 1          | 1          | 1          | 0          |



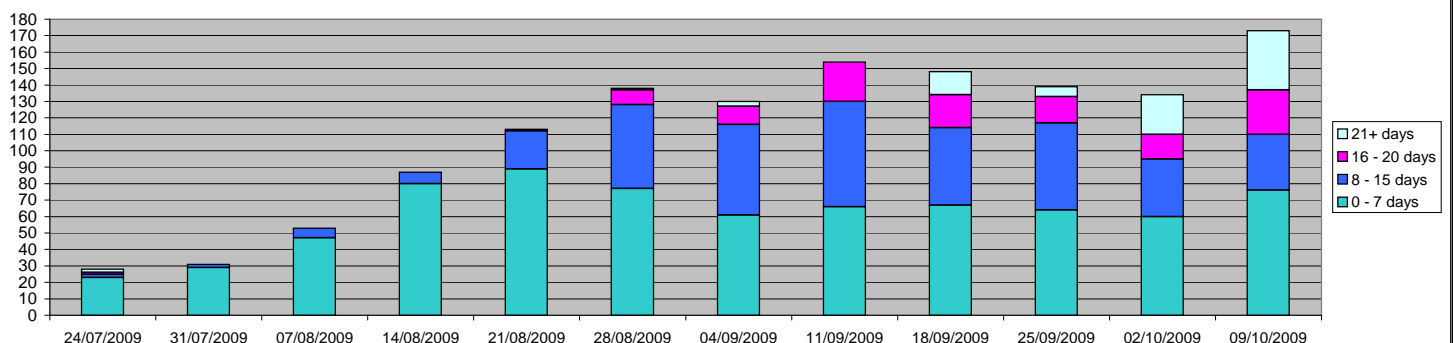
#### Northern Performance (DCR)

|              | 24/07/2009 | 31/07/2009 | 07/08/2009 | 14/08/2009 | 21/08/2009 | 28/08/2009 | 04/09/2009 | 11/09/2009 | 18/09/2009 | 25/09/2009 | 02/10/2009 | 09/10/2009 |
|--------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| 0 - 7 days   | 19         | 18         | 14         | 11         | 23         | 21         | 11         | 11         | 15         | 19         | 6          | 15         |
| 8 - 15 days  | 4          | 6          | 9          | 5          | 3          | 6          | 5          | 3          | 1          | 1          | 2          | 4          |
| 16 - 20 days | 0          | 2          | 2          | 0          | 1          | 3          | 1          | 0          | 0          | 0          | 0          | 0          |
| 21+ days     | 0          | 0          | 0          | 0          | 0          | 0          | 1          | 1          | 0          | 0          | 0          | 0          |



#### Southern Performance ( PLUSS)

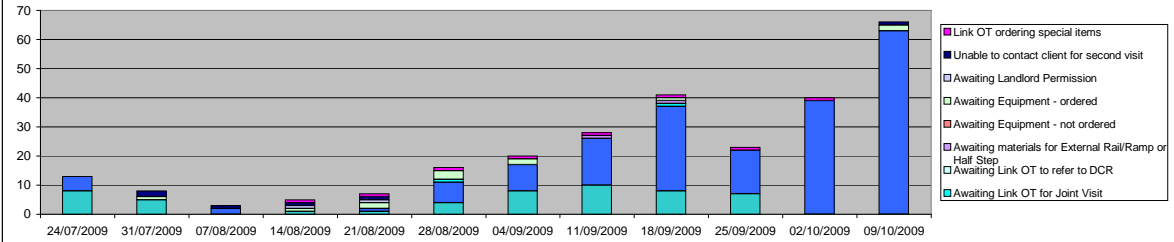
|              | 24/07/2009 | 31/07/2009 | 07/08/2009 | 14/08/2009 | 21/08/2009 | 28/08/2009 | 04/09/2009 | 11/09/2009 | 18/09/2009 | 25/09/2009 | 02/10/2009 | 09/10/2009 |
|--------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| 0 - 7 days   | 23         | 29         | 47         | 80         | 89         | 77         | 61         | 66         | 67         | 64         | 60         | 76         |
| 8 - 15 days  | 2          | 2          | 6          | 7          | 23         | 51         | 55         | 64         | 47         | 53         | 35         | 34         |
| 16 - 20 days | 1          | 0          | 0          | 0          | 1          | 9          | 11         | 24         | 20         | 16         | 15         | 27         |
| 21+ days     | 2          | 0          | 0          | 0          | 0          | 1          | 3          | 0          | 14         | 6          | 24         | 36         |



**Reasons for Open Cases aged 16+ days**

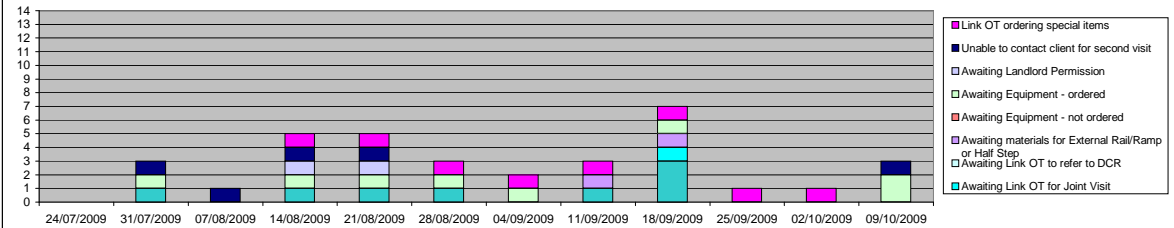
**Devon Performance**

|  | 24/07/2009 | 31/07/2009 | 07/08/2009 | 14/08/2009 | 21/08/2009 | 28/08/2009 | 04/09/2009 | 11/09/2009 | 18/09/2009 | 25/09/2009 | 02/10/2009 | 09/10/2009 |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Client Availability                                    | 8          | 5          | 0          | 1          | 1          | 4          | 8          | 10         | 8          | 7          | 0          | 0          |
| Availability of Assessors/ HP                          | 5          | 0          | 2          | 0          | 1          | 7          | 9          | 16         | 29         | 15         | 39         | 63         |
| Awaiting Link OT for Joint Visit                       | 0          | 0          | 0          | 0          | 0          | 1          | 0          | 0          | 1          | 0          | 0          | 0          |
| Awaiting Link OT to refer to DCR                       | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          |
| Awaiting materials for External Rail/Ramp or Half Step | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 1          | 1          | 0          | 0          | 0          |
| Awaiting Equipment - not ordered                       | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          |
| Awaiting Equipment - ordered                           | 0          | 1          | 0          | 1          | 2          | 3          | 2          | 0          | 1          | 0          | 0          | 2          |
| Awaiting Landlord Permission                           | 0          | 0          | 0          | 1          | 1          | 0          | 0          | 0          | 0          | 0          | 0          | 0          |
| Unable to contact client for second visit              | 0          | 2          | 1          | 1          | 1          | 0          | 0          | 0          | 0          | 0          | 0          | 1          |
| Link OT ordering special items                         | 0          | 0          | 0          | 1          | 1          | 1          | 1          | 1          | 1          | 1          | 1          | 0          |



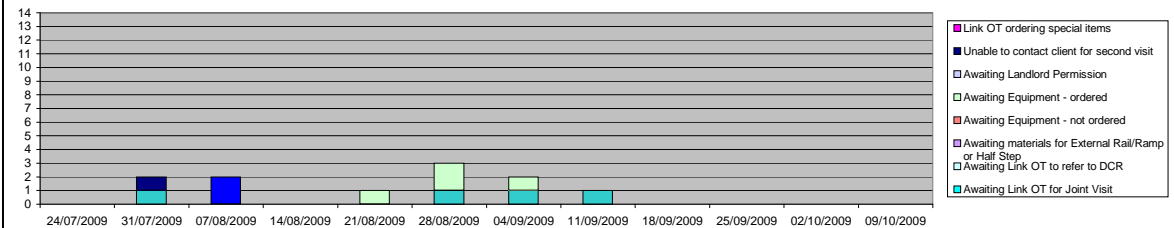
**Eastern Performance (DCR)**

|  | 24/07/2009 | 31/07/2009 | 07/08/2009 | 14/08/2009 | 21/08/2009 | 28/08/2009 | 04/09/2009 | 11/09/2009 | 18/09/2009 | 25/09/2009 | 02/10/2009 | 09/10/2009 |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Client Availability                                    | 0          | 1          | 0          | 1          | 1          | 1          | 0          | 1          | 3          | 0          | 0          | 0          |
| Availability of Assessors/ HP                          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          |
| Awaiting Link OT for Joint Visit                       | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 1          | 0          | 0          | 0          |
| Awaiting Link OT to refer to DCR                       | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          |
| Awaiting materials for External Rail/Ramp or Half Step | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 1          | 1          | 0          | 0          | 0          |
| Awaiting Equipment - not ordered                       | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          |
| Awaiting Equipment - ordered                           | 0          | 1          | 0          | 1          | 1          | 1          | 1          | 0          | 1          | 0          | 0          | 2          |
| Awaiting Landlord Permission                           | 0          | 0          | 0          | 1          | 1          | 0          | 0          | 0          | 0          | 0          | 0          | 0          |
| Unable to contact client for second visit              | 0          | 1          | 1          | 1          | 1          | 0          | 0          | 0          | 0          | 0          | 0          | 1          |
| Link OT ordering special items                         | 0          | 0          | 0          | 1          | 1          | 1          | 1          | 1          | 1          | 1          | 1          | 0          |



**Northern Performance (DCR)**

|  | 24/07/2009 | 31/07/2009 | 07/08/2009 | 14/08/2009 | 21/08/2009 | 28/08/2009 | 04/09/2009 | 11/09/2009 | 18/09/2009 | 25/09/2009 | 02/10/2009 | 09/10/2009 |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Client Availability                                    | 0          | 1          | 0          | 0          | 0          | 1          | 1          | 1          | 0          | 0          | 0          | 0          |
| Availability of Assessors/ HP                          | 0          | 0          | 2          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          |
| Awaiting Link OT for Joint Visit                       | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          |
| Awaiting Link OT to refer to DCR                       | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          |
| Awaiting materials for External Rail/Ramp or Half Step | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          |
| Awaiting Equipment - not ordered                       | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          |
| Awaiting Equipment - ordered                           | 0          | 0          | 0          | 0          | 1          | 2          | 1          | 0          | 0          | 0          | 0          | 0          |
| Awaiting Landlord Permission                           | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          |
| Unable to contact client for second visit              | 0          | 1          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          |
| Link OT ordering special items                         | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          |



**Southern Performance (PLUSS)**

|  | 24/07/2009 | 31/07/2009 | 07/08/2009 | 14/08/2009 | 21/08/2009 | 28/08/2009 | 04/09/2009 | 11/09/2009 | 18/09/2009 | 25/09/2009 | 02/10/2009 | 09/10/2009 |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Client Availability                                    | 8          | 3          | 0          | 0          | 0          | 2          | 7          | 8          | 5          | 7          | 0          | 0          |
| Availability of Assessors/ HP                          | 5          | 0          | 0          | 0          | 1          | 7          | 9          | 16         | 29         | 15         | 39         | 63         |
| Awaiting Link OT for Joint Visit                       | 0          | 0          | 0          | 0          | 0          | 1          | 0          | 0          | 0          | 0          | 0          | 0          |
| Awaiting Link OT to refer to DCR                       | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          |
| Awaiting materials for External Rail/Ramp or Half Step | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          |
| Awaiting Equipment - not ordered                       | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          |
| Awaiting Equipment - ordered                           | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          |
| Awaiting Landlord Permission                           | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          |
| Unable to contact client for second visit              | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          |
| Link OT ordering special items                         | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          | 0          |

