

APPENDIX A: Quantitative Performance Report to Devon Care & Repair Monitoring Board 2007/08 Quarter 3

The data collated to feed this report is sourced from Foundations Management Information System (FEMIS).

INTRODUCTION

This report is based on cumulative 2007/08 data. Whilst many aspects of this report will make comparisons to volumes and response times seen in the previous quarter, the service has been operating under contract since 1st April 2006 and therefore trends have been extrapolated from the data sets where possible. Many of the performance indicators are based on cumulative Year to Date (YTD) data, i.e. Data from April 1st 2007 onwards.

A quick reference performance sheet has been included in Appendix A6 which details the core performance indicators in terms of the LAA, service volumes and response times against the targets in each area for 2007/08 as set by the SMDB.

PERFORMANCE INDICATORS

HIA KPI 1 – Service Users who are supported to establish and maintain independent living (%)

- The county wide picture indicates 94.8% (3878) of service users continued to live independently as a percentage of service users who had works completed on their property or received substantial advice (year to date 2007/08). Note: “Substantial advice should only be applied when the service user has received a home visit” (referenced DCLG “The performance framework for HIAs; June 2005)
- There is still some variance in independent living outcome scores between districts:
 - 6 of the 8 Districts report scores of 90% or above. This is a similar position to the performance stated in the previous report.
 - Torridge reports the lowest score (86.9%), this reduction in performance relates to Quarter 2 where a score of 77.8% is recorded.
- The latest benchmarking information relating to Quarter 2 2007/08 shows that Devon’s performance is stronger than all of its comparator authorities both in terms of the percentage of service users maintaining independent living as a result of works or substantial advice and in terms of the number of service users dealt with during the period. Devon out performs the South West and National average for independent living. Out of 51 authorities which submitted a HIA performance workbook return, Devon ranks as the second highest in terms of the volume of service users who had work completed or received substantial advice during the period (only Kent report a higher volume).

Please refer to Appendix A1 for a graphical representation of KPI 1

HIA KPI 3 – Fair Access to people who are eligible for Supporting People services

This indicator measures the proportion of service users from BME communities. The indicator uses census data for Devon Authority to place fair access within the context of the BME population (aged 16 and over).

- The indicator is expressed as a ratio, e.g. if 10% of the population aged 16 and over was from a BME group and 10% of new service users were from a BME group the ratio would be 1.
- The cumulative year to date (YTD) figure for 2007/08 figure is reported at 0.16.
- 3.2% of new service users either refused to say / did not have details entered onto MIS regarding their ethnic background. This is a similar figure to that stated in the previous report.

SPI 2 – Utilisation (How is the service used in comparison with the annual targets established for capacity)

(a) Total enquiries as a percentage of enquiry capacity (target) STATUS: X

The cumulative YTD County-wide PI is 97.7% (5945 new enquiries). In order to achieve the year-end target of 8163, approximately 2040 new enquiries must be handled by the service each quarter. Therefore, based on forecast projections, there is a shortfall of 236 enquiries against the target for the financial year. This is a decline on the position stated in the previous report.

At an individual district level, Mid Devon continues to show an increase in enquiry levels (over previous 12 months data) and North Devon has shown a slight increase in enquiry levels for quarter 3. The remaining districts show small fluctuations but are generally stable in terms of enquiry volumes.

Enquiry volumes over the 12 months 1st September 2006 – 31st August 2007 have been rated per 1000 population* aged 65 and over and assigned to each of the 29 Devon Town's based on the client postcode at date of enquiry. Please see Page 9.

This information visually represents the relatively high volume of enquiries within the geographical areas of Mid and West Devon. In particular, Tavistock and its hinterland population have made the highest rate of enquiries into the service at 79.2 enquiries per 1000 population* aged 65 and over during the 12 month period. There is large variation between this and areas such as Exeter where there was a rate of 13.3 enquiries per 1000 population* aged 65 and over. In general North and East Devon have the lowest rates. Is this due to publicity in each of these areas or the need of the population? This should be considered alongside such information as the Indices of Multiple Deprivation (2004) which include factors such as Housing, Crime Income, Employment & Education in analysing how deprived an area is. This has been included on Page 10. For more detail please see the below link.

<http://www.neighbourhood.gov.uk/page.asp?id=1057>

For detailed information on how the Devon Town's were formed and the methodology, please visit the link below where you will also find a profile for each of the Devon Town's in terms of demographics and social, economic and environmental wellbeing.

<http://www.devon.gov.uk/index/democracymunities/neighbourhoods-villages/devontownprofiles.htm>

**The rate per 1000 populations have been based on the 65 and over populations in each Devon Town area. This is due the majority of clients accessing the services falling into this age range. Please see page 5 for an age range analysis.*

(b) Total number of jobs as a percentage of capacity (inc Handypersons) STATUS: X

The cumulative YTD County-wide PI is 94.8% (3708 jobs including handypersons services). With reference to Minor and Major adaptations the majority of Districts are reasonably stable in terms of the volumes of works completed, however, recent figures for East and Mid Devon are low. The combined Minor / Major adaptation target for 2007/08 is 1100, approximately 275 jobs per quarter. Year to date there have been 640 completed jobs and therefore, when projected forward this target is not currently met (a shortfall of approximately 247 jobs).

PLEASE NOTE: A recent investigation with FEMIS has flagged that there are jobs completed during 2007/08 that have not had a completed invoice cost entered on the system. These jobs will not contribute to works completed against targets and furthermore to the information sent in the Supporting People workbook to Communities and Local Government (CLG). This equates to approximately 20% of minor / major adaptations completed year to date. This is a serious issue that needs consideration in order to report accurate volumes of works completed. The local information systems expert and Supporting People will be working together to resolve this.

Handyperson volumes are relatively consistent with data from the previous quarters with Teignbridge, West Devon and South Hams showing small decreases in volumes when compared to Quarter 2. Mid Devon continues to show increases in reported handyperson cases, a trend that has been apparent for the previous 4 quarters. Exeter has shown a sharp increase with a figure of 51 cases in Quarter 2 almost doubling to 100 cases in quarter 3. The handyperson 2007/08 target is 4150, approximately 1040 per quarter. Year to date there has been 3068 completed handy-person jobs, therefore, when projected forward this target is narrowly missed with a shortfall of around 59 cases.

Please refer to **Appendix A3** for a graphical summary.

SPI 5 – Response times (The average time taken between two given phases of the HIA service process)

Please refer to the table below for detail on district performance against response time targets.

(a) Initial Enquiry to First Visit

STATUS: ✓

County-wide PI, cumulative 2007/08 YTD is 200% (Average = 0.8 weeks against a target of 1.6 weeks). The service is performing well in this area and has made substantial improvement since 2006/07. East Devon is the only district that continues to fail to meet this target, with a reported figure of 3.6 weeks during quarter 3, although this figure is skewed due to a particularly long case involving circumstances beyond the East Devon Team's control.

(b) First Visit to Practical Completion (for works less than £1000)

STATUS: ✗

County-wide PI, cumulative 2007/08 YTD is 70.8%. The service is under performing in this area and has failed to achieve the target of 8 weeks. District level performance in this area varies between 3 and 18 weeks. Exeter, North Devon and Torridge have achieved the target with the remaining districts failing to achieve the target.

(c) First Visit to Practical Completion (for works more than £1000)

STATUS: ✓

County-wide PI, cumulative 2007/08 YTD is 102.8% indicating exceeding the target set of 40 weeks. Performance in this area is good overall. At a district level Torridge, West Devon and South Hams failed to achieve the target, with an average response time over the target of 40 weeks. Torridge remains an area of concern although there has been some improvement in performance for this area.

(+) First Visit to Practical Completion (Handyperson services)

STATUS: ✓

In order to achieve the target set for handyperson services, work must be completed with an average of 5.3 weeks from the date of the first visit. The cumulative YTD figure is 3.1 weeks. 7 of the 8 district teams have met the target, with West Devon being the only district to fail to meet this target.

RESPONSE TIMES PERFORMANCE INFORMATION (Based on cumulative Year to Date)

Green cells indicate the district has met / exceeded the response time target.

Red cells indicate the district has failed to meet the response time target.

* Indicates no jobs completed during the current period

	Response Times (Avg Wks)			
	SPI 5a (Initial - First Visit)	SPI 5b (Jobs < £1k)	SPI 5c (Jobs > 1k)	Handy Persons
TARGET	1.6	8	40	5.3
District				
County-Wide	0.8	11.3	38.9	3.1
Exeter	0.8	6.7	25	2
Teignbridge	0.6	12.4	29.7	3
Torridge	0.6	7.9	49.8	2.2
East Devon	2.5	11.7	38.4	1.2
Mid Devon	0.6	15.2	30.2	1.3
West Devon	0.2	18	40.3	5.9
North Devon	0.5	3.4	28.6	3.5
South Hams	0.3	11.2	42.2	4.5

Other Management Information of importance:

- Year-to-date analysis of Primary Client Group and Tenure of new clients is shown in Appendix A4. Data quality relating to the capture of tenure information has improved substantially. This information shows that 79% of users accessing the HIA service are Owner / Occupiers and an approximately 12% are from Social Rented housing.

- **Home Safety Assessment (HSA) Checks & Falls Data (Appendix A5 for detail)**
 - During 2007/08 there have been 163 HSAs recorded, 4 of which related to Children (0-17) and 159 related to Adults. **In quarter 3 207 HSAs were offered to clients but only 42 were accepted.**
 - Falls data:
 - 2007/08 YTD information suggests that 68% of clients fall into the no risk indicator category, 7% in the low risk category, 7% in the medium risk category and the remaining 18% in the high risk category.
 - Appendix A5 has been disaggregated down to District level – this has shown variances between the recordings of falls information. In particular, Mid Devon and Torridge are not comparable to the county-wide proportions as described above, with a higher proportion of high risk clients than no risk. Is this down to the need of the clients in each area or due to practice variation?

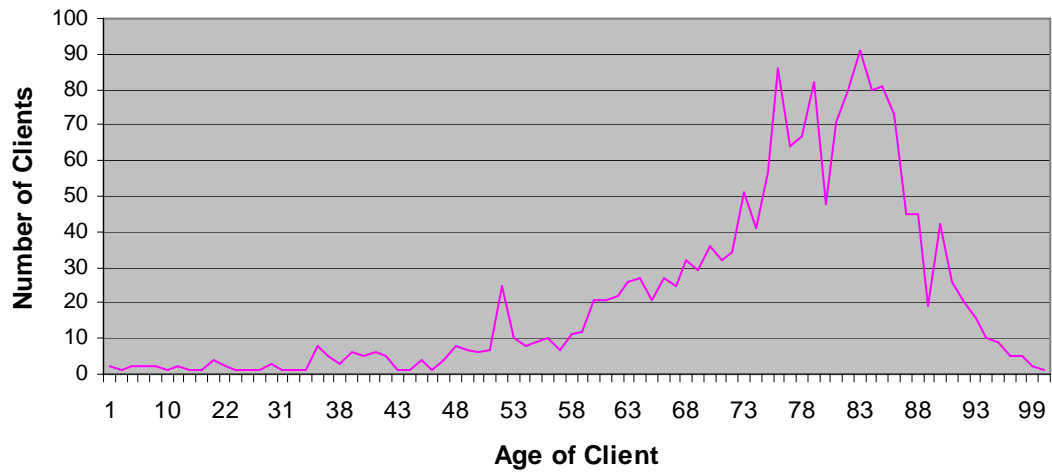
- **Major Adaptations**
 - The data captured on FEMIS for Major Adaptation waiting times and completion of works will not correspond exactly to the information held within the Supporting People workbook. This is due to different date fields used to capture referral, start of works and practical completion dates.
 - Waiting time information:
 - Based on referrals received for Major Adaptations works, 61% of clients were contacted within 2 days or less by the agency upon receipt of referral.
 - Based on referrals that lead to visits carried out, 81% of clients were visited by the agency within 21 days from point of referral.
 - For Major adaptation applications submitted to the relevant housing authority costing:
 - Between £1000 and £4999, the time between referral and start date of works was 28 days or less for 41% of cases. This is an improvement on the position stated in the previous report, as for quarter 3 the figure was 52%.
 - Over £5000, the time between referral and start date of works fell within the key threshold of within 56 days for less than half of cases (46%).
 - 165 Major adaptations have been inspected during 2007/08 to ensure satisfactory completion of works; this equates to 42% and is similar to the position stated in the previous quarter.

- **Minor Adaptations / Handypersons**
 - Minor adaptations are collated from works costing less than £1000. As aforementioned, due to date fields on FEMIS, the data captured for Minor Adaptation waiting times and completion of works will not correspond exactly to the information held within the Supporting People workbook
 - Waiting time information
 - **PAF D54 (MID DEVON only)** To be determined
 - **HOSPITAL DISCHARGE** Based on works completed that were required to facilitate hospital discharge (handy person specifically), the time between the decision to carry out works and completion of works was 2 working days or less for 88% of the time. (This related to 60 cases in total).
 - **MINOR ADAPTATIONS** Where some structural work was required, the time between the decision being made to carry out a minor adaptation and completion of works was 21 working days or less for 46% of cases. This is a slight decline on the position stated in the previous report.

- **Age Range Analysis**
 - The mean age of clients making a new enquiry into the service during quarter 1 2007/08 was 74.
 - Approximately 82% of clients accessing the service fall within the 65 and over range. Please see chart below for a graphical summary.

Age Range of Clients

Based on Enquiries received during Quarter 1 2007/08



MONITORING OF LAA HCOP6 TARGETS

Variance based on forecast of year to date reported figures against 2007/08 target

a) Number of New Enquiries received by Devon Care & Repair HIA service

2007/08 TARGET: 8163 FORECAST: 7927 VARIANCE: -236

STATUS: ✘

COMMENTS: The variance has grown on that reported in the previous report. As there is only one quarter left of 2007/08 it is questionable whether this target is now achievable

b) Percentage of 'independent living' service users who received substantial advice with no work or home safety assessment carried out

2007/08 TARGET: 6-8% ACTUAL: 13.5%

STATUS: ✘

COMMENTS: This is due to requests for minor works that subsequently turn into works of a higher value are closed on the system as substantial advice and re-opened resulting in major works completed

c) Number of Service Users for whom all works were completed (inc. Handypersons) and continued to live independently at home

2007/08 TARGET: 4970 FORECAST: 5177 VARIANCE: +207

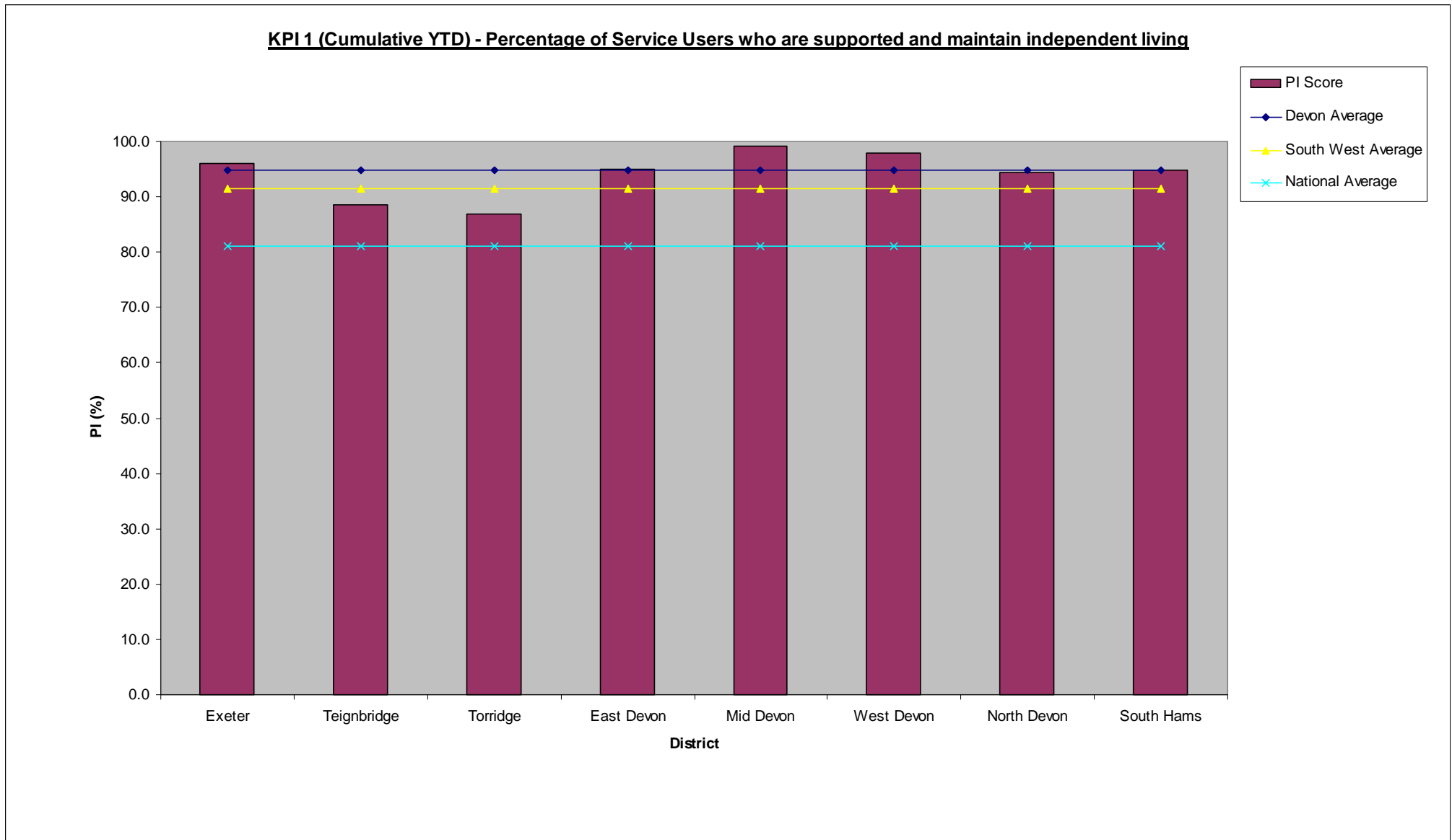
STATUS: ✔

RECOMMENDATIONS

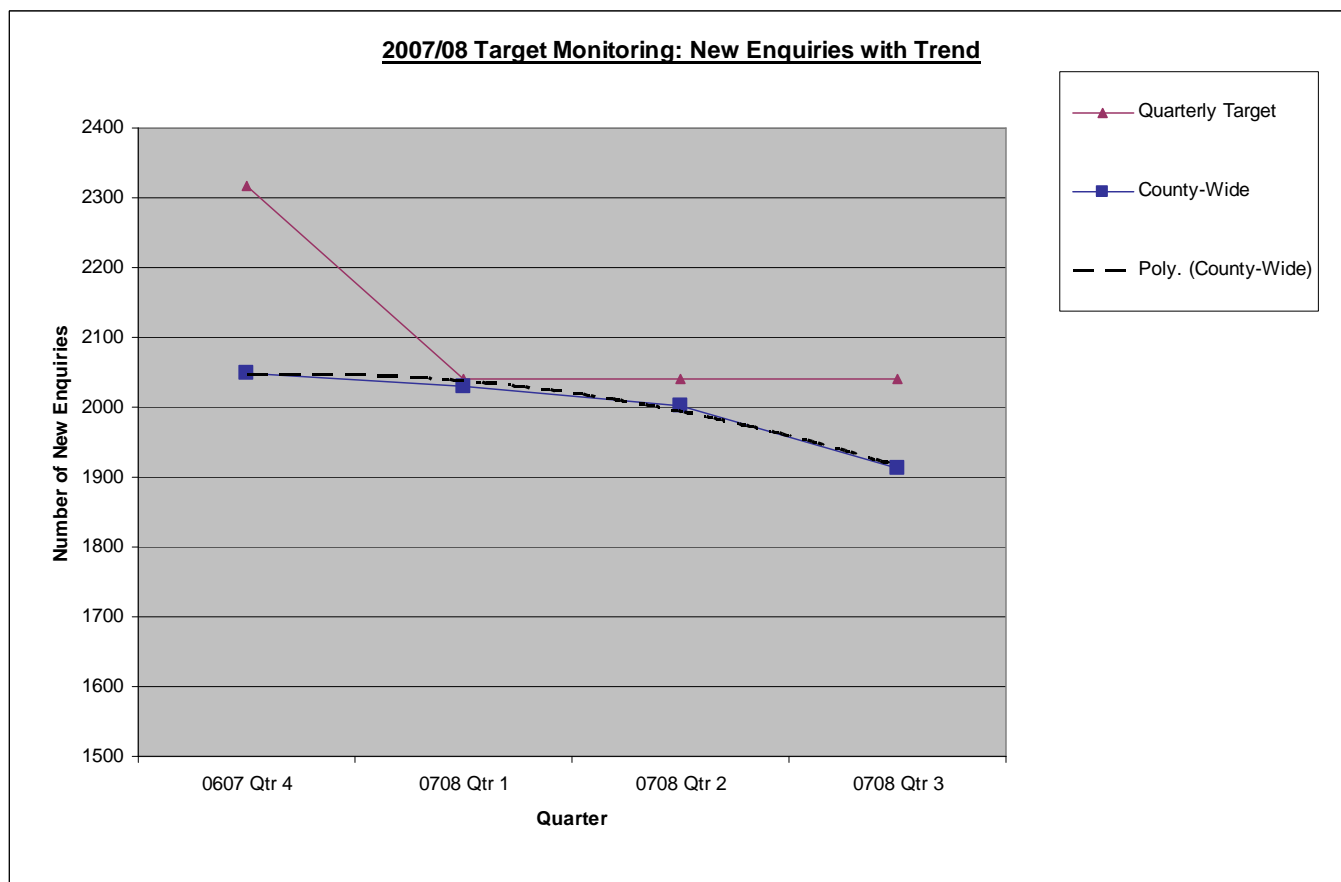
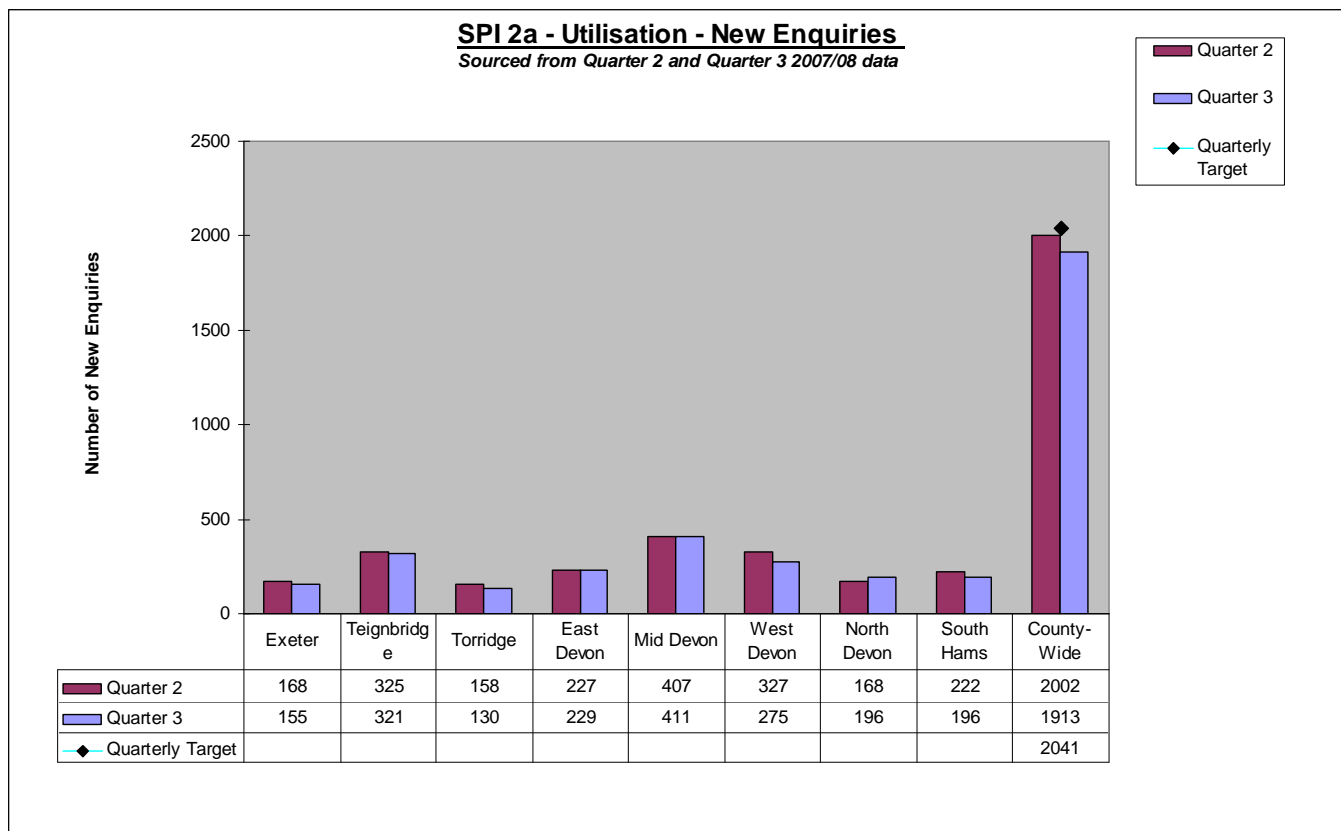
The following recommendations have been suggested for further discussion at the Service Monitoring and Development Board:

1. Enquiry rates per 1000 population aged 65 and over have shown substantial variance across the Devon Town geography. Areas in East and North Devon have low enquiry rates when compared to Mid and West Devon. This may be due to a combination of the need of the population of the area and practice variation in terms of publicising the service. Please refer to Pages 9 and 10 of this report for further detail.
2. In particular, it is suggested the board discuss:
 - a. Where the delays are occurring in the major adaptation process. For example, the information suggests the agency is making contact with the client within 2 days of referral for 61% of cases. In particular Torridge reports long waiting times from first visit to practical completion – this is showing little sign of improvement and could be down to how quickly DFGs are approved by District Councils.
 - b. Performance in PAF D54 against Mid Devon only is poor with only 47% of minor adaptation cases completed within 7 working days or less between the decision made to carry out works and completion of works. This performance affects wider Adult & Community services performance.
 - c. The time between first visit and practical completion for minor adaptations generally, where only 3 districts meet the target of 8 weeks.
 - d. The poor uptake of offered HSAs and how this could be improved.

Appendix A1 – Independent Living Outcome (KPI 1)



Appendix A2 – Enquiries Received

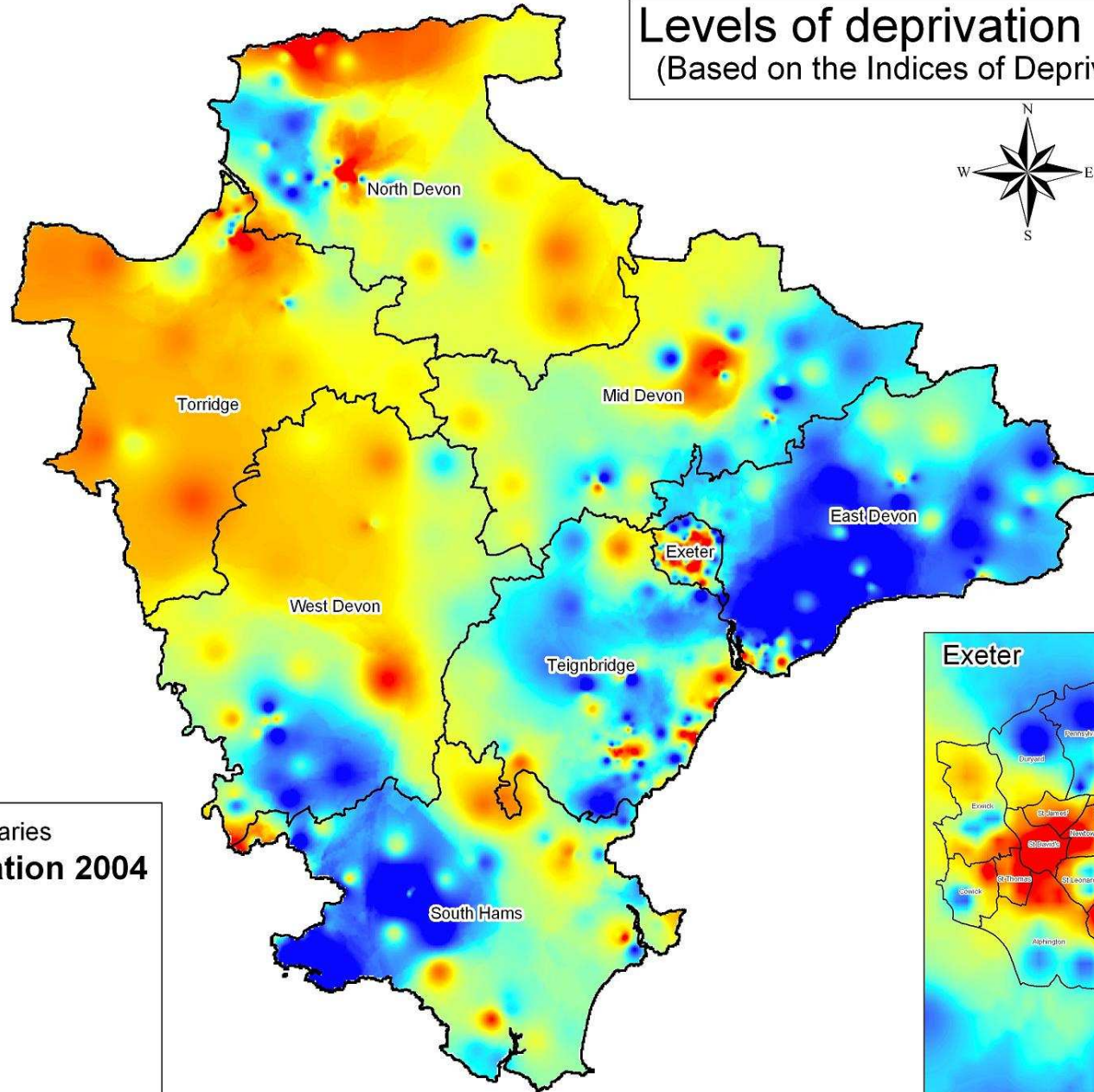
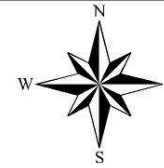







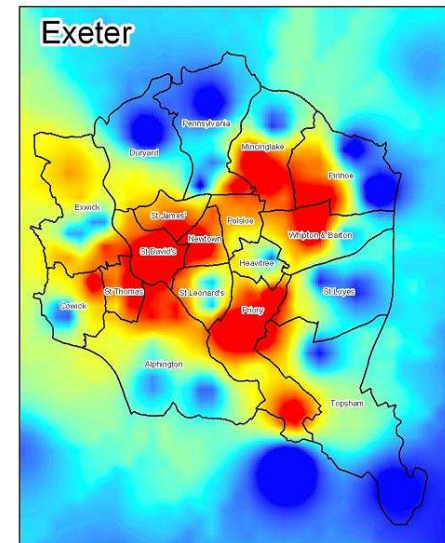
DEVON COUNTY COUNCIL

This map is reproduced from the Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of Her Majesty's Stationery Office © Crown copyright. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings. Devon County Council, 1000/19783, 2005.

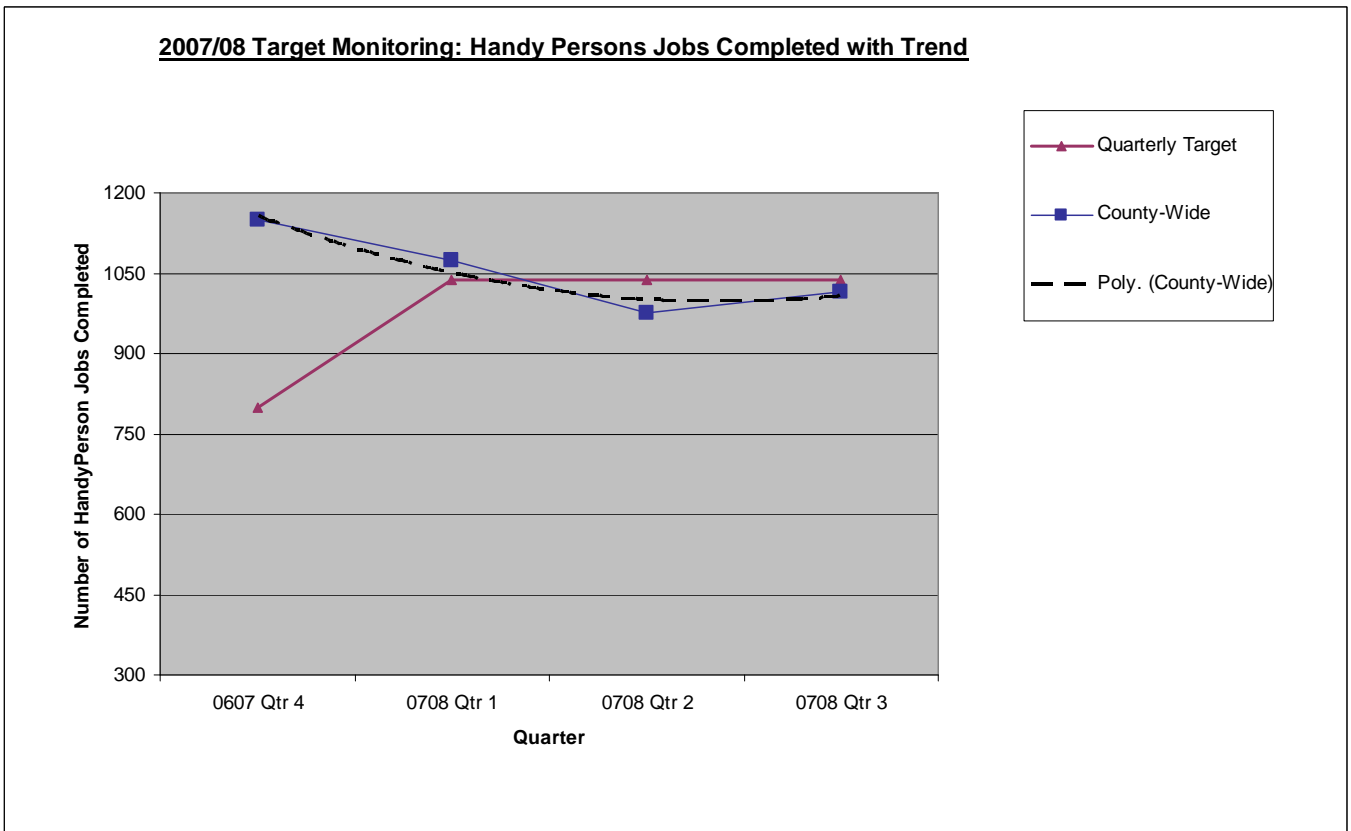
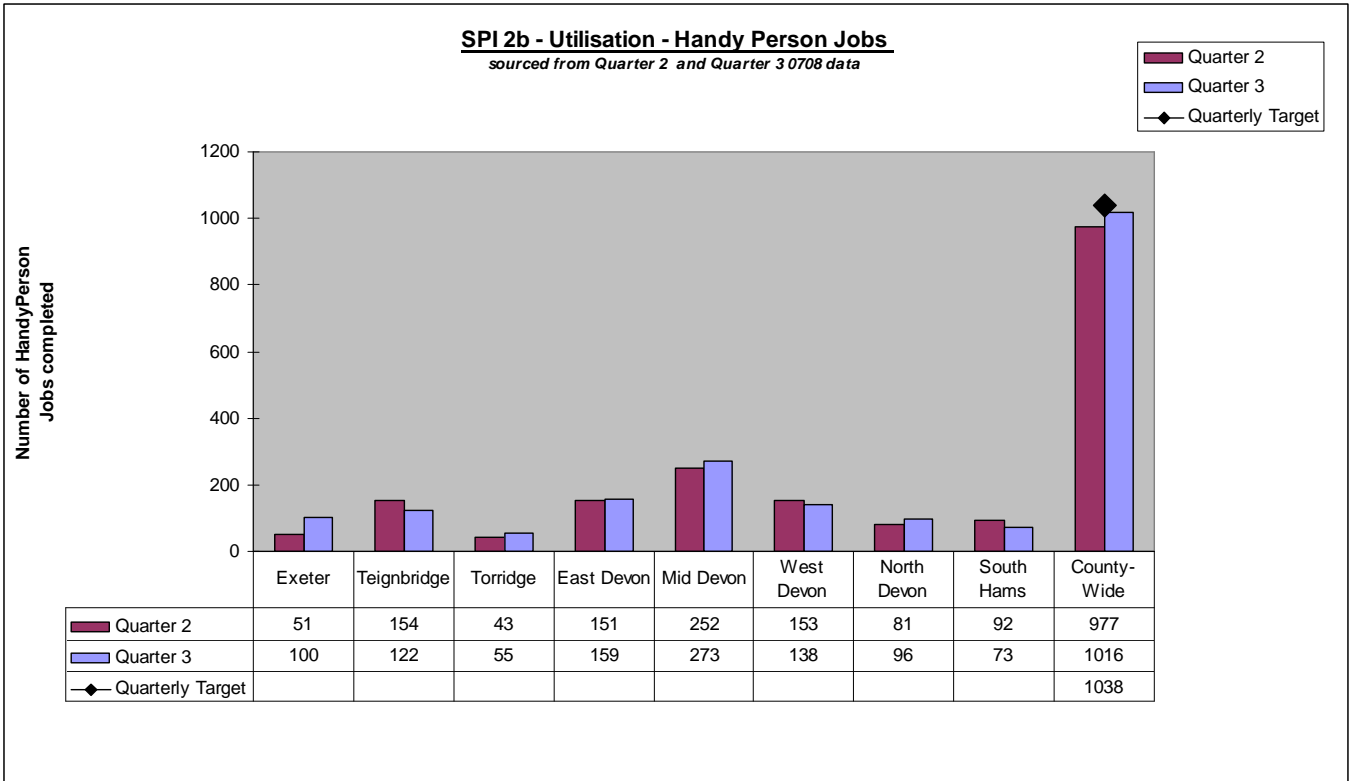
Levels of deprivation in Devon (Based on the Indices of Deprivation 2004)



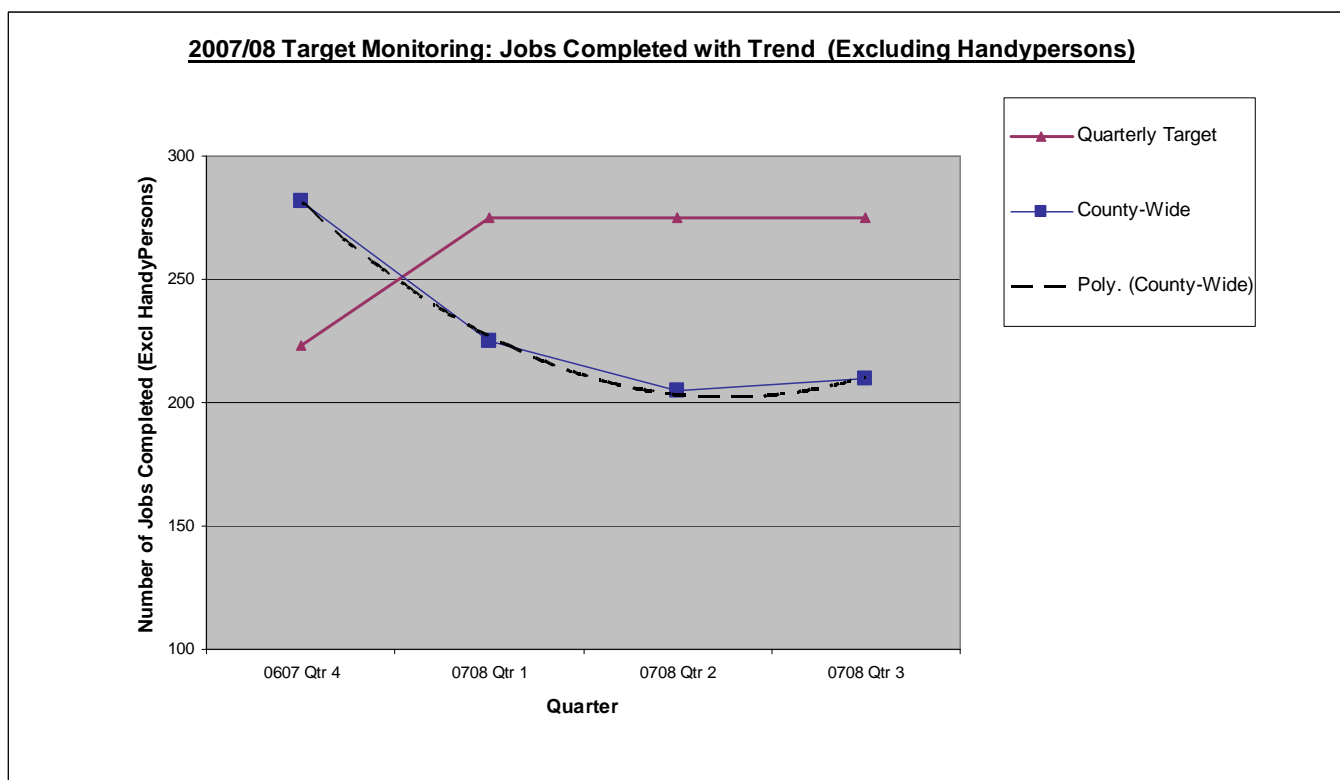
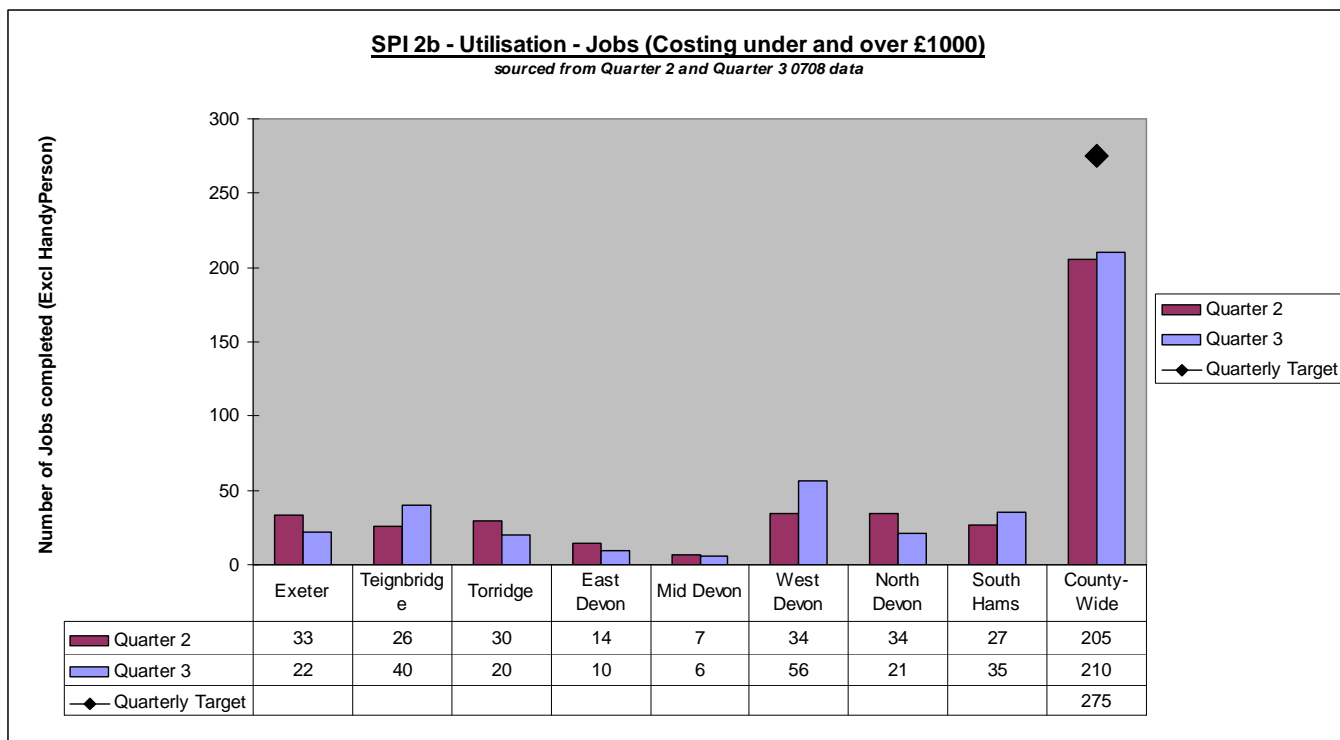
 District boundaries
Index of Deprivation 2004 Value
 Least deprived
 Most deprived



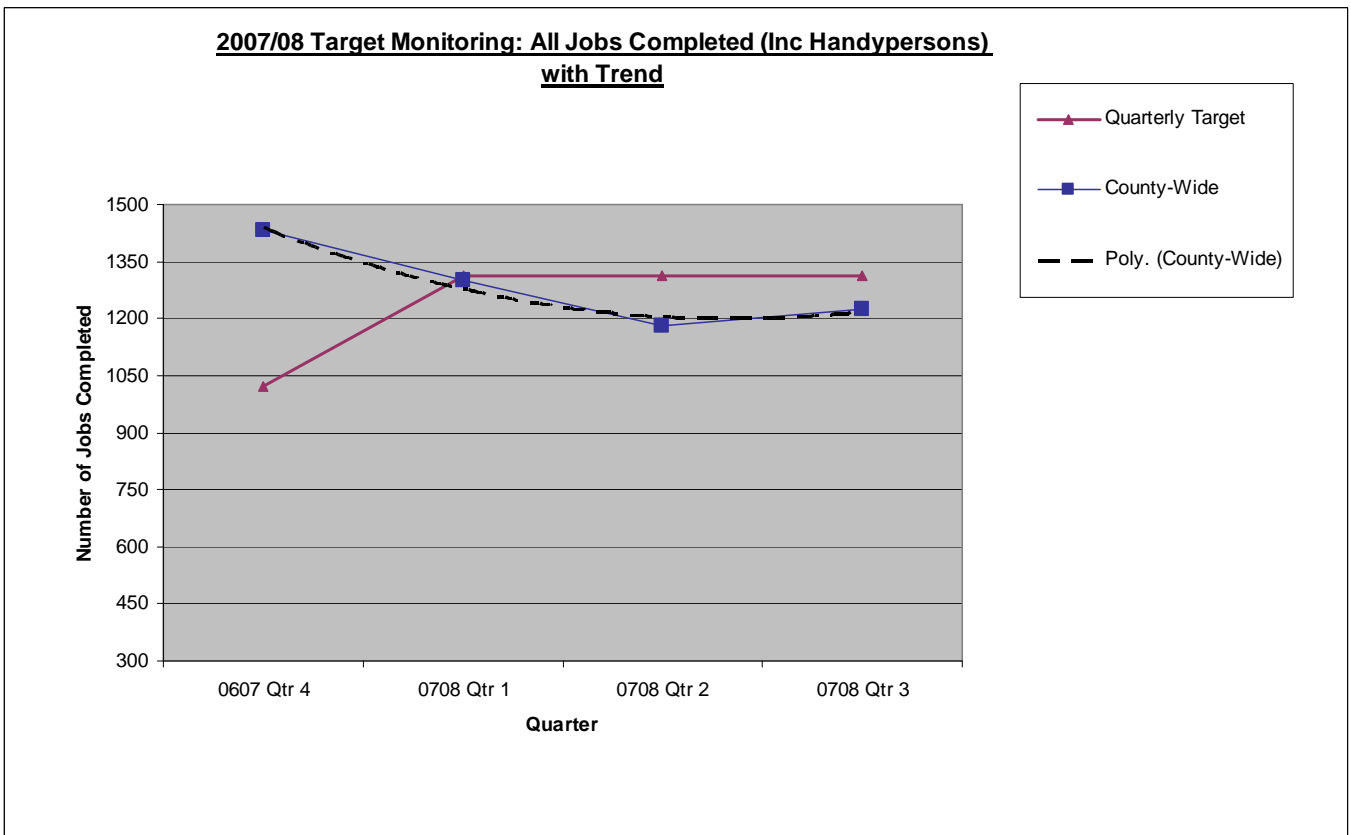
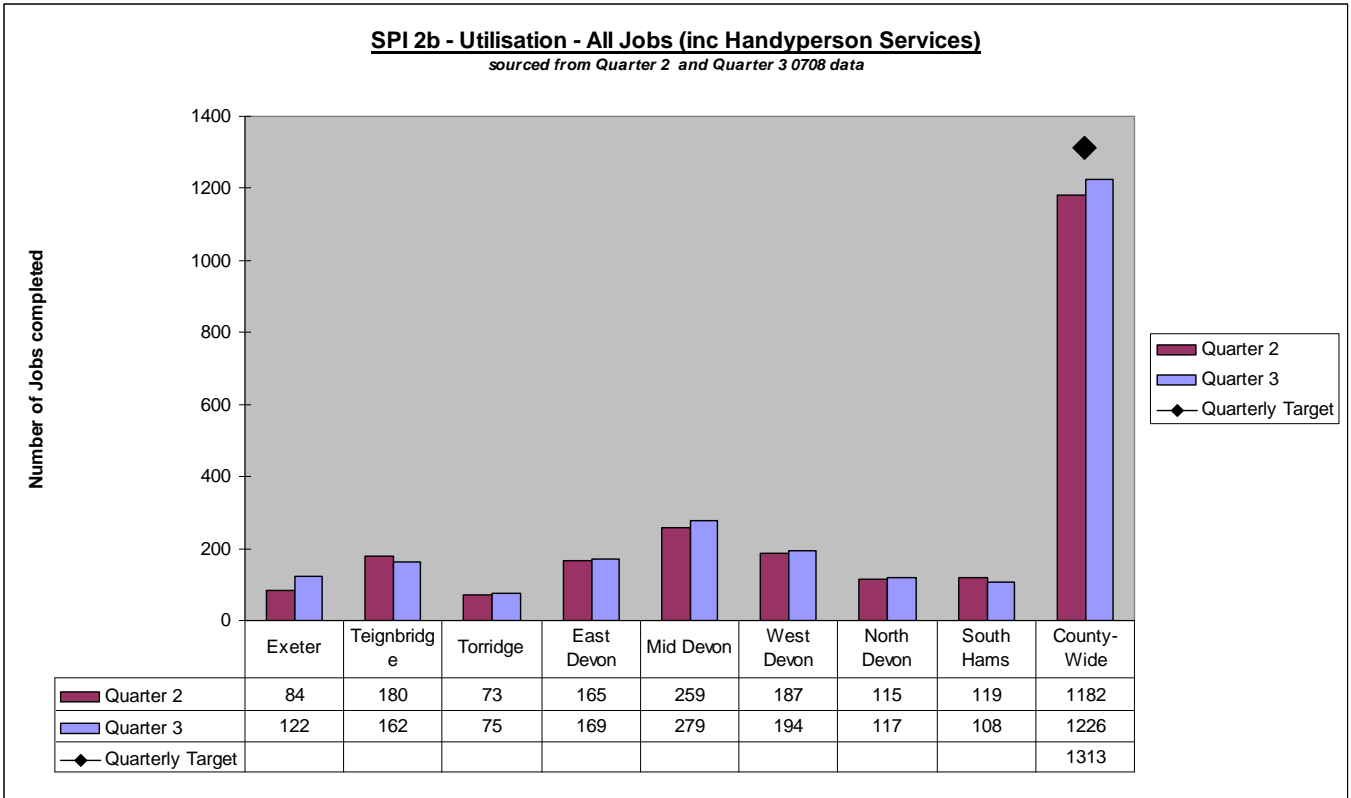
Appendix A3 – Jobs Completed



Appendix A3 (continued)

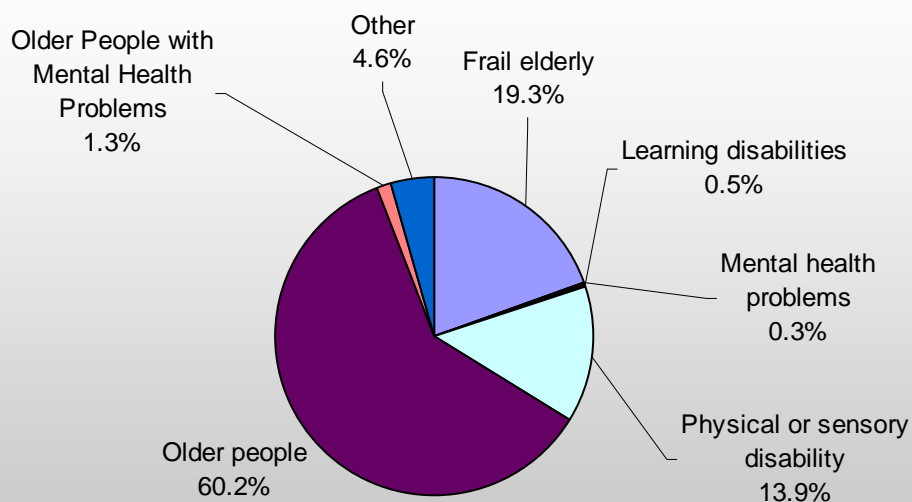


Appendix A3 (continued)

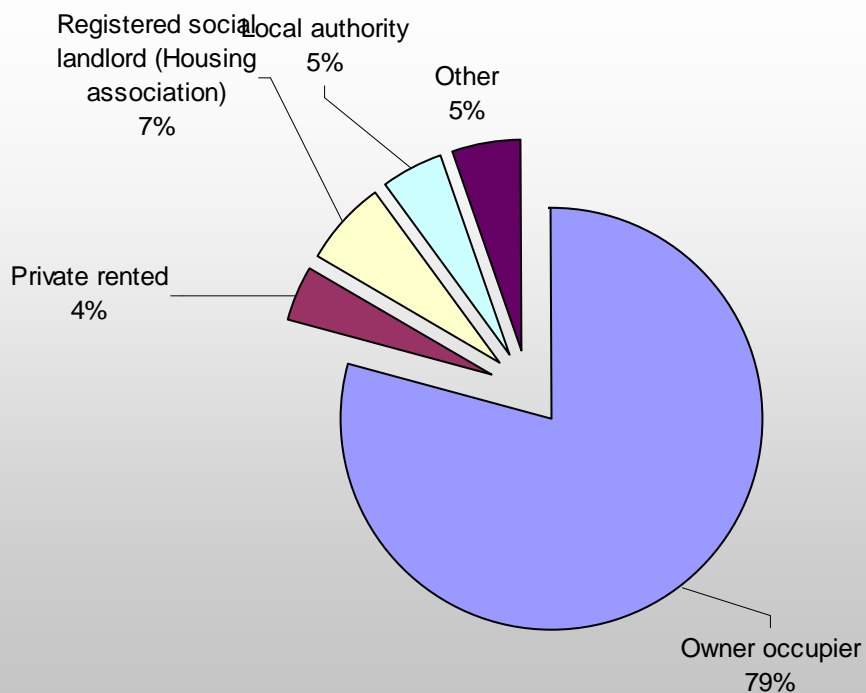


Appendix A4 – Service User Analysis

Primary Client Group of New Service Users



Tenure of New Service Users



Appendix A5 - Supplementary Performance Information**Falls Prevention Information (COLLATED BY SERVICE PROVIDER)**

		TOTAL	East	Exeter	Mid	North	Torridge	West	Teignbridge	South Hams
Number of Home Safety Assessments completed for:	1a Children (0-17)	4	0	0	0	0	0	0	0	4
	1b Adults (18 and over)	159	0	0	1	7	25	47	4	75
How many adult clients are in the following fall risk groups based on date of enquiry:	Total Clients	5191	672	425	1118	472	401	744	789	570
	None (0 on the * list below)	3554	536	402	379	380	179	552	630	496
	Low (1 on the * list below)	363	37	5	124	13	41	41	80	22
	Medium (2 on the * list below)	358	25	6	164	24	46	47	32	14
	High (3+of * list below)	916	74	12	451	55	135	104	47	38
Fall Risk Group As % of Total	None (0 on the * list below)	68%	80%	95%	34%	81%	45%	74%	80%	87%
	Low (1 on the * list below)	7%	6%	1%	11%	3%	10%	6%	10%	4%
	Medium (2 on the * list below)	7%	4%	1%	15%	5%	11%	6%	4%	2%
	High (3+of * list below)	18%	11%	3%	40%	12%	34%	14%	6%	7%

The information in the table above relates to Home Safety Assessments (HSA) completed in the quarter. Please enter the number of HSA's completed against each age group in the box 1a and 1b above. (NB this is concerned with number of HSAs/works completed, not number of clients).

* Risk Indicator List: Have fallen before, take 4+ medicines, have had a stroke or have Parkinson's disease, have a problem with their balance or have difficulty getting up from a dining chair without losing balance. This is based on the enquiry date.

Adaptations report (COLLATED BY SERVICE PROVIDER)**1. Major adaptations only**

		Quarter 1	Quarter 2	Quarter 3	Quarter 4	Cumulative
Number of referrals received (based on date of enquiry)		236	257	243		736
Of these referrals received, what was the time between referral and contact with client:	2 days or less	143	152	163		458
	more than 2 days	103	105	80		288
Number of referrals that lead to visits being carried out (based on date of enquiry)		158	176	172		506
Of these referrals received, what was the time between referral and visit being carried out:	21 days or less	131	124	155		410
	more than 21 days	27	52	17		96
Number of works completed (based on practical completion date)		108	130	154		392
Number of major adaptation applications submitted to relevant housing authority costing over £1000* - referral to start date (based on practical completion date)	28 days or less	20	42	64		126
	more than 28 days	62	59	60		181
Number of major adaptation applications submitted to relevant housing authority costing over £5000** referral to start date (based on practical completion date)	56 days or less	12	13	14		39
	more than 56 days	14	16	16		46
<i>Of these works completed:</i>	How many were notified to other relevant agencies	0	6	6	0	12
	How many were inspected to ensure satisfactory completion	47	55	63		165

* Fast-track intermediate adaptations, e.g. HRAG, DFG, Stairlifts etc. ** e.g. Where planning and building regulations approval is required

All these figures are related to works completed – this is due to the fact that we did not have a countywide way of reporting the first contact date – we now have in place a way of recording this Devon wide so the problem will not arise again.

APPENDIX 1a

2. Minor adaptations

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Cumulative
Adaptations completed	304	342	329		975
<i>1) Of these works completed where there was no structural work required, what was the time between the decision being made to carry out works and completing works - non-structural jobs – costing under £1,000 – Mid Devon specifically PAF D54 TARGET:</i>					
7 working days or less	50	22	80		152
more than 7 working days	17	90	67		174
<i>2) Of these works completed that were required to facilitate hospital discharge (handyperson works) what was the time between decision being made to carry out the works and completing works: Handyperson jobs specifically to facilitate hospital discharge.</i>					
2 working days or less	18	20	22		60
more than 2 working days	2	1	5		8
<i>3) Of these works completed where some structural work was required what was the time between decision being made to carry out minor adaptation and completing these minor adaptations: Structural work across all districts costing up to £1,000.</i>					
21 working days or less	84	115	68		267
more than 21 working days	133	94	87		314

If the time between the decision being made to carry out works and completing works is more than 7 days due to the time taken by the Care Manager in sending through the necessary forms to DCR, this needs to be reported to the Board.

Working Days are defined as Monday to Friday including Bank Holidays.

Minor adaptations are collated from jobs less than £1,000. The hospital discharge has been reported in two different fields so the figure I have entered does not relate to any other figure on the workbook.

Appendix A6 – Performance Targets Summary

PI	Description	2006/07 Actual	2007/08 Target	2007/08 Year to Date	PI %	2007/08 FOT	Variance	Comments
LAA HCOP6a	Number of New enquiries received by the Devon Care & Repair HIA service	7,763	8,163	5,945		7,927	-236	
LAA HCOP6b	Percentage of 'Independent Living' service users who received substantial advice (with no work or home safety assessment carried out)	7.40%	6-8%	13.50%				
LAA HCOP6c	Number of Service users for whom all works were completed (inc. Handypersons) and continued to live independently at home	4,357	4,970	3,883		5,177	207	
SPI 2a	Utilisation - Total enquiries as a percentage of enquiry capacity (target)	7,763	8,163	5,945	97.7%	7,927	-236	
SPI 2b	Utilisation - Total number of jobs as a percentage of capacity (target - inc. Handypersons)	4,937	5,250	3,708	94.8%	4,944	-306	
SPI 5a	Average time (weeks) between Initial enquiry and first visit	2.1	1.6	0.8	200.0%		0.8 Wks	
SPI 5b	Average time (weeks) between first visit and practical completion (Works < £1000)	10.9	8	11.3	70.8%		-3.3 Wks	
SPI 5c	Average time (weeks) between first visit and practical completion (works > £1000)	39.3	40	38.9	102.8%		1.1 Wks	
SPI 5+	Average time (weeks) between first visit and practical completion (Handyperson services)	4.7	5.3	3.1	171.0%		2.2 Wks	