

APPENDIX A: Quantitative Performance Report to Devon Care & Repair Monitoring Board **2007/08 Quarter 1**

The data collated to feed this report is sourced from Foundations Management Information System (MIS). For all targets referred to during this report, please refer to Appendix A6.

INTRODUCTION

This report is based on Quarter 1 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.

In general Quarter 1 2007/08 data quality is of a high quality and builds upon the improvements in the management information from the MIS seen during 2006/07. Ongoing and regular discussion between FEMIS / The HIA service manager & DCHA Local IS Expert and front-line staff continues to take place to drive the quality of the data to its maximum potential.

A quick reference performance sheet has been included in Appendix 6 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 94.5% (1543) of service users continued to live independently as a percentage of service users who had works completed on their property or received substantial advice (during quarter 1 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)
- The variance in independent living outcome scores between districts is narrowing:
 - 7 of the 8 District report scores of 90% or above.
 - Teignbridge reports a score of 86.7%, whilst this is lower than the other districts; it is a small improvement on the position stated in the 2006/07 year-end report.
- A national / regional benchmark figure is currently unavailable. It is expected the service would report a KPI 1 score of 90% and above.

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).

- This indicator can only apply to the county-wide data as the census data applies to the whole authority and can not be split down to district level. 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 quarter 1 2007/08 figure is reported at 0. There are a number of factors to be considered here:
 - The HIA service is accessed predominantly by an elderly population for which Devon has a very low BME elderly population.
 - 12% of new service users either refused to say / did not have details entered onto MIS regarding their ethnic background. This is a well documented difficult question to ask, and may require further discussion with reference to the HIA Equalities Impact Needs Assessment (EINA).
 - Despite these considerations out of 1598 reported ethnicities, 0 answered they were from a BME group. This reflects poorly on fair access to the service.

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: ✘

The 2007/08 quarter 1 County-wide PI is 97.5% (1990) 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 around 200 enquiries against the target for the financial year.

At an individual district level, East Devon, North Devon, and Exeter generally continue to show an increase in enquiry levels (over previous 12 months data). The remaining districts show small fluctuations but are generally stable in terms of enquiry volumes.

Enquiry performance at a district level based on a 12 month average and weighted per 1000 population (65 and over*) suggests that both Mid Devon and West Devon have a relatively high level of enquiries (approximately 28 per 1000 population (65+)) when compared to each of the remaining 6 districts. East Devon reports the lowest rate at 6 per 1000 population (65+).

**Please see page 4 for age range analysis*

Please refer to **Appendix A7** for a graphical summary.

Concern over this target should be minimal given there is substantial time remaining to increase enquiry levels.

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

Quarter 3 County-wide PI is 93.8% (1231 jobs).

With reference to Minor and Major adaptations Mid Devon, West Devon, East Devon and North Devon report low figures for Quarter 1 2007/08 when compared to previous data. The combined Minor / Major adaptation target for 2007/08 is 1100, approximately 275 jobs per quarter. Quarter 1 2007/08 saw only 183 completed jobs and therefore this target was not met.

Handyperson volumes are relatively consistent with data from the previous quarters with North Devon continuing to increase jobs completed each quarter. The handyperson 2007/08 target is 4150, approximately 1040 per quarter. Quarter 1 2007/08 saw 1048 completed handy-person jobs, therefore this target was achieved.

ACTION: Investigation into Mid / West / East / North Devon poor performance relating to Minor / Major adaptation volumes required by Service Provider.

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 on the following page for detail on district performance against response time targets.

(a) Initial Enquiry to First Visit STATUS: ✓

2007/08 Quarter 1 County-wide PI is 211% (Average = 0.8 weeks). The service is performing well in this area and has made substantial improvement since quarter 4 2006/07. All districts meet the target 1.6 weeks.

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

2007/08 Quarter 1 County-wide PI is 75.3%. 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 8 and 23 weeks. Torridge is the sole district to achieve the target with an average time of 7.8 weeks. Overall there has been some improvement since quarter 4 2006/07. Currently, completed works that fall outside of the contract for Mid Devon District Council tenants are included within the dataset. Therefore the Mid Devon reported response time figure of 22.8 weeks is not reflective of work that falls under the contract.

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

Quarter 1 2007/08 County-wide PI is 109.9% indicating exceeding the target set of 40 weeks. Performance in this area is excellent overall. At a district level, West Devon failed to achieve the target, with an average weekly response time of 41.4 weeks for Quarter 1 2007/08.

(+) 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 time of the first visit. 7 of the 8 district teams have met the target. South Hams failed to meet the target and has shown a decrease in performance since Quarters 3 and 4 of 2006/07. This is an area of concern and must be investigated.

RESPONSE TIMES PERFORMANCE INFORMATION

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.

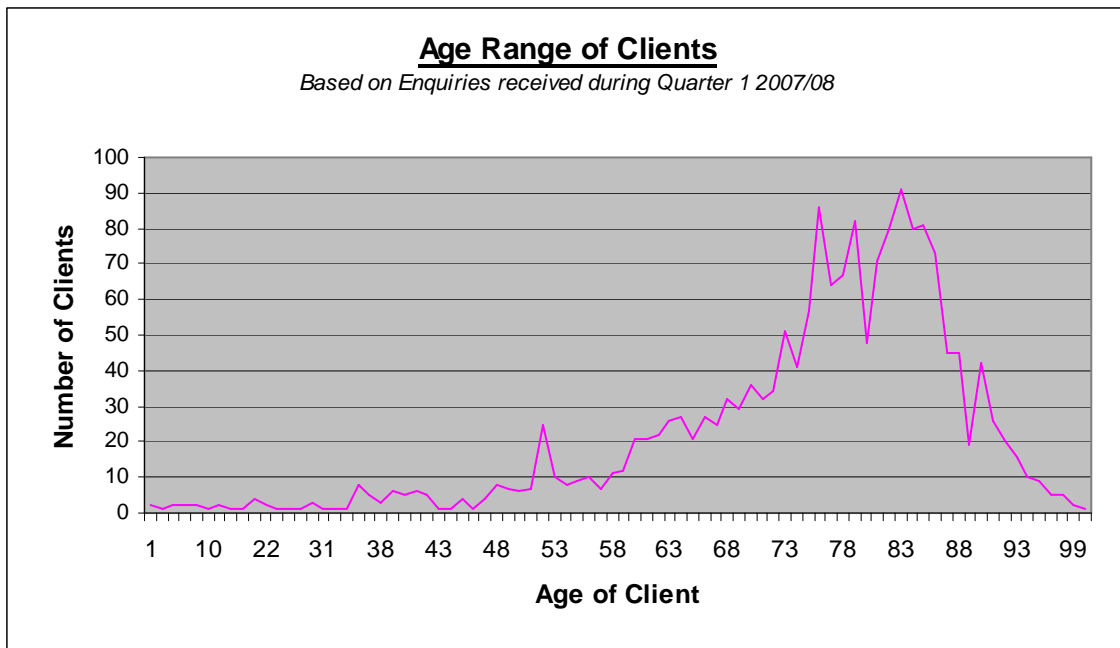
* Indicates no jobs completed during the current period

	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	10.6	36.4	3.9
Exeter	0.9	11.4	28.6	1.9
Teignbridge	0.6	8.2	35.1	5
Torrige	0.6	7.8	35.6	1.8
East Devon	0.7	*	36.7	3.7
Mid Devon	1.1	22.8	29.4	1.5
West Devon	0.6	11.4	41.4	3
North Devon	0.6	*	*	5.2
South Hams	0.6	13.7	38.9	7.5

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 75% of users accessing the HIA service are Owner / Occupiers and an even split of approximately 6-7% between Registered Social Landlords and Local Authority Housing.
- **Home Safety Assessment (HSA) Checks & Falls Data**
 - During the Quarter 1 period, there were 72 HSAs recorded, all of which related to Adults, this is less than the number reported in the previous quarter (92)
 - Falls data has now been reported against all clients (where possible) rather than for HSA clients only.
 - The Quarter 1 information suggests that 66% of clients fell into the no risk indicator category, 10% in the low risk category, 7% in the medium risk category and the remaining 17% in the high risk category. *Please refer to Appendix A5 for detail around fall indicators.*
- **Major Adaptations**
 - The data captured on the MIS 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, 57% 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 83% 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 over 28 days for the majority of cases (76%).
 - Over £5000, the time between referral and start date of works fell within the key threshold over within 56 days for less than half of cases (46%).
 - 47 Major adaptations were inspected during the quarter to ensure satisfactory completion of works; this equates to 44% and is an improvement on the position stated in the previous quarter.
 - **Minor Adaptations / Handypersons**
 - Minor adaptations are collated from less costing less than £1000. As aforementioned, due to date fields on the MIS, the data captured on FEMIS 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)** Based on works completed where there was no structural work required, the time between the decision being made to carry out works and completing works was within 7 working days for 75% of the time during Quarter 1 2007/08.
 - **HOSPITAL DISCHARGE** Based on works completed that were required to facilitate hospital discharge (handy person specifically) was 2 working days or less for 90% of the time. (This related to 18 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 completing the works was 21 working days or less for 39% of cases.
 - **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.



MONITORING OF LAA HCOP6 TARGETS

Variance based on forecast of quarter 1 reported figure against 2007/08 target

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

2007/08 TARGET: 8163 FORECAST: 7960 VARIANCE: -203

STATUS: ✘

COMMENTS: Concern over this target should be minimal given there is substantial time remaining to increase enquiry levels.

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

2007/08 TARGET: 7% ACTUAL: 12.4%

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: 5364 VARIANCE: +394

STATUS: ✔

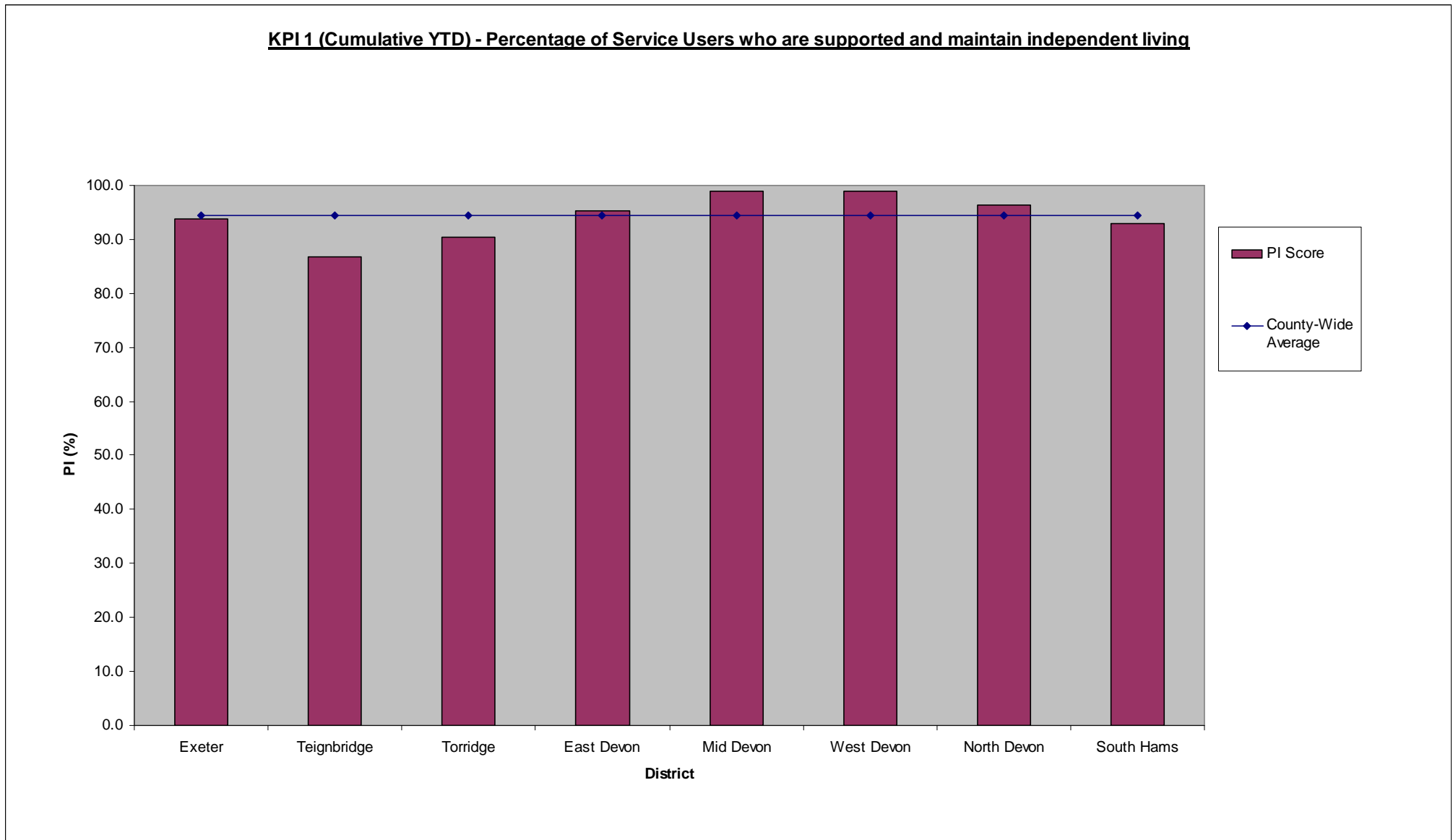
RECOMMENDATIONS

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

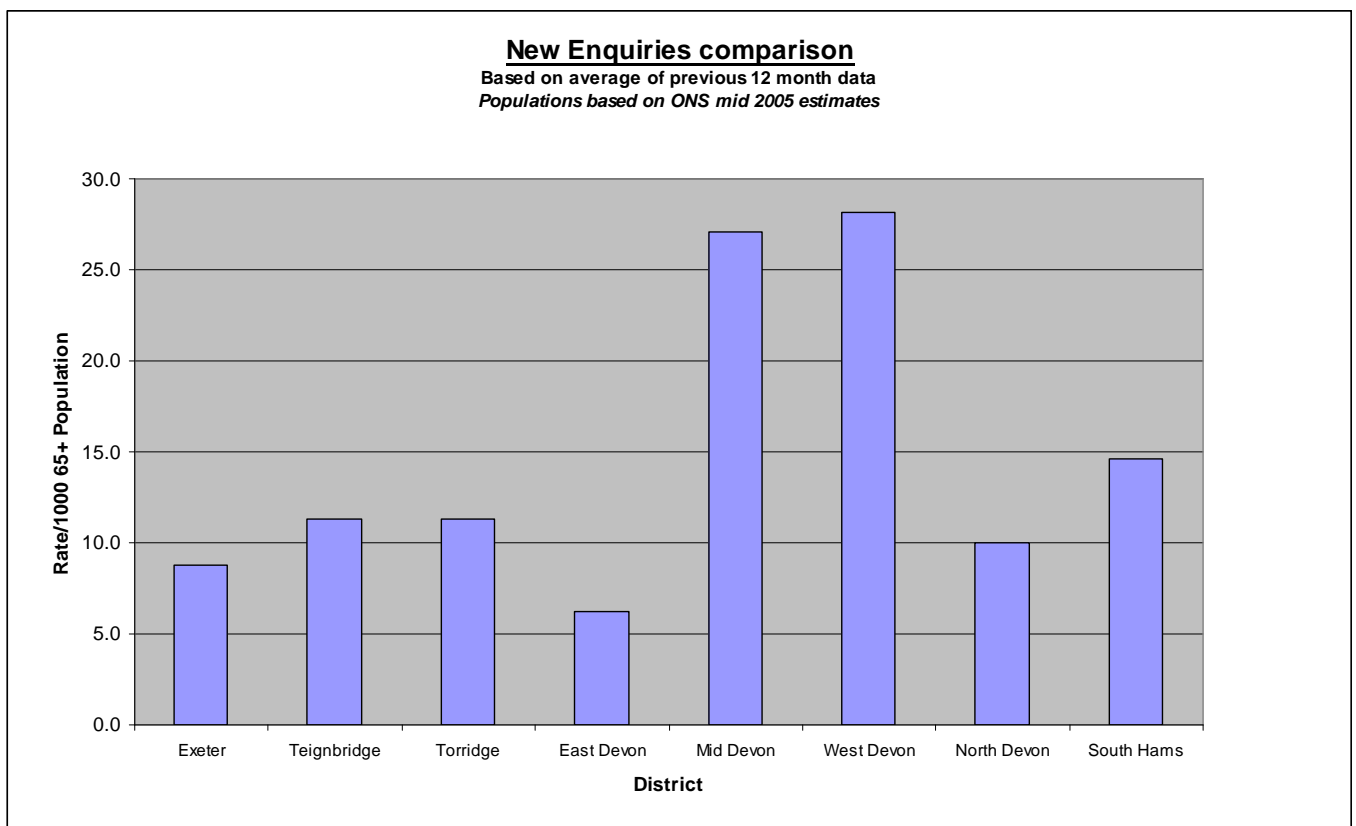
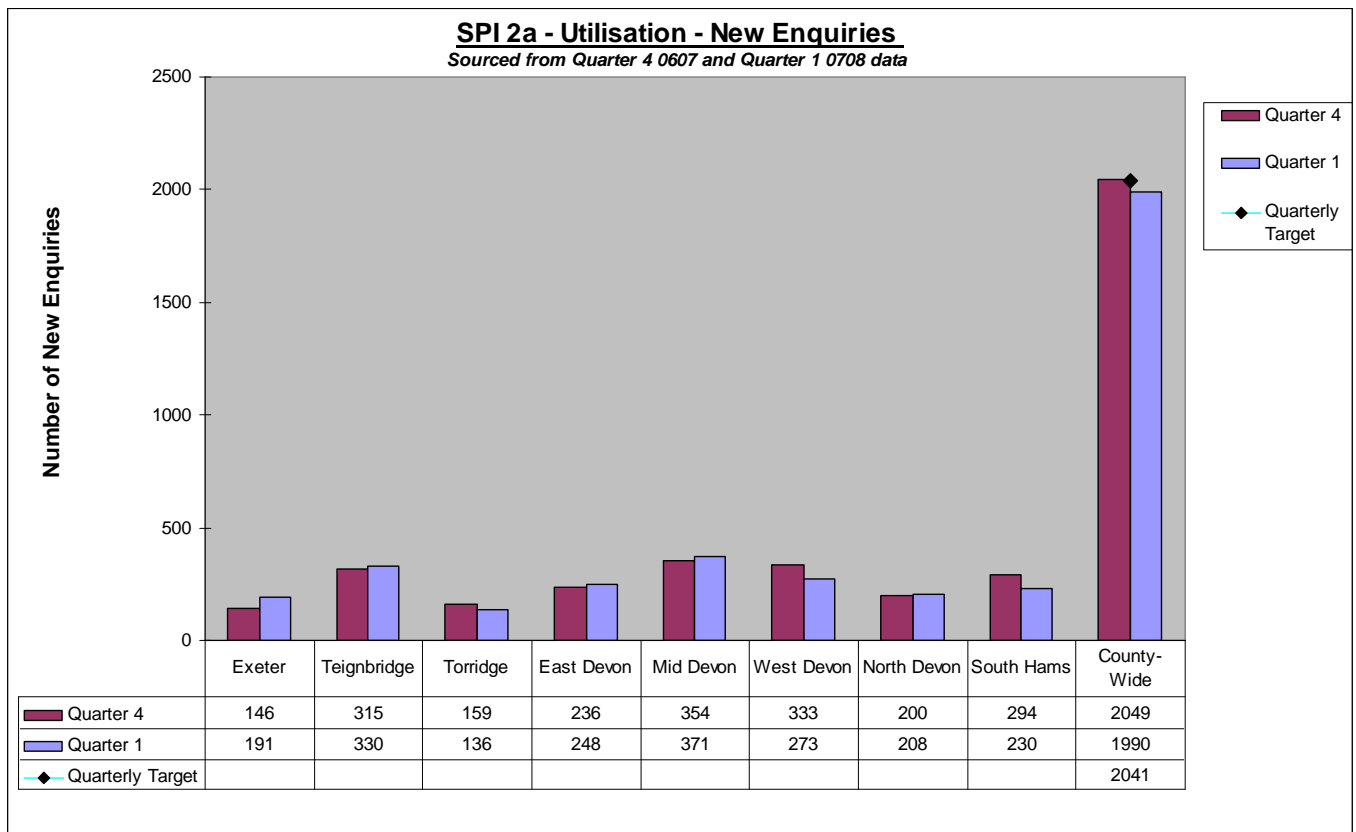
1. Under-performance within this report is fed to local managers as necessary, with particular reference to
 - a. Minor / Major adaptation volumes during Quarter 1 in Mid Devon, North Devon, East Devon and West Devon.
 - b. Response times related to Minor Adaptations should relate specifically to works that fall under the contract (Mid Devon). These works will currently be recorded as jobs completed, therefore inflating the works completed figure reported for Mid Devon.
 - c. Time between referral of Major adaptation work and contact with client is improving but still an area for concern
2. To discuss issues around fair access to the service for BME and other 'hard-to-hear' groups. The service has yet to report a satisfactory KPI 3 indicator ratio. As per the Performance Monitoring protocol the SMDB is required to undertake bi-annual reviews of the Equality Impacts Needs Assessment process and ensure any relevant links are made to the action plan as appropriate.
3. To note an increase in the proportion of service users who have indicated an 'independent' living outcome that have received substantial advice only (with no works / HSA carried out). *LAA Target HCOP 6b.*

4. To note improvements seen in data quality relating to capture of tenure, ethnicity and primary client group information

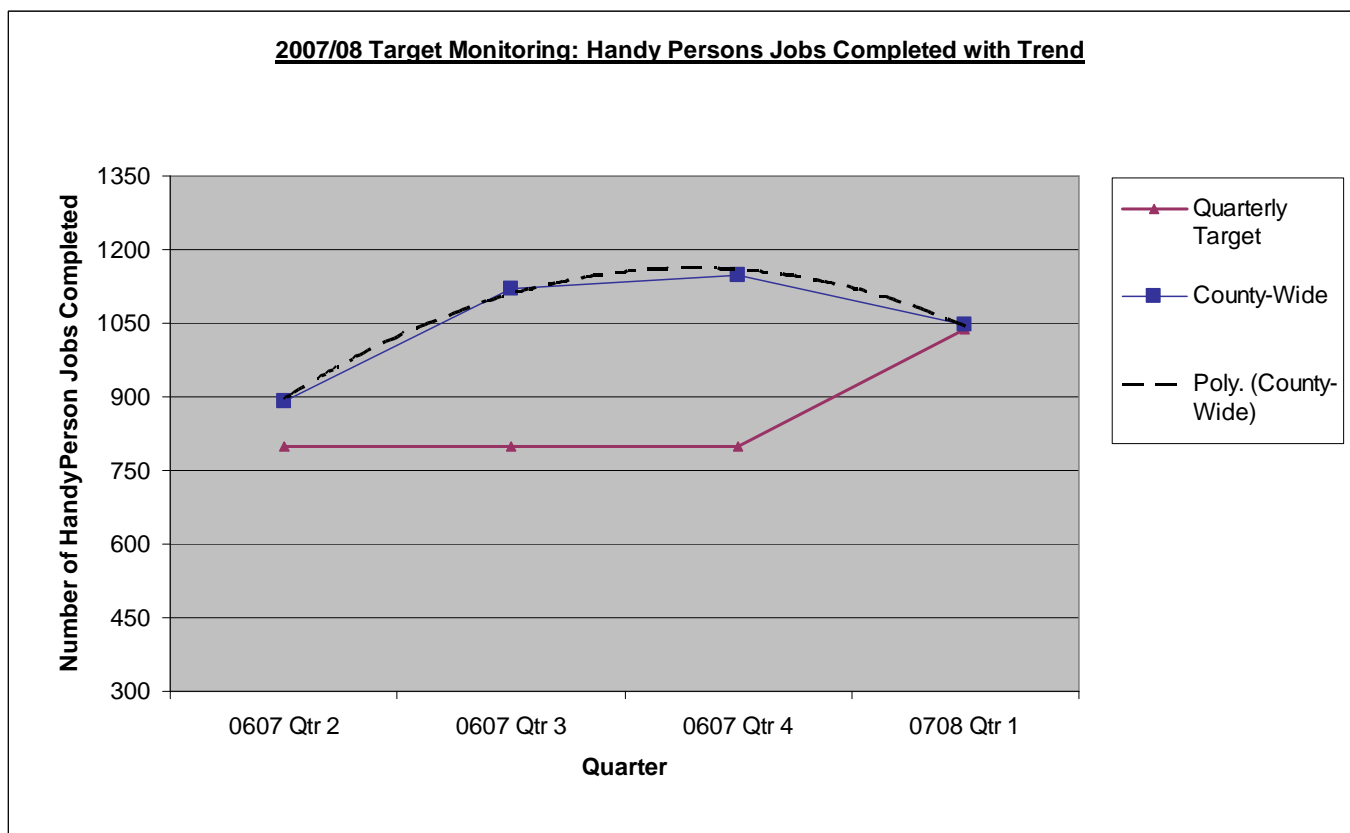
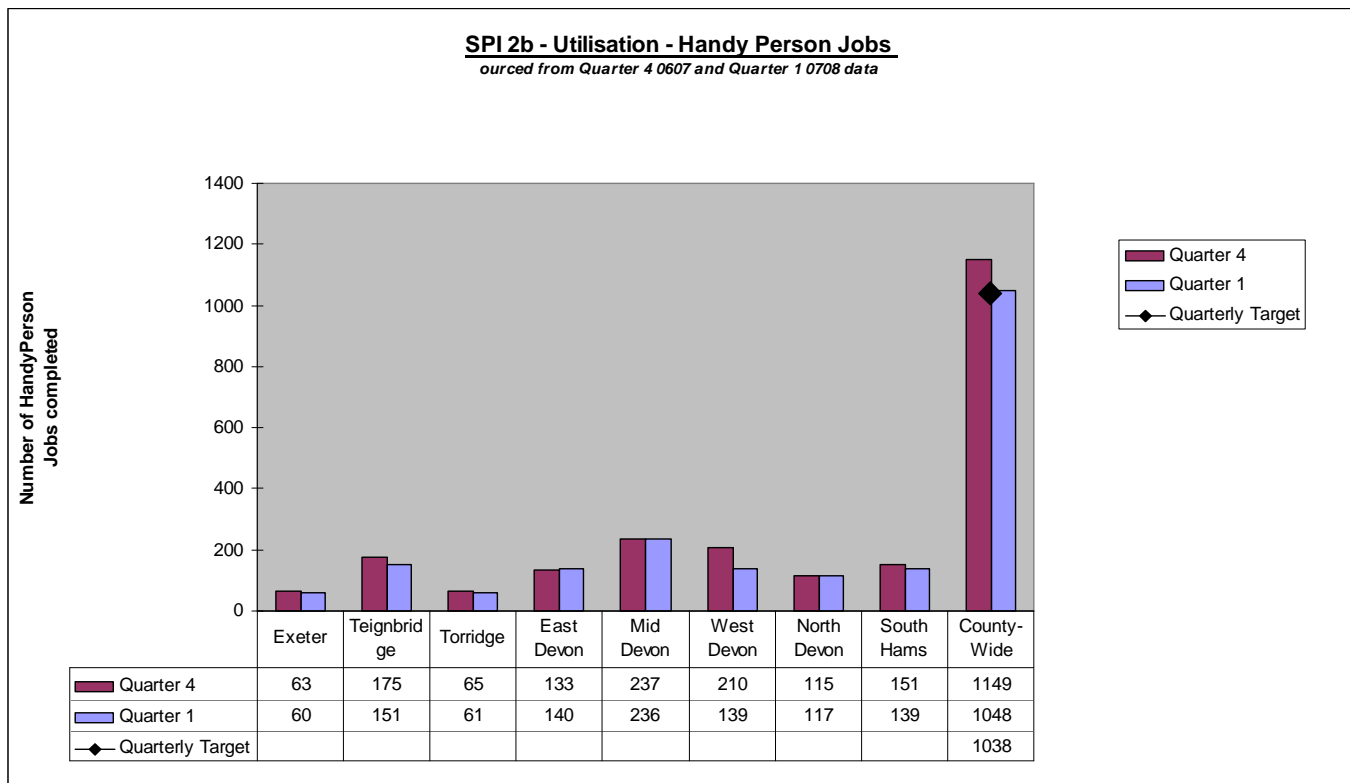
Appendix A1 – Independent Living Outcome (KPI 1)



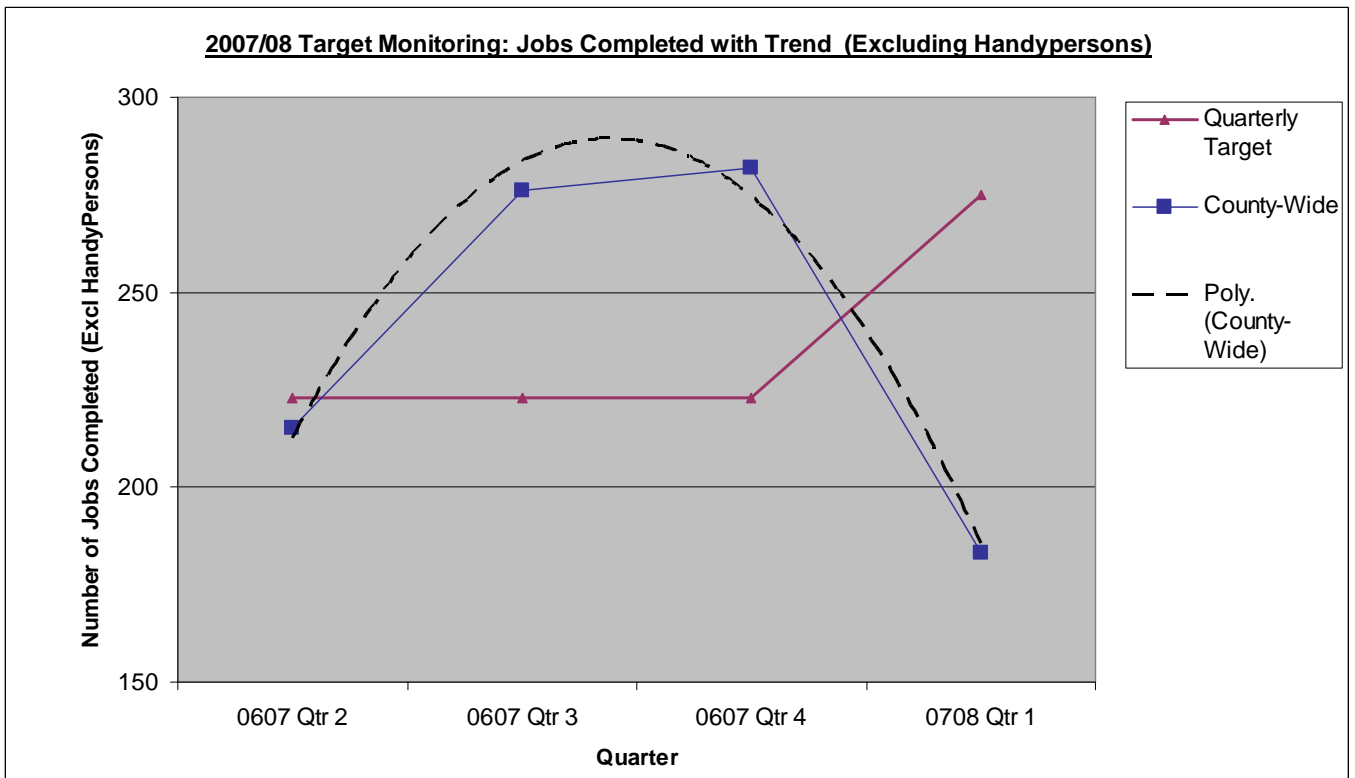
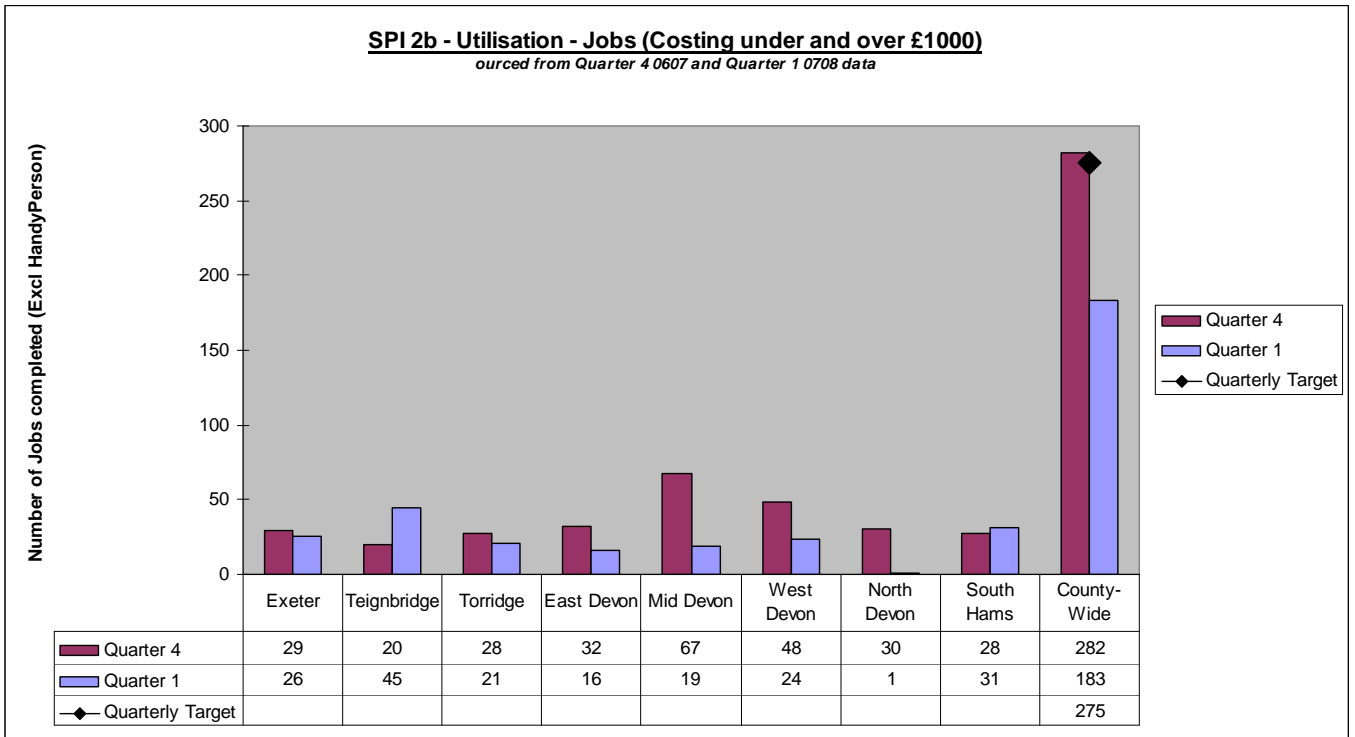
Appendix A2 – Enquiries Received



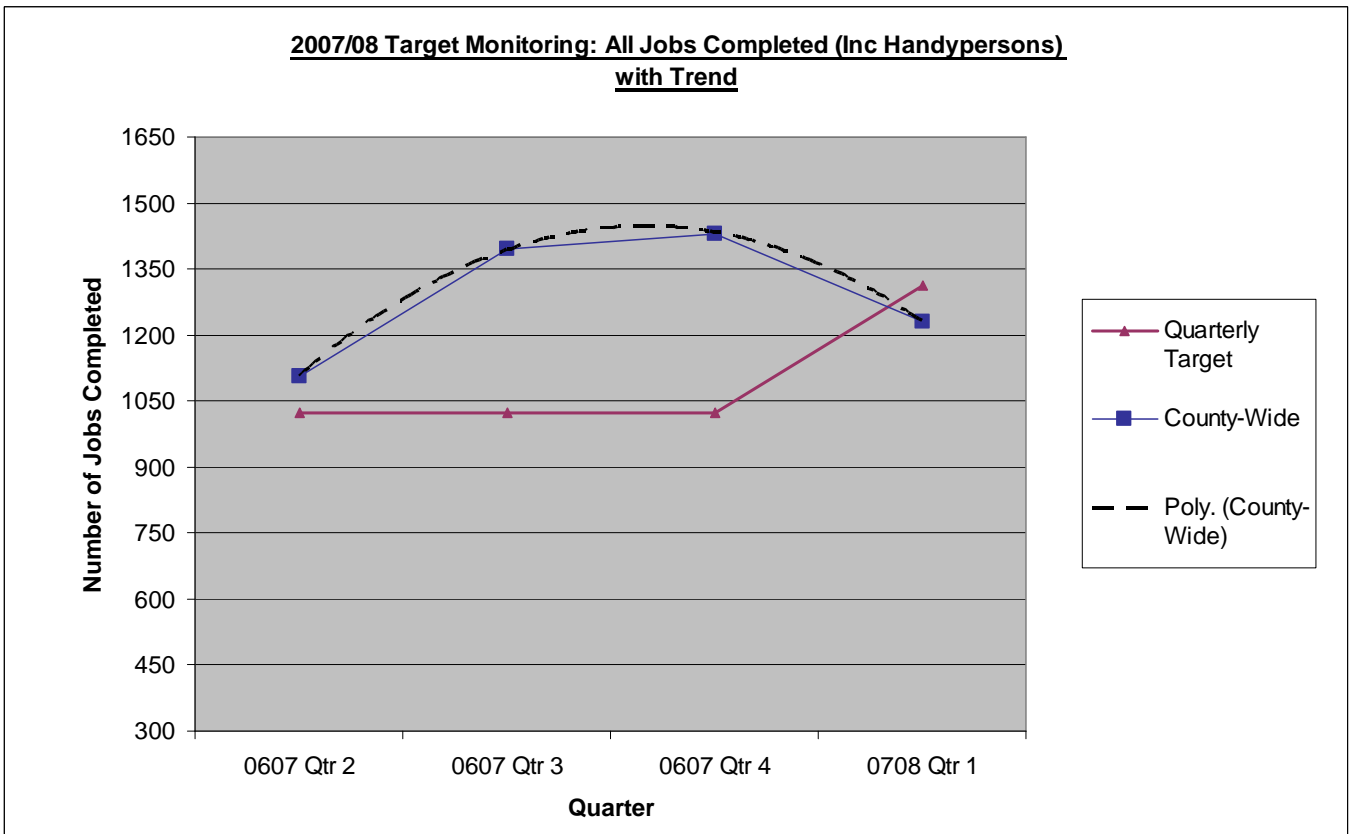
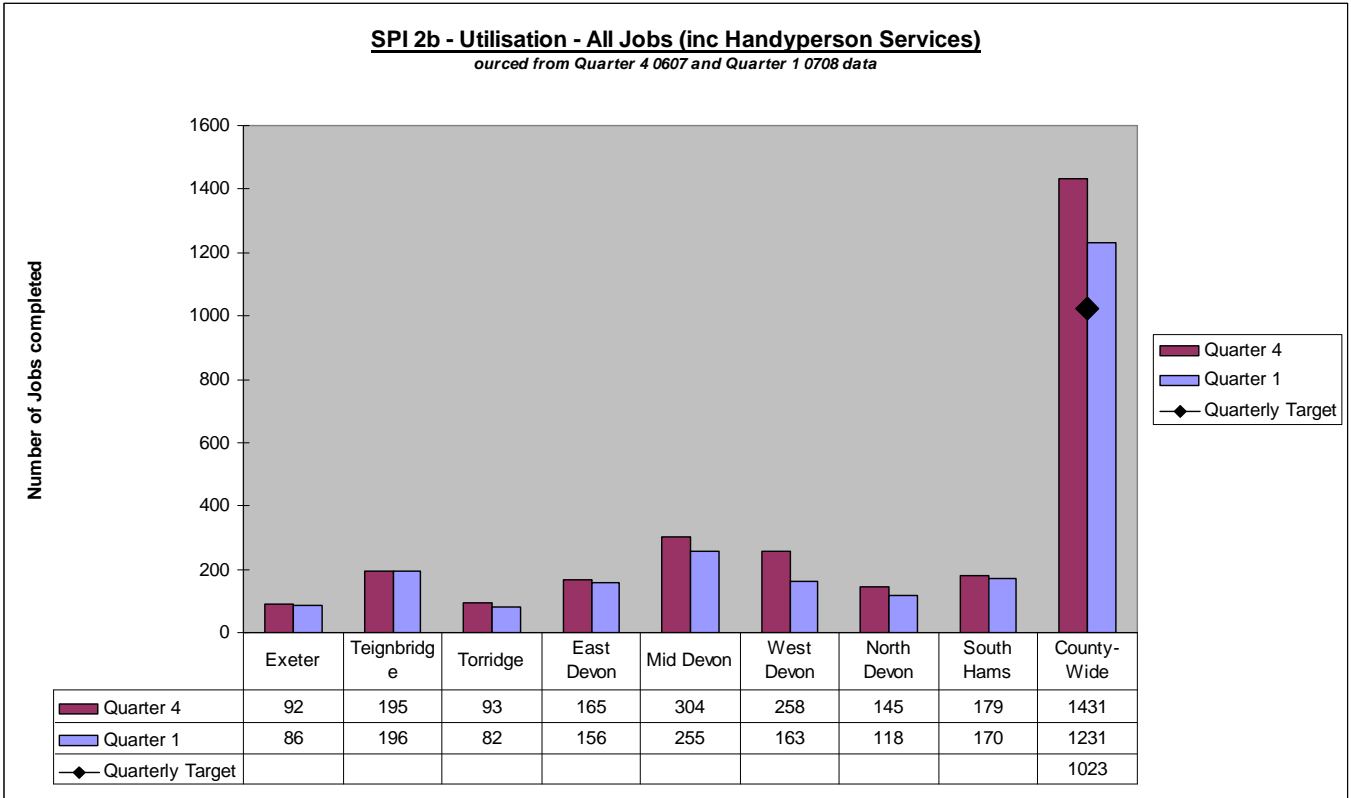
Appendix A3 – Jobs Completed



Appendix A3 (continued)

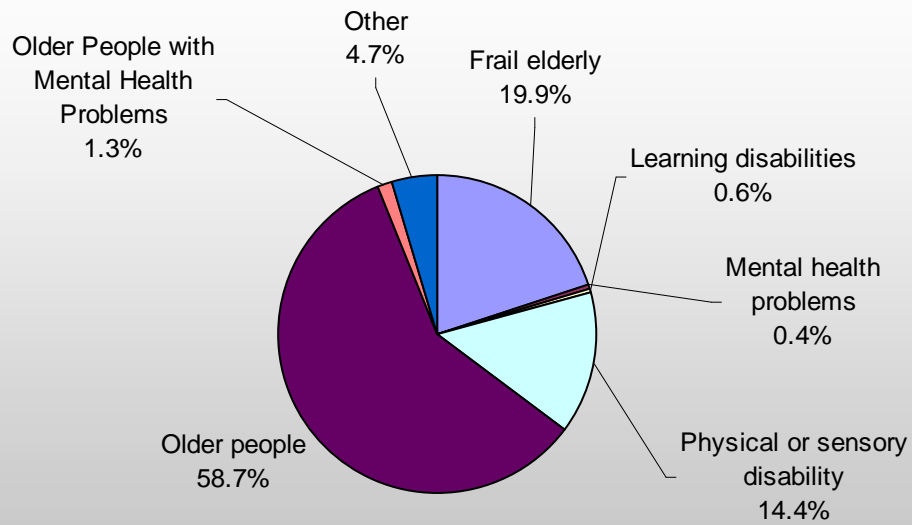


Appendix A3 (continued)

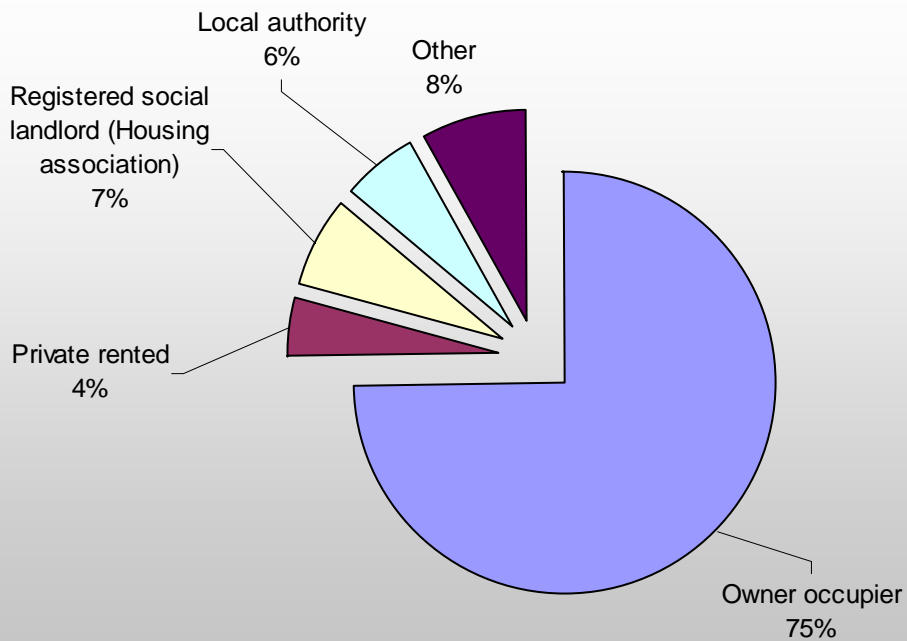


Appendix A4 – Service User Analysis

Primary Client Group of New Service Users



Tenure of New Service Users



Appendix A5 - Supplementary Performance Information

Falls Prevention Information (COLLATED BY SERVICE PROVIDER)

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Cumulative
Number of Home Safety Assessments completed for:	72	0	0	0	72
1a) Children (0-17)	0	0	0	0	0
1b) Adults (18 and over)	72	0	0	0	72
How many adult clients are in the following fall risk groups	1543	0	0	0	1543
None (0 of the * list below)	1023	0	0	0	1023
Low (1 of the * list below)	157	0	0	0	157
Medium (2 of the * list below)	114	0	0	0	114
High (3+ of * list below)	249	0	0	0	249

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.*

Appendix A5 (continued)

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	0	0	0	236
Of these referrals received, what was the time between referral and contact with client:	2 days or less	143	0	0	0	143
	more than 2 days	103	0	0	0	103
Number of referrals that lead to visits being carried out (based on date of enquiry)		158	0	0	0	158
Of these referrals received, what was the time between referral and visit being carried out:	21 days or less	131	0	0	0	131
	more than 21 days	27	0	0	0	27
Number of works completed (based on practical completion date)		108	0	0	0	108
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	0	0	0	20
	more than 28 days	62	0	0	0	62
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	0	0	0	12
	more than 56 days	14	0	0	0	14
<i>Of these works completed:</i>	How many were notified to other relevant agencies	0	0	0	0	0
	How many were inspected to ensure satisfactory completion	47	0	0	0	47

* 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 county-wide 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 A5 (continued)

2. Minor adaptations

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Cumulative
Adaptations completed	304	0	0	0	304
<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	0	0	0	50
more than 7 working days	17	0	0	0	17
<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	0	0	0	18
more than 2 working days	2	0	0	0	2
<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	0	0	0	84
more than 21 working days	133	0	0	0	133

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 Q1	PI %	2007/08 FOT	Variance	Comments
LAA HCOP6a	Number of New enquiries received by the Devon Care & Repair HIA service	7,763	8,163	1,990		7,960	-203	
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%	12.40%				
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	1,341		5,364	394	
SPI 2a	Utilisation - Total enquiries as a percentage of enquiry capacity (target)	7,763	8,163	1,990	97.5%	7,960	-203	
SPI 2b	Utilisation - Total number of jobs as a percentage of capacity (target - inc. Handypersons)	4,937	5,250	1,231	93.8%	4,924	-326	
SPI 5a	Average time (weeks) between Initial enquiry and first visit	2.1	1.6	0.8	211%		0.8	
SPI 5b	Average time (weeks) between first visit and practical completion (Works < £1000)	10.9	8	10.6	75.3%		-2.6	
SPI 5c	Average time (weeks) between first visit and practical completion (works > £1000)	39.3	40	36.4	109.9%		3.6	
SPI 5+	Average time (weeks) between first visit and practical completion (Handyperson services)	4.7	5.3	3.9	135.9%		1.4	