

To: Service Monitoring & Development Board		
Title:	Devon Care & Repair Management Report Q4 2009/10	
Status:	Discussion	
Summary:	This report provides an operational update on Devon Care & Repair taking account of DMG feedback on performance.	
Recommendations:	The report is for information and discussion.	
No. of appendices: 1		
Effect on risk assessment:	None	
Equality & diversity implications:	Care & Repair forms part of our services to older, disabled and vulnerable people to help them maintain independence and live comfortably and safely in their own homes.	
Resource & VfM:	None	
Customer services:	A wide range of services are provided. In consultation with stakeholders, clients and staff specific initiatives are being progressed to enhance the customer journey.	
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Devon Care & Repair Management Report Q4 2009/10

1. Introduction

- 1.1 This report updates members on the activities of Devon Care & Repair for the period 1 January to 31 March 2010 and following recent DMG meetings.

2. Organisational development

- 2.1 A significant feature of the period was our internal restructure. Independent Futures (i-Futures) was established on 1 April as a wholly owned subsidiary of DCHA. It is a company limited by shares, the only shareholder being DCHA. In addition, i-Futures is registered as a community interest company which will enable us to further diversify, access other funding streams and to develop more personalised services. As a company in its own right it now has a dedicated governance structure within DCHA and is subject to greater scrutiny and accountability including to clients at Board level.

- 2.2 The majority of staff transferred under TUPE from DCHA to i-Futures on 1 April. An organisational chart is shown at appendix 1. The Devon older people chart currently excludes relief staff who in the main assist with registered social landlord (rsl) activity.

- 2.3 Our delivery model in Devon has been geographically aligned with health and social care clusters to reflect 'future HIA' good practice recommendations and to:

- promote further integration operationally and strategically with health and social care
- enable more efficient resource management across teams
- support greater consistency and effectiveness in working practice

- 2.4 All three cluster teams now have a new manager to ensure a fresh start in our stakeholder and staff relationships. In addition, REMAS is being managed as a discrete service reporting to the Area Manager. Our social enterprise activity has been temporarily scaled down to enable a stronger focus on core service delivery but our new Business Service's Team will now have a lead role in any future social enterprise activity. We will continue to support rsl adaptations where there is agreement on fee income, primarily through non-core staff.

- 2.5 A key aim in our reorganisation has been to achieve a more holistic approach to older people service provision. Support services for sheltered housing clients, floating support and extra care which share the common aim

of promoting independent living and contribute equally to the prevention and early intervention agenda are now delivered alongside care and repair although the contracts are separately commissioned.

3. **DMG issues / themes**

- 3.1 DMG's have been held across 6 Districts, East and Teignbridge being the two exceptions.
- 3.2 Some Groups were keen to discuss their future remit in the face of evolving governance arrangements at County level and a provider restructure. In Exeter and Mid Devon we discussed the possibility of aligning within Eastern cluster boundaries which was seen as positive. In South Hams there were mixed views. Officers could see the benefits in joining with West Devon initially. Client views were mixed as to how relevant and practical this would be but all were willing to give it a go.
- 3.3 We believe this will strengthen membership, debate, improve the focus on performance and potentially promote greater consistency and good practice.
- 3.4 We propose holding the next DMG's individually (excluding Northern which is already aligned) so that all DMG's have the opportunity to comment.
- 3.5 For the foreseeable future we need to ensure that DMG's are the forum for performance review and monitoring. Increasingly, DCR managers will refrain from individual performance based meetings locally with a view to promoting appropriate representation and effective use of time and available information at DMG's.
- 3.6 However, we acknowledge the important role locally of Casework Liaison Meeting's (CLM's) in monitoring the major adaptation's process. We will maintain and strengthen our commitment to these.
- 3.7 An early priority is to review our Service Improvement Plan which requires greater profile and accountability.

4. **Performance**

4.1 Compliments / Complaints

There are no complaints recorded for the period and 15 compliments.

4.2 Client satisfaction

Question	HP		Non-HP		Total responses
	Very helpful	Quite helpful	Very helpful	Quite helpful	
General approach of staff	95%	5%	94%	6%	283

Question	HP			Non-HP			Total responses
	Very good	Good	Okay	Very good	Good	Okay	
Quality of work undertaken	88%	10%	0%	88%	8%	4%	283
Rating of contractor	Not applicable			78%	13%	7%	126

Question	HP			Non-HP			Total responses
	Yes	Not sure	No	Yes	Not sure	No	
Without DCR could work have been done	24%	37%	39%	15%	26%	58%	278
Would you use DCR again	99%	1%	1%	97%	3%	0%	283
Did this prevent a future accident	77%	0%	14%	93%	0%	1%	259

5. Service development

5.1 Homes Safety Assessment Voucher Scheme

We have yet to realise the full potential of this service with only 23 completed in Q4 which were in Torridge, Teignbridge and South Hams. Following an internal review of the process the need for training has been identified to establish a common understanding. There is also a need to agree for full cost recovery. An event is planned for 17 June for Administrator's, Handyperson's and Manager's alongside PCT and the fire service. We have avoided proactive promotion of this service in recent weeks but will resume this on 18 June starting with an Age UK event in Exeter. In view of the catch up required we have set an internal target to complete on average 26 per District per month over the 9 month period from July 2010 and March 2011.

5.2 Schedule of Rates pilots – Teignbridge & potentially South Hams

Following recent discussion with Teignbridge we have agreed to pilot for up to 3 months initially, a Schedule of Rates model for level access showers based on the Plymouth model. Early discussions with our Teignbridge team have been very positive with everyone recognising the potential benefits for clients. This pilot is likely to start in July. We are considering extending the pilot to South Hams to ensure a wider sample for evaluation and gain some economies with staff training in the Southern cluster.

5.3 Framework Agreement pilot – North Devon

Due to additional funding in North Devon, we will be piloting a fast track approach for level access showers and/or some external ramps. Works will be commissioned via a Schedule of Works and awarded in rotation to contractors, without drawings. Clients have been identified for the pilot. Pricing will be agreed following a joint Technical Officer and contractor visit and with reference to typical and established prices in the sector. Costs will be closely monitored in partnership with North Devon to ensure value for

money and initial evaluation will take place upon completion of the first 25 cases.

5.4 Management Information and DFG timeline

In consultation with the Management Information sub-group our data management is improving. This combined with the above initiatives will assist the implementation of the DFG timeline which, whilst acknowledged as extremely challenging, we are committed to progressing in partnership with other key stakeholders subject to the following:

- That all parties are equally committed
- That multi-agency performance information is open and transparent
- That the model is communicated to staff across all partners
- That the initiative is approached in the spirit of partnership and any gaps are collectively understood and constructively worked through

We believe that to be successful there will be resource implications both within DCR and potentially elsewhere. The extent may not be evident until the timeline is underway but meanwhile to help highlight and mitigate potential risks we are discussing staff capacity benchmarking data with Foundations. A small efficiency saving in the short term may be to simplify the central tendering process. We would welcome commissioner views.

5.5 REMAS / Telecare

A recent contract review meeting has highlighted the service is operating well although financial viability is being closely monitored. We are discussing the potential for enhancing the service to meet commissioner priorities.

6. **Financial**

The tables overleaf set out the type and values/volumes of works for:

- Q4 2009-10
- Q1 - Q4 2009-10
- Q1 - Q4 2008-09 by way of comparison
- 2009-10 and 2008-09 actual against projected contract values

Table 1: Q4 2009-10 Q4 Values of Work (for cases closed this quarter)

Funding	East	Exeter	Mid	North	S Hams	T'bridge	Torrige	West	Total
Renovation Grant	0	0	13,668	0	0	40,055	0	0	53,724
Small Works Grant	0	0	0	0	0	5,000	0	4,703	9,703
Single Repair Grants	0	0	0	0	0	0	12,161	0	12,161
Decent Homes Grant	0	0	0	0	47,784	0	0	0	47,784
Home Repair Assistance Grant	7,132	0	12,015	0	1,530	6,207	0	0	26,885
Homestay Grant	20,501	0	0	0	0	0	0	0	20,501
Hospital Discharge	0	0	133	0	0	0	0	0	133
Disabled Facilities Grant	193,376	76,491	58,829	108,875	117,650	33,320	114,502	147,402	850,450
Disabled Facilities Contribution	611	3,125	769	0	1,661	0	0	1,729	7,897
Minor Adaptations - Mid Devon	0	0	14,354	0	0	0	0	0	14,354
Adaptations form 316	5,211	22,777	0	7,326	3,862	8,999	7,959	2,369	58,506
Panel contributions	0	0	0	0	18,523	0	3,004	0	21,527
LA equity release schemes	0	0	0	0	0	0	0	0	0
Client support fund	0	0	0	0	0	0	0	0	0
Local Authority Loan	0	0	0	0	0	0	0	0	0
Client Savings	54,550	0	0	385	258	232	4,986	0	60,413
Handyperson Income	4,074	2,001	1,790	1,393	2,631	2,204	663	2,182	16,942
Insurance Claim	0	0	0	0	0	0	0	0	0
Charity	0	0	0	141	491	5,011	0	0	5,644
Commercial Services	2,645	1,382	701	825	825	0	2,098	9,507	20,181
Warm Front Top Ups	0	7	0	0	0	0	0	0	7
Wessex Loans	0	0	0	0	0	0	0	0	0
Total Funding	288,105	105,786	102,262	121,141	195,220	101,031	145,376	167,894	1,226,818

	East	Exeter	Mid	North	S Hams	T'bridge	Torrige	West	Total
ACS	5,211	22,777	14,487	7,326	3,862	8,999	7,959	2,369	72,994
Major Adapts	193,988	79,617	59,599	108,875	137,835	33,320	117,506	149,132	879,875
Repairs	27,634	0	25,684	0	49,314	51,263	12,161	4,703	170,759
Charity	0	0	0	141	491	5,011	0	0	5,644
Commercial Services (inc HP)	6,720	3,383	2,491	4,414	3,456	2,204	2,762	11,689	37,123
Client savings	54,550	0	0	385	258	232	4,986	0	60,413
Total	288,105	105,778	102,262	121,141	195,220	101,031	145,376	167,894	1,226,810

Table 2: Q1 – Q4 2009-10 Total Values of Work

Funding	East	Exeter	Mid	North	S Hams	T'bridge	Torrige	West	Total
Renovation Grant	0	7,944	45,074	0	0	188,750	0	36,516	278,286
Small Works Grant	0	0	0	0	0	5,000	0	30,409	35,409
Single Repair Grants	0	0	250	0	0	0	97,933	0	98,183
Decent Homes Grant	0	0	20,000	0	317,871	0	0	0	337,871
Home Repair Assistance Grant	42,347	0	36,709	0	1,530	27,725	0	0	108,311
Homestay Grant	39,838	0	0	0	0	0	0	0	39,838
Hospital Discharge	0	0	777	0	0	0	0	0	777
Disabled Facilities Grant	469,521	228,555	159,079	454,819	250,447	197,386	347,432	297,393	2,404,636
Disabled Facilities Contribution	954	18,465	769	1,262	1,826	2,753	0	7,404	33,435
Minor Adaptations - Mid Devon	4,542	0	49,387	0	0	0	0	0	53,929
Adaptations form 316	21,145	58,521	8,263	34,005	13,974	36,344	33,613	9,983	215,850
Panel contributions	0	0	1,774	31,165	22,835	0	30,213	0	85,988
LA equity release schemes	0	0	0	0	0	0	0	0	0
Client support fund	0	0	0	2,893	1,987	0	182	287	5,350
Local Authority Loan	14,703	0	0	0	0	0	0	0	14,703
Client Savings	56,421	0	2,358	23,805	6,685	3,177	15,293	2,771	110,513
Handyperson Income	21,114	15,763	5,940	6,420	8,611	8,605	2,971	7,063	76,490
Insurance Claim	0	0	0	0	0	0	0	0	0
Charity	0	0	1,741	10,689	5,613	7,734	0	205	25,983
Commercial Services	4,368	6,485	708	16,033	3,154	0	4,814	18,046	53,610
Warm Front Top Ups	0	7	0	0	0	0	0	0	7
Wessex Loans	0	0	0	0	1,233	0	0	0	1,233
Total Funding	674,957	335,742	332,833	581,094	635,772	477,477	532,454	410,081	3,980,414

	East	Exeter	Mid	North	S Hams	T'bridge	Torrige	West	Total
ACS	25,688	58,521	58,427	34,005	13,974	36,344	33,613	9,983	270,558
Major Adapts	470,475	247,021	161,623	487,246	275,109	200,140	377,645	304,798	2,524,060
Repairs	96,889	7,944	102,033	0	319,401	221,475	97,933	66,926	912,604
Charity	0	0	1,741	13,582	7,601	7,734	182	492	31,334
Commercial Services (inc HP)	25,482	22,248	6,648	22,454	11,766	8,605	7,785	25,109	130,100
Client savings	56,421	0	2,358	23,805	6,685	3,177	15,293	2,771	110,513
Total	674,957	335,734	332,833	581,094	634,538	477,477	532,454	410,081	3,979,172

Table 3: Q1 – Q4 2008-09 Total Values of Work

Funding	East	Exeter	Mid	North	S Hams	T'bridge	Torrridge	West	Total
Renovation Grant	0	20,918	7,878	0	0	270,562	0	10,443	309,800
Small Works Grant	2,066	0	0	0	0	0	0	80,771	82,836
Single Repair Grants	0	0	0	0	0	0	176,978	5,076	182,054
Decent Homes Grant	0	0	10,230	0	120,866	0	0	0	131,096
Home Repair Assistance Grant	57,597	749	23,540	0	45,304	26,832	0	0	154,022
Disabled Facilities Grant	667,785	206,298	53,955	423,179	299,545	423,994	231,253	291,294	2,597,302
Disabled Facilities Contribution	0	0	1,132	25	17,084	41,056	0	10,639	69,935
Minor Adaptations - Mid Devon	21,043	63	41,757	2,896	0	0	0	0	65759
Adaptations form 316	1,338	41,151	2,247	22,846	25,622	24,170	27,232	14,641	159,246
Panel contributions	987	0	0	22,779	0	11,607	25,150	10,964	71,287
LA equity release schemes	0	0	0	0	0	0	0	0	0
Client support fund	0	0	780	1,596	0	0	612	375	3363
Local Authority Loan	0	0	0	0	0	0	0	0	0
Client Savings	14,665	0	14,947	4,298	4,759	23,936	2,947	3,570	69,122
Handyperson Income	28,824	7,389	6,407	8,900	8,256	8,993	3,852	9,549	82,170
Insurance Claim	0	0	0	0	0	0	0	0	0
Charity	10,000	0	5,573	52,086	3,253	14,685	1,606	2,692	89,894
Commercial Services	152	410	963	13,412	26,557	0	0	14,269	55,764
Total Funding	804,455	276,978	169,409	551,818	551,244	845,834	469,630	454,281	4,123,649

Table 4: Original Projected Values of Work

Year	East	Exeter	Mid	North	S Hams	T'bridge	Torrridge	West	Total
2003-04	474,000	305,000	257,000	364,000	268,000	606,000	285,000	313,000	2,872,000
2004-05	410,000	429,000	453,000	384,000	240,000	507,000	297,000	239,000	2,959,000
2005-06	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
2006-07									
DFG	555,000	n/a	210,000	n/a	315,000	643,000	n/a	n/a	1,723,000
DISC	241,000	0	240,000	0	150,000	300,000	0	0	931,000
Total	796,000	0	450,000	0	465,000	943,000	0	0	2,654,000

Table 5: Actual Values of Work in 08-09 and 09-10 Against Projected Values of Work (minus HP income & commercial services)

	East	Exeter	Mid	North	S Hams	T'bridge	Torrridge	West	Total
08/09 actual	775,479	269,179	162,039	529,506	516,431	836,841	465,778	430,463	3,985,716
+ (-) original	(20,521)	269,179	(287,961)	529,506	51,431	(106,159)	465,778	430,463	1,331,716
09/10 actual	649,475	313,494	326,185	558,641	624,007	468,872	524,669	384,972	3,850,314

+ (-) original	(146,525)	313,494	(117,167)	558,641	159,007	(474,128)	524,669	384,972	1,196,314
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Based on projections in Table 4 values were understood to be less than £3m per year between 2003-04 and 2006-07. However, as can be seen in Table 5 the value of work completed by DCR has in practice been nearer £4m in the last 2 year period.

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