

This data was taken from FEMIS on Wednesday January 6th 2010

New enquiries this quarter (2009-10 Q3)

District	Enquiries
East Devon	214
Exeter	197
Mid Devon	237
North Devon	188
South Hams	263
Teignbridge	304
Torridge	214
West Devon	266
Total	1883

Ethnicity (new cases)

District	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torridge	West Devon	Total
White British	200	191	230	174	254	246	178	254	1727
White Irish	0	0	0	2	2	0	0	0	4
White Other	0	2	1	0	0	0	4	1	8
Asian / Asian - British (Indian)	0	1	0	0	0	0	0	0	1
Asian / Asian - British (Pakistani)	0	0	0	0	0	0	0	0	0
Asian / Asian - British (Other)	0	0	0	0	0	0	0	0	0
Black / Black - British (Other)	0	0	0	0	0	0	0	0	0
Black / Black - British (Caribbean)	0	0	0	0	0	0	0	1	1
Refused	1	0	2	0	0	0	0	5	8
Missing	13	3	4	12	7	58	32	5	134
Total	214	197	237	188	263	304	214	266	1883

Tenure (new cases)

District	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torridge	West Devon	Total
Owned/part-owned by client or spouse	191	121	177	109	153	246	141	193	1331
Owned/part-owned by another not living there	1	0	0	4	3	0	4	6	18
Owned by other occupier	0	1	0	3	8	5	3	5	25
Leased	0	0	0	0	0	0	0	0	0
Rented from housing association	5	15	12	42	76	9	12	40	211
Rented from local authority	0	17	18	0	0	0	1	1	37
Rented from private landlord	2	3	14	8	3	8	11	14	63
Other	1	5	2	3	2	1	1	1	16
Not known	1	26	9	0	0	5	8	3	52
Missing	13	9	5	19	18	30	33	3	130
Total	214	197	237	188	263	304	214	266	1883

Health and Disabilities (new cases)

District	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torridge	West Devon	Total
People with AIDS/HIV	0	0	0	0	0	0	0	0	0
Learning Disabilities	2	0	0	0	4	0	1	0	7
Mental Health (Under 55yrs) *	0	0	0	0	2	1	2	1	6
Older people with Mental Health	1	0	1	3	5	2	3	6	21
Physical disability	55	7	6	23	59	46	43	57	296
Frail elderly	132	1	17	27	48	83	56	64	428
Older people **	24	189	213	135	145	172	109	138	1125
Total	214	197	237	188	263	304	214	266	1883

(*) Mental Health under 55yrs includes those with age missing as assumes it to be zero

(**) Older people are those who do not have any disability

All cases closed 2009-10 Q3

Case status of cases closed this quarter

	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torrige	West Devon	Total
Enquiry	26	25	31	43	26	89	66	75	381
Charitable fund raising	0	0	0	3	3	0	0	2	8
Benefits advice	0	0	0	3	16	15	0	1	35
Handyperson - work completed	138	96	66	66	81	75	54	107	683
HP not completed	30	30	14	12	35	16	12	40	189
Minor Adaptations - work completed	6	10	8	26	7	19	15	5	96
Minor Adaptations - work cancelled	0	3	2	1	3	5	2	1	17
Local Indicator 16 (Mid Devon only)	0	0	91	0	0	0	0	0	91
Local Indicator 16 - cancelled	0	0	3	0	0	0	0	0	3
Core Major Adaps completed	25	10	5	13	4	13	13	9	92
Core Major Adaps cancelled	9	3	3	6	2	4	8	9	44
RSL Major Adaps completed	1	2	0	7	5	0	1	7	23
RSL Major Adaps cancelled	3	2	0	3	3	0	0	1	12
Repairs - work completed	6	0	0	0	4	12	14	5	41
Repairs - work cancelled	3	0	0	0	6	1	2	16	28
Home Safety Assessments - completed	0	0	1	0	10	2	6	0	19
Home Safety Assessments - cancelled	0	0	0	1	0	0	0	0	1
Hospital Discharge	0	0	13	0	0	1	0	0	14
Total	472	355	438	310	381	400	312	502	1777

Outcomes for jobs completed in the quarter (including hospital discharge)

Includes major, minor, handyperson, HSA, Hosp discharge, repairs and completed work recorded as "Charitable"

Client:	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torrige	West Devon	Total
Remained in their own home	176	112	182	111	103	116	99	131	1030
Died	0	0	0	0	0	0	0	0	0
Moved to alternative independent housing with or without long-term support	0	0	0	1	0	0	0	0	1
Moved to sheltered housing	0	0	0	0	0	0	0	0	0
Moved to a care home	0	0	0	0	0	0	0	0	0
Moved to a nursing home	0	0	0	0	0	0	0	0	0
Entered (long stay) hospital or hospice	0	0	0	0	0	0	0	0	0
Other / not known	0	0	0	0	0	0	0	0	0
Missing	0	7	2	3	11	4	4	3	34
Sub-total: Number who died or continued to live independently following work	176	112	182	111	103	116	99	131	1030

Outcomes for substantial advice given in the quarter

For enquiries, charitable fund raising and benefits advice. Includes cancelled work for HP. Minor and major adaps etc.

Client:	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torrige	West Devon	Total
Remained in their own home	2	1	8	5	36	24	4	8	88
Remained in their own home but required work	0	0	0	0	0	0	0	0	0
Died	0	0	0	0	0	0	0	0	0
Moved to alternative independent housing	0	0	0	0	0	1	0	0	1
Moved to sheltered housing	0	0	0	0	0	0	0	0	0
Moved to a care home	0	0	0	0	0	1	0	0	1
Moved to a nursing home	0	0	0	0	0	0	0	0	0
Entered (long stay) hospital or hospice	0	0	0	0	0	0	0	0	0
Other/not known	0	0	1	0	0	0	0	0	1
Missing	0	0	2	5	4	10	2	0	23
Total	2	1	11	10	40	36	6	8	114
Sub-total: Number who died or continued to live independently following work	2	1	8	5	36	24	4	8	88

Handyperson

	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torrige	West Devon	Total
Works cancelled prior to completion	30	30	14	12	35	16	12	40	189
Number of jobs completed in the quarter	138	96	66	66	81	75	54	107	683
Number of cases first visit data given for	138	96	66	66	81	75	54	107	683
Average time from enquiry to first visit (working days)	13.3	12.0	10.8	5.1	7.7	6.0	5.2	7.8	9.1
Enquiry and practical completion dates available for:	138	96	66	66	81	75	54	107	683
Average time from enquiry to practical completion (weeks)	2.5	1.6	1.9	0.9	1.7	1.1	0.9	1.7	1.7

Hospital Discharge

Time from Requisition to Practical Completion:

	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torrige	West Devon	Total
Work cancelled prior to completion	0	0	0	0	0	0	0	0	0
2 working days or less	0	0	11	0	0	0	0	0	11
More than 2 working days	0	0	2	0	0	1	0	0	3
Total	0	0	13	0	0	1	0	0	14

Minor Adaptations

(Does not include Local Indicator 16)

	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torrige	West Devon	Total
Works cancelled prior to completion	0	3	5	1	3	5	2	1	20
Number of jobs completed in the quarter	6	10	8	26	7	19	15	5	96
Number of cases first visit date given for	6	10	8	0	6	3	0	1	34
Average time from requisition to first visit (working days)	32.7	46.6	17.5		3.7	3.7		2.0	24.6
Total number of jobs completed	6	10	8	26	7	19	15	5	96
Requisition and practical completion dates available for	6	10	8	26	7	19	15	5	96
Average time from requisition to practical completion (weeks)	7.0	9.1	3.3	4.2	10.3	6.9	6.5	4.3	6.2

Local Indicator 16 (Mid Devon)

Time from requisition to Practical Completion:

	Mid Devon
Works cancelled prior to completion	3
7 working days or less	42
More than 7 working days	49

Repairs

	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torrige	West Devon	Total
Works cancelled prior to completion	3	0	0	0	6	1	2	16	28
Total number of jobs completed	6	0	0	0	4	12	14	5	41
Enquiry and practical completion dates available for	6	0	0	0	4	12	14	5	41
Average time from enquiry to practical completion (weeks)	42.8				38.2	26.1	22.3	79.5	34.9

2009-10 Q3

CORE Major Adaptations

	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torridge	West Devon	Total
Works cancelled prior to completion	9	3	3	6	2	4	8	9	44

	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torridge	West Devon	Total
Number of jobs completed in the quarter	25	10	5	13	4	13	13	9	92
Number of cases first visit date given for	25	10	5	13	4	12	13	9	91
Average time from requisition to first visit (working days)	7.5	16.9	7.4	19.7	6.5	5.7	15.7	14.7	11.9

	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torridge	West Devon	Total
Requisition date and practical completion date available for	25	10	5	13	4	13	13	9	92
Average time from requisition to practical completion (weeks)	42.1	37.3	27.0	53.9	29.4	25.5	52.5	52.6	42.0

Work costing up to £5000

	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torridge	West Devon	Total
Number of applications submitted	13	6	4	9	4	9	7	6	58
Time from requisition to grant submission date:									
28 working days or less	0	0	1	3	0	3	6	2	15
more than 28 working days	13	6	3	6	4	6	1	4	43

Work costing over £5000

	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torridge	West Devon	Total
Number of applications submitted	12	4	1	4	0	3	6	3	33
Time from requisition to grant submission date:									
56 working days or less	3	0	1	0	0	2	6	0	12
more than 56 working days	9	4	0	4	0	1	0	3	21

RSL Major Adaptations

	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torridge	West Devon	Total
Number of jobs completed in the quarter	1	2	0	7	5	0	1	7	23
Number of cases first visit date given for	1	2	0	7	5	0	1	7	23
Average time from requisition to first visit (working days)	25.0	5.0		8.9	60.6		14.0	20.4	24.2

	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torridge	West Devon	Total
Requisition date and practical completion date available for	1	2	0	7	5	0	1	7	23
Average time from requisition to practical completion (weeks)	35.6	40.7		20.0	34.3		60.0	39.3	33.2

Work costing up to £5000

	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torridge	West Devon	Total
Number of applications submitted	1	2	0	5	4	0	1	6	19
Time from requisition to grant submission date:									
28 working days or less	0	0	0	3	0	0	1	1	5
more than 28 working days	1	2	0	2	4	0	0	5	14

Work costing over £5000

	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torridge	West Devon	Total
Number of applications submitted	0	0	0	1	1	0	0	1	3
Time from requisition to grant submission date:									
56 working days or less	0	0	0	0	0	0	0	0	0
more than 56 working days	0	0	0	1	1	0	0	1	3

Fall Risk Groups for All Closed Cases

(Clients aged 18 and over)

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

Number from the list:	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torridge	West Devon	Total
None	176	156	122	92	167	170	61	192	1136
Low (1)	8	3	14	1	16	8	13	15	78
Medium(2)	6	2	19	13	7	12	14	11	84
High (3 or more)	39	13	75	52	14	35	84	50	362

Falls Prevention Information

Home Safety Assessments completed for:	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torridge	West Devon	Total
Children (Aged 17 and under)	0	0	0	0	0	0	0	0	0
Adults (Aged 18 and over)	0	0	1	0	10	2	6	0	19