

## Performance Report to Devon Care & Repair Monitoring Board Quarter 3 2006/07

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 F.

### INTRODUCTION

Quarter 3 has seen a dramatic improvement in the management information from the MIS. In addition, the system is now capable of capturing the full data-set as laid out in the performance and monitoring protocol appendices. Despite difficulties in some areas, it is expected that the final report of 2006/07 will contain all the performance data as per the contract.

There are potential PCT issues with using SAP as the primary source of onward referral and client data collection which will need further development amongst members. Within Adult and Community Services, there is still some reluctance in using SAP and often failure to see the full opportunities that the SAP form raises for reducing Health and Social Care costs via improved housing conditions.

### PERFORMANCE INDICATORS

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

- The county wide picture indicates 76.3% (1176) 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 reporting quarter 3 2006/07). 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 improvement seen across the majority of districts from quarter 2 but there are still large variances between the districts for this KPI.
  - West Devon and East Devon are reporting above 90%, Teignbridge & Torridge above 80%.
  - North Devon and Mid Devon are reporting below 50%. – This must improve as soon as possible by ensuring that data is entered at all times. These low scores are skewing the data. This is pertinent as a single county-wide KPI 1 score is reported to DCLG. If the outcome field is left blank, it will default to an outcome of “other / not known” which will severely affect the reported PI.
- A national / regional benchmark figure is currently unavailable, although work is underway to contact other Supporting People administering authorities to obtain reported HIA KPI 1 figures. It is expected the service would report a KPI 1 score of 95% and above.

\*Please refer to Appendix A 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 cumulative YTD figure is reported at 0.2. This may seem low but 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.
  - 25% 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).
  - There is a large proportion of ‘unknowns’ in the Ethnicity data. A possible training issue?

## 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: ✘

Quarter 3 County-wide PI is 84.3% (1952 new enquiries). Using a linear forecast model, the number of new enquiries for the quarter 4 period is predicted to be 2026. This would mean a year-end figure of 7678 and the service would fall short of the year-end target by 1588 enquiries. In order for the service to achieve this target, a quarter 4 figure of 3614 new enquiries would need to be met, this appears unlikely.

At an individual district level, both North Devon and Teignbridge have seen increases in new enquiries from Quarter 3 to Quarter 2, the other districts have remained reasonably stable. Please refer to **Appendix B** for a graphical summary.

### (b) Total number of jobs as a percentage of capacity (inc Handypersons)

STATUS: ✔

Quarter 3 County-wide PI is 130.1% (1338 jobs). As expected, the number of enquiries increased during Quarter 3 which has increased the number of jobs completed significantly.

In particular, Quarter 3 saw a 25% increase in the number of handyperson jobs completed compared to Quarter 2. Mid-Devon is the only district that did not see a rise in handypersons jobs completed during the quarter (down 23 jobs from Quarter 2). Teignbridge completed over twice as many handyperson jobs as they did in quarter 2, this is reflective of the large increase seen in the number of new enquiries (as above).

Minor and Major jobs completed have also risen slightly compared to quarter 2. Individual districts have seen small increases / decreases from quarter 2; these are shown in Appendix C. The target number of jobs for the year is 4090; currently 3443 have been completed year-to-date. Based on a linear forecast model, the total number of jobs completed for the quarter 4 period is predicted to be 1478. This would mean a year-end figure of 4921 and would exceed the year-end target by 831 jobs. Please refer to **Appendix C** 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: ✔

Quarter 3 County-wide PI is 99% (Quarter 3 average = 1.61 weeks). The service is performing well in this area and has achieved the target of 1.6 weeks (average) consistently through the financial year. At a district level, East Devon and North Devon are reporting average response times of in excess of 5 weeks, this may be DQ errors.

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

STATUS: ✘

Quarter 3 County-wide PI is 72%. This is an improvement on the position stated at the end of quarter 2 (67%), however at a district level only one district (Teignbridge) has achieved the target of 8 weeks (average). There still appears to be some inconsistent data, in particular in North Devon where figures of 0 weeks are appearing from the MIS.

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

STATUS: ✔

Quarter 3 County-wide PI is 110% indicating exceeding the target set of 40 weeks. At a district level, Torridge is the only district not to achieve the target, with an average of 57 weeks reported in Quarter 3.

### (+) 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 but have shown improvement since Quarters 1 and 2.

## 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.

|                 | Response Times (Avg Wks)             |                           |                          |                  |
|-----------------|--------------------------------------|---------------------------|--------------------------|------------------|
|                 | SPI 5a<br>(Initial -<br>First Visit) | SPI 5b<br>(Jobs <<br>£1k) | SPI 5c<br>(Jobs ><br>1k) | Handy<br>Persons |
| <b>TARGET</b>   | 1.6                                  | 8                         | 40                       | 5.3              |
| <b>District</b> |                                      |                           |                          |                  |
| County-Wide     | 1.6                                  | 11.1                      | 36.4                     | 4.5              |
| Exeter          | 0.8                                  | 14.8                      | 32.5                     | 1.8              |
| Teignbridge     | 1                                    | 7.3                       | 31.1                     | 5.3              |
| Torridge        | 1.7                                  | 24.5                      | 57                       | 5                |
| East Devon      | 5.7                                  | 0                         | 35.9                     | 1.6              |
| Mid Devon       | 1.6                                  | 9.9                       | 33.3                     | 3.6              |
| West Devon      | 1.9                                  | 10.4                      | 27.4                     | 4.2              |
| North Devon     | 2.8                                  | 0                         | 30.5                     | 3.9              |
| South Hams      | 1.2                                  | 14.6                      | 37.8                     | 7.2              |

### Other Management Information of importance:

- Year-to-date analysis of Primary Client Group and Tenure of new clients is shown in Appendix D.
- There is a large amount of data either being left blank / entered as not known / other. This particularly affects Ethnicity, Tenure and Outcomes data. The service is consistently reporting a KP1 score of less than 80% which is reported to DCLG in terms of service user outcomes. (Percentage of service users who are supported to establish and maintain independent living). It is essential that this improves.

### MONITORING OF LAA HCOP6 TARGETS

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

a)

31<sup>st</sup> March 2007

TARGET: 4622

FORECAST: 3958

*Based on a linear projection of 2774 new service users remaining at home over the period Quarter 1 to Quarter 3. 25% of outcomes recorded as not known / other; if this improved the target would likely be met.*

**STATUS: X**

**Number of Service Users who received Substantial Advice (No work carried out, home visit) and continued to live independently at home.**

b)

31<sup>st</sup> March 2007

TARGET: 160 – FOR DISCUSSION AT SMDB.

FORECAST: UNDER REVIEW

**STATUS: ?**

*(There is currently discussion over the validity and appropriateness of this target within Adult & Community Services. A suggestion has been proposed to monitor the percentage of 'independent living' service users who received solely substantial advice (home visit, no works/H.S.A.) Please refer to Appendix E for the draft proposal proforma)*

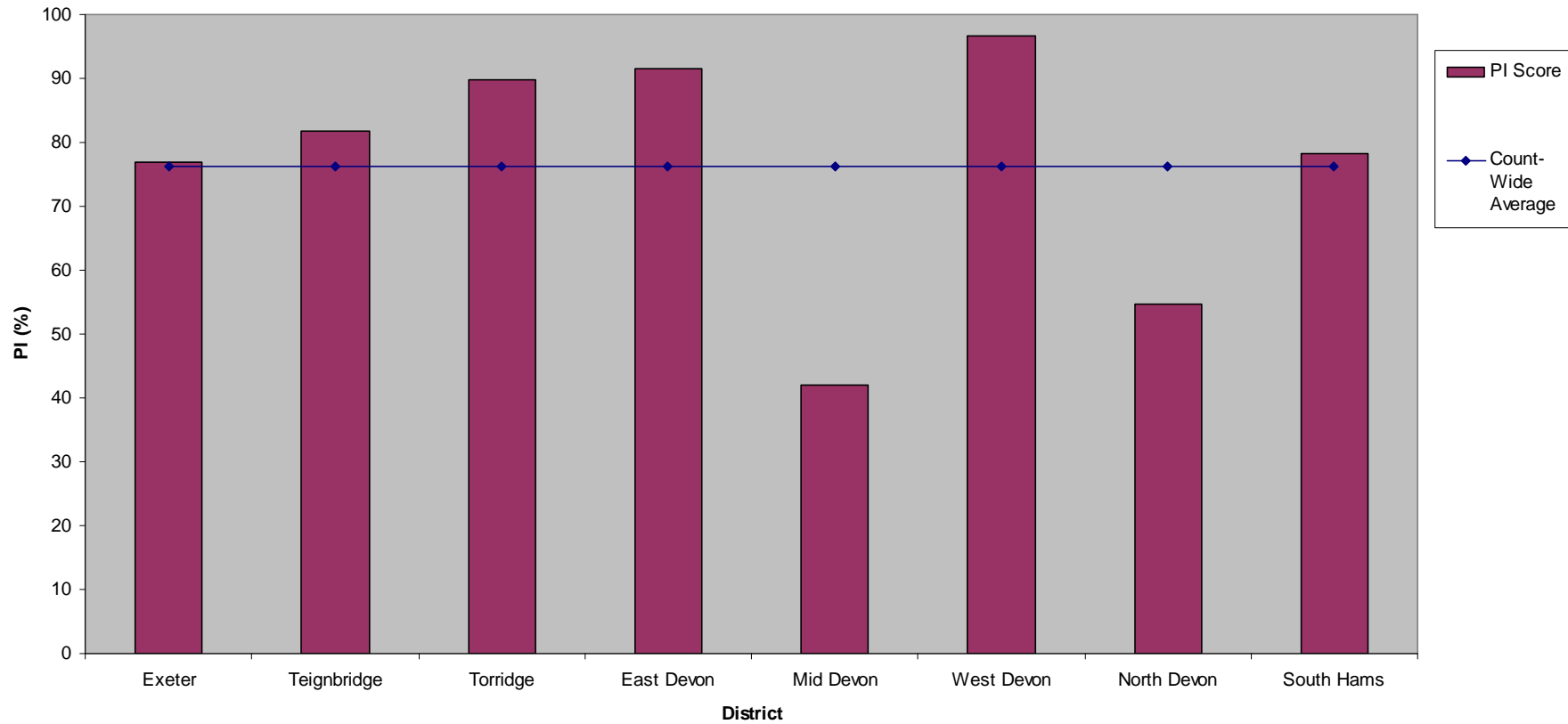
## **RECOMMENDATIONS**

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

1. To ensure a marked improvement in Quarter 4 data regarding 'Other' / 'Not Known' predominantly generated by leaving fields blank. Particularly pertinent to outcomes affecting KPI 1 scores and failure to achieve LAA target HCOP6a (see above). Also affects Ethnicity (KPI3) and Tenure.
2. Supplementary performance report produced objectively by DCHA relating to falls, response times, adaptations etc to include cost implications of works processed by tenure which will impact on indicative service volumes and contract cost in Year 2007/8
3. Interrogate SPI 5 response time's information on a district basis to ensure DCR are not accountable for District Council resource delays. This will require further interrogation of the MIS into specific cases.
4. An over-arching recommendation to ensure under-performance highlighted within this report is fed to district local managers.

**Appendix A**

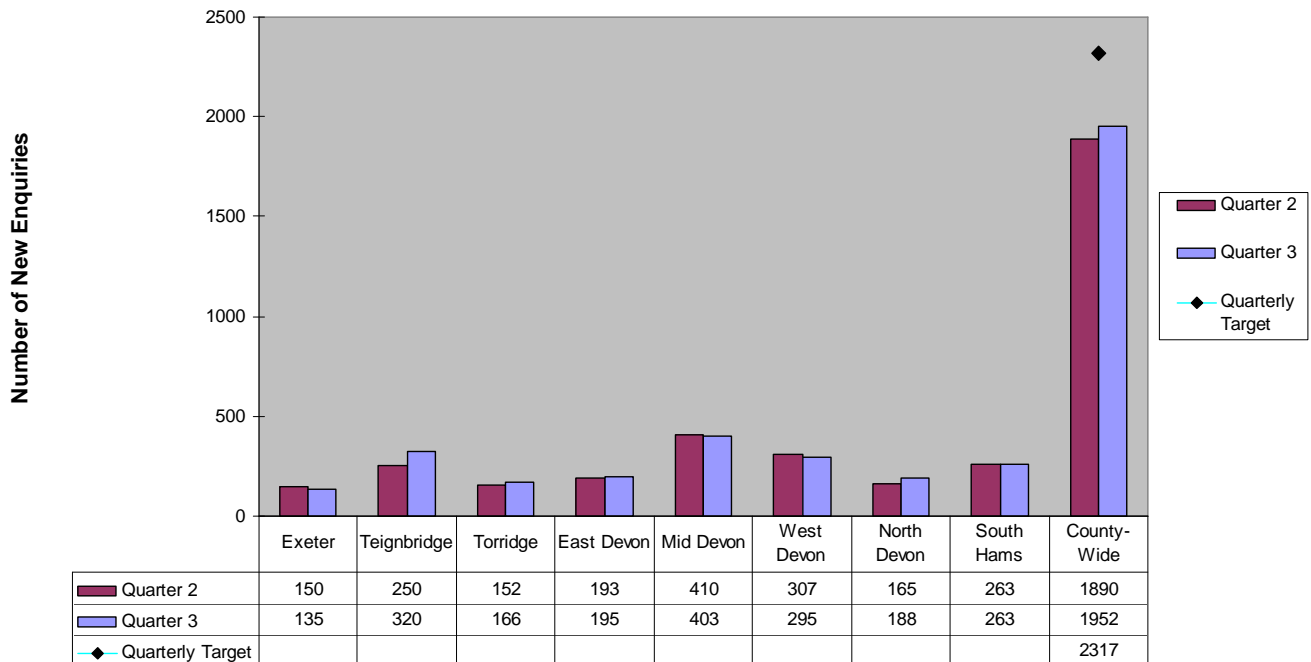
**KPI 1 (Cumulative YTD) - Percentage of Service Users who are supported and maintain independent living**



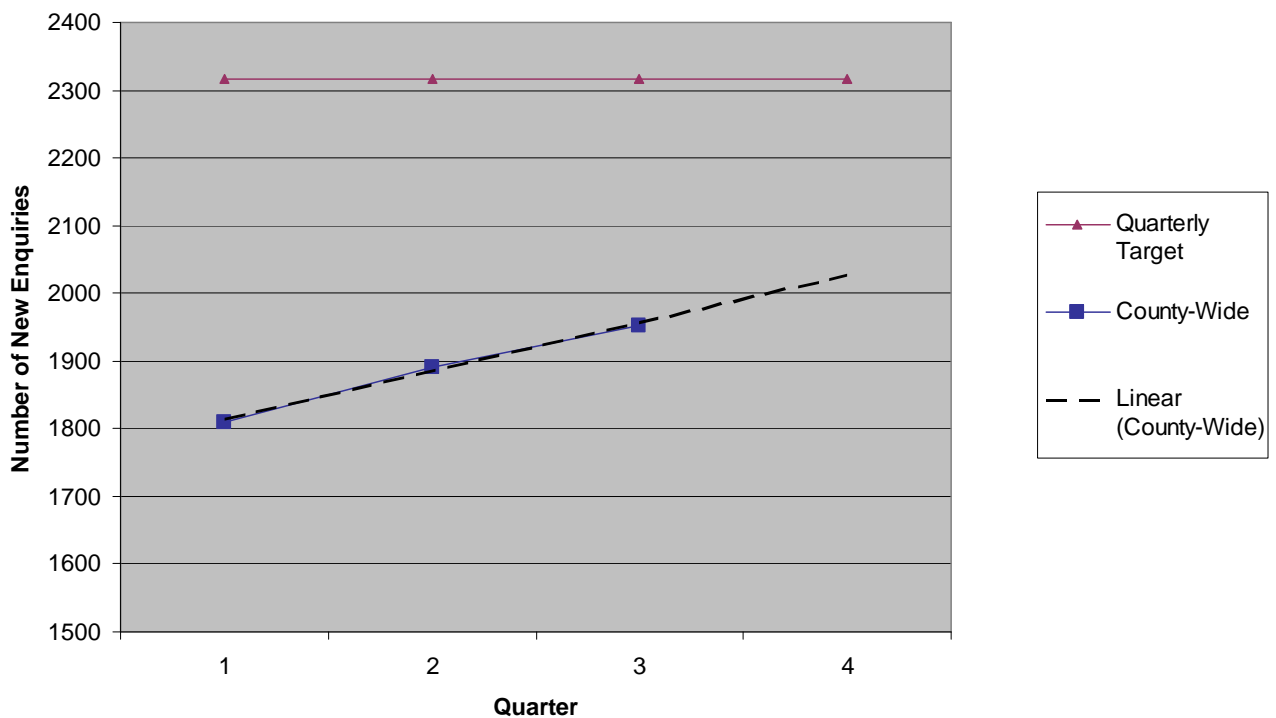
## Appendix B

### SPI 2a - Utilisation - New Enquiries

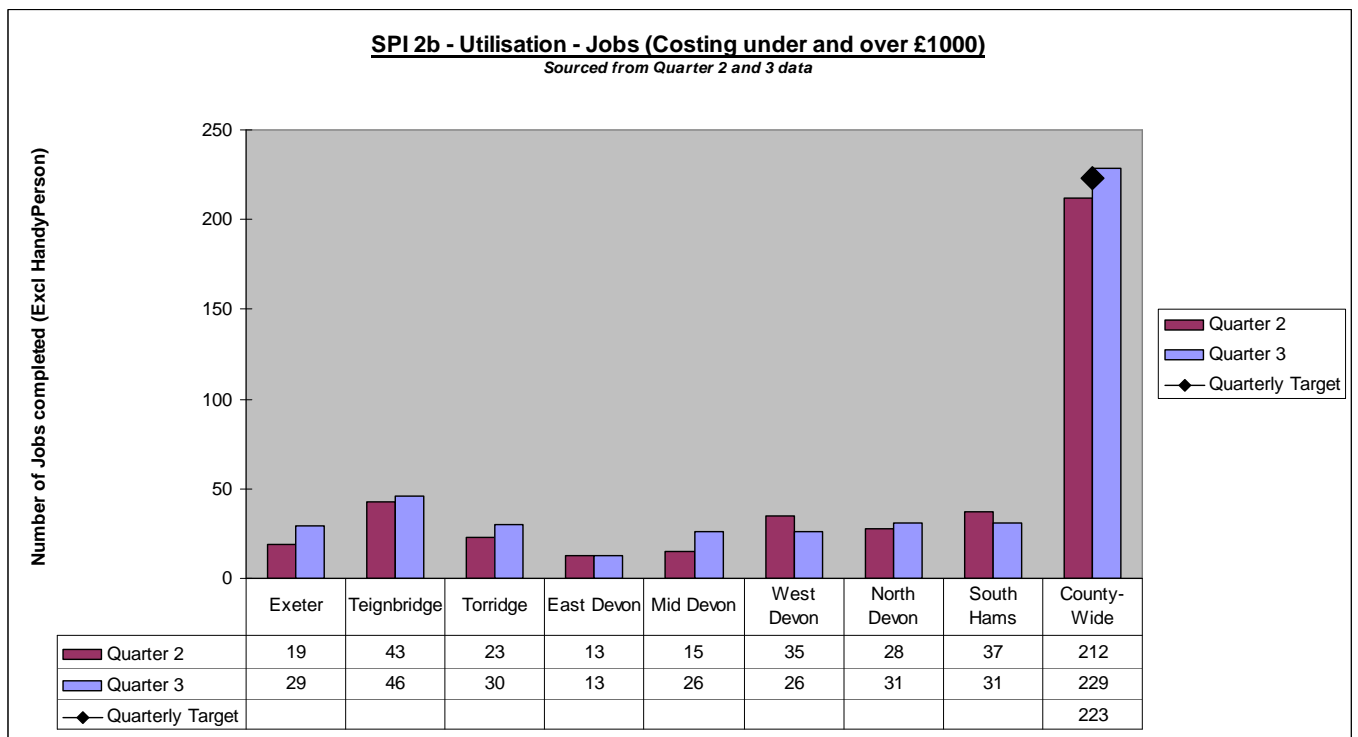
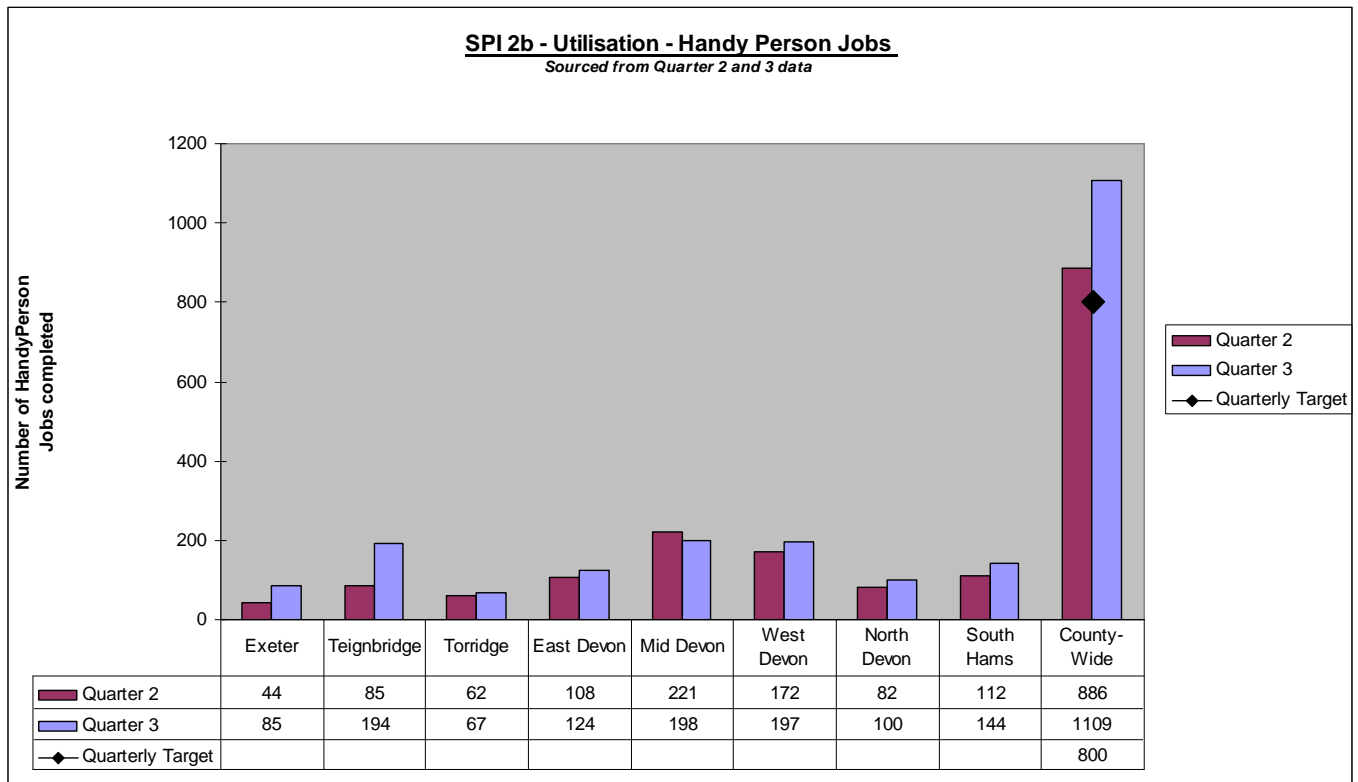
Sourced from Quarters 2 and 3 data



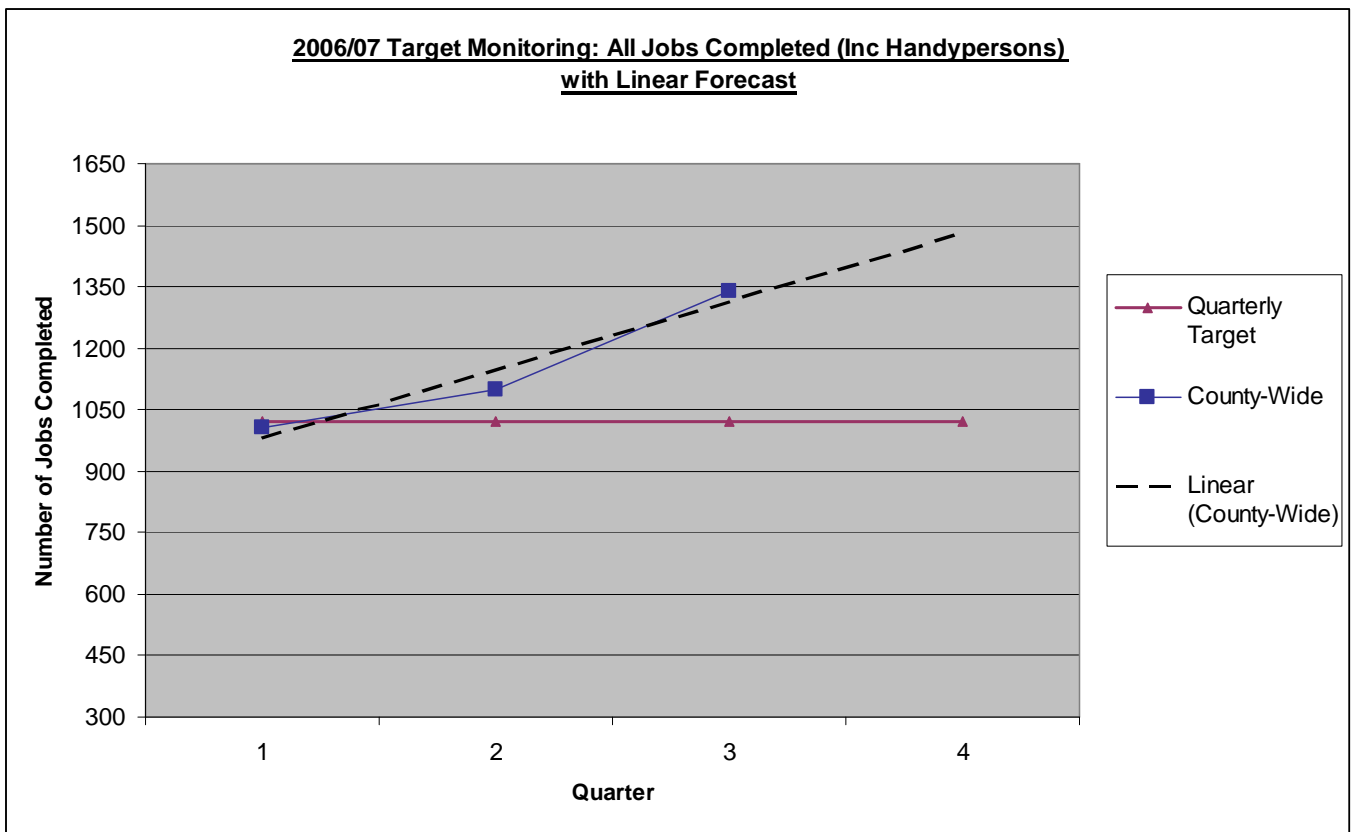
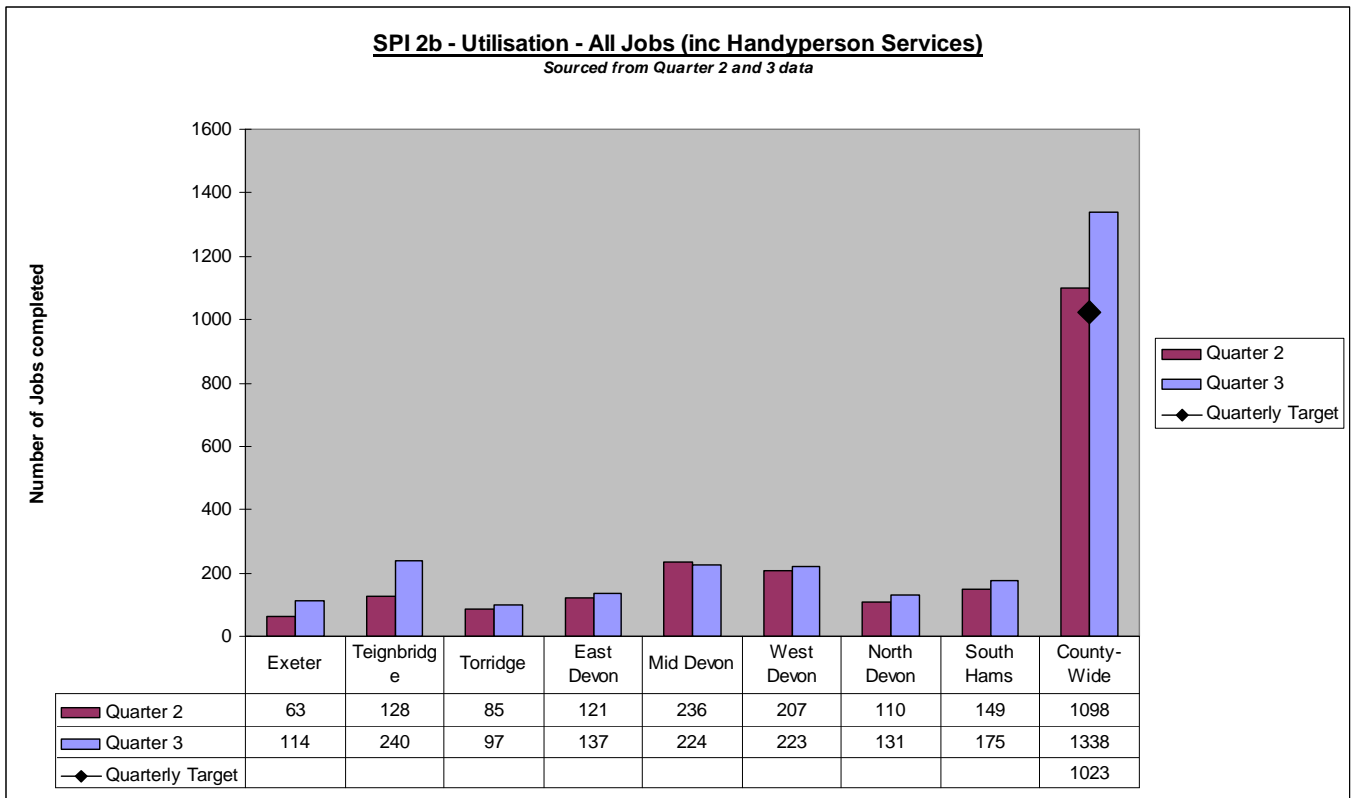
### 2006/07 Target Monitoring: New Enquiries with Linear Forecast



## Appendix C

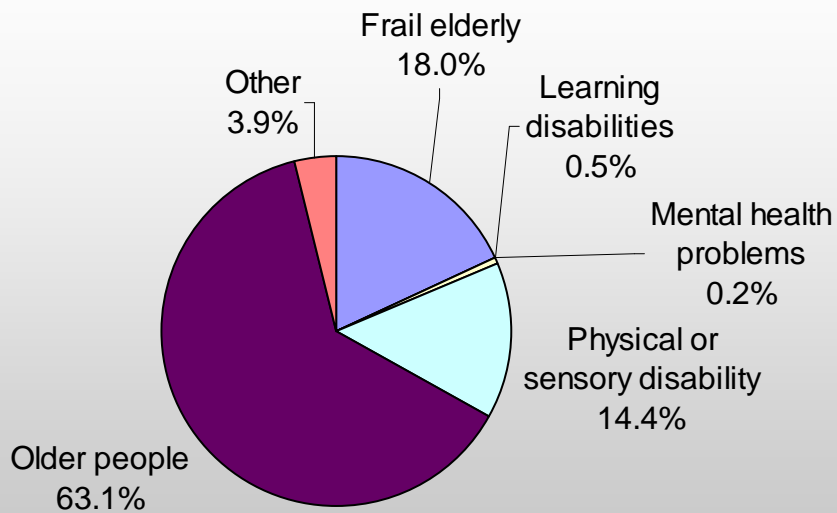


**Appendix C (continued)**

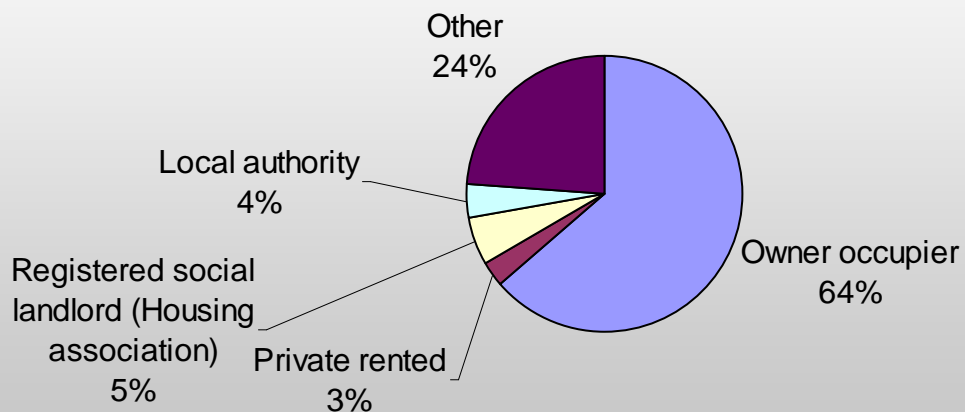


## Appendix D

### Primary Client Group of New Service Users



### Tenure of New Service Users



## Appendix E

### Devon Local Area Agreement

#### Performance Measures

#### DRAFT

|                           |  |   |                 |                            |
|---------------------------|--|---|-----------------|----------------------------|
| Outcome                   | HCOP6: Older people will be able to live in their own homes and be informed, active, healthy and safe  |   |                 |                            |
| PI Description            | HCOP6 b) Percentage of 'independent living' service users who received substantial advice with no work or home safety assessment carried out   |   |                 |                            |
| Lead Officer              | Clare Miller   |   |                 |                            |
| Data Supplied By          | Matthew Areskog  |   |                 |                            |
| Data Source               | Foundations Electronic Management System (Devon and Cornwall Housing Association)  |   |                 |                            |
| Frequency of Availability | Quarterly  |   |                 |                            |
| Target                    | To be confirmed following data-validation, early-feb 07.   |   |                 |                            |
| Baseline                  | 2004/05:   | n/a   | 2005/06:        | n/a                        |
| Dates Data to be Supplied | Period Covered   | Date Required   | Interim Targets | Actuals                    |
|                           | Apr 06 – Jun 06  | 01/08/06  |                 |                            |
|                           | Jul 06 – Sep 06  | 01/11/06  |                 |                            |
|                           | Oct 06 – Dec 06  | 01/02/07  |                 | TBC (following validation) |
|                           | Jan 07 – Mar 07  | 01/05/07  |                 | TBC                        |
|                           | Apr 07 – Jun 07  | 01/08/07  | TBC             | TBC                        |
|                           | Jul 07 – Sep 07  | 01/11/07  | TBC             | TBC                        |
|                           | Oct 07 – Dec 07  | 01/02/08  | TBC             | TBC                        |
|                           | Jan 08 – Mar 08  | 01/05/08  | TBC             | TBC                        |
|                           | Definition   | <p>Service Users who need face to face advice to deliver a housing related action plan but who do not subsequently receive any services.</p> <p>Rationale: To link the value of improving house conditions &amp; the safety of the living environment by proactively offering Devon Care &amp; Repair services with particular reference to Home Safety Assessments. Hence this is a reducing target.</p> <p>Drivers:</p> <ul style="list-style-type: none"> <li>• High numbers of 'non-decent' homes in Devon</li> <li>• High numbers of people who fall in Devon</li> <li>• Average level of fuel poverty is 25% in Devon rising to 40% in some wards.</li> </ul> |                 |                            |
| PI Calculation            | <p>(Number of 'independent living' Service Users who received Substantial advice*) / Total number of service users who maintained independent living**) * 100</p> <p>* As defined by receiving a home visit with no works / home safety assessments carried out</p> <p>**for which works were carried out OR substantial advice received</p> |   |                 |                            |

## Appendix F

### SUPPORTING PEOPLE PERFORMANCE WORKBOOK FOR HOME IMPROVEMENT AGENCIES

#### CONTRACT DETAILS

|                   |  |   |   |   |   |   |   |   |  |
|-------------------|--|---|---|---|---|---|---|---|--|
| Service ID number | J  | 8 | 8 |   |   |   |   |   |  |
| Service name      | Devon Care & Repair                      |   |   |   |   |   |   |   |  |
| Provider ID       | 1  | 0 | 0 | 0 | 0 | 1 | 3 | 5 |  |
| Provider name     | Devon & Cornwall Housing Association Ltd |   |   |   |   |   |   |   |  |

Make entries in yellow cells  
Select entries from drop down list in beige cells

|      |         |            |    |
|------|---------|------------|----|
| Year | 2006/07 | No. weeks: | 52 |
|------|---------|------------|----|

Administering Authority: Devon

From: Mon 03 Apr 06 to Sun 01 Apr 07

#### ANNUAL SERVICE TARGETS

| ANNUAL UTILISATION TARGETS                 |       |
|--|-------|
| Number of enquiries                        | 9,266 |
| Number of jobs to be completed             | 890   |
| Number of handyperson jobs to be completed | 3,200 |

| RESPONSE TIME TARGETS                        |     |
|--|-----|
| No.wks between initial enquiry & first visit | 1.6 |

| No. weeks between first visit & completion of works: |      |
|--|------|
| - jobs costing less than £1,000                      | 8.0  |
| - jobs costing £1,000 or more                        | 40.0 |

| No. weeks between initial enquiry and completion: |     |
|---|-----|
| - jobs undertaken by the handyperson              | 5.3 |

#### STAFF TEAM

|   |       |
|---|-------|
| Total no. full time equivalent staff employed by HIA: | 45.00 |
|---|-------|

(See guidance notes)

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