

## **APPENDIX A: Quantitative Performance Report to Devon Care & Repair Monitoring Board 2006/07 Year-End**

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 cumulative data collected and analysed across the 2006/07 financial year. For this reason, some improvements seen during the quarter 4 period may be masked under lower scores as a result of poor performance / data quality issues during quarters 1 and 2. Where appropriate, quarter 4 recognition has been noted alongside the cumulative year-end figures.

In general Quarter 4 data builds upon the improvements in the management information from the MIS seen in quarter 3. The system is now capable of capturing the full data-set as laid out in the performance and monitoring protocol appendices due to ongoing and regular discussion between FEMIS / The HIA service manager & DCHA Local IS Expert and front-line staff.

There are still 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 80.6% (4707) 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 year 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)
- The variance in independent living outcome scores between districts is narrowing:
  - West Devon and East Devon reported 2006/07 scores of at or above 90%, Exeter, Mid Devon, Teignbridge & Torridge above 80% with South Hams at 79%.
  - North Devon reports a score of 50.6% over 2006/07, however, it is noted that for the quarter 4 period alone, North Devon reports a score of 97%, higher than any other district. The problems occurring regarding outcomes recording in North Devon during Quarters 1 – 3 appear to have been resolved
- 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 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 cumulative YTD figure is reported at 0.24. 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.

- 23% 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: ✘

2006/07 year-end County-wide PI is 83.8% (7763) new enquiries. This is a shortfall of 1503 enquiries against the target for the financial year. On average the service reported around 375 less enquires than necessary each quarter to meet the target.

At an individual district level, the majority of districts have remained reasonably stable from quarter 3 to 4 in terms of changes in the number of enquiries received. Please refer to **Appendix A2** for a graphical summary.

**ACTION:** Group to review target for 2007/08 as a result of missing target by 17.2%

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

Quarter 3 County-wide PI is 120.7% (4937 jobs against a target of 4090). As expected, the rise in enquiries over the last 6 months of 2006/07 has increased the number of jobs completed significantly.

On average, 129 Minor Adaptation cases, 128 Major Adaptation cases and 977 Handyperson cases are completed each quarter. Exeter appears to have a low level of handyperson case uptake when compared to other districts.

The target number of jobs for 2006/07 was 4090, on a quarterly basis this would equate to around 1022 jobs per quarter. On average, the service reported exceeded the quarterly target by 212 jobs and the year-end target by 847 jobs.

**ACTION:** Group to review target for 2007/08 as a result of exceeding target by 20.7%.

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: ✘

2006/07 County-wide PI is 75.7% (2006/07 average = 2.1 weeks). The service is under performing in this area and has failed to achieve the target of 1.6 weeks (average) consistently through the financial year. At a district level, Exeter and Teignbridge are the only districts to meet the target, many districts report 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: ✘

2006/07 County-wide PI is 73.1%. The service is under performing in this area and has failed to achieve the target of 8 weeks. District level performance in this area has fluctuated over the 4 quarters and as a result the average scores fail to meet the target with the exception of West and North Devon. There still appears to be some inconsistent data which may be a result of completing outstanding cases on the MIS.

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

Quarter 3 County-wide PI is 101.9% indicating exceeding the target set of 40 weeks. At a district level, Exeter, Torridge and East Devon failed to achieve the target, with averages for 2006/07 in excess of 45 weeks in some cases.

### (+) 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 great over the financial year with a Quarter 4 average of 5.9 weeks.

## 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 (Initial - First Visit)	SPI 5b (Jobs < £1k)	SPI 5c (Jobs > 1k)	Handy Persons
<b>TARGET</b>	1.6	8	40	5.3
<b>District</b>				
County-Wide	2.1	10.9	39.3	4.7
Exeter	1.6	17	46.4	2.2
Teignbridge	1.3	10.9	35.7	4.7
Torridge	1.9	11.1	50.9	4.3
East Devon	6.3	13.1	40.3	2.4
Mid Devon	2.5	16.1	35.8	4.5
West Devon	2.8	7.5	31.8	4.7
North Devon	3.3	3.2	34.2	3.7
South Hams	2.1	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. It has been noted that Exeter and South Hams are both reporting poor quality data with regard to Tenure, resulting in a high proportion of 'others'. This has been discussed with the relevant district teams and an improvement is expected in Quarter 1 2007/08
- **Home Safety Assessment (HSA) Checks & Falls Data**
  - Quarter 4 has seen the successful capture of critical HSA and Falls data relating to clients
  - During the Quarter 4 period, there were 92 HSAs recorded, 91 of which related to Adults, the remaining 1 to a Child (Aged 0-17).
    - Of the 91 HSAs relating to Adults, Falls data capture suggests that approximately 90% (82) of these clients reported no fall indicators and therefore fell under the 'none' group, with the remaining 10% (9) clients reporting 1 indicator. Please refer to **Appendix A5** for the full list of fall indicators.
- **Major Adaptations**
  - The data captured on the MIS for Major Adaptation waiting times has been cross-referenced with the total Major Adaptations displaying on the Supporting People workbook and retrospective figures for the 2006/07 financial year have now been included in **Appendix A5**.
  - Of the 513 Major Adaptations recorded over 2006/07...
    - 19.1% (98) reported 2 days or less between referral and contact with the client (80.9% or 415 reported more than 2 days)
    - 74.1% (380) reported 21 days or less between referral and visit with the client (25.9% or 133 reported more than 21 days)
    - There were 351 major adaptation applications submitted to the relevant housing authority costing over £1000.
      - Of these 83.5% (293) were completed within 28 days or less, with the remaining 16.5% (58) completed in more than 28 days.
    - There were 152 major adaptation applications submitted to the relevant housing authority costing over £5000.
      - Of these 92.8% (141) were completed within 56 days or less, with the remaining 7.2% (11) completed in more than 56 days.
    - 52 of the 513 Major adaptations completed were inspected to ensure satisfactory completion. This equates to 10.1%. The service specification expects the service to deliver as near to 100% as possible, the poor performance in this area relates specifically to Data Quality issues.
- **Minor Adaptations**
  - There have been some problems in extracting and analysing the data relating to minor adaptations, an urgent meeting has been scheduled to remedy in time for Q1 2007/08 reporting.

## **MONITORING OF LAA HCOP6 TARGETS**

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

2006/07                      TARGET: 9266                      ACTUAL: 7763

**STATUS: X**

*COMMENTS: Target for 2007/08 will need to be revised. See Page 2, SPI2a. The 2006/07 target had been set with no baseline data which has resulted in an over-estimate of enquiry volumes.*

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

2006/07                      TARGET: 7%                      ACTUAL: 7.4% average across 2006/07

**STATUS: X**

*COMMENTS: The reported numbers are small in this area and therefore percentages fluctuate between quarters. The target was achieved in Quarter 1 and Quarter 3. Setting the 2007/08 target based on a band (e.g.6-8%) may be more appropriate.*

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

2006/07                      TARGET: 4622                      ACTUAL: 4357

**STATUS: X**

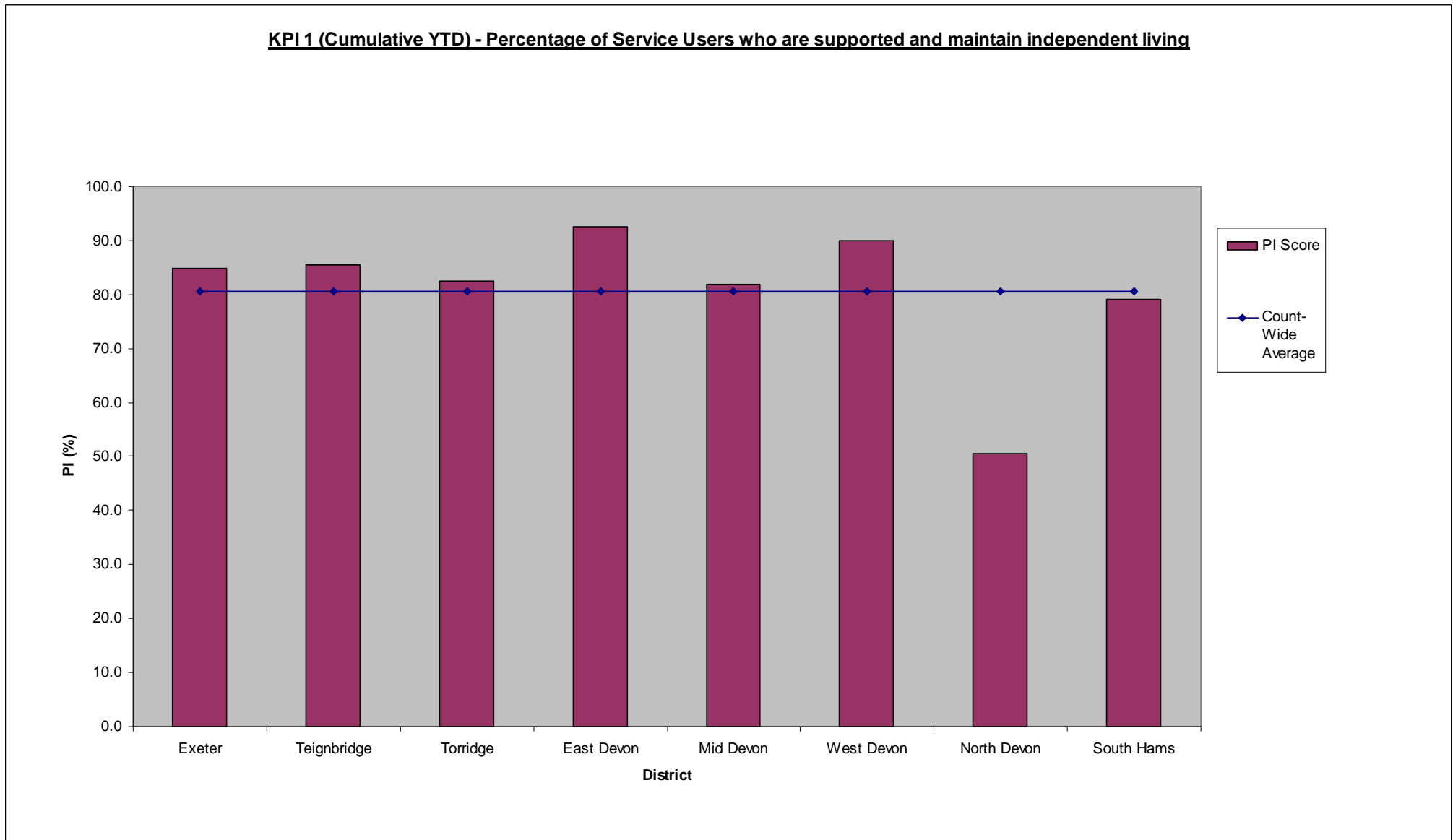
*COMMENTS: Outcomes data on independent living was generally poorly reported during 2006/07. Quarter 4 was the only period that saw accurate reporting across all 8 districts. In terms of jobs completed, the service exceeded its target and therefore dealt with more service users than anticipated. In reality, it is likely that between 85-95% of these service users have maintained independent living following receipt of the HIA service. Unfortunately, data quality errors have prevented the service meeting this LAA target.*

## **RECOMMENDATIONS**

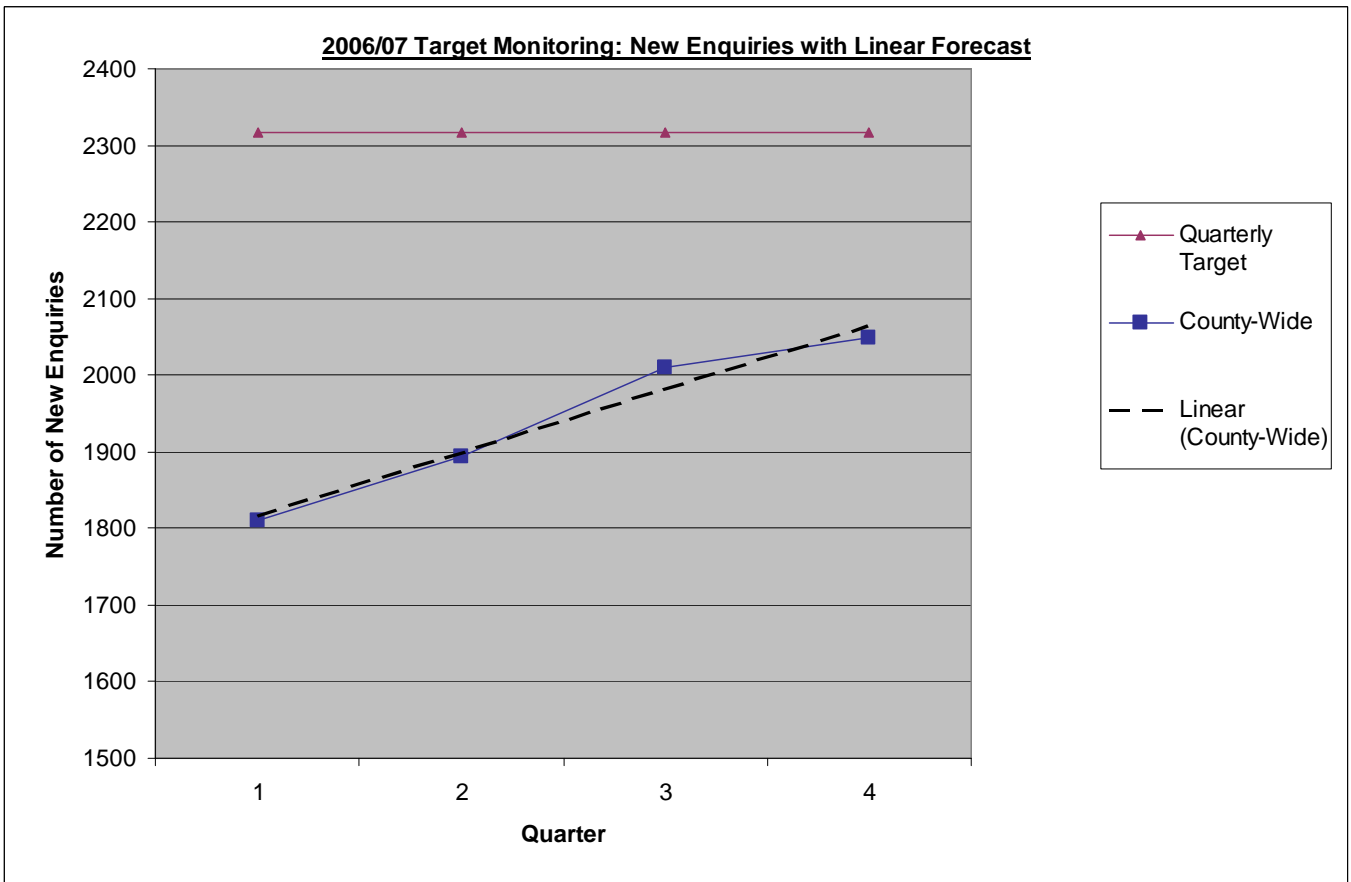
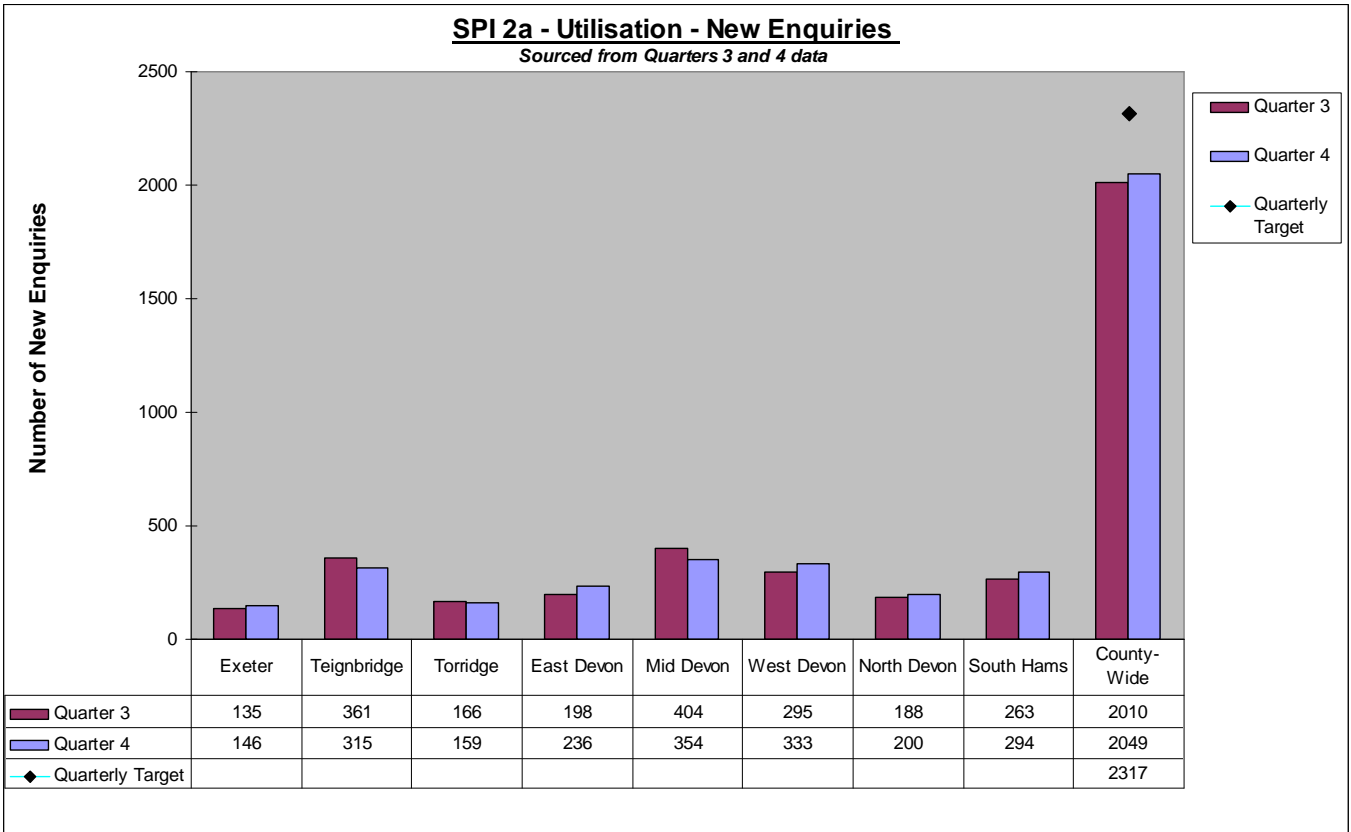
The following recommendations have been suggested for further discussion at the Service Monitoring and Development Board:

1. To continue and encourage strong partnership working between DCR service manager, Local MIS Expert, District teams and SP performance officer to ensure any inconsistent / missing data problems are remedied effectively and consistently and that under-performance highlighted within this report is fed to district local managers
2. To work closely with MIS supplier FEMIS to ensure appendices data collates exactly with figures reported in the Supporting People workbook to ensure consistency. To also ensure FEMIS can deliver the data requirements of a 'Super HIA' service, particularly data of relevance to the wider partnership (e.g. Falls / HSAs & SAP)
3. Interrogate SPI 5 response time's information on a district basis to ensure DCR are not accountable for any partnership resource delays. This will require further interrogation of the MIS into specific cases. The roll out of the Electronic Social Care Records system (CareFirst 6) across the authority will be critical determining ACS response times for Major Adaptations.
4. To revise targets for 2007/08 where appropriate. A sub-group may be appropriate as was the case in 2006/07.

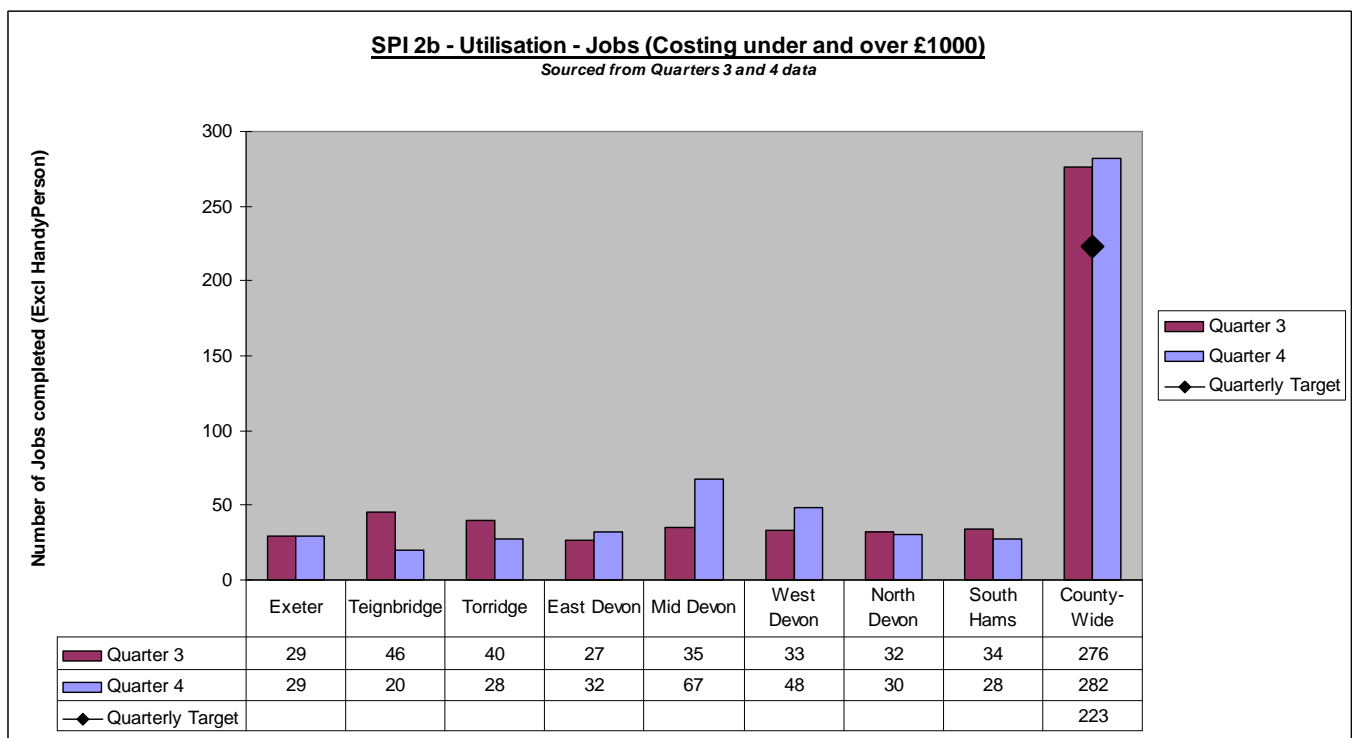
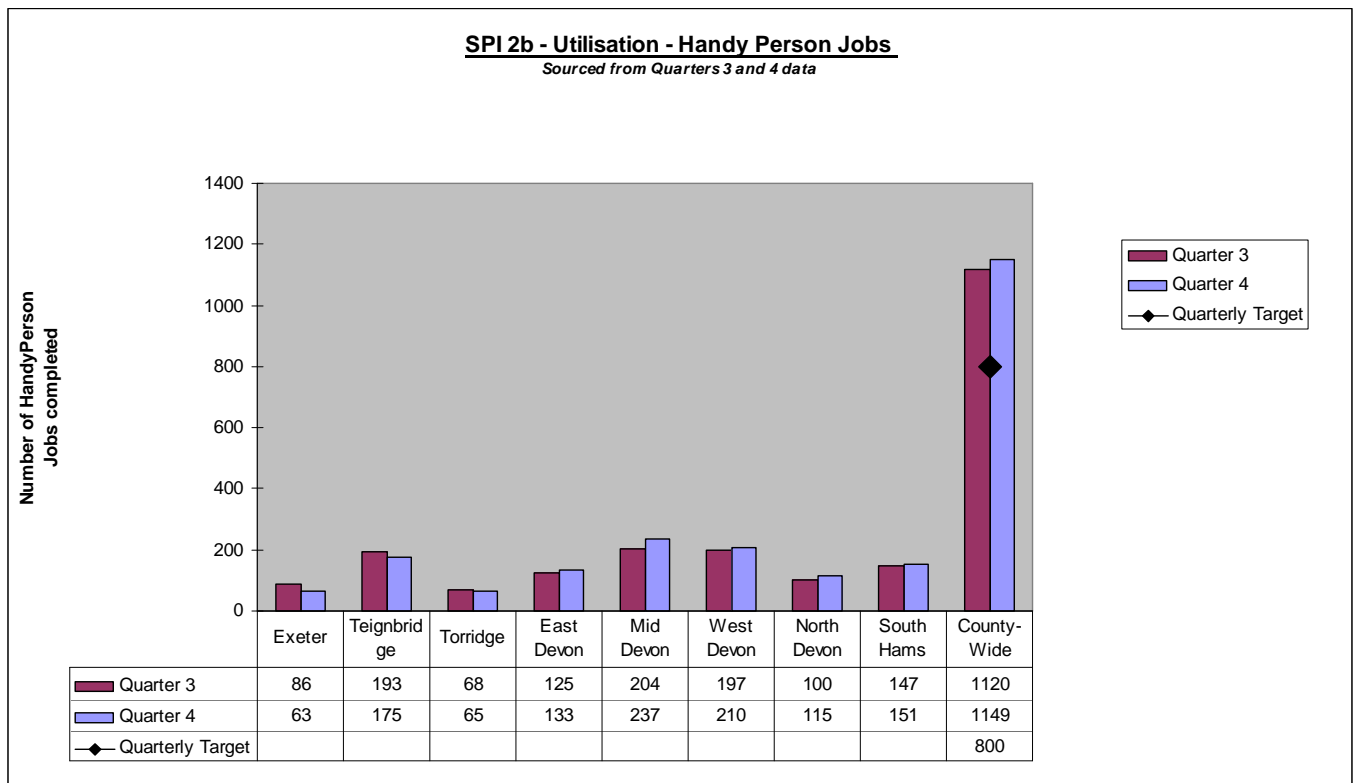
**Appendix A1 – Independent Living Outcome (KPI 1)**



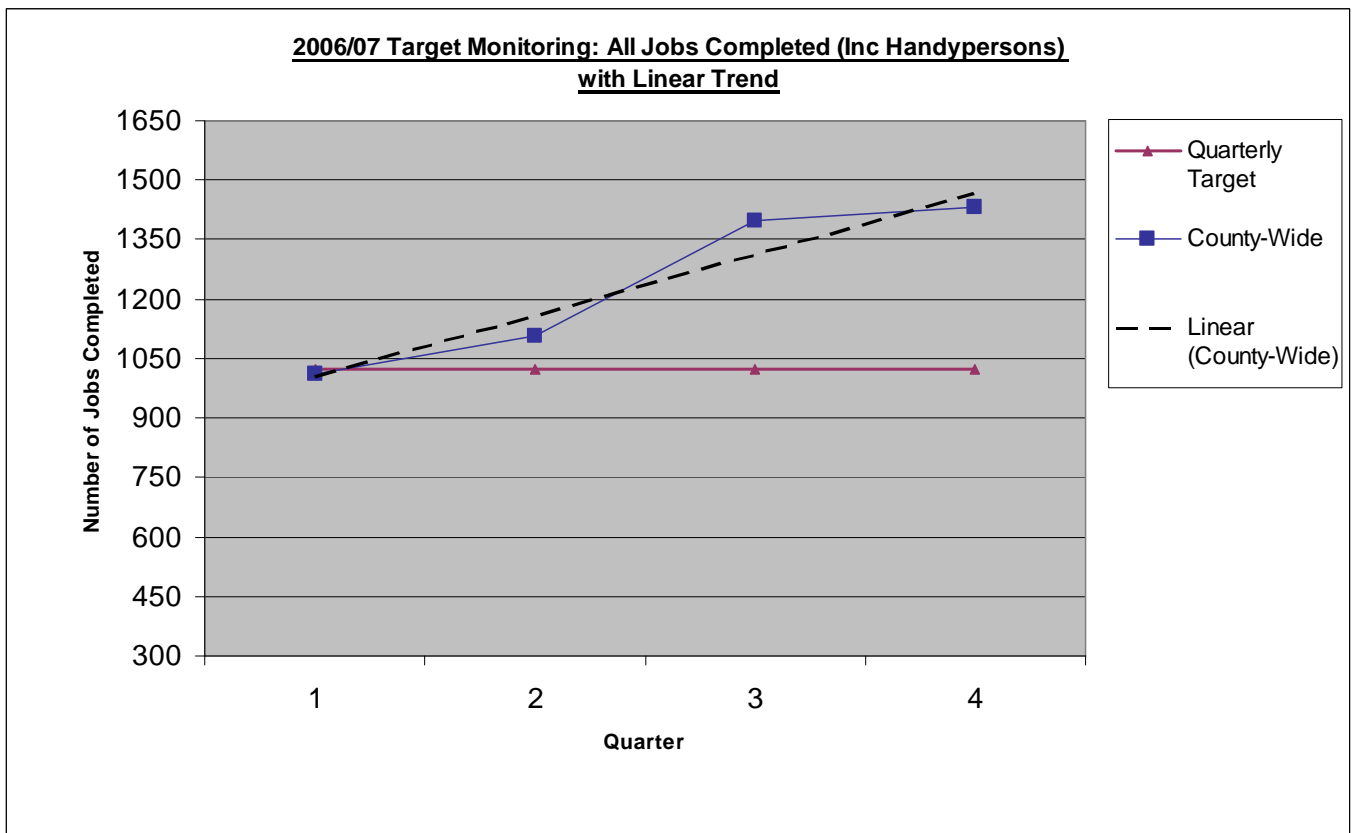
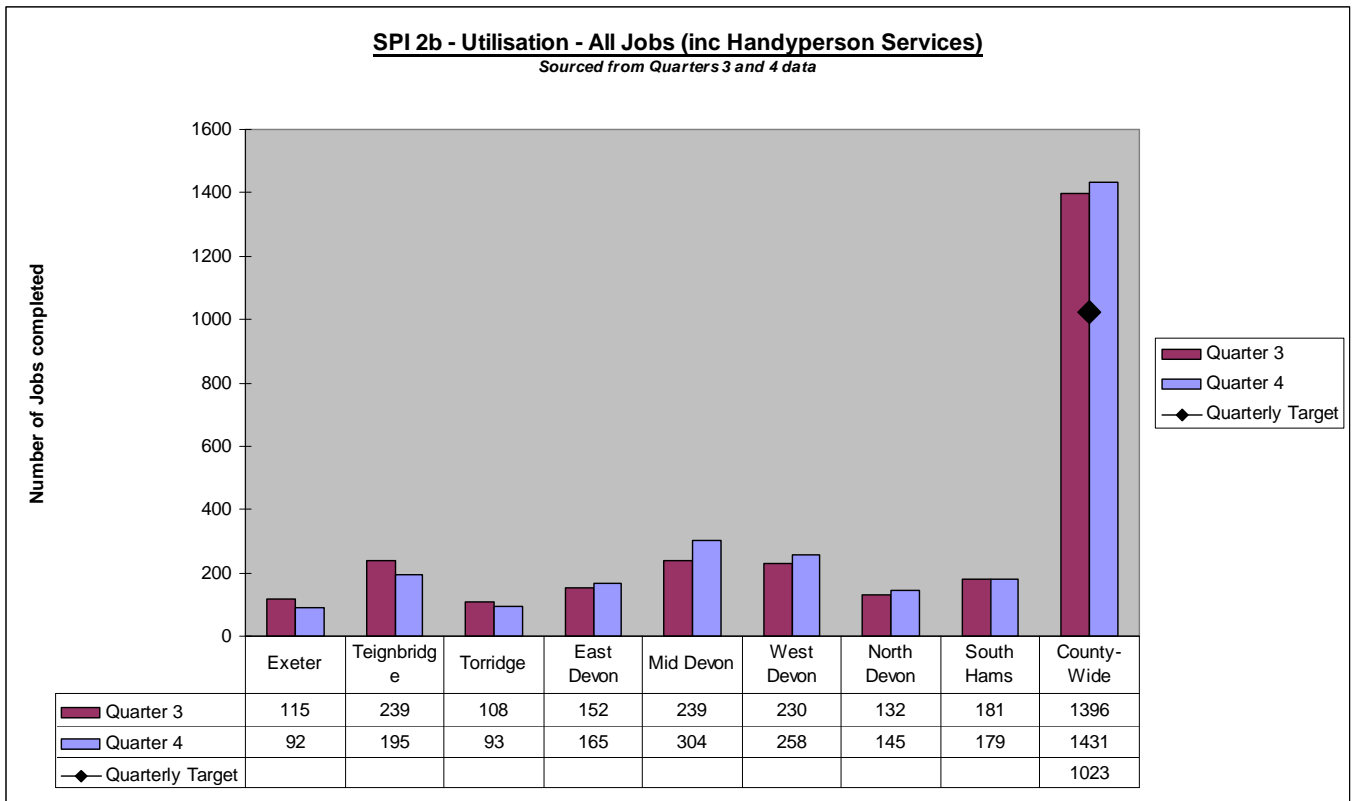
# Appendix A2 – Enquiries Recieved



## Appendix A3 – Jobs Completed

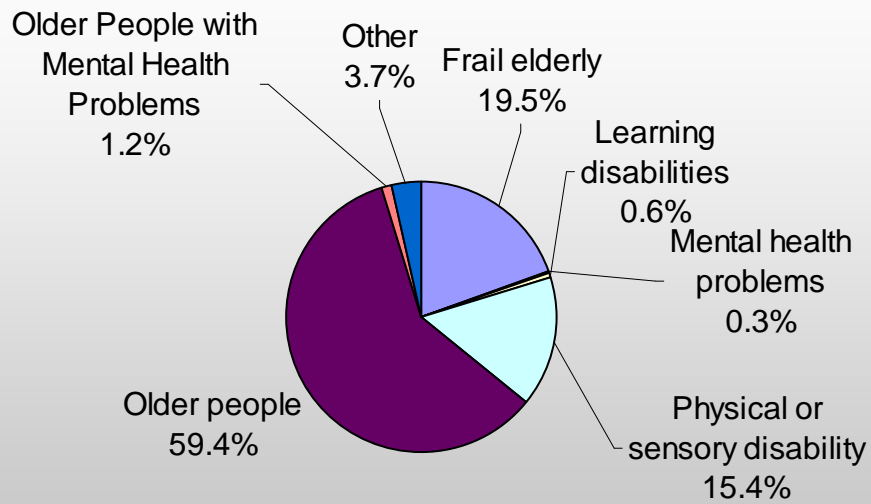


**Appendix A3 (continued)**

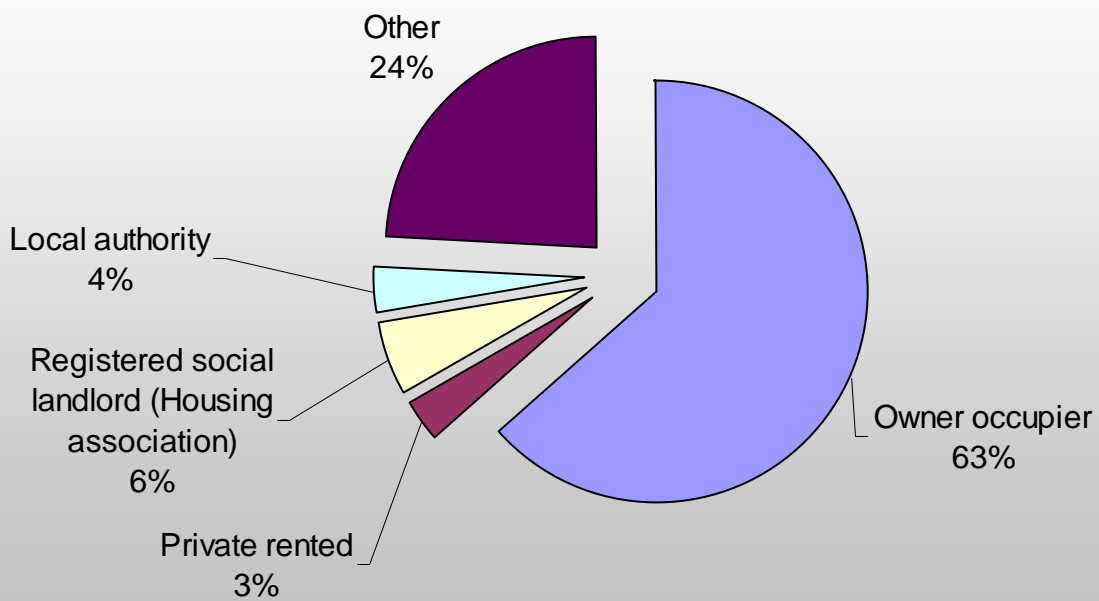


**Appendix A4 – Service User Analysis**

### 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:					
1a) Children (0-17)	0	0	0	1	1
1b) Adults (18 and over)	0	0	0	91	91
Of the Adults, how many are in the following groups*:					
None (0 of the * list below)	0	0	0	82	82
Low (1 of the * list below)	0	0	0	9	9
Medium (2 of the * list below)	0	0	0	0	0
High (3+ of * list below)	0	0	0	0	0

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). In the 'Of the adults...' section, you should include information on the falls categories as indicated in the list below.

*\* 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.*

## **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		132	108	145	128	513
Of these referrals received, what was the time between referral and contact with client:	2 days or less	23	31	25	19	98
	more than 2 days	109	77	120	109	415
Number of referrals that lead to visits being carried out		132	108	145	128	513
Of these referrals received, what was the time between referral and visit being carried out:	21 days or less	102	85	107	86	380
	more than 21 days	30	23	38	42	133
Number of major adaptation applications submitted to relevant housing authority costing over £1000*	28 days or less	72	68	91	62	293
	more than 28 days	16	8	21	23	58
Number of major adaptation applications submitted to relevant housing authority costing over £5000**	56 days or less	41	31	29	40	141
	more than 56 days	3	1	4	3	11
Number of works completed		132	108	145	128	513
<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	0	6	10	36	52

\* 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 A5 (continued)**

### 2. Minor adaptations

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Cumulative
NUMBER OF ADAPTATION WORKS COMPLETED	132	106	130	144	512
<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 (adaptations only):</i>					
7 working days or less	83	58	47	66	254
more than 7 working days	49	48	83	78	258
<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:</i>					
2 working days or less	19	8	7	18	69
more than 2 working days	4	1	1	11	17
<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:</i>					
21 working days or less				2	2
more than 21 working days				0	0

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.

#### DEFINITIONS

- 1) Non-structural jobs, costing under £1000, Mid Devon Specifically. PAF D54 TARGET.
- 2) Handyperson jobs specifically to facilitate hospital discharge.
- 3) Structural work across all districts, costing up to £1000.

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**

<b>PI</b>	<b>Description</b>	<b>2006/07 Target</b>	<b>2006/07 Actual</b>	<b>2007/08 Target</b>	<b>2007/08 Revision</b>	<b>Comments</b>
LAA HCOP6a	Number of New enquiries received by the Devon Care & Repair HIA service	9,266	7,763	10,000	8,163	Given predicted publicity drive for the HIA service along with better use of contract in general through SAP etc, an additional 100 enquiries per quarter (on 06/07) could be anticipated
LAA HCOP6b	Percentage of 'Independent Living' service users who received substantial advice (with no work or home safety assessment carried out)	7%	7.40%	6%	6-8%	Banding may be more appropriate given fluctuations in the data
LAA HCOP6c	Number of Service users for whom all works were completed (inc. Handypersons) and continued to live independently at home	4,622	4,357	4,825	4,970	Quarter 4 2006/07 saw accurate DQ on outcomes reporting with an average of 91.9% recorded across. In 2006/07 1.03 service users were affected by each work completed. This has been applied to SPI2b revised target for 2007/08 along with 91.9% Independent Living Outcome % applied.
SPI 2a	Utilisation - Total enquiries as a percentage of enquiry capacity (target)	9,266	7,763	10,000	8,163	Given predicted publicity drive for the HIA service along with better use of contract in general through SAP etc, an additional 100 enquiries per quarter (on 06/07) could be anticipated
SPI 2b	Utilisation - Total number of jobs as a percentage of capacity (target - inc. Handypersons)	4,090	4,937	5,250	5,250	To reach the target of 5,250, the service would need to report an additional 313 jobs over 2007/08 compared with 2006/07 (an additional 80 jobs per quarter).
SPI 5a	Average time (weeks) between Initial enquiry and first visit	1.6	2.1	1.6	1.6	The response times targets have been calculated on the basis of service standards and have not been amended
SPI 5b	Average time (weeks) between first visit and practical completion (Works < £1000)	8	10.9	8	8	The response times targets have been calculated on the basis of service standards and have not been amended
SPI 5c	Average time (weeks) between first visit and practical completion (works > £1000)	40	39.3	40	40	The response times targets have been calculated on the basis of service standards and have not been amended
SPI 5+	Average time (weeks) between first visit and practical completion (Handyperson services)	5.3	4.7	5.3	5.3	The response times targets have been calculated on the basis of service standards and have not been amended