

Home Improvement Agency Performance Report Quarter 2 2008/09
Devon Care and Repair

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Introduction

The Performance Report has been re-designed at the request of commissioning partners to make it easier to monitor performance against each of the service elements provided by Devon Care and Repair rather than by each performance indicator. Our aim is to develop the performance reporting so that Commissioners are better placed to measure outcomes for the service user, rather than relying purely on input / output driven targets. This is a developing process and therefore many of the performance measures included in this report mirror the original report whilst we develop new ways to capture this information. Performance targets for 2008/09 have yet to be agreed in all cases and therefore performance compares quarter 2 2008/09 to an average of the previous four quarters in the interim. District Monitoring Groups (DMGs) will be able to play a more active part in monitoring the contract and will be expected to meet prior to the Board and feedback concerns, issues and good practice into the monitoring process. However it remains an expectation that wherever possible the majority of local issues will be resolved by the DMG and without the intervention of the Board.

The monitoring of Major Adaptations in Devon continues to require a degree of sophistication in order to understand where problems may be arising and ensure the Provider is not held accountable for delays elsewhere. This is a national dilemma and as yet the DFG Review outcomes have not made any ambitious changes to the process which will help to alleviate this difficulty. Partners will be working to ensure there is an appropriate flow of work to DCR and reviewing capacity under the contract.

Commissioning Partners and Devon Care and Repair have agreed to participate in the Communities and Local Government HIA Outcomes pilot commencing in August. This pilot will test how the Supporting People outcomes framework can be used to demonstrate the benefits of HIA services to individual service users. The outcomes are Economic Wellbeing, Be Healthy, Enjoy and Achieve, Stay Safe and Make a Positive Contribution but the indicators have been adapted to reflect the specific work of HIAs. Further information will be provided as the pilot progresses.

Priorities for next Quarter

A summary of performance related issues highlighted by this report as requiring urgent attention or attention for the next quarter (priority 1 or 2). However, the SMDB may feel that there are other priorities that require consideration.

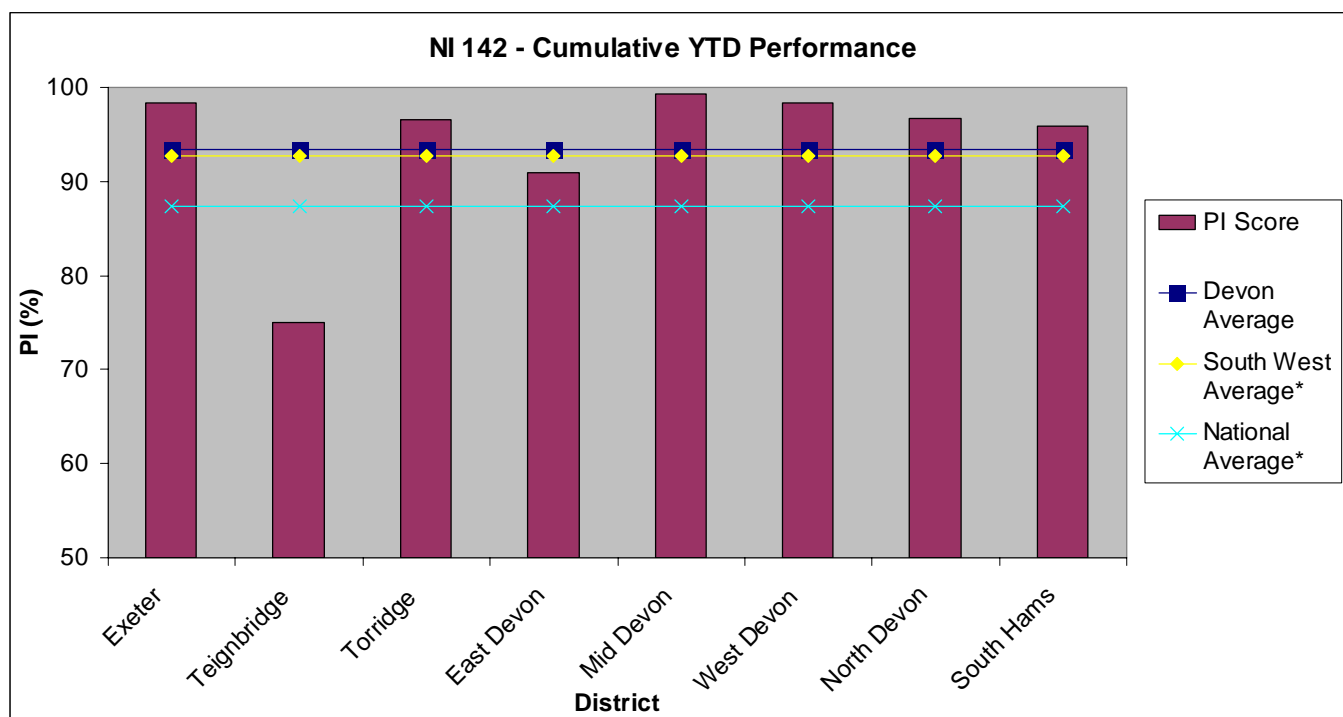
- Long delays occurring in the major adaptation process
- The total number of and the average time between requisition and practical completion of minor adaptations
- The percentage of inspections being carried out on major adaptations to ensure satisfactory completion
- The low uptake of Home Safety Assessments

Performance Indicators

NI 142: Percentage of vulnerable people who are supported to maintain independent living (long term)

Definition: To measure the extent to which the housing related support prevents service users from moving into institutional care

Devon average for quarter 2 2008/09 is 93.4%. This is a slight decrease on the previous four quarters performance where on average 95% of service users were supported to maintain independent living. Performance varied across the districts from Mid Devon reporting 99.3% to Teignbridge reporting 75%. The latest benchmarking information relating to Quarter 4 2007/08 indicates that Devon outperforms the South West and National average.



* Benchmarking data relates to figures for Quarter 4 2007/08

Fair Access to people who are eligible for Supporting People services

Definition: 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). The indicator is expressed as a ratio.

The Quarter 2 figure for 2008/09 is reported at 0.47. 4.1% of new service users either refused to say / did not have details entered onto MIS regarding their ethnic background. These figures are similar to the previous four quarters.

Advice and Information

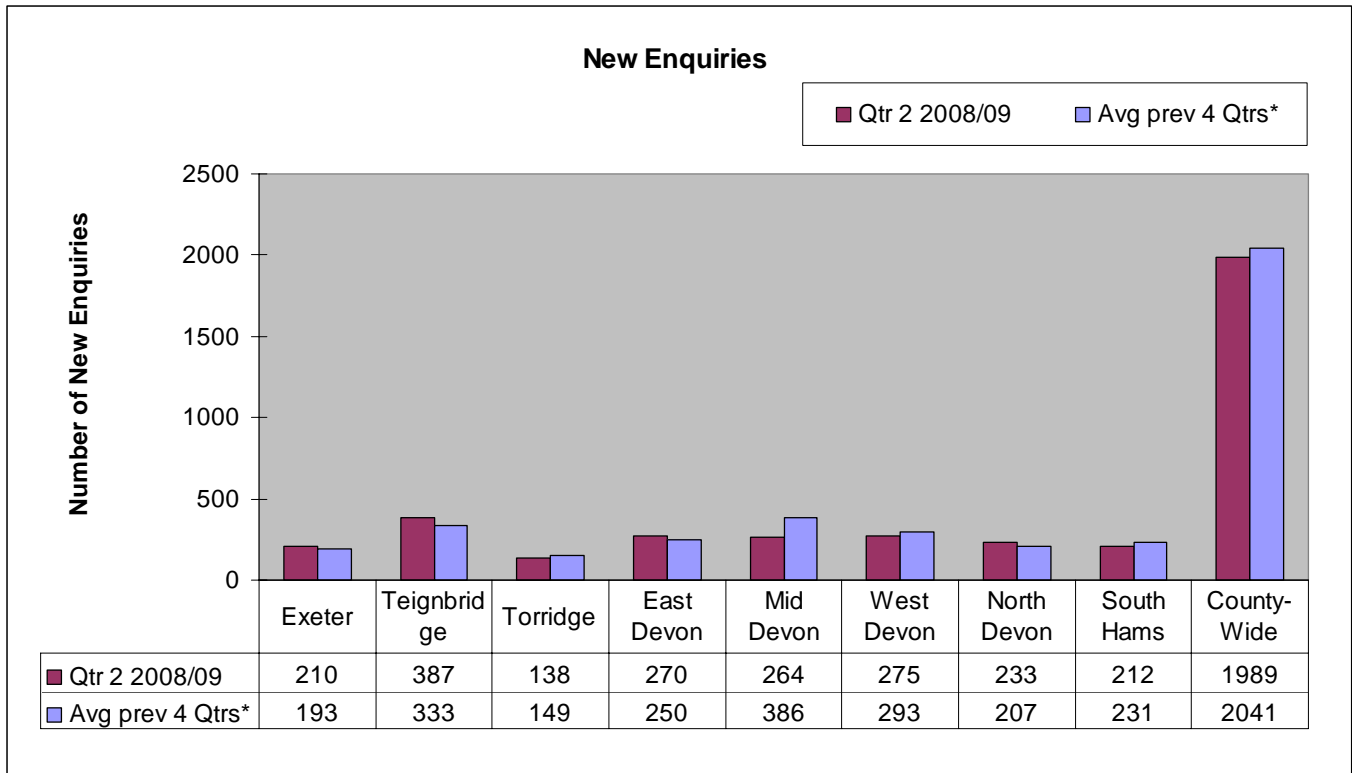
Outcomes

Melanie Burke
ACS-Management Information team

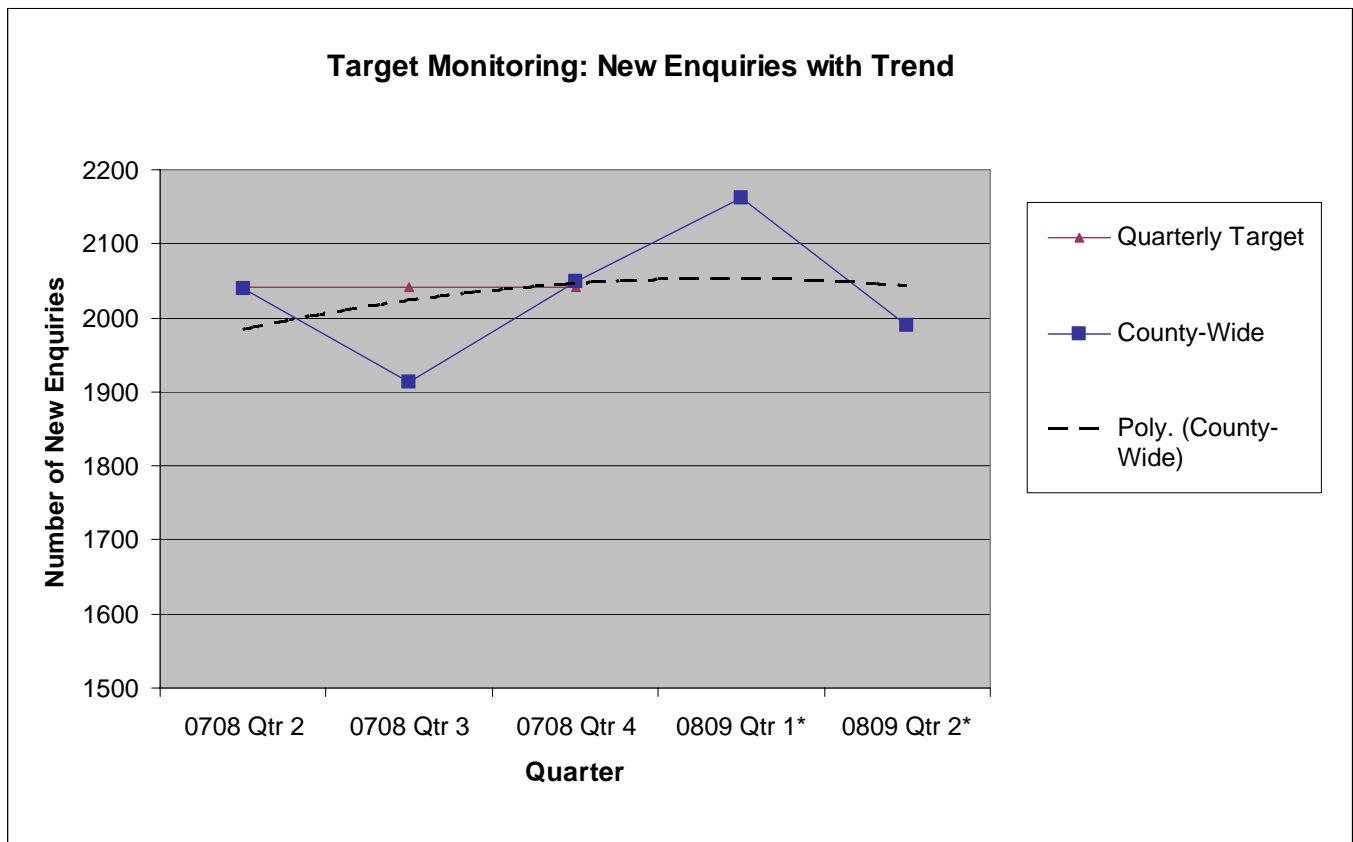
- a. The service user has increased knowledge of the housing related services available to help them make informed choices
- b. Number of referrals to other organisations
- c. Number of enquiries handed to in house HIA services – external contractors/services

Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Total enquiries	3	Qtr 2 08/09 total enquiries 1989. Decrease on previous four quarters where on average 2041 enquiries Mid Devon had the biggest (32%) decrease in enquiries on previous four quarters (see page 5)	↓		
Total number of new service users		New performance measure to be included in future reporting			
Average time (days) between Initial enquiry and first visit	4	Target of 5 working days. Achieved target in Qtr 2 2008/09, Devon average 0.7 days North Devon's performance had the greatest improvement on previous four quarters, from reporting 13.5 days in Qtr 1 to 0.6 days in Qtr 2 08/09	↑	Target of 5 working days may not be stretching enough, consider revising	

Priority: 1 = Urgent Attention required 2 = Attention required for next quarter
 3 = Development Plan required 4 = Stable



* Average of previous four quarters, including Qtr 2 2007/08 – Qtr 1 2008/09



* Targets for 2008/09 to be confirmed

Service Co-ordination

Outcomes

- a. Risks are reduced because services are provided within timescales
- b. Disruption to the service user is minimised by avoiding duplication of visits when a number of interventions are required
- c. Numbers of services handled in one event

Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Could be assessed through a combination of casework support and benefit check along with either a minor/major adaptation or a HSA		Performance in this area not measured at present		To be discussed at contract review	

Priority: 1 = Urgent Attention required 2 = Attention required for next quarter
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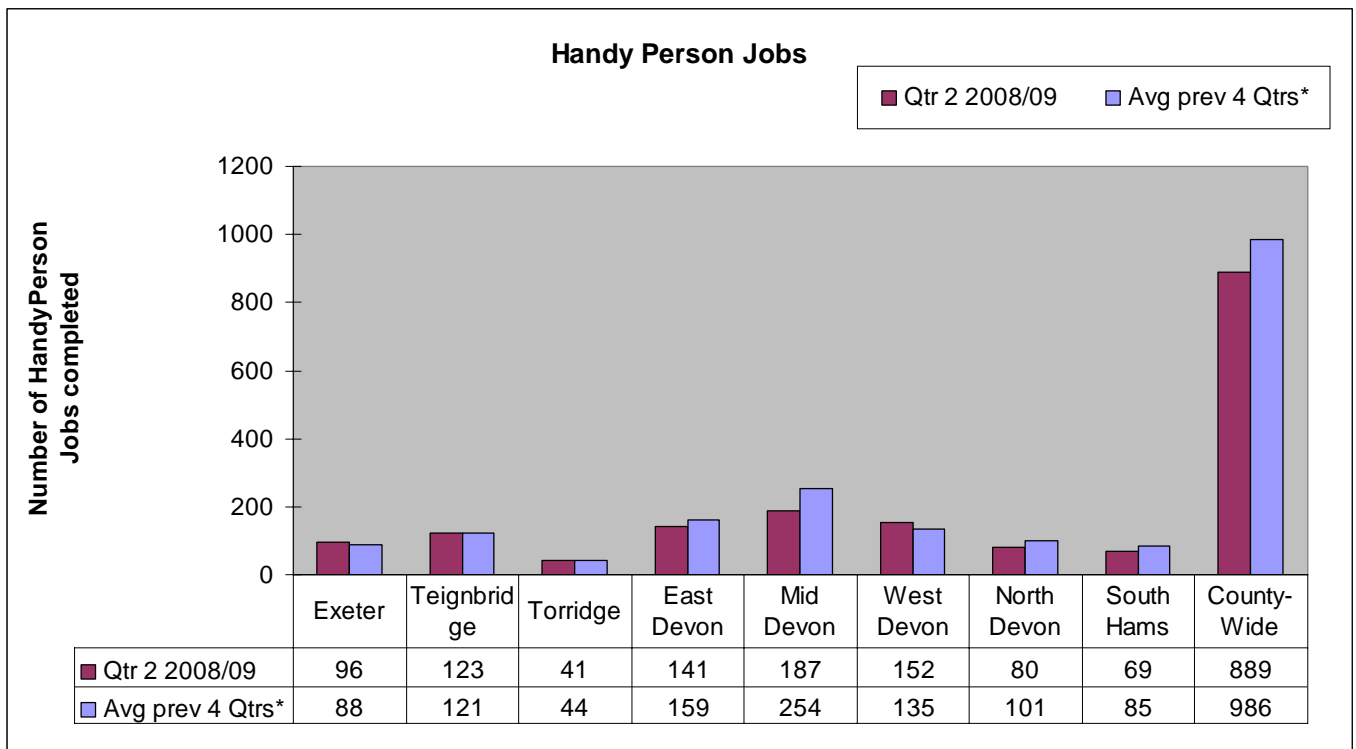
Handy Persons Service

Outcomes

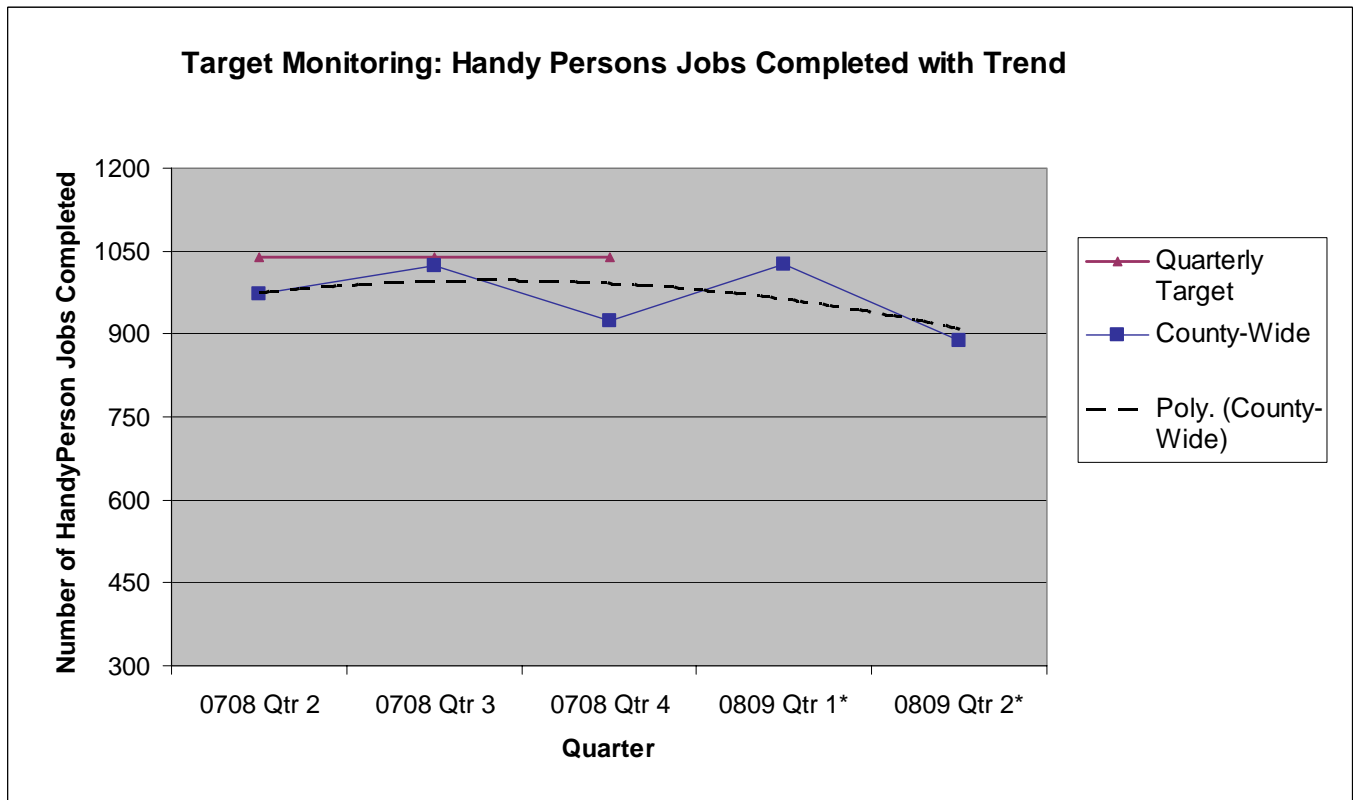
- a. The service user is happier in their own environment and is less anxious about home hazards
- b. The service user's home has less environmental hazards and is a safer place to live
- c. The charges set are affordable and do not restrict access by vulnerable and asset poor individuals

Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Total number of Handy Persons jobs	3	Qtr 2 08/09 total Handy Person jobs 889. Decrease on previous four quarters where on average 986 jobs completed Mid Devon had the biggest decrease from an average of 254 jobs to 187. Exeter, Teignbridge and West Devon were the only districts to increase Handy Person jobs on the previous four quarters (see page 9)	↓		
Average time (weeks) between first visit and practical completion for Handy Person Services	4	Qtr 2 08/09 average 1.9 weeks. Improvement on previous four quarters average of 2.1 weeks The average time varied across the districts from 0.9 weeks in Mid Devon to 2.7 weeks in West Devon	↑		
Jobs to facilitate hospital discharge	4	During Qtr 2 08/09 8 works were carried out to facilitate hospital discharge, all of which were completed within the target of 2 working days. Improvement on previous four quarters where 87% were completed within 2 day target	↑		

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* Targets for 2008/09 to be confirmed

Minor Adaptations

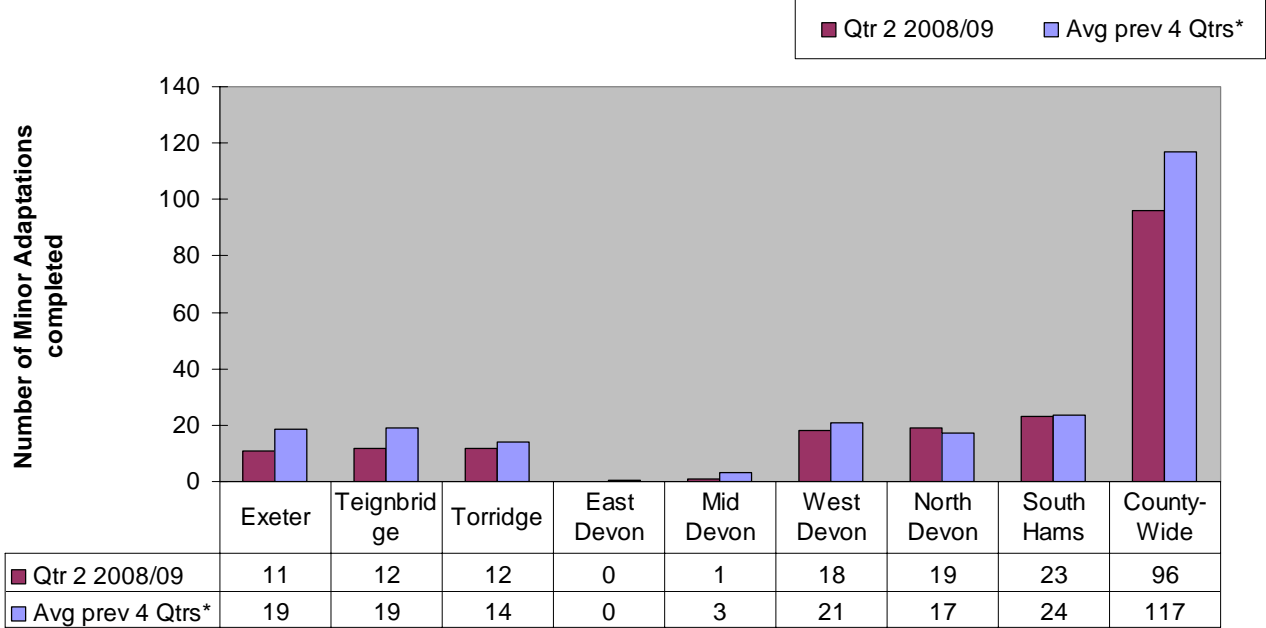
Outcomes

- a. Improved safety and greater independence enabling the service user to remain active in their chosen environment
- b. The service was provided in a timely manner and within agreed timescales with aim of reducing risk to the individual

Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Total number of Minor Adaptations	2	Qtr 2 total number of Minor Adaptations 96. Decrease on the previous four quarters where on average 117 jobs were completed All districts except North Devon decreased in the number of Minor Adaptations completed	↓	No minor adapts recorded for East Devon for the last four reporting quarters?	
Average number of weeks between requisition and practical completion for works costing under £1000	2	Qtr 2 08/09 average 8.3 weeks. Improvement on previous four quarters where average time was 11.6 weeks The longest average recorded time was 14.44 weeks in West Devon. This may be skewed by exceptionally long works	↑	Exeter could not report the average time due to missing dates not entered onto MIS	
PAF D54 (Mid Devon only)	3	Qtr 2 08/09 72%* of works completed within target of 7 working days. Decrease on previous four quarters where 89% within 7 day target *Note: The chart opposite suggests that only 1 job was completed in Mid Devon, however, the SP workbook looks at cases where a cost has been entered on FEMIS and therefore excludes cases that we count in other sources of information, regardless of whether a cost is present	↓	Districts other than Mid Devon reporting against this target	

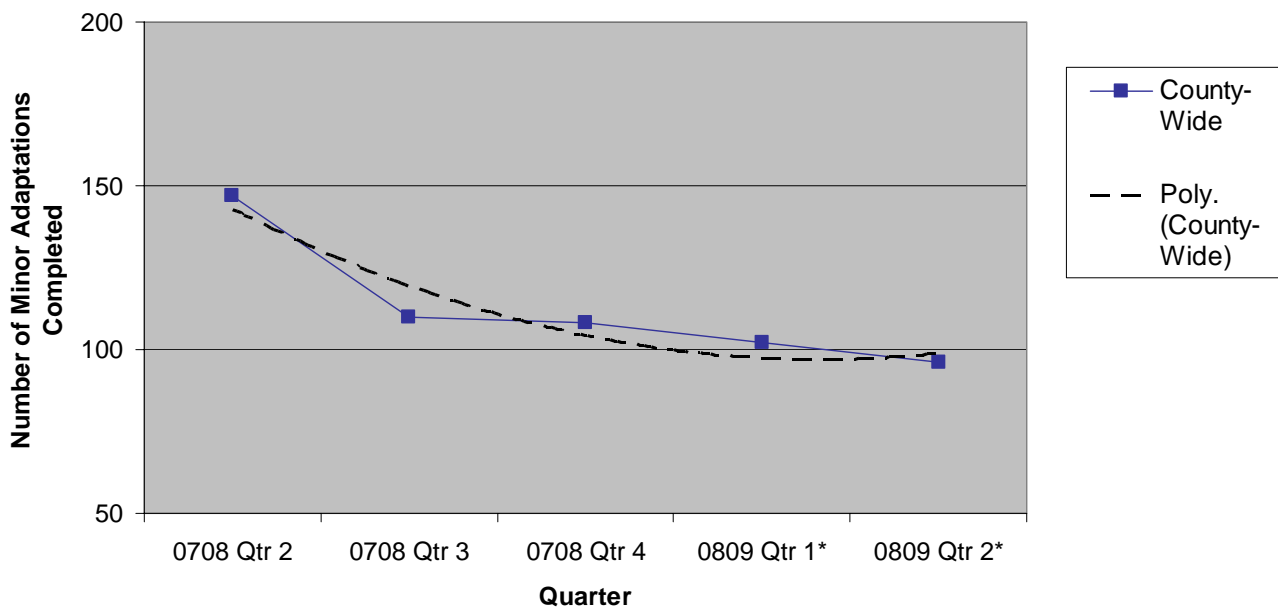
Priority: 1 = Urgent Attention required 2 = Attention required for next quarter
3 = Development Plan required 4 = Stable

Minor Adaptations - Jobs costing under £1000



* Average of previous four quarters, including Qtr 2 2007/08 – Qtr 1 2008/09

Minor Adaptations: Jobs Completed with Trend



* Targets for 2008/09 to be confirmed

Major Adaptations

Outcomes

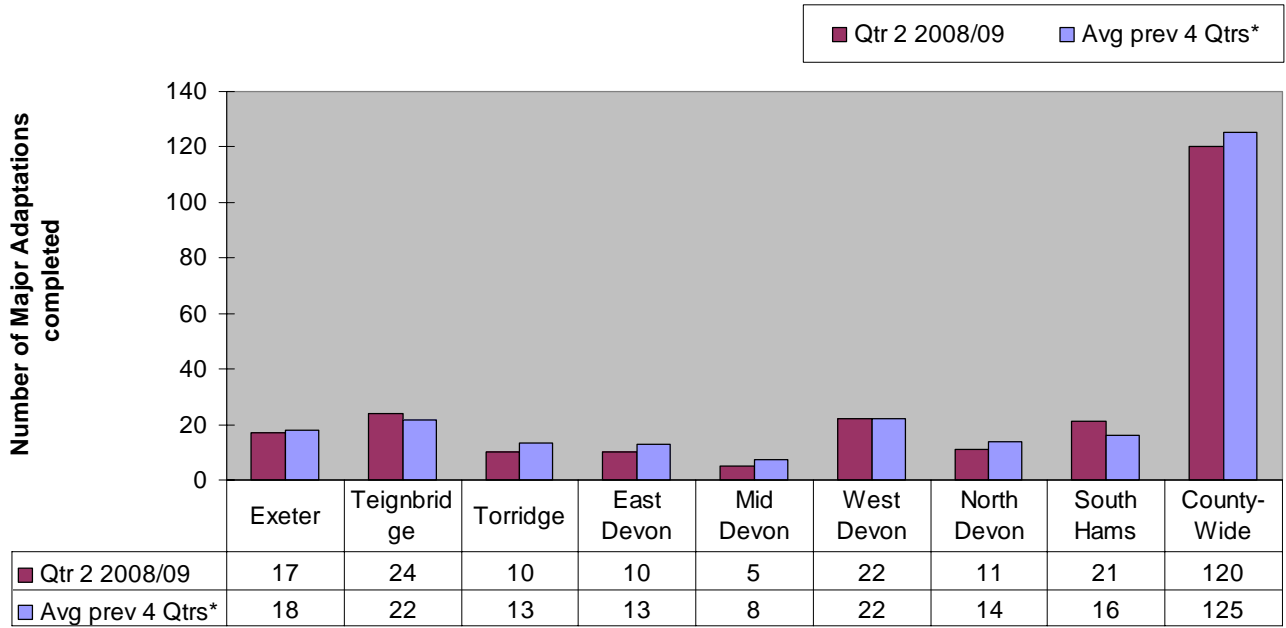
- a. Joint Outcome (HIA, SS, HA) – To increase the independence of the service user and enable them to have full use of the facilities in their home
- b. A full range of grant, loan and charitable funding sources are explored with the service user/family in order for the adaptation to proceed
- c. The service user is involved in the adaptation process, is supported to make informed decisions and key milestones are communicated to them regularly
- d. The service user was confident and content with the quality of the contracted service provided

Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Total number of Major Adaptations completed (based on practical completion date)	2	Qtr 2 08/09 total number of major adaptations 120. Slight decrease on the previous four quarters where on average 125 jobs were completed	↓		
Average time (weeks) between first visit and practical completion for works costing over £1000	1	Qtr 2 08/09 average 43.1 weeks. Decrease on previous four quarters where average time was 39.5 weeks The longest average recorded time was 66.1 weeks in Torridge	↓	Work being done to map this process on a timeline, to establish where delays occurring	
Time between referral and contact with client		Qtr 2 08/09 79% within target of 2 days, Improvement on previous four quarters where 68% within target of 2 days	↑		
Time between referral and visit being carried out		Qtr 2 08/09 97% visited within target of 21 days, Improvement on 67% in previous four quarters	↑		
Between £1000 and £4999, time between referral and submission to housing authority		100% in Qtr 1 08/09 within target of 28 days. Improvement on previous four quarters where 49% within target	↑		
Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback

Over £5000, time between referral and submission to housing authority		95% in Qtr 2 08/09 within target of 56 days. Improvement on previous four quarters where 51% within target	↑		
Inspections to ensure satisfactory completion	1	53% of Major Adaptations inspected in Qtr 2 08/09. Improvement on previous four quarters where 43% inspected	↑	Key task delegated through contract by HA and SS. Expectation is 100% inspections	

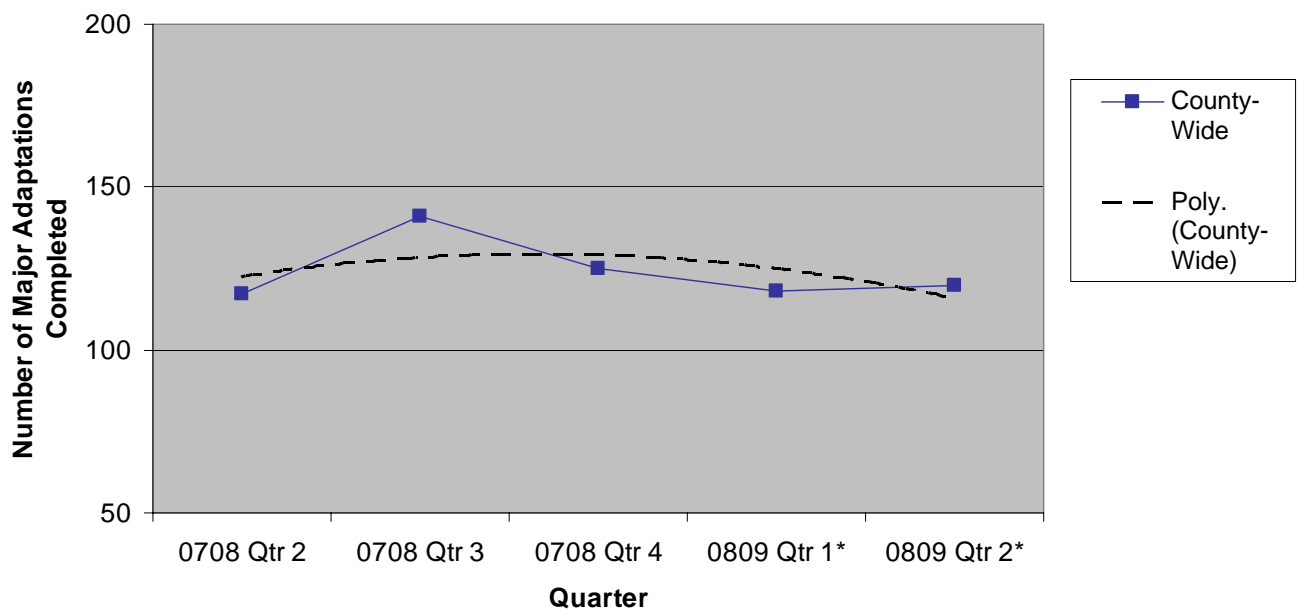
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Major Adaptations - Jobs costing over £1000



* Average of previous four quarters, including Qtr 2 2007/08 – Qtr 1 2008/09

Major Adaptations: Jobs Completed with Trend



* Targets for 2008/09 to be confirmed

Repairs & Improvements

Outcomes

- a. The service user/resident is enabled to live in a decent home without any major defects or high risk hazards
- b. A full range of grant, loan and charitable funding sources are explored with the service user/family in order for the repair to proceed
- c. The service user was confident and content with the quality of the contracted service provided

Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Minor Repairs?		% within timescale?		To be discussed at contract review. MIS does not distinguish between adaptations and repairs – cost threshold on work is used	

Priority: 1 = Urgent Attention required 2 = Attention required for next quarter
 3 = Development Plan required 4 = Stable

Home Safety Assessments

Outcomes

- a. The service user feels empowered to take action to reduce the home hazards which have been identified
- b. Home Safety Assessments will be provided to the most vulnerable individuals, refer to the 2008/09 eligibility criteria

Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Number of Home Safety Assessments recorded	2	89 HSAs completed during 2008/09	↑	Key preventative service which has seen low uptake throughout life of contract. Julia Page heading sub-group to address this	
Falls Prevention Information		604 clients in the high risk group, 170 in the medium risk group and 115 in the low risk group for 2008/09			

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Home Safety Assessments & Falls Data

Relates to Enquiries received during Quarter 1 and 2 of 2008/09

		TOTAL	East	Exeter	Mid	North	Torrige	West	Teignbridge	South Hams
Number of Home Safety Assessments completed	Children (0-17)	2	0	0	0	0	0	0	0	2
	Adults (18 and over)	87	0	0	0	14	5	17	6	45
Number of adult clients in the following fall risk groups										
Total Clients		3905	526	366	626	413	265	535	712	462
None (0 on the * list below)		3016	435	359	274	329	166	434	620	399
Low (1 on the * list below)		115	5	2	38	8	13	14	22	13
Medium (2 on the * list below)		170	21	1	63	13	23	23	13	13
High (3+ on the * list below)		604	65	4	251	63	63	64	57	37
Fall Risk Group As % of Total										
None (0 on the * list below)		77%	83%	98%	44%	80%	63%	81%	87%	86%
Low (1 on the * list below)		3%	1%	1%	6%	2%	5%	3%	3%	3%
Medium (2 on the * list below)		4%	4%	0%	10%	3%	9%	4%	2%	3%
High (3+ on the * list below)		15%	12%	1%	40%	15%	24%	12%	8%	8%

* 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

Glossary

HIA – Home Improvement Agency

DCR – Devon Care & Repair

SMDB – Service Monitoring and Development Board

SS – Social Services

HA – Housing Authority

DMG – District Monitoring Group

DFG – Disabled Facilities Grants

BME – Black and Minority Ethnic

MIS – Management Information System

HP – Handy Person

PAF – Performance Assessment Framework

HSA – Home Safety Assessment