

Home Improvement Agency Performance Report Quarter 3 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 3 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.

The Communities and Local Government HIA Outcomes pilot that Commissioning Partners and Devon Care and Repair agreed to participate in has now been completed. Initial analysis has been done on the returns and the working group are now refining the outcomes framework to reflect the specific work of HIAs. Further information on the implementation of the outcomes framework for HIA services will be provided in future reporting.

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.

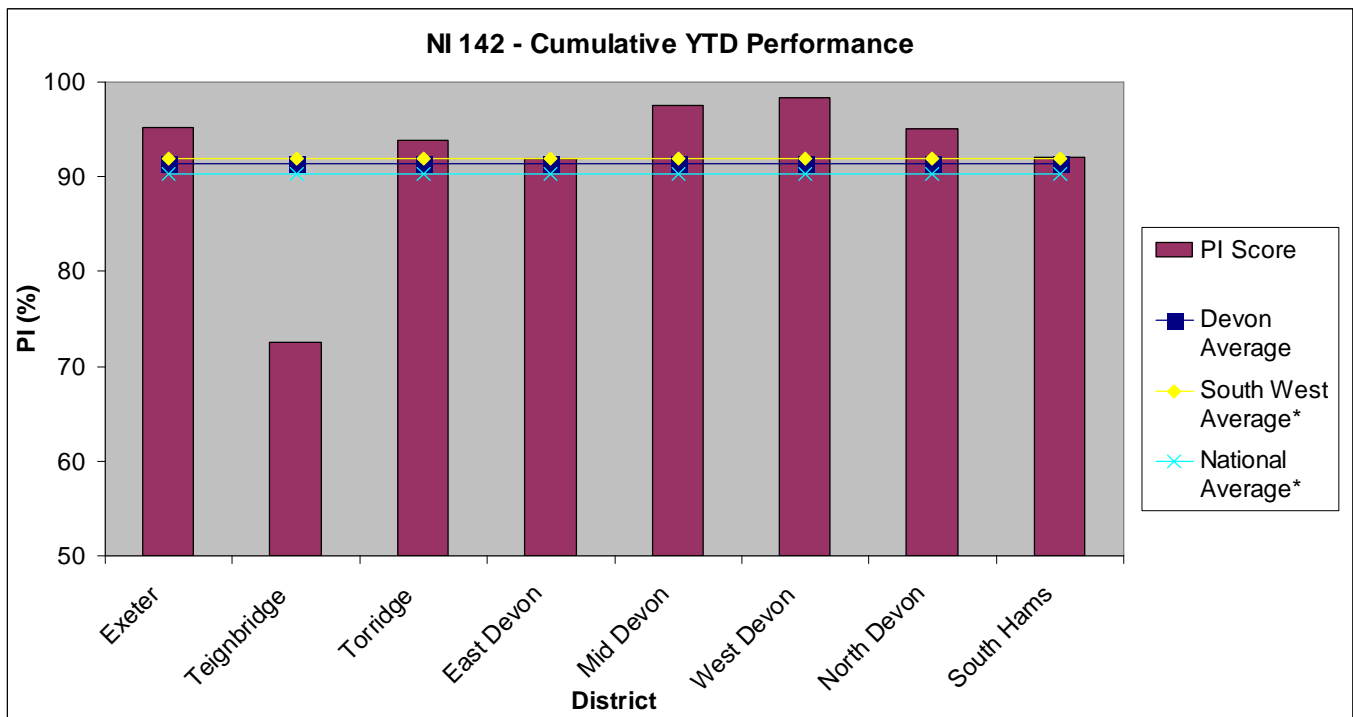
- Delays occurring in the major adaptation process
- Recording of data on MIS, missing dates and discrepancies in procedure between districts, resulting in inaccurate performance picture
- The low uptake of Home Safety Assessments

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

The Devon average for quarter 3 2008/09 (cumulative YTD) is 91.4% of service users were supported to maintain independent living. Performance varied across the districts from West Devon reporting 98.4% to Teignbridge reporting 72.5%. The latest benchmarking information relating to Quarter 2 2008/09 indicates that Devon out performs the National average and is in line with the South West average.



* Benchmarking data relates to figures for Quarter 2 2008/09

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 3 figure for 2008/09 is reported at 0.28. 3.9% of new service users either refused to say / did not have details entered onto MIS regarding their ethnic background. These figures are similar to those included in previous reports.

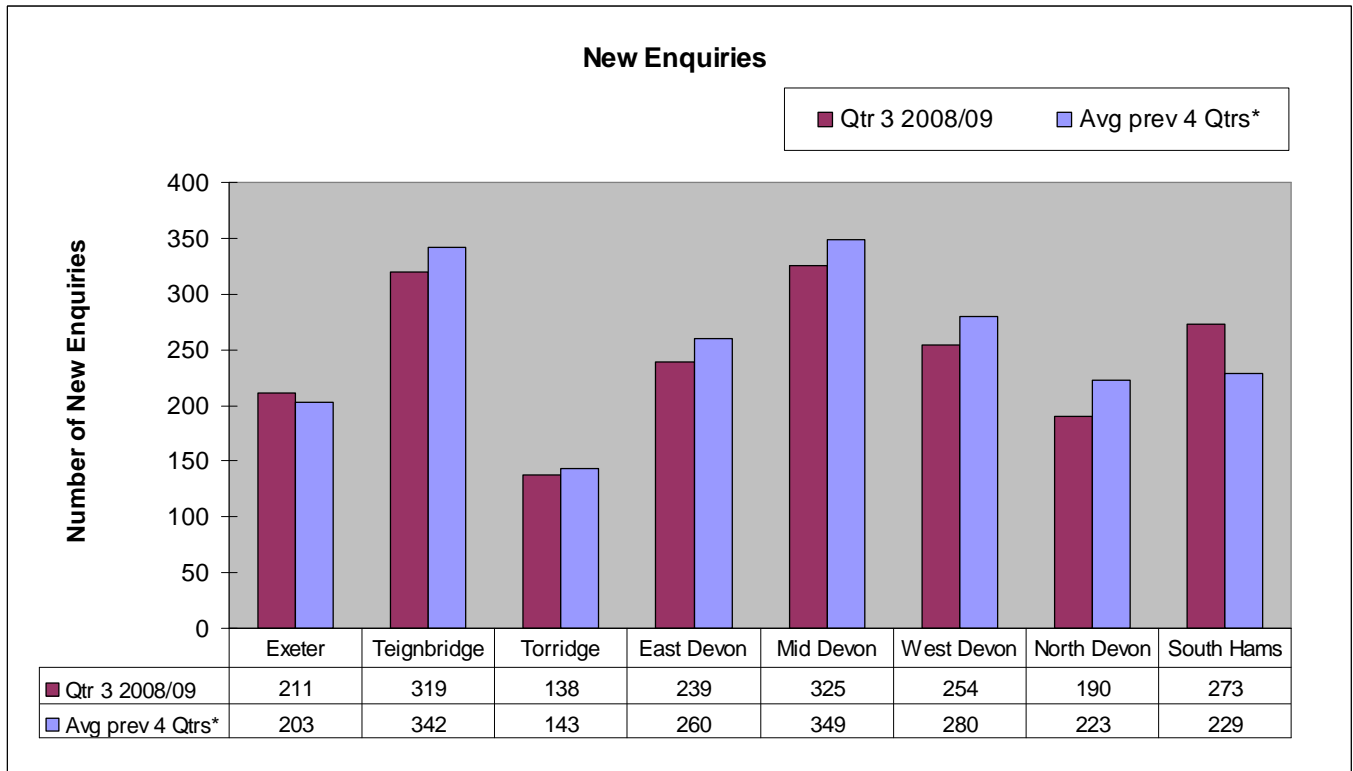
Advice and Information

Outcomes

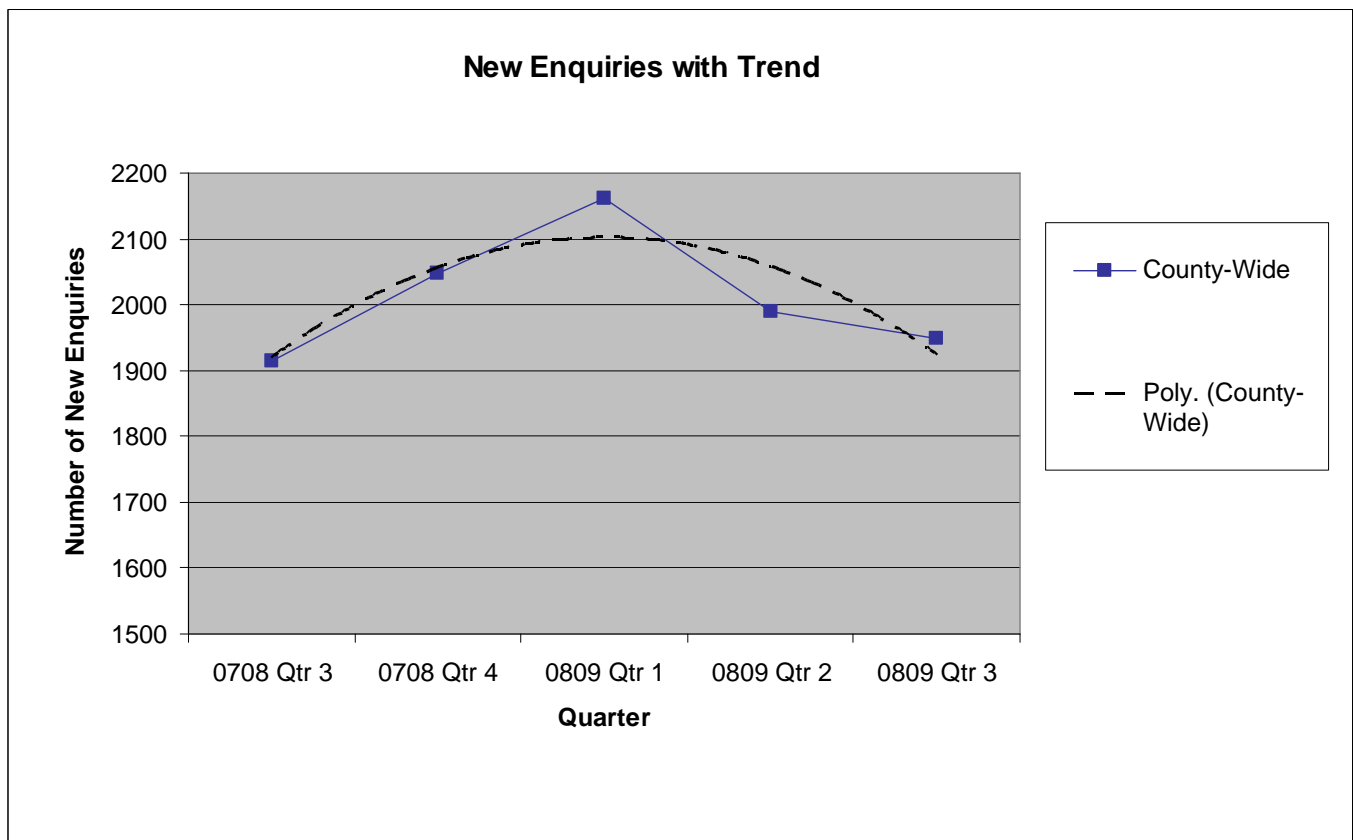
- a. The service user has increased knowledge of the housing related services available to help them make informed choices
- b. Number of referrals to other organisations
- c. Number of enquiries handed to in house HIA services – external contractors/services

Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Total enquiries	3	Qtr 3 08/09 total enquiries 1949. Decrease on previous four quarters where on average 2028 enquiries North Devon had the biggest (15%) 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	3	Target of 5 working days. Achieved target in Qtr 3 2008/09, Devon average of 1 day All districts were inside the target of 5 working days in Qtr 3 2008/09	↑	Concerns over what this is measuring - first action taken rather than first visit. Provider working to resolve	

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



* Average of previous four quarters, including Qtr 3 2007/08 – Qtr 2 2008/09



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	

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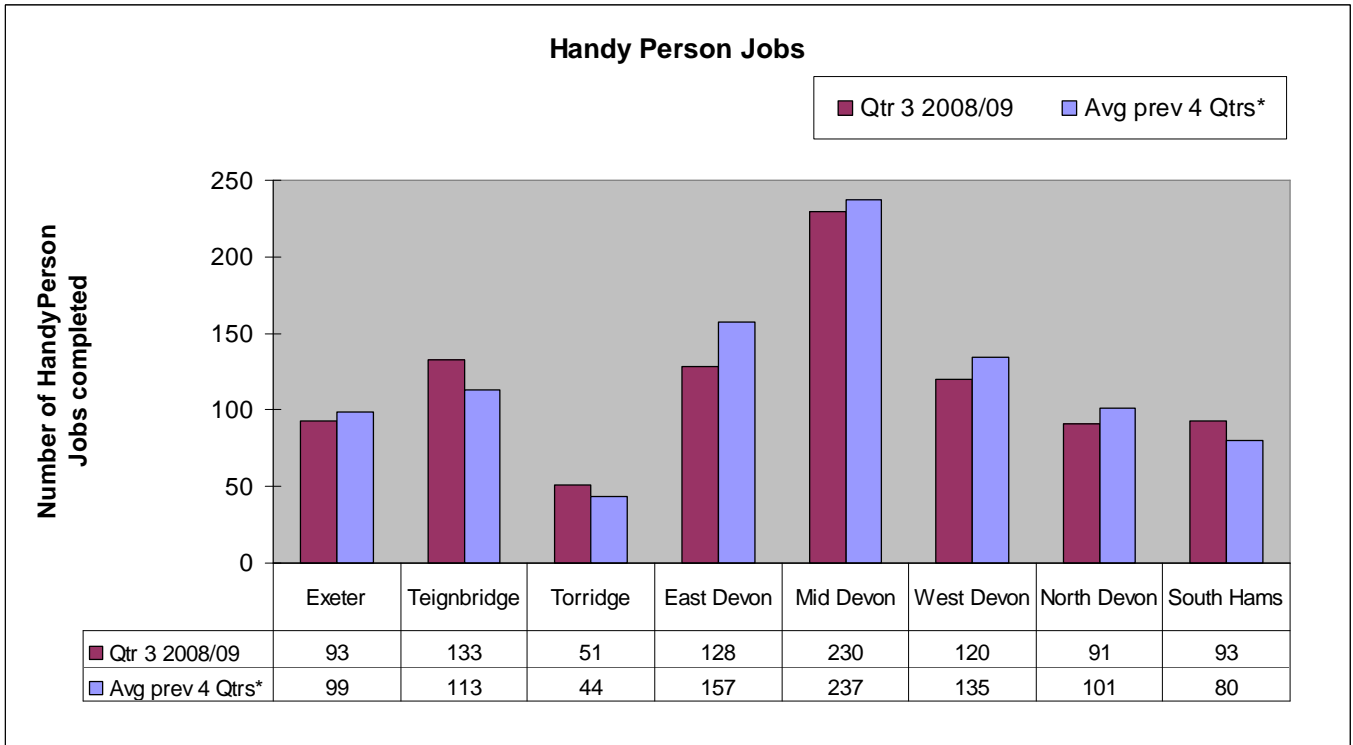
Handy Persons Service

Outcomes

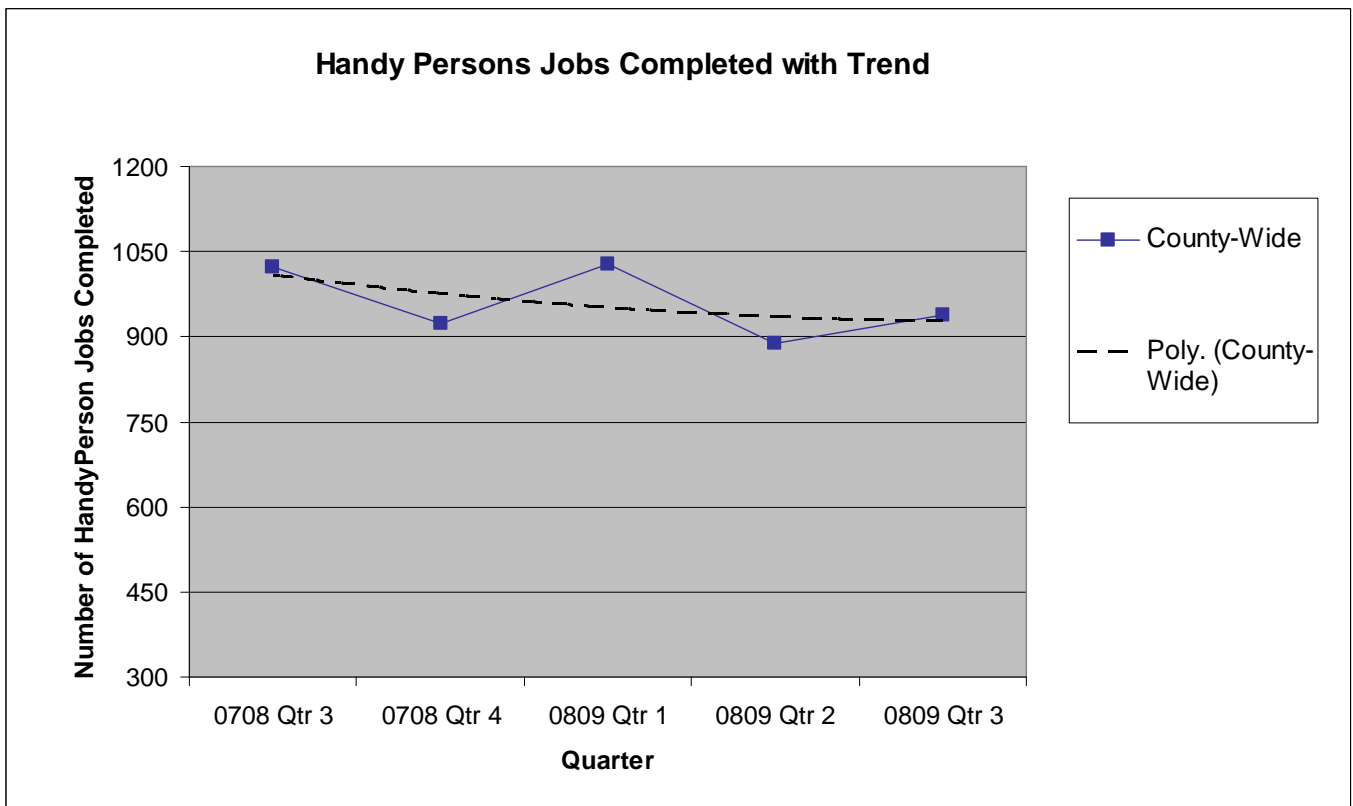
- The service user is happier in their own environment and is less anxious about home hazards
- The service user's home has less environmental hazards and is a safer place to live
- The charges set are affordable and do not restrict access by vulnerable and asset poor individuals

Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Total number of Handy Persons jobs	3	Qtr 3 08/09 total Handy Person jobs 939. Slightly below previous four quarters where on average 966 jobs completed East Devon had the biggest decrease from an average of 157 jobs to 128. Teignbridge, Torridge and South Hams 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	3	Qtr 3 08/09 average 2.5 weeks. Increase on previous four quarters average of 1.9 weeks The average time varied across the districts from 1.4 weeks in Mid Devon to 4.5 weeks in North Devon	↓		
Jobs to facilitate hospital discharge	3	During Qtr 3 08/09 only 1 works was reported as being carried out to facilitate hospital discharge and this was not completed within the target of 2 working days. Decrease on performance on previous four quarters where 86% were completed within 2 day target	↓	Only 1 works reported for quarter 3 08/09 against this target	

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* Average of previous four quarters, including Qtr 3 2007/08 – Qtr 2 2008/09



Minor Adaptations

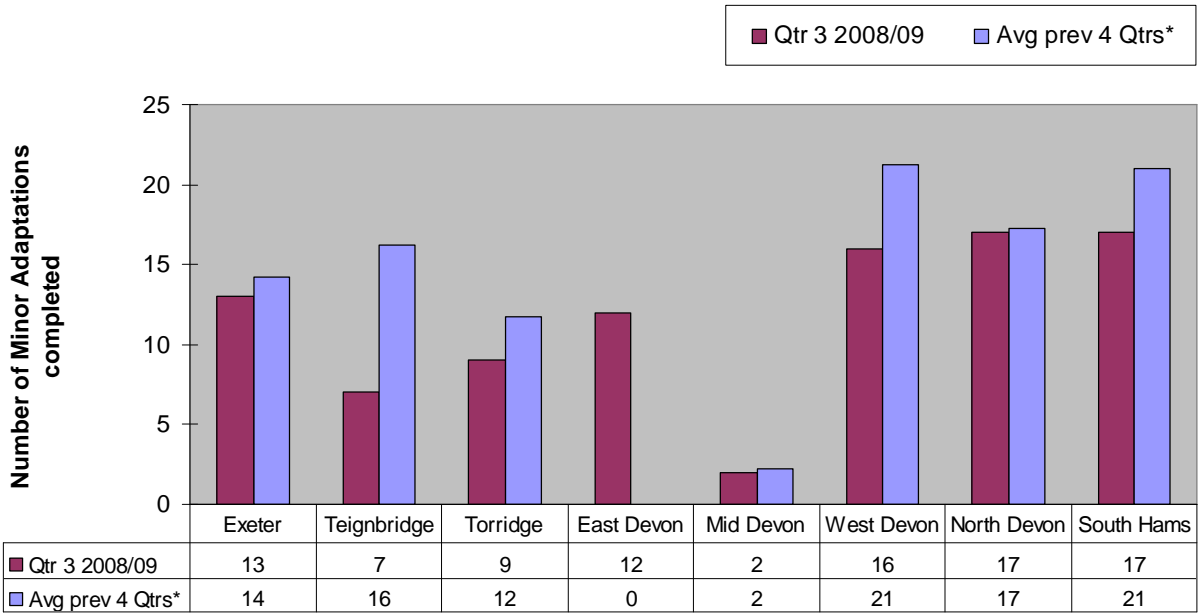
Outcomes

- 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	3	Qtr 3 total number of Minor Adaptations 93. Decrease on the previous four quarters where on average 104 jobs were completed East Devon was the only district to increase in the number of Minor Adaptations completed	↓		
Average number of weeks between requisition and practical completion for works costing under £1000	3	Qtr 3 08/09 average 7.7 weeks. Improvement on previous four quarters where average time was 10.8 weeks The longest average recorded time was 14.2 weeks in Teignbridge. This may be skewed by exceptionally long works	↑	Average time not available for Exeter, East Devon and Mid Devon due to missing dates not entered onto MIS	
PAF D54 (Mid Devon only)	3	Qtr 3 08/09 58%* of works completed within target of 7 working days. Decrease on previous four quarters where 85% within 7 day target *Note: The chart opposite suggests that only 2 jobs were 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	

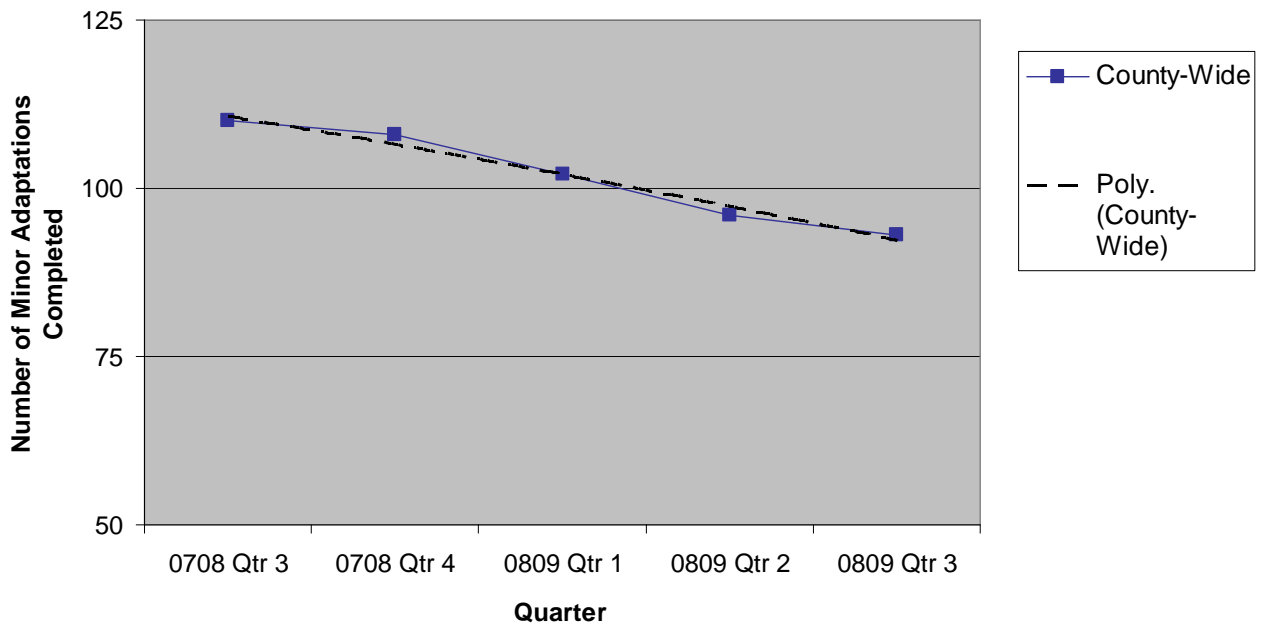
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Minor Adaptations - Jobs costing under £1000



* Average of previous four quarters, including Qtr 3 2007/08 – Qtr 2 2008/09

Minor Adaptations: Jobs Completed with Trend



Major Adaptations

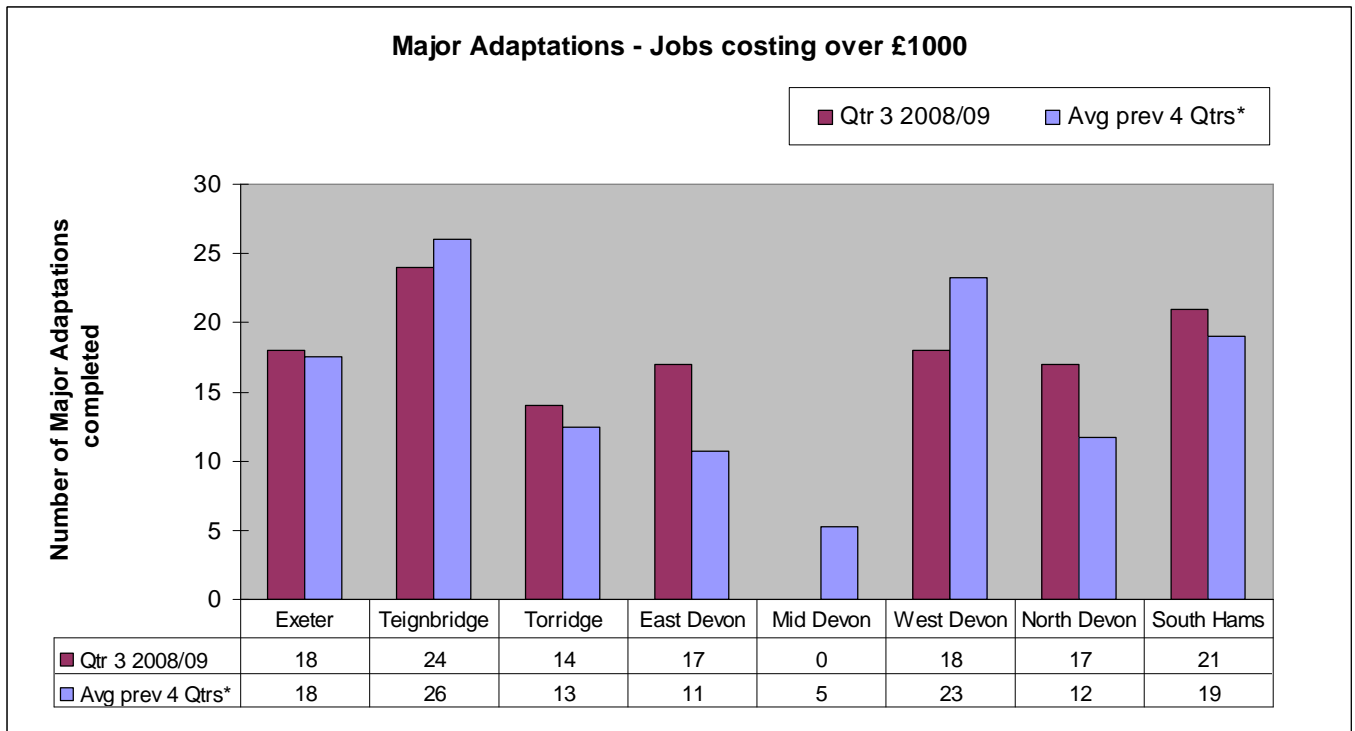
Outcomes

- 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
- A full range of grant, loan and charitable funding sources are explored with the service user/family in order for the adaptation to proceed
- The service user is involved in the adaptation process, is supported to make informed decisions and key milestones are communicated to them regularly
- The service user was confident and content with the quality of the contracted service provided

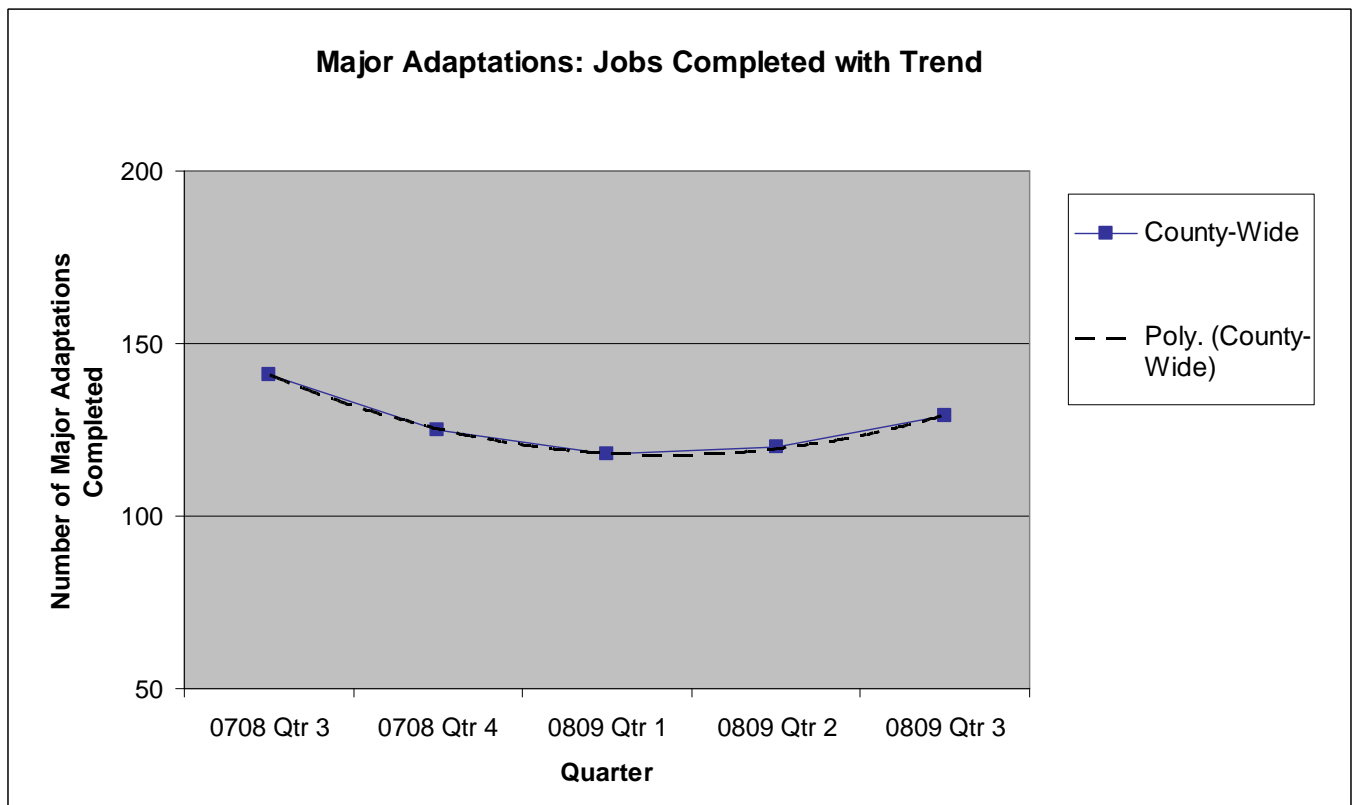
Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Total number of Major Adaptations completed (based on practical completion date)	3	Qtr 3 08/09 total number of major adaptations 129. Slight increase on the previous four quarters where on average 126 jobs were completed	↑	No major adaptations recorded for Mid Devon for Q3 08/09	
Average time (weeks) between first visit and practical completion for works costing over £1000	1	Qtr 3 08/09 average 37.6 weeks. Improvement on previous four quarters where average time was 40.2 weeks The longest average recorded time was 58.7 weeks in Torridge	↑	Even though this quarter has seen a slight improvement. Work is still being done to map this process on a timeline, to establish where delays occurring	
Time between referral and contact with client	4	Qtr 3 08/09 81% within target of 2 days, Improvement on previous four quarters where 74% within target of 2 days	↑		
Time between referral and visit being carried out	4	Qtr 3 08/09 100% visited within target of 21 days, Improvement on 74% in previous four quarters	↑		
Between £1000 and £4999, time between referral and submission to housing authority	4	94% in Qtr 3 08/09 within target of 28 days. Improvement on previous four quarters where 57% within target	↑		

Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Over £5000, time between referral and submission to housing authority	4	100% in Qtr 3 08/09 within target of 56 days. Improvement on previous four quarters where 59% within target	↑		
Inspections to ensure satisfactory completion	3	74% of Major Adaptations inspected in Qtr 3 08/09. Improvement on previous four quarters where 46% inspected	↑	Big improvement but key task delegated through contract by HA and SS. Expectation is 100% inspections	

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* Average of previous four quarters, including Qtr 3 2007/08 – Qtr 2 2008/09



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	

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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	111 HSAs completed at Qtr 3 08/09 (cumulative YTD) South Hams is the only district to have HSAs recorded during Qtr 3 08/09	↑	Concerns over recording of HSAs on MIS, being looked into by provider for future reporting. Key preventative service which has seen low uptake throughout life of contract.	
Falls Prevention Information		905 clients in the high risk group, 253 in the medium risk group and 174 in the low risk group for 2008/09			

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Home Safety Assessments & Falls Data

Relates to Enquiries received during Quarter 1, 2 and 3 of 2008/09

		TOTAL	East	Exeter	Mid	North	Torridge	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)	109	0	0	0	14	5	17	6	67
Number of adult clients in the following fall risk groups										
	Total Clients	5853	765	577	951	603	403	788	1031	735
	None (0 on the * list below)	4521	618	567	448	478	249	632	906	623
	Low (1 on the * list below)	174	15	2	58	11	17	23	27	21
	Medium (2 on the * list below)	253	31	3	96	19	35	26	21	22
	High (3+ on the * list below)	905	101	5	349	95	102	107	77	69
Fall Risk Group As % of Total										
	None (0 on the * list below)	77%	81%	98%	47%	79%	62%	80%	88%	85%
	Low (1 on the * list below)	3%	2%	0%	6%	2%	4%	3%	3%	3%
	Medium (2 on the * list below)	4%	4%	1%	10%	3%	9%	3%	2%	3%
	High (3+ on the * list below)	15%	13%	1%	37%	16%	25%	14%	7%	9%

* 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

YTD – Year to Date