

Home Improvement Agency Performance Report Quarter 4 2008/09
Devon Care and Repair

Contents

Page	
1	Contents
1 – 2	Introduction
2	Priorities for next Quarter
3	Performance Indicators
4 – 5	Advice and Information
6 – 7.....	Service Co-ordination
8 – 9	Handy Persons Service
10 – 11	Minor Adaptations
12 – 15	Major Adaptations
16 - 17	Repairs & Improvements
18 – 19	Home Safety Assessments
20	Glossary

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 have yet to be agreed in all cases and therefore performance compares quarter 4 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.

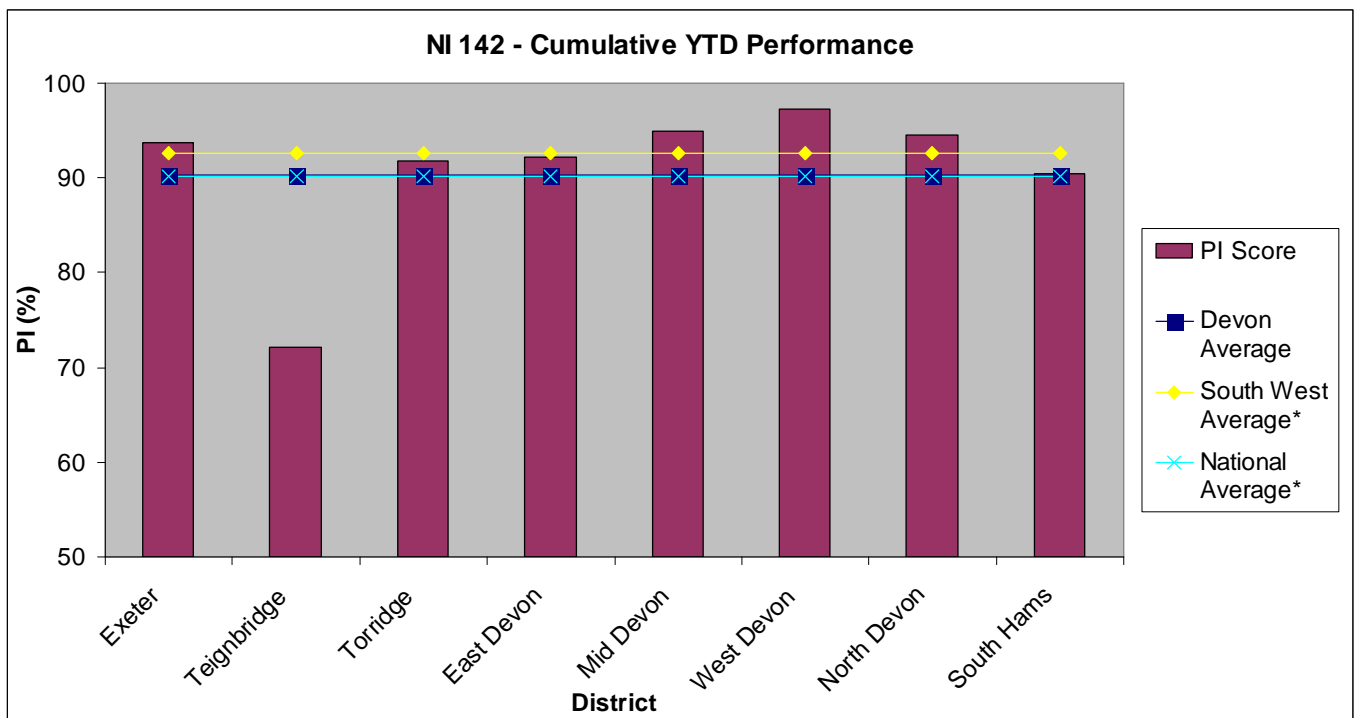
- Delays occurring in the major adaptation process
- Recording and Extracting of data on MIS. Missing dates and discrepancies in procedure between districts, resulting in inaccurate performance picture
- The low uptake of Home Safety Assessments

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 4 2008/09 (cumulative YTD) is 90.3% of service users were supported to maintain independent living. Performance varied across the districts from West Devon reporting 97.3% to Teignbridge reporting 72.1%. The latest benchmarking information relating to Quarter 3 2008/09 indicates that Devon is in line with the National average and slightly below the South West average of 92.6%.



* Benchmarking data relates to figures for Quarter 3 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 4 figure for 2008/09 is reported at 0.24. 3.7% of new service users in 2008/09 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.

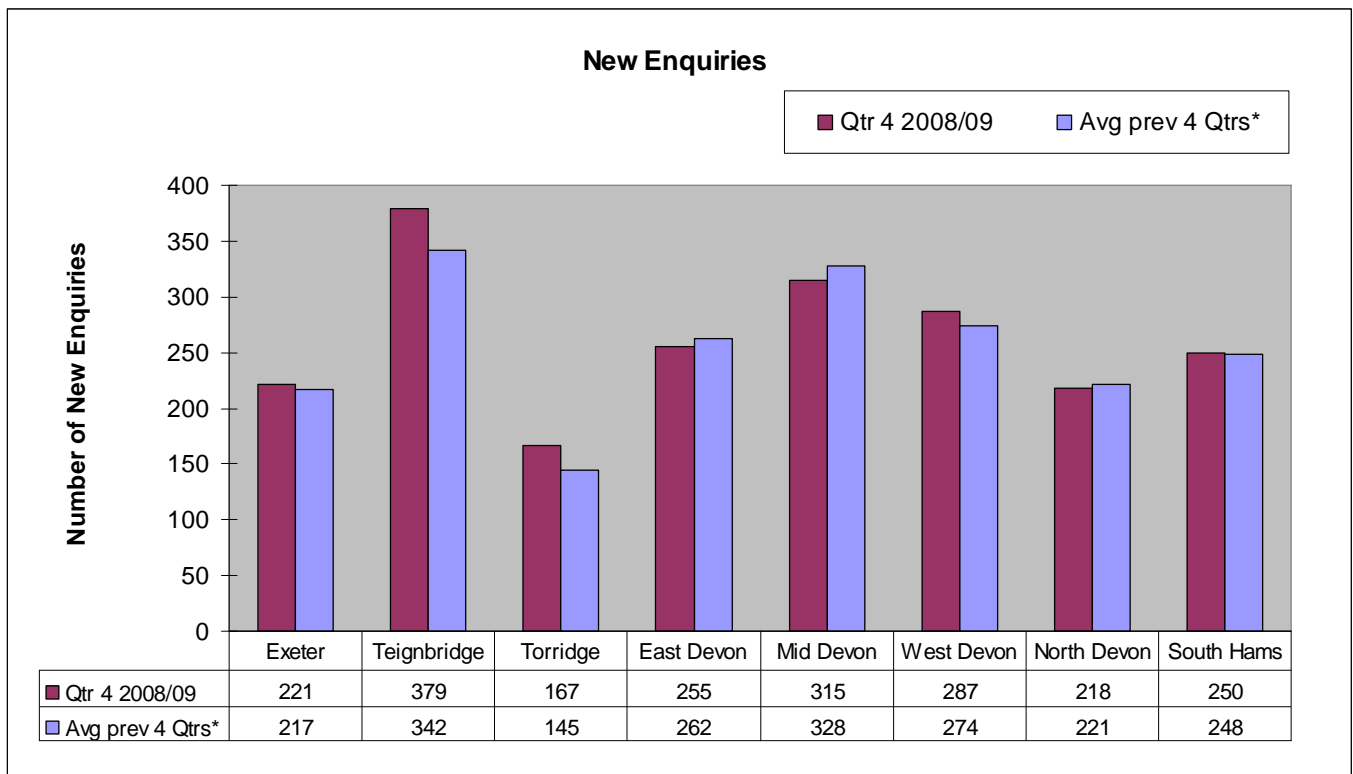
Advice and Information

Outcomes

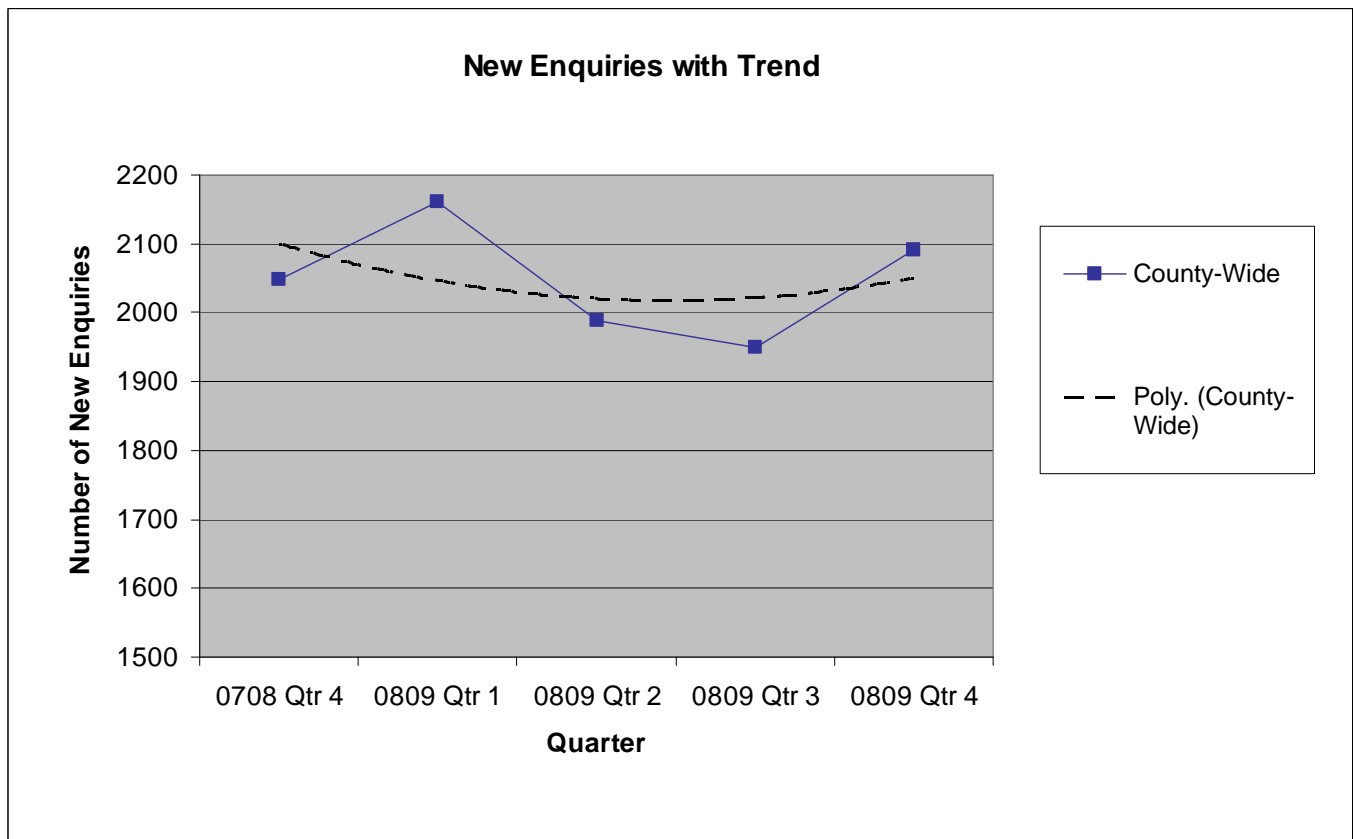
- a. The service user has increased knowledge of the housing related services available to help them make informed choices
- b. Number of referrals to other organisations
- c. Number of enquiries handed to in house HIA services – external contractors/services

Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Total enquiries	4	Qtr 4 08/09 total enquiries 2092. Slight increase on previous four quarters where on average 2037 enquiries Teignbridge and Torridge had the biggest increase 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	2	Target of 5 working days. Sample of cases in Qtr 4 08/09 average of 8.6 working days measuring initial enquiry to caseworker/technical officer visit		Data quality issues uncovered with recording of first visit, sample measured using caseworker or technical officer visit as an alternative	

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



* Average of previous four quarters, including Qtr 4 2007/08 – Qtr 3 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			

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

Handy Persons Service

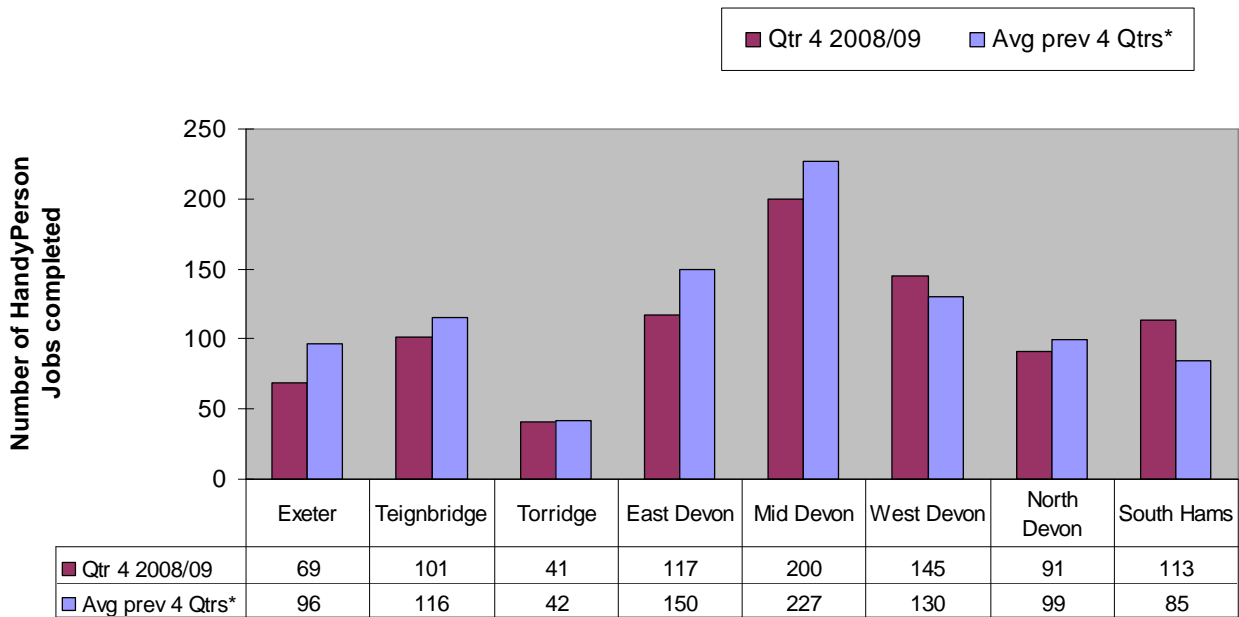
Outcomes

- 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 4 08/09 total Handy Person jobs 877. Below previous four quarters where on average 945 jobs completed East Devon had the biggest decrease from an average of 150 jobs to 117. West Devon 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	4	Qtr 4 08/09 average 2.1 weeks. In line with previous four quarters average of 2 weeks The average time varied across the districts from 0.3 weeks in Torridge to 4.8 weeks in Exeter	↔		
Jobs to facilitate hospital discharge	3	During Qtr 4 08/09 11 works were reported as being carried out to facilitate hospital discharge of which 64% were within the target of 2 working days. Decrease on performance on previous four quarters where 89% were completed within 2 day target	↓		

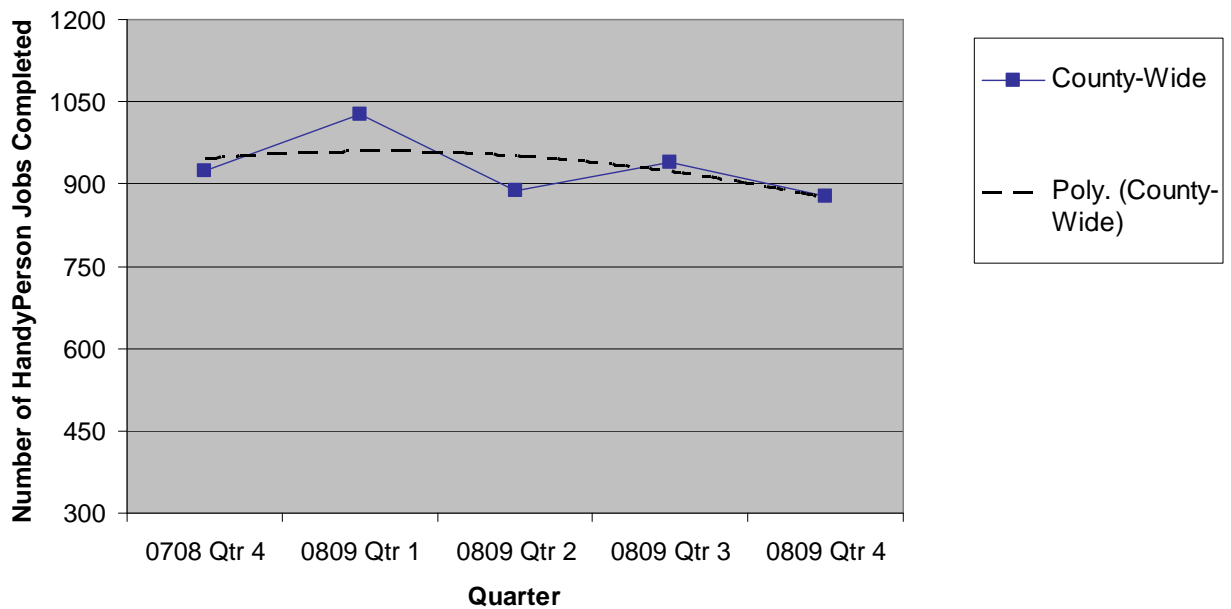
Priority: 1 = Urgent Attention required 2 = Attention required for next quarter
3 = Development Plan required 4 = Stable

Handy Person Jobs



* Average of previous four quarters, including Qtr 4 2007/08 – Qtr 3 2008/09

Handy Persons Jobs Completed with Trend



Minor Adaptations

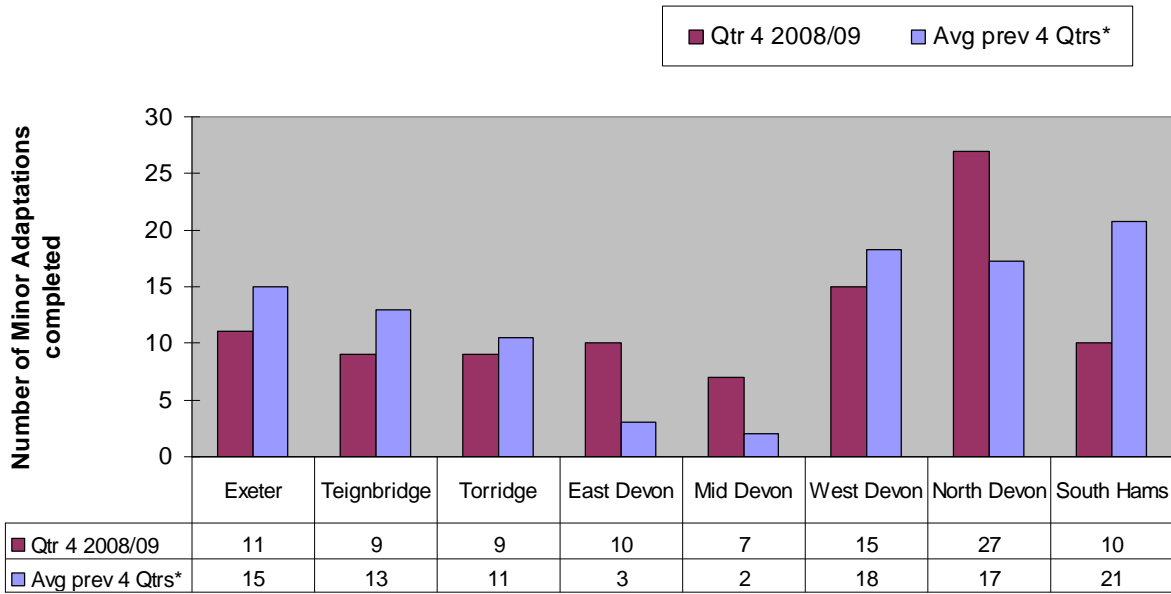
Outcomes

- 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 4 total number of Minor Adaptations 98. Slightly below the previous four quarters where on average 100 jobs were completed East, Mid and North Devon were the only districts to increase in the number of Minor Adaptations completed	↓		
Average number of weeks between requisition and practical completion for works costing under £1000	4	Qtr 4 08/09 average 8 weeks. Improvement on previous four quarters where average time was 10.4 weeks All 8 districts now reporting against this performance measure	↑		
PAF D54 (Mid Devon only)	3	Qtr 4 08/09 42%* of works completed within target of 7 working days. Decrease on previous four quarters where 74% within 7 day target *Note: The chart opposite suggests that only 7 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	

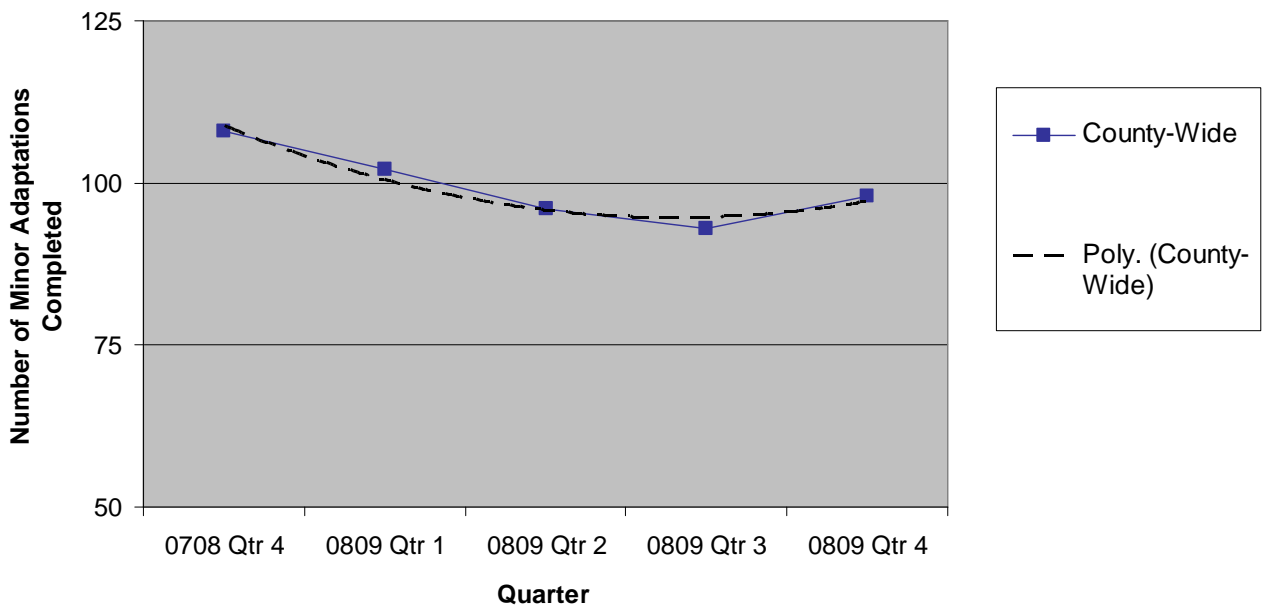
Priority: 1 = Urgent Attention required 2 = Attention required for next quarter
3 = Development Plan required 4 = Stable

Minor Adaptations - Jobs costing under £1000



* Average of previous four quarters, including Qtr 4 2007/08 – Qtr 3 2008/09

Minor Adaptations: Jobs Completed with Trend



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

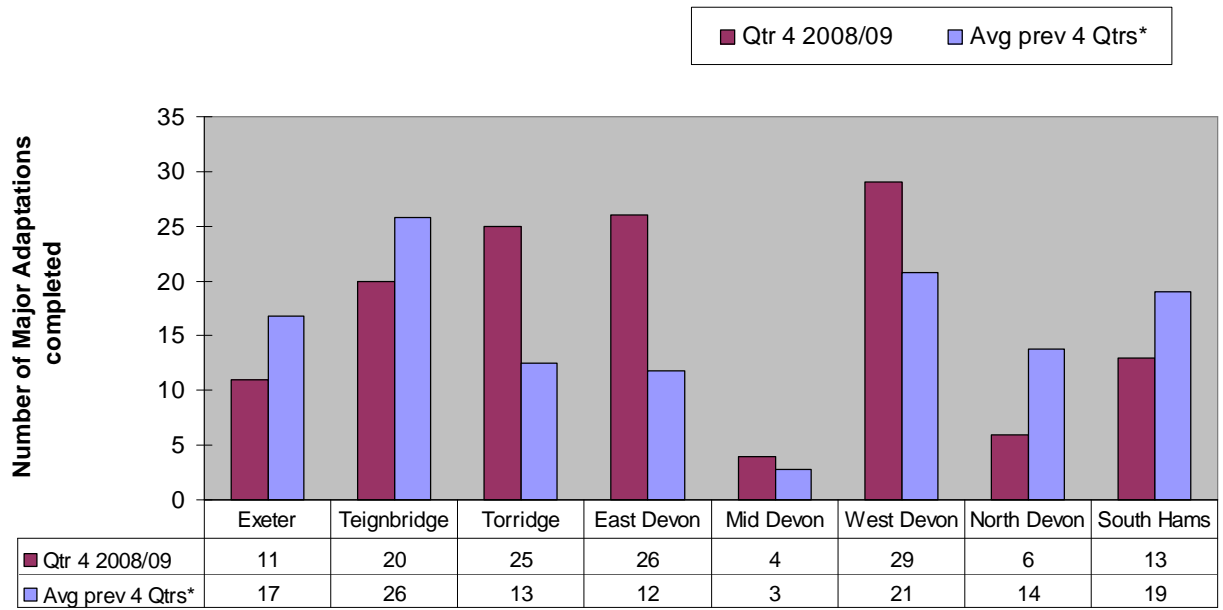
Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Total number of Major Adaptations completed (based on practical completion date)	3	Qtr 4 08/09 total number of major adaptations 134. Increase on the previous four quarters where on average 123 jobs were completed Torridge, East and West Devon all made a considerable increase in the number of Major Adaptations completed	↑		North Devon – Q4 figure is low as had to stop issuing approvals in November due to all DFG funds being allocated (likely to be even earlier this year)
Average time (weeks) between first visit and practical completion for works costing over £1000	1	Qtr 4 08/09 average 41.8 weeks. Slight decline on previous four quarters where average time was 40.2 weeks The longest average recorded time was 52.6 weeks in West Devon	↓	Work has been done to map this process on a timeline, to establish where delays occurring and findings will be reported to the SMDB	
Time between referral and contact with client	3	Qtr 4 08/09 67% within target of 2 days, Decrease on previous four quarters where 77% within target of 2 days	↓		
Time between referral and visit being carried out	3	Qtr 4 08/09 86% visited within target of 21 days, Improvement on 74% in previous four quarters	↑		

Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Between £1000 and £4999, time between referral and submission to housing authority	1	13% in Qtr 4 08/09 within target of 28 days*		See note below	
Over £5000, time between referral and submission to housing authority	1	29% in Qtr 4 08/09 within target of 56 days*		See note below	
Inspections to ensure satisfactory completion	3	62% of Major Adaptations inspected in Qtr 4 08/09. Improvement on previous four quarters where 53% inspected	↑	Improvement but key task delegated through contract by HA and SS. Expectation is 100% inspections	

Priority: 1 = Urgent Attention required 2 = Attention required for next quarter
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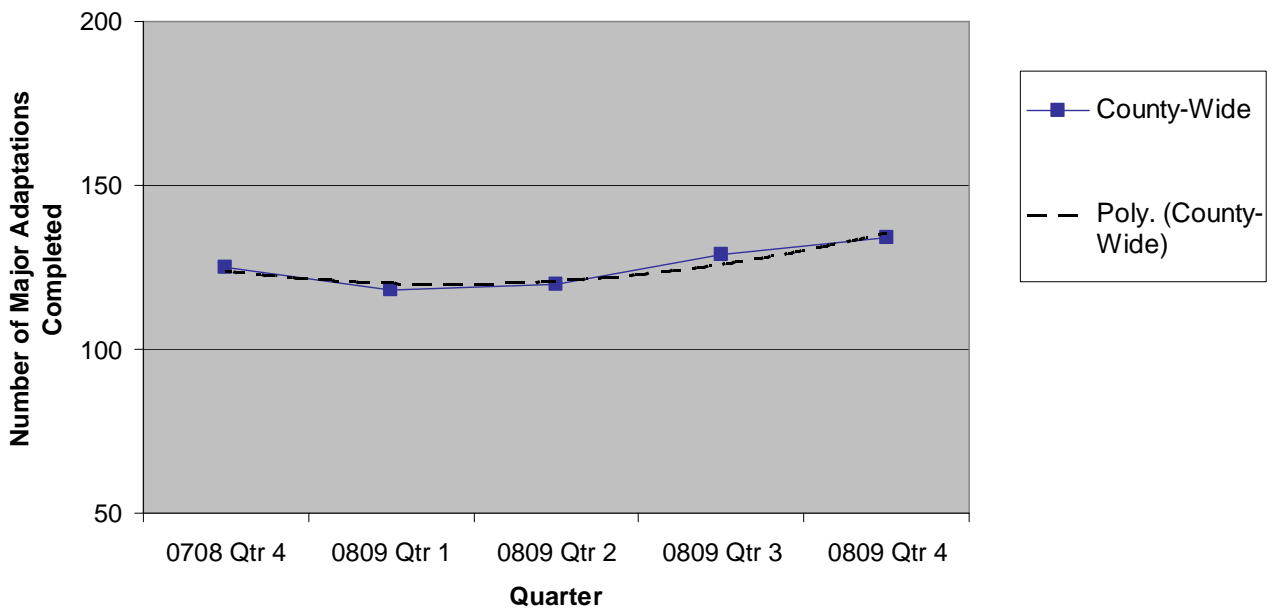
* Data quality issues in the past reporting of the performance measure for time between referral and submission to housing authority have been uncovered in Qtr 4 08/09, making comparisons to performance in previous quarters not possible

Major Adaptations - Jobs costing over £1000



* Average of previous four quarters, including Qtr 4 2007/08 – Qtr 3 2008/09

Major Adaptations: Jobs Completed with Trend



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?		Performance in this area not measured at present % within timescale?		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	124 HSAs completed at Qtr 4 08/09 (cumulative YTD) South Hams and Exeter are the only districts to have HSAs recorded during Qtr 4 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		1189 clients in the high risk group, 341 in the medium risk group and 219 in the low risk group for 2008/09			

Priority: 1 = Urgent Attention required 2 = Attention required for next quarter
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Home Safety Assessments & Falls Data

Relates to Enquiries received during Quarters 1 - 4 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)	122	0	1	0	14	5	17	6	79
Number of adult clients in the following fall risk groups										
	Total Clients	7848	1020	798	1169	821	570	1075	1410	985
	None (0 on the * list below)	6099	826	785	601	631	350	863	1247	796
	Low (1 on the * list below)	219	21	3	59	12	23	31	35	35
	Medium (2 on the * list below)	341	41	3	109	32	46	36	32	42
	High (3+ on the * list below)	1189	132	7	400	146	151	145	96	112
Fall Risk Group As % of Total										
	None (0 on the * list below)	78%	81%	98%	51%	77%	61%	80%	88%	81%
	Low (1 on the * list below)	3%	2%	0%	5%	1%	4%	3%	2%	4%
	Medium (2 on the * list below)	4%	4%	0%	9%	4%	8%	3%	2%	4%
	High (3+ on the * list below)	15%	13%	1%	34%	18%	26%	13%	7%	11%

* 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

BME – Black and Minority Ethnic

DCR – Devon Care & Repair

DFG – Disabled Facilities Grants

DMG – District Monitoring Group

HA – Housing Authority

HIA – Home Improvement Agency

HP – Handy Person

HSA – Home Safety Assessment

LA – Local Authority

MIS – Management Information System

PAF – Performance Assessment Framework

SMDB – Service Monitoring and Development Board

SS – Social Services

YTD – Year to Date