

Home Improvement Agency Performance Report Quarter 1 2009/10 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 have yet to be agreed in all cases and therefore performance compares quarter 1 2009/10 to the same quarter in the previous year (quarter 1 2008/09) to allow for seasonal variations in the interim. District Monitoring Groups (DMGs) are able to play a more active part in monitoring the contract and are 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.

Performance Improvements

- More consistent recording and extracting of data on MIS
- DCR have updated the FEMIS manual to meet current service requirements and monitoring. Training has taken place across the districts to ensure consistency in data input and procedure
- Repairs are now being monitored as a separate service element as set out in the contract

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.

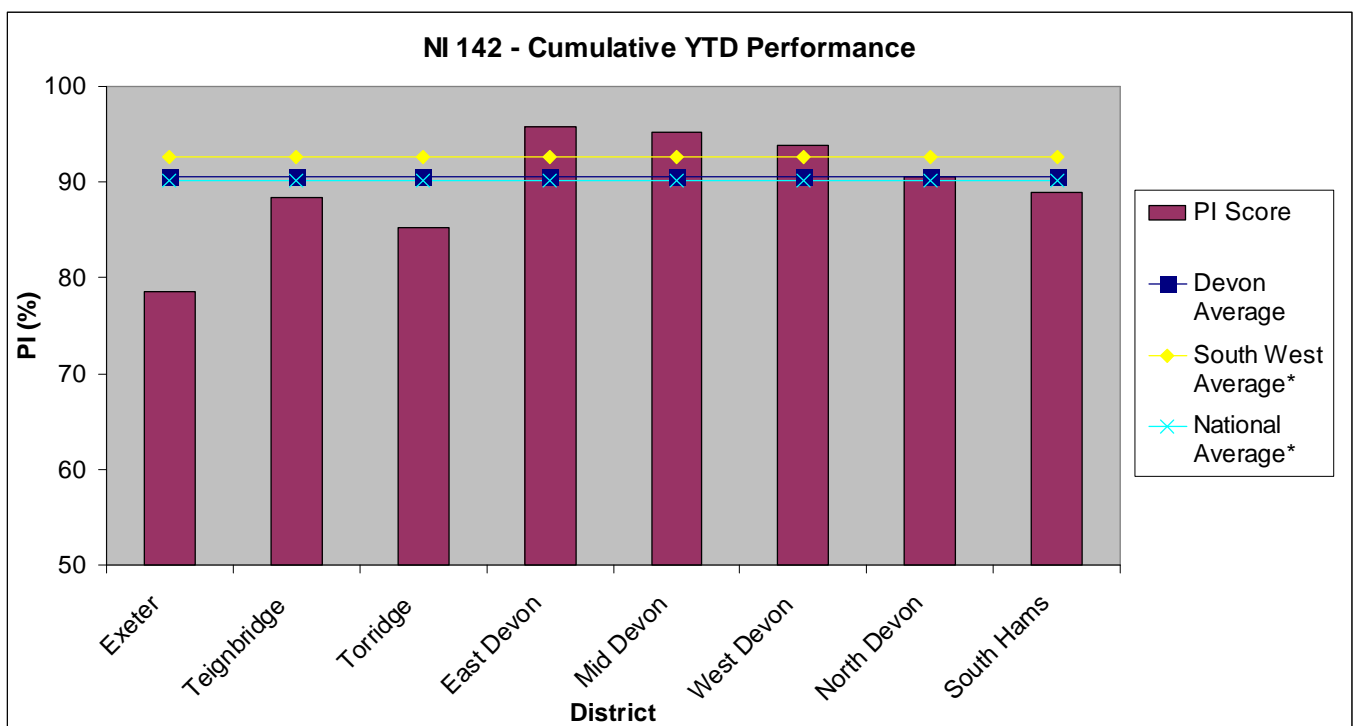
- Delays occurring in the major adaptation process. Work continues through each agency's Service Improvement Plan to resolve where blocks and delays are occurring in the process
- The low uptake of Home Safety Assessments. Working group has been formed to address this

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 1 2009/10 (cumulative YTD) is 90.6% of service users were supported to maintain independent living. Performance varied across the districts from East Devon reporting 95.7% to Exeter reporting 78.6%. The latest available 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 1 figure for 2009/10 is reported at 0.07. 8% 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

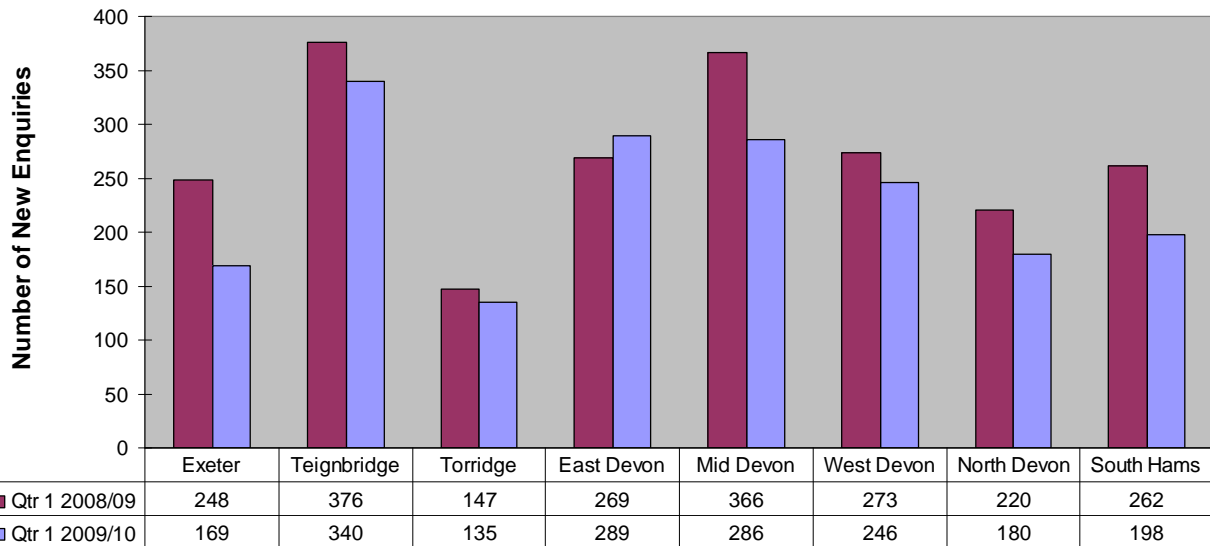
Outcomes

- 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

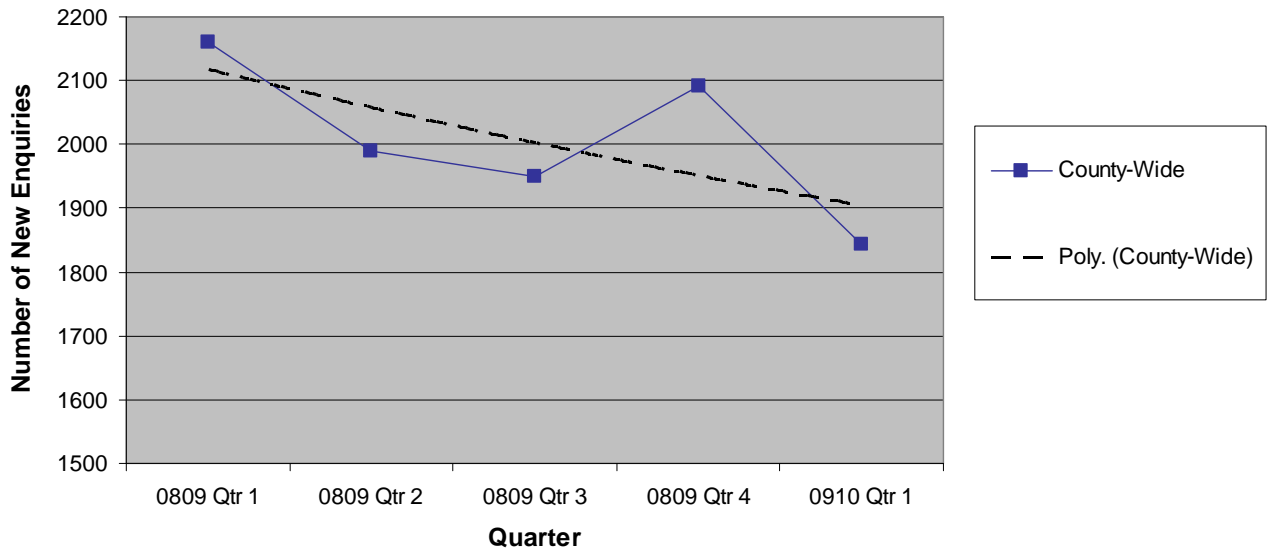
Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Total enquiries	3	Qtr 1 09/10 total enquiries 1843. Decrease on same period in previous year where there was 2161 enquiries Exeter and Mid Devon had the biggest decrease in enquiries on last year (see page 5)	↓		
Total number of service users who received substantial advice	4	During Qtr 1 09/10 400 service users received substantial advice. Increase on same period in previous year where 326 service users received substantial advice in Qtr 1 08/09	↑		
Average number of working days between Initial enquiry and first visit	3	Target of 5 working days Qtr 1 09/10 Handy Persons average of 9.8 working days. Minor & Major Adaptations average of 11.1 working days	↓	Working group to look at setting a % to be achieved within timescale	

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

New Enquiries



New Enquiries with Trend



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

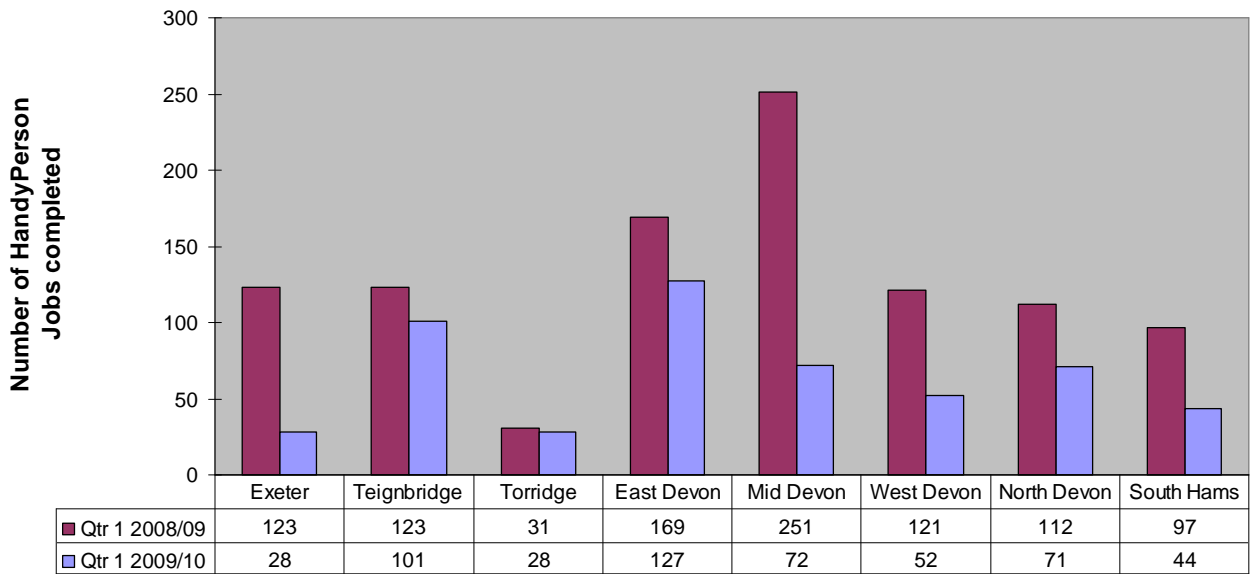
Outcomes

- 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

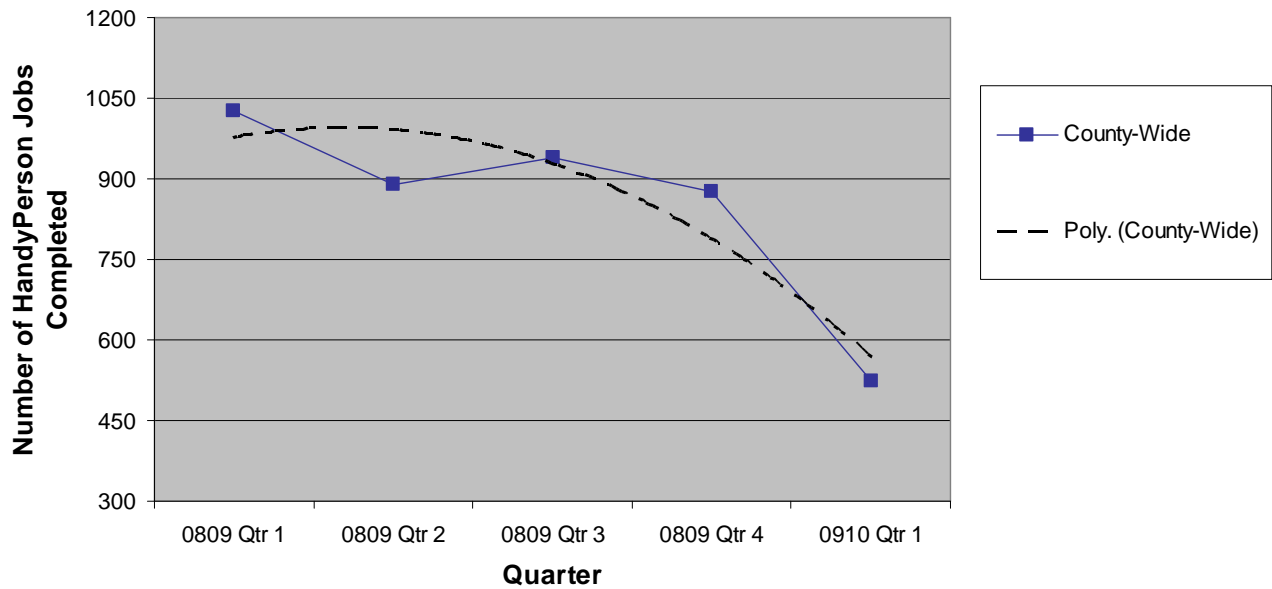
Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Total number of Handy Persons jobs completed	3	Qtr 1 09/10 total Handy Persons jobs 523. In the same period in previous year 1027 jobs were recorded Now reporting just on chargeable completed Handy Persons jobs, where as previous measure included enquiries (see page 9)	↓		N.Devon – demand for HP services appears to have dropped. Comment: economic situation resulting in people who are out of work willing to work at cheaper rate than the HP rates
Average number of weeks between enquiry and practical completion for Handy Person Services	4	Qtr 1 09/10 average 2.6 weeks. Slightly longer than Qtr 1 08/09 average of 2.1 weeks The average time varied across the districts from 1 week in North Devon and Torridge to 3.9 weeks in South Hams	↓		W.Devon – only have a 2 day week service, looking to recruit further 2 HP's to cover 3 days. Comment: credit crunch having an affect as many people have set up as HP's at £10 ph?
Jobs to facilitate hospital discharge	3	During Qtr 1 09/10 19 works were reported as being carried out to facilitate hospital discharge in Mid Devon only of which 68% were within the target of 2 working days. Decrease on performance in Qtr 1 08/09 where 77% were completed within 2 day target	↓		

Priority: 1 = Urgent Attention required 2 = Attention required for next quarter
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Handy Person Jobs



Handy Persons Jobs Completed with Trend



Minor Adaptations

Outcomes

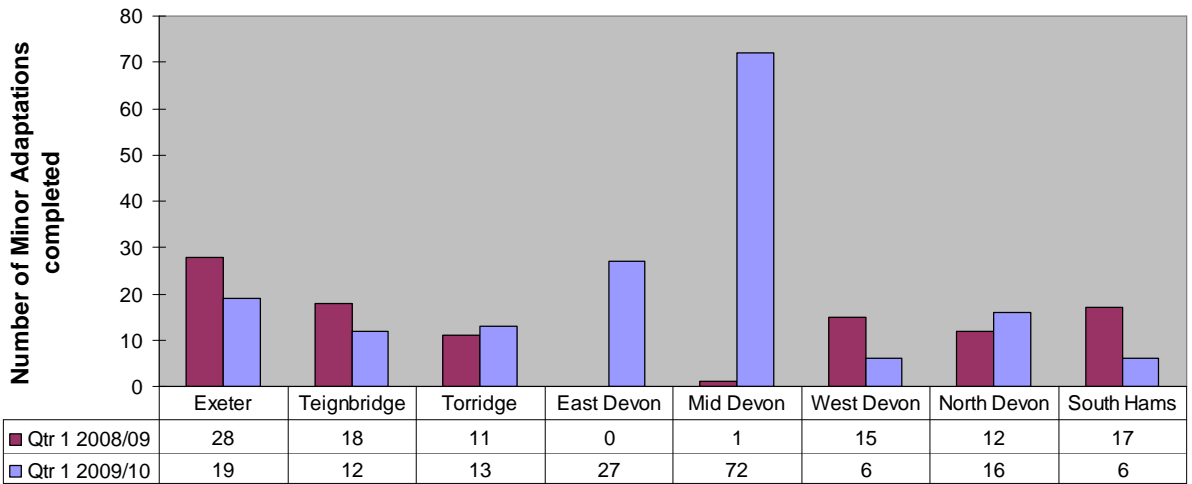
- a. Improved safety and greater independence enabling the service user to remain active in their chosen environment
- b. The service was provided in a timely manner and within agreed timescales with aim of reducing risk to the individual

Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Total number of Minor Adaptations completed	4	Qtr 1 09/10 total number of Minor Adaptations 171. Increase on same period last year where 102 jobs were completed Four out of eight districts increased in the number of Minor Adaptations completed last year in Qtr 1 08/09 (see page 11)	↑		W.Devon - completed jobs down due to lack of OT assessments, now under control
Average number of weeks between requisition* and practical completion for works costing under £1000	3	Qtr 1 09/10 average 3.5 weeks. Big improvement on same period last year where average of 12.2 weeks recorded. This improvement is due to a large proportion of Minor Adaptations recorded being smaller jobs that are completed on the day of first visit	↑	This measure is only based on a proportion of all completed cases in the period due to incomplete data on MIS for a number of cases	
PAF D54 (Mid Devon only)	3	Qtr 1 09/10 36% of works completed within target of 7 working days. Decrease on Qtr 1 08/09 where 93% were completed within 7 day target	↓		

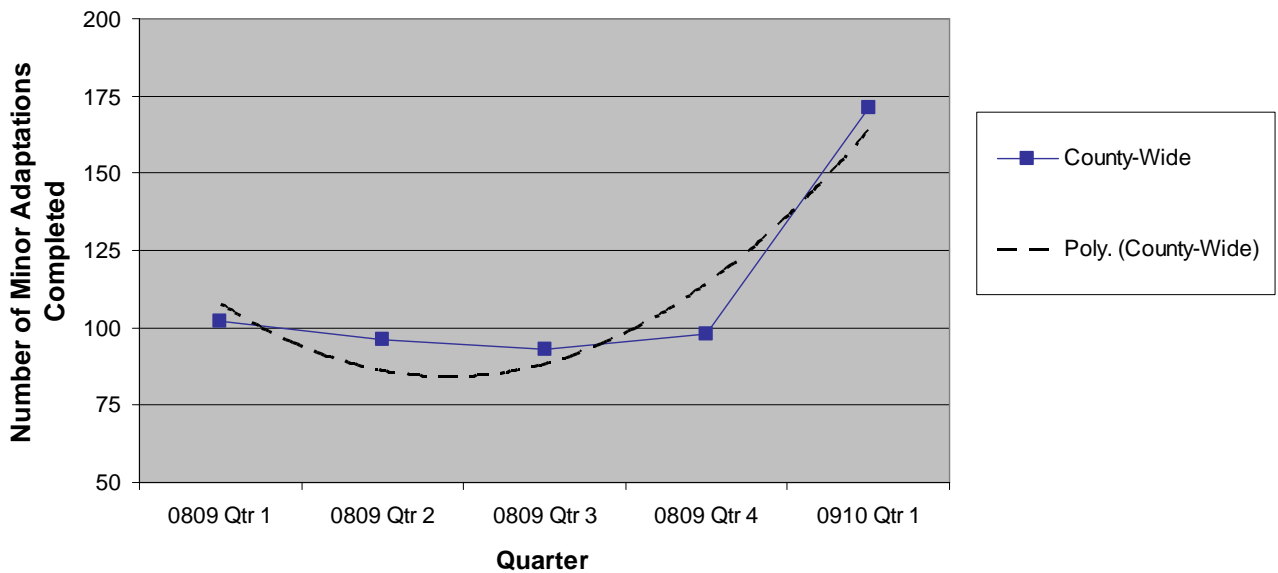
Priority: 1 = Urgent Attention required 2 = Attention required for next quarter
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* Requisition – date Social Services commission the service

Minor Adaptations - Jobs costing under £1000



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

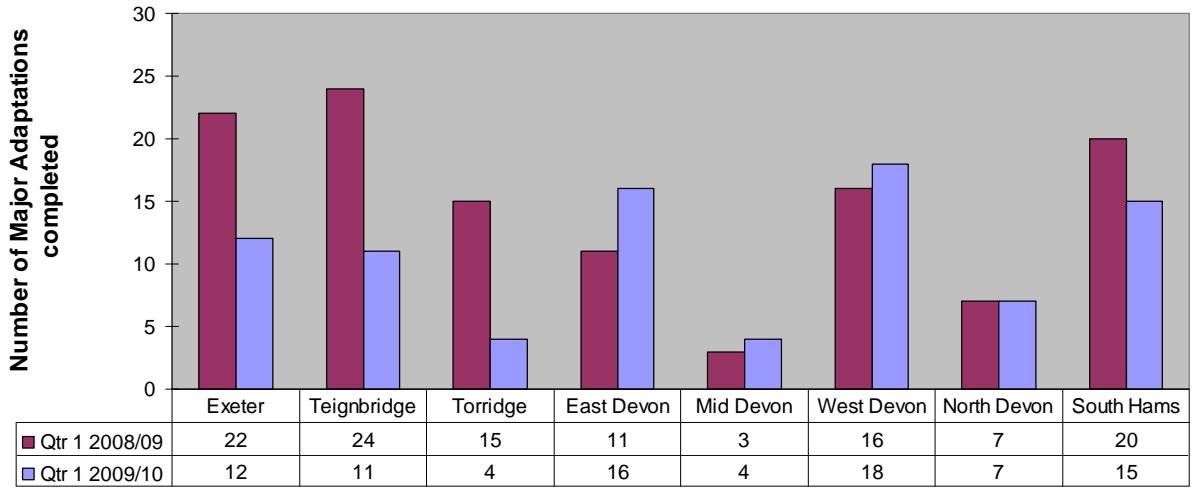
Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Time between referral and visit being carried out for new referrals	4	Qtr 1 09/10 97% of new referrals visited within target of 21 days. For Qtr 1 08/09 100% of referrals were within target	↓		
Total number of Major Adaptations completed (based on practical completion date)	3	Qtr 1 09/10 87 major adaptations completed. Decrease on same period last year where 118 jobs were completed East, West and Mid Devon were the only districts to increase in the number of Major Adaptations completed on last year (see page14)	↓		N.Devon/Torrige - low figures of completions because grant approvals held at end of 2008 and not released until Mar09, not enough time to allow completion for Qtr 1 09/10
Average number of weeks between enquiry and practical completion for works costing over £1000	1	Qtr 1 09/10 average 44.8 weeks. Longer average time than same period last year where an average of 42.6 weeks was recorded The longest average recorded time was 96.7 weeks in Mid Devon, however this is only based on 4 major adaptations completed	↓	Work continues through each agency's Service Improvement Plan to resolve where blocks and delays occur in process	
Between £1000 and £4999, time between referral and submission to housing authority	1	25% in Qtr 1 09/10 within timescale of 28 days*		Timescale to be reviewed as a result of FAST TRACK efficiencies	W.Devon – suggest that tender process alone for small major adapts takes at least 21 days

Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Over £5000, time between referral and submission to housing authority	1	28% in Qtr 1 09/10 within timescale of 56 days*		Timescale to be reviewed	N.Devon/Torrige - request for bar chart on page 14 to split works £1000-£4999 and works over £5000
Inspections to ensure satisfactory completion		SMDB agreed in Qtr 4 08/09 that inspections are no longer to be included as a performance measure but more appropriate to be audited locally by the District Councils			

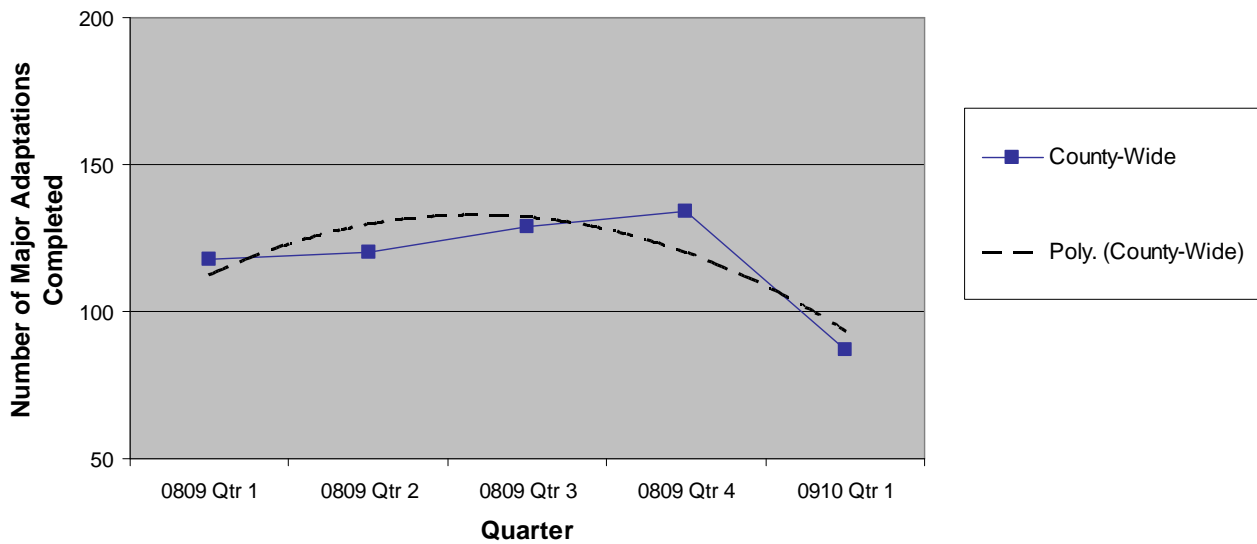
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* Data quality issues in the past reporting of the performance measure for time between referral and submission to housing authority was uncovered in Qtr 4 08/09, making comparisons to performance in Qtr 1 08/09 not possible

Major Adaptations - Jobs costing over £1000



Major Adaptations: Jobs Completed with Trend



Repairs & Improvements

Outcomes

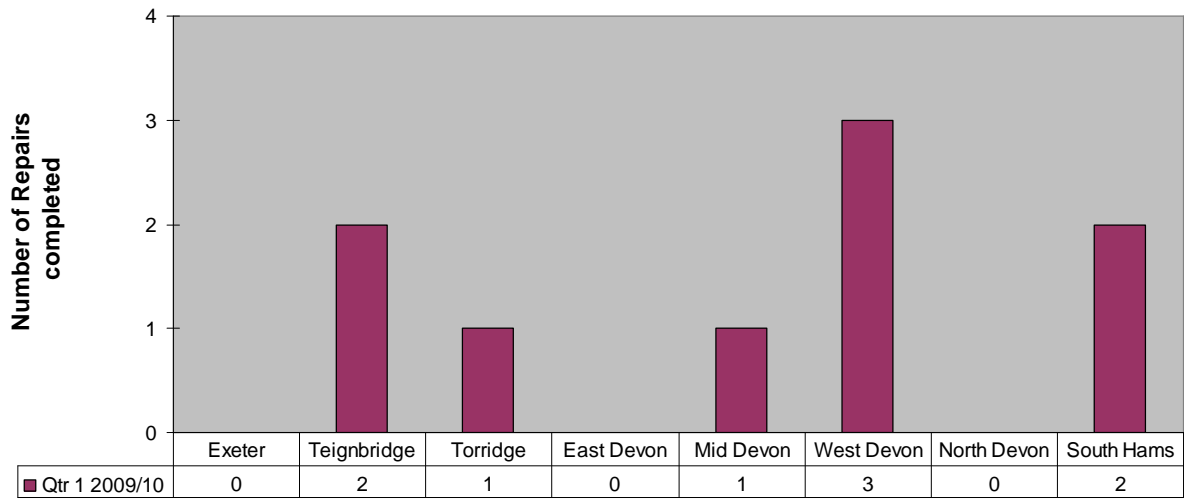
- a. The service user/resident is enabled to live in a decent home without any major defects or high risk hazards
- b. A full range of grant, loan and charitable funding sources are explored with the service user/family in order for the repair to proceed
- c. The service user was confident and content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

Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Total number of Repairs completed (based on practical completion date)	3	Qtr 1 09/10 total number of 9 Repairs were completed* East Devon, Exeter and North Devon did not record any Repairs as completed in Qtr 1 09/10 (see page 17)		Now beginning to monitor Repairs separately need to ensure being consistently recorded	W.Devon – need to show which authorities provide repairs grants in order to understand performance
Average number of weeks between enquiry and practical completion for Repairs	3	Qtr 1 09/10 average 11.6 weeks*			

Priority: 1 = Urgent Attention required 2 = Attention required for next quarter
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* It is not possible to compare figures to last year as performance was not previously monitored against this service area

Repairs



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	13 HSAs completed in Qtr 1 09/10 (cumulative YTD) South Hams, Torridge and West Devon are the only districts to have HSAs recorded for Qtr 1 09/10 (see page 19)	↓	Key preventative service which has seen low uptake throughout life of contract. This is being addressed by the relevant work package	
Falls Prevention Information		276 clients in the high risk group, 66 in the medium risk group and 114 in the low risk group for Qtr 1 09/10. Slight decrease from 18% to 16% in the proportion of total clients identified in the high risk group for Qtr 1 08/09 (for district breakdown see page 19)			

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Home Safety Assessments & Falls Data

Relates to Enquiries received during Quarter 1 of 2009/10

		TOTAL	East	Exeter	Mid	North	Torrige	West	Teignbridge	South Hams
Number of Home Safety Assessments completed	Children (0-17)	0	0	0	0	0	0	0	0	0
	Adults (18 and over)	13	0	0	0	0	3	3	0	7
Number of adult clients in the following fall risk groups										
Total Clients		1725	334	112	247	149	117	226	353	187
None (0 on the * list below)		1269	216	110	154	111	54	165	306	153
Low (1 on the * list below)		114	71	0	14	2	10	3	7	7
Medium (2 on the * list below)		66	6	0	18	8	10	9	9	6
High (3+ on the * list below)		276	41	2	61	28	43	49	31	21
Fall Risk Group As % of Total										
None (0 on the * list below)		74%	65%	98%	62%	74%	46%	73%	87%	82%
Low (1 on the * list below)		7%	21%	0%	6%	1%	9%	1%	2%	4%
Medium (2 on the * list below)		4%	2%	0%	7%	5%	9%	4%	3%	3%
High (3+ on the * list below)		16%	12%	2%	25%	19%	37%	22%	9%	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