

## Home Improvement Agency Performance Report Quarter 2 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 2 2009/10 to the same quarter in the previous year (quarter 2 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.

CLG funding for Handy Person services is being used to develop and pilot a new Home Safety Assessment / Handy Persons service outside existing contract terms. The aim is to deliver improved preventative services to vulnerable people not previously known to Agency services.

CLG (Communities and Local Government) have ceased to analyse the data for the performance indicator: Percentage of vulnerable people who are supported to maintain independent living as this no longer forms part of the calculation for the National Indicator NIS 142. Performance continues to be monitored locally on a quarterly basis for performance monitoring purposes but the benchmarking data will not be available.

PAF D54 (non-structural minor adaptations) monitored in Mid Devon only is no longer a national requirement. However ACS senior management group have adopted the methodology as part of a local indicator to be monitored (Local Indicator 16).

## **Data Quality Improvements**

- More consistent recording and extracting of data on MIS

## **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 continue 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
- Possibility to re-market Hospital Discharge service to responsible workers across the County
- The low uptake of Home Safety Assessments. Working group has been formed to address this

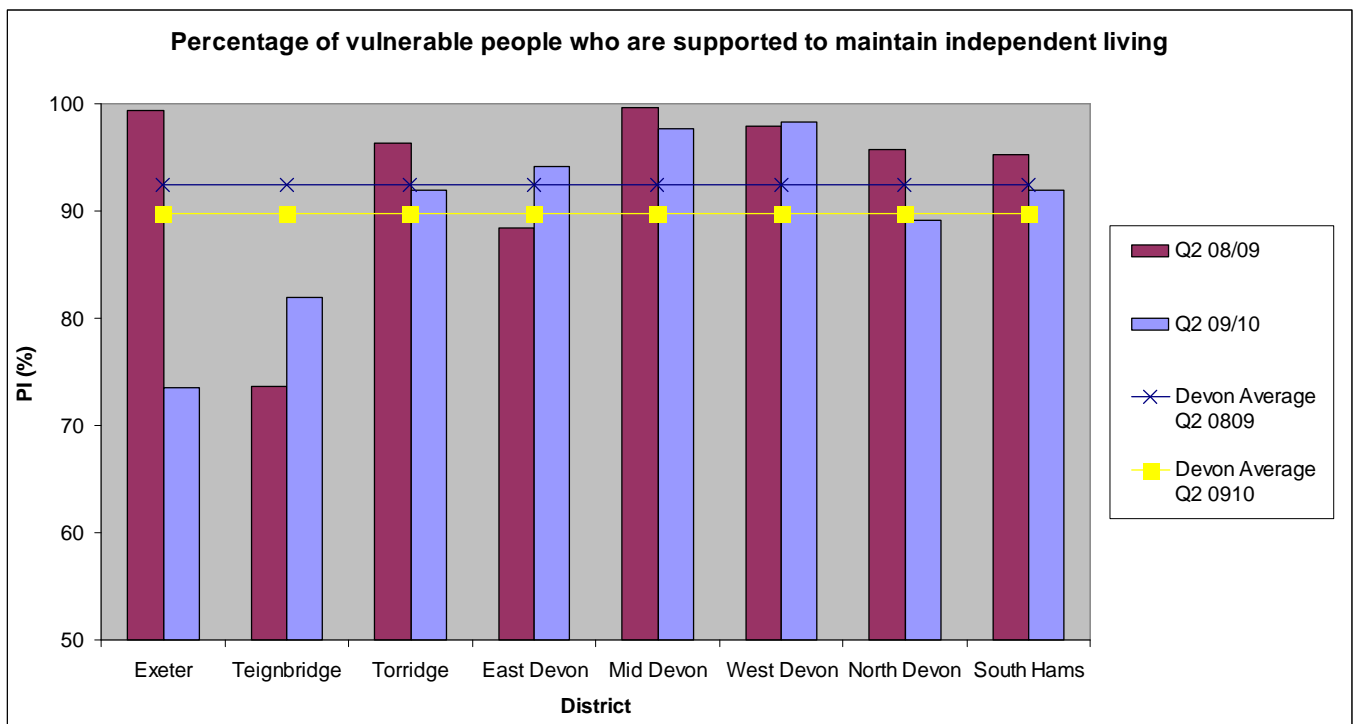
## Performance Indicators

### 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

\* This performance indicator no longer forms part of the calculation for the National Indicator NIS 142 but performance continues to be monitored locally on a quarterly basis for performance monitoring purposes

The Devon average for quarter 2 2009/10 is 89.7% of service users were supported to maintain independent living. Performance varied across the districts from West Devon reporting 98.3% to Exeter reporting 73.5%. Decrease on performance in same period in previous year where the Devon average was 92.5%



### 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 2009/10 is reported at 0.19. 5% 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

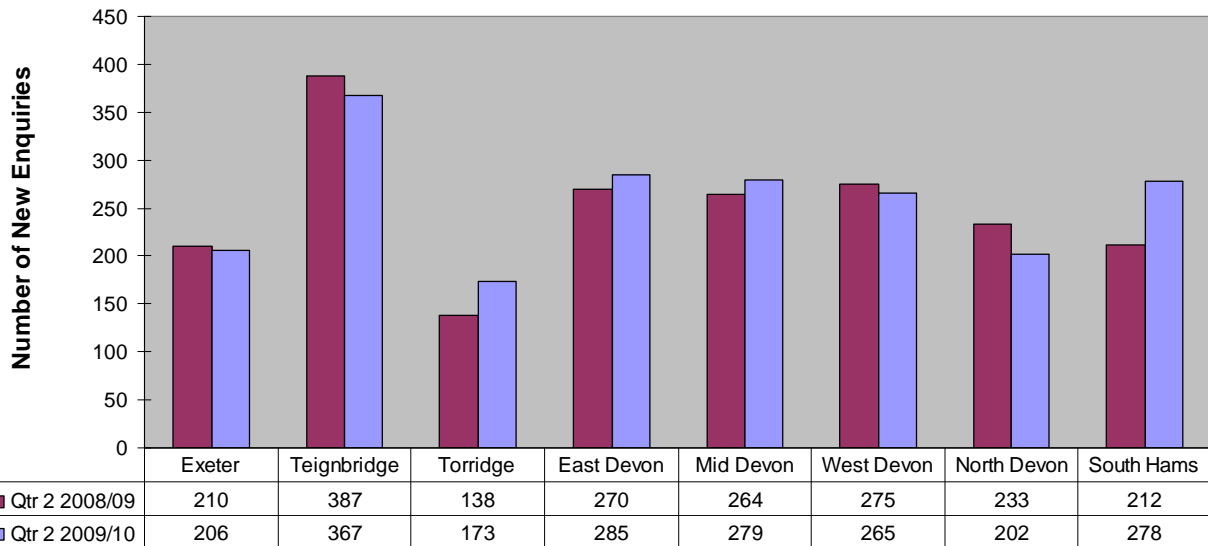
### Outcomes

- 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

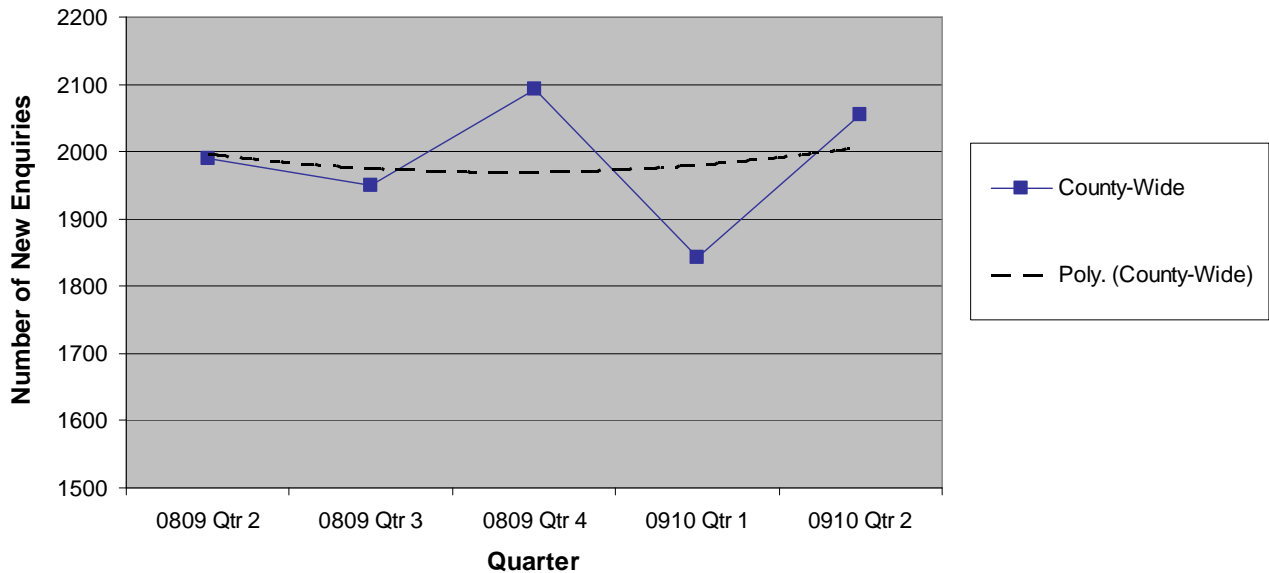
Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Total enquiries	4	Qtr 2 09/10 total enquiries 2055. Increase on same period in previous year where there was 1989 enquiries <b>South Hams, Torridge, East and Mid Devon all increased enquiries on last year (see page 5)</b>	↑		
Total number of service users who received substantial advice	4	During Qtr 2 09/10 316 service users received substantial advice. Decrease on same period in previous year where 374 service users received substantial advice in Qtr 2 08/09	↓		
Average number of working days between Initial enquiry and first visit	3	Target of 5 working days. Qtr 2 09/10 Handy Persons average of 7.4 working days, Minor Adaptations average of 14.9 working days and Major adaptations average of 12.2 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

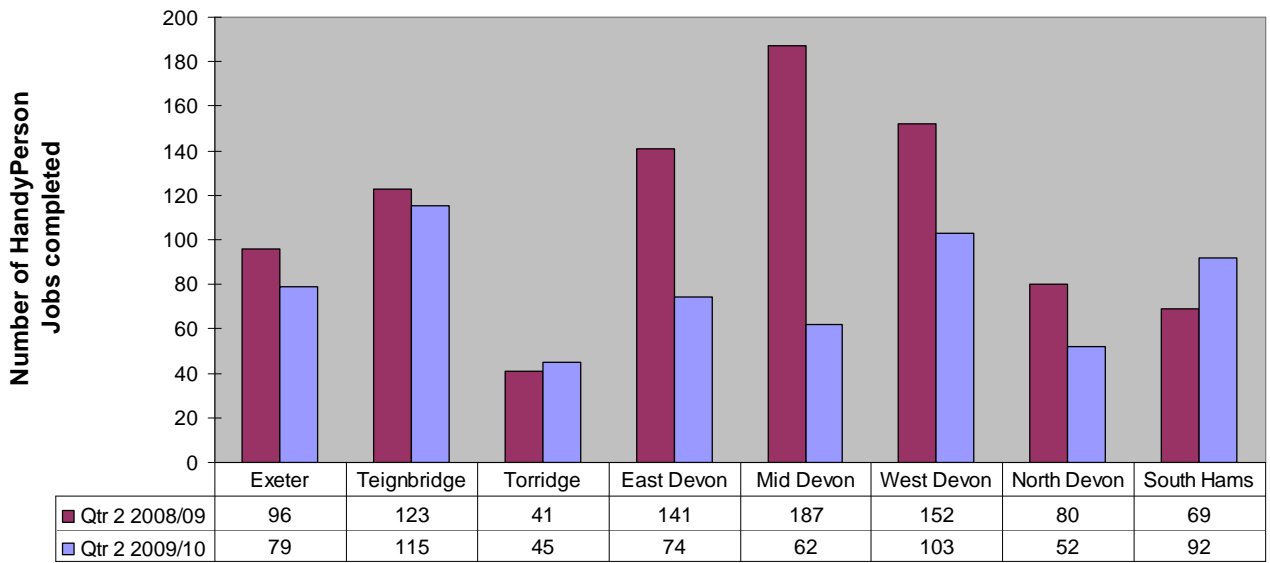
### Outcomes

- 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

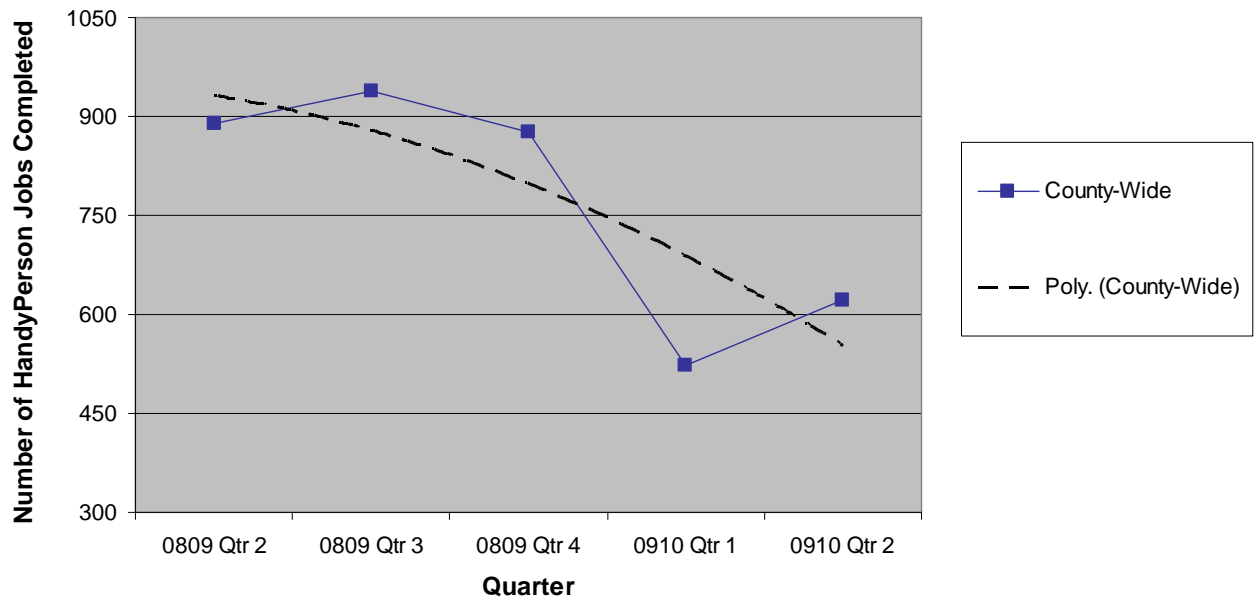
Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Total number of Handy Persons jobs completed	<b>3</b>	Qtr 2 09/10 total Handy Persons jobs 622. In the same period in previous year 889 jobs were recorded <b>Now reporting just on chargeable completed Handy Persons jobs, where as previous measure included enquiries (see page 9)</b>	↓	As this is a chargeable service need to consider the impact of the recession on this service element	
Average number of weeks between enquiry and practical completion for Handy Person Services	<b>4</b>	Qtr 2 09/10 average 1.7 weeks. Slight improvement on Qtr 2 08/09 average of 1.9 weeks <b>The average time varied across the districts from 0.8 weeks in Torridge to 2.2 weeks in Mid Devon</b>	↑		
Jobs to facilitate Hospital Discharge	<b>2</b>	During Qtr 2 09/10 18 works were reported as being carried out to facilitate Hospital Discharge in Mid Devon only, of which 72% were within the target of 2 working days. Decrease on performance in Qtr 2 08/09 where 100% were completed within 2 day target	↓	Does the Board wish to re-market this service to workers responsible for Hospital Discharge across the County. Some work now undertaken within ART (Assessment and Review Teams – Care Direct Plus)	

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

### Handy Person Jobs



### Handy Persons Jobs Completed with Trend



## Minor Adaptations

### Outcomes

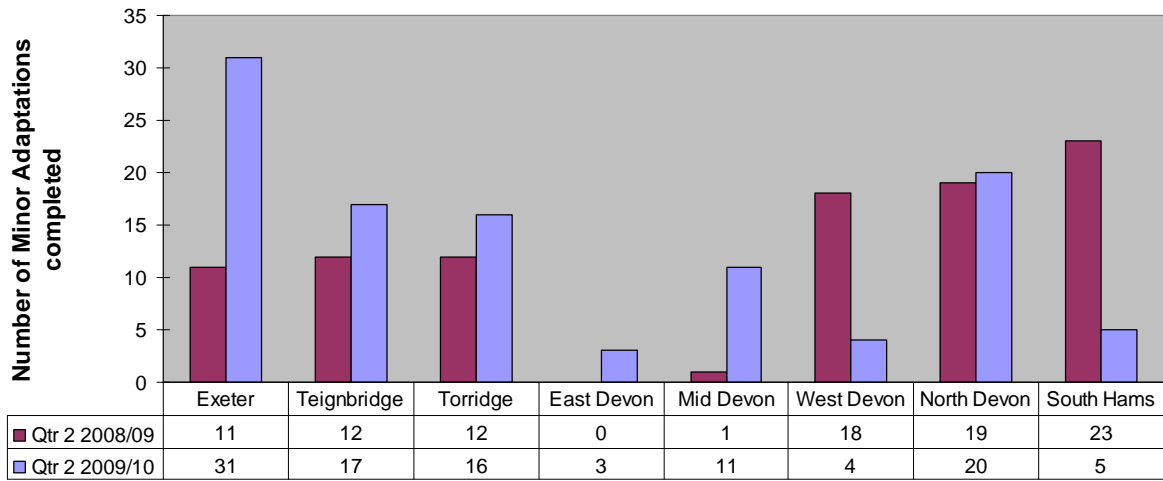
- a. Improved safety and greater independence enabling the service user to remain active in their chosen environment
- b. The service was provided in a timely manner and within agreed timescales with aim of reducing risk to the individual

Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Total number of Minor Adaptations (core - structural) costing under £1000 completed	<b>4</b>	Qtr 2 09/10 total number of Minor Adaptations 106. Increase on same period last year where 96 jobs were completed <b>Six out of eight districts increased in the number of Minor Adaptations completed last year in Qtr 2 08/09 (see page 11)</b>	<b>↑</b>		
Average number of weeks between requisition* and practical completion for Minor Adaptations (core – structural) costing under £1000	<b>4</b>	Qtr 2 09/10 average 6.6 weeks. Improvement on same period last year where average of 8.3 weeks recorded <b>Teignbridge and Torridge were the only districts to exceed an average of 7 weeks</b>	<b>↑</b>		
Mid Devon only, non-structural Minor Adaptations completed ACS Local Indicator 16	<b>3</b>	Qtr 2 09/10 92 works completed, of which 39% were within the target of 7 working days. Decrease on Qtr 2 08/09 where 72% were completed within 7 day target	<b>↓</b>		

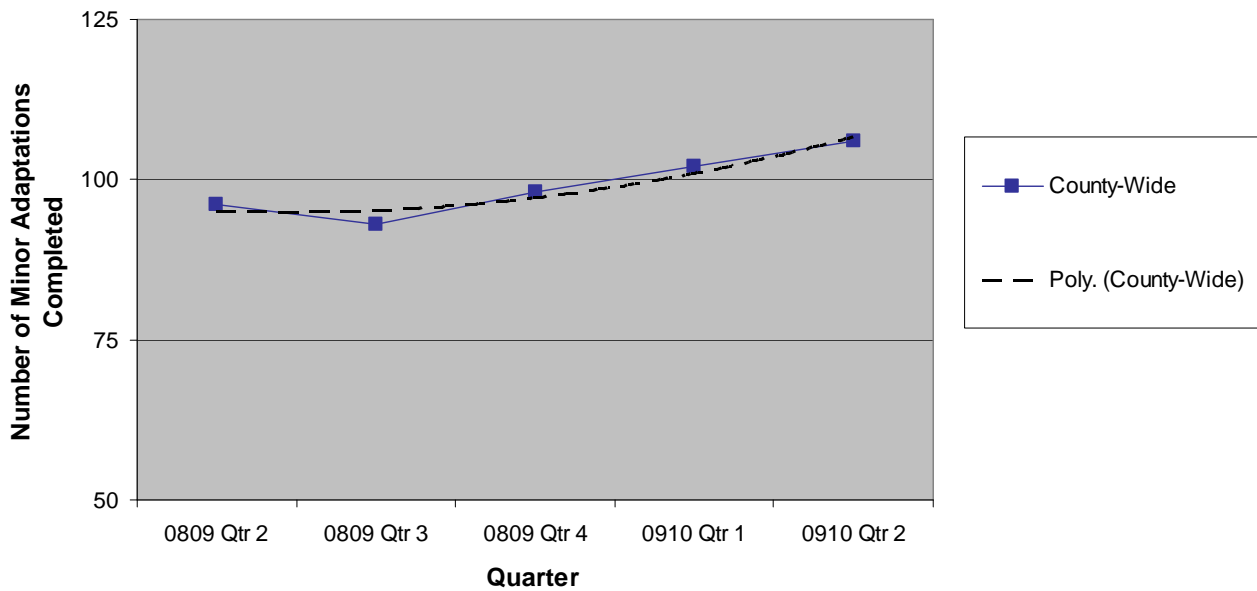
**Priority:** 1 = Urgent Attention required 2 = Attention required for next quarter  
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\* Requisition – date Social Services commission the service

### Minor Adaptations - Jobs costing under £1000 (core - structural)



### Minor Adaptations (core - structural): 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

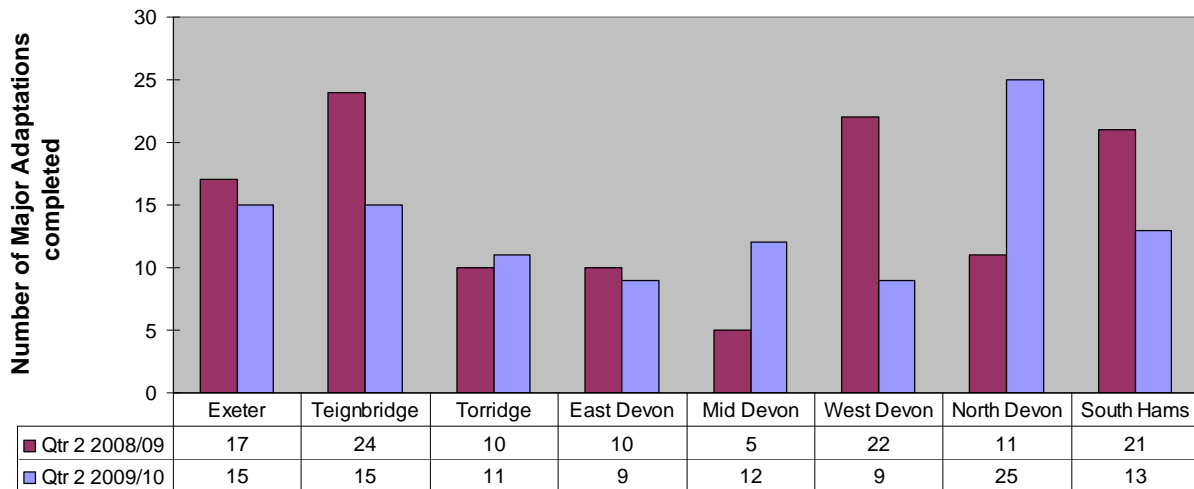
Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Time between referral and visit being carried out for new referrals	4	Qtr 2 09/10 92% of new referrals visited within target of 21 days. For Qtr 2 08/09 97% of referrals were within target	↓		
Total number of Major Adaptations completed (based on practical completion date)	3	Qtr 2 09/10 109 major adaptations completed. Decrease on same period last year where 120 jobs were completed <b>North Devon, Mid Devon and Torridge were the only districts to increase in the number of Major Adaptations completed on last year (see page14)</b>	↓		
Average number of weeks between enquiry and practical completion for works costing over £1000	1	Qtr 2 09/10 average 45 weeks. Longer average time than same period last year where an average of 43.1 weeks was recorded <b>The longest average recorded time was 75.8 weeks in Torridge</b>	↓	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	12% in Qtr 2 09/10 within timescale of 28 days*		Timescale to be reviewed as a result of FAST TRACK efficiencies and through each agency's Service Improvement Plan	

Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Over £5000, time between referral and submission to housing authority	<b>1</b>	51% in Qtr 2 09/10 within timescale of 56 days*		Timescale to be reviewed	
Inspections to ensure satisfactory completion		<b>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</b>			

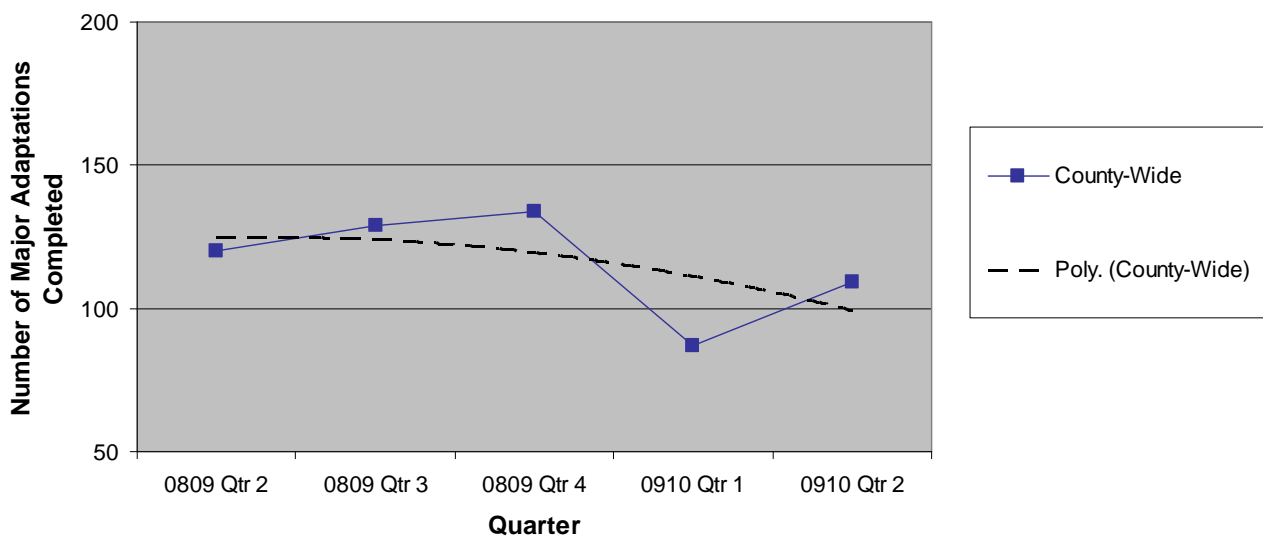
**Priority:** 1 = Urgent Attention required 2 = Attention required for next quarter  
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\* Data quality issues in the past reporting of the performance measure for time between referral and submission to housing authority was uncovered in Qtr 4 08/09,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

### Major Adaptations - Jobs costing over £1000



### Major Adaptations: Jobs Completed with Trend





## Repairs & Improvements

### Outcomes

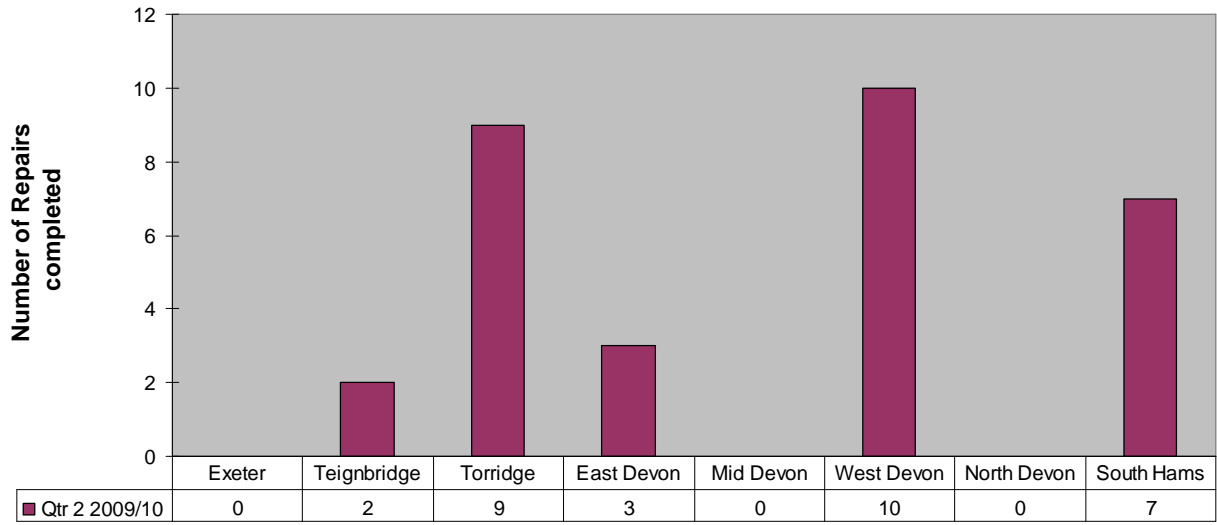
- a. The service user/resident is enabled to live in a decent home without any major defects or high risk hazards
- b. A full range of grant, loan and charitable funding sources are explored with the service user/family in order for the repair to proceed
- c. The service user was confident and content 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)	<b>3</b>	Qtr 2 09/10 total number of 31 Repairs were completed* <b>Exeter Mid and North Devon did not record any Repairs as completed in Qtr 2 09/10 (see page 17)</b>		Now beginning to monitor Repairs separately need to ensure being consistently recorded	
Average number of weeks between enquiry and practical completion for Repairs	<b>3</b>	Qtr 2 09/10 average 43.5 weeks*		What impact does District Council grant availability have on this out-turn?	

**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	<b>2</b>	14 HSAs completed in Qtr 2 09/10 <b>South Hams, Torrridge, West and Mid Devon are the only districts to have HSAs recorded for Qtr 2 09/10 (see page 19)</b>	↓	Potential to link HSA service availability to promotion of Hospital Discharge service	
Falls Prevention Information		299 clients in the high risk group, 81 in the medium risk group and 60 in the low risk group for Qtr 2 09/10. <b>(for district breakdown see page 19)</b>			

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## Home Safety Assessments & Falls Data

*Relates to Enquiries received during Quarter 2 of 2009/10*

		TOTAL	East	Exeter	Mid	North	Torridge	West	Teignbridge	South Hams
<b>Number of Home Safety Assessments completed</b>	Children (0-17)	0	0	0	0	0	0	0	0	0
	Adults (18 and over)	14	0	0	1	0	2	2	0	9
<b>Number of adult clients in the following fall risk groups</b>										
	Total Clients	1710	185	188	240	166	152	257	313	209
	None (0 on the * list below)	1270	143	183	132	110	80	202	257	163
	Low (1 on the * list below)	60	6	1	15	3	6	7	16	6
	Medium (2 on the * list below)	81	9	1	20	4	12	12	11	12
	High (3+ on the * list below)	299	27	3	73	49	54	36	29	28
<b>Fall Risk Group As % of Total</b>										
	None (0 on the * list below)	74%	77%	97%	55%	66%	53%	79%	82%	78%
	Low (1 on the * list below)	4%	3%	1%	6%	2%	4%	3%	5%	3%
	Medium (2 on the * list below)	5%	5%	1%	8%	2%	8%	5%	4%	6%
	High (3+ on the * list below)	17%	15%	2%	30%	30%	36%	14%	9%	13%

\* 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**

ACS – Adult and Community Services

BME – Black and Minority Ethnic

CLG – Communities and Local Government

DC – District Councils

DCC – Devon County Council

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