

Home Improvement Agency Performance Report Quarter 3 2009/10 Devon Care and Repair

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Introduction

The HIA Performance Monitoring Group has been reconfigured and membership reduced; it retains its title Service Monitoring and Development Board (SMDB) and will be responsible for managing the contract until the end of the contract period March 2011.

District Monitoring Groups remain pivotal in local monitoring of the contract and will continue to resolve issues at this level wherever possible and assist the SMDB in understanding local variations in performance.

What's new:

The Comprehensive Area Assessment has revealed that Devon's Performance on major adaptations delivery is poor and needs to be improved - Partners to this service have been tasked with acting collectively to improve the client experience and reduce delays. The ACS, District Council and Devon Care and Repair Service Improvement Plans will continue to be the vehicle for making these improvements.

Progress to date:

All Partners have agreed a fast track process for non complex work.

Adult and Community Services have set up a Fast Track OT Team to assess the backlog of outstanding Major Adaptations enquiries.

The Management Information subgroup has revised the Major Adaptations

timeline so that each partner's business delivery is easier to track and measure

More work is being undertaken in order to understand the financing of the contract and volumes of work completed for the Partnership.

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. This service has now started and referrals to the scheme have been made through Health & Wellbeing checks for Carers and more wide-spread marketing to service users. Mid Devon Care & Repair has joined three promotional events with Age Concern Devon.

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

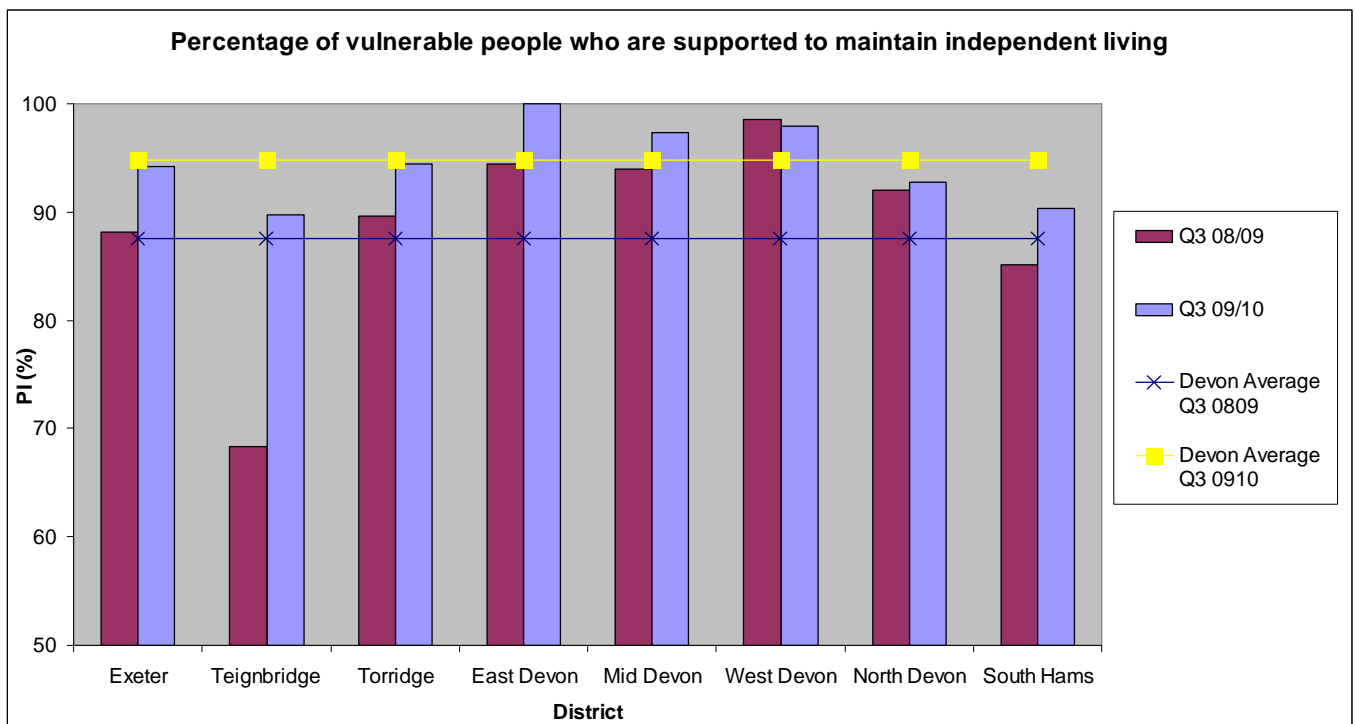
Performance Indicators

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 3 2009/10 is 94.8% of service users were supported to maintain independent living. Performance varied across the districts from East Devon reporting 100% to Teignbridge reporting 89.7%. Increase on performance in same period in previous year where the Devon average was 87.6%



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 2009/10 is reported at 0.06. 7.5% 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

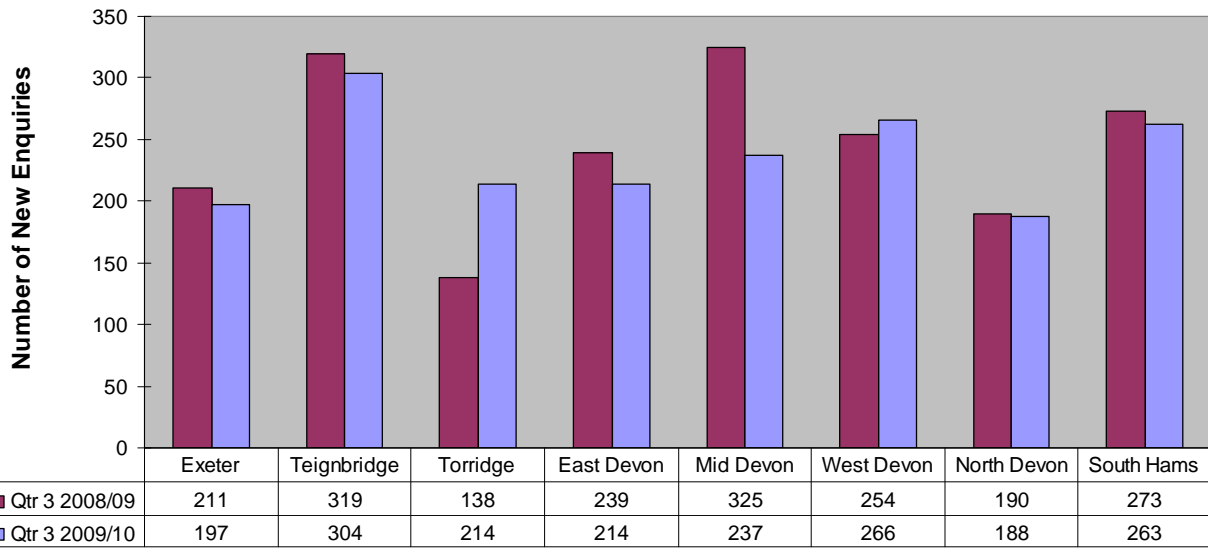
Outcomes

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

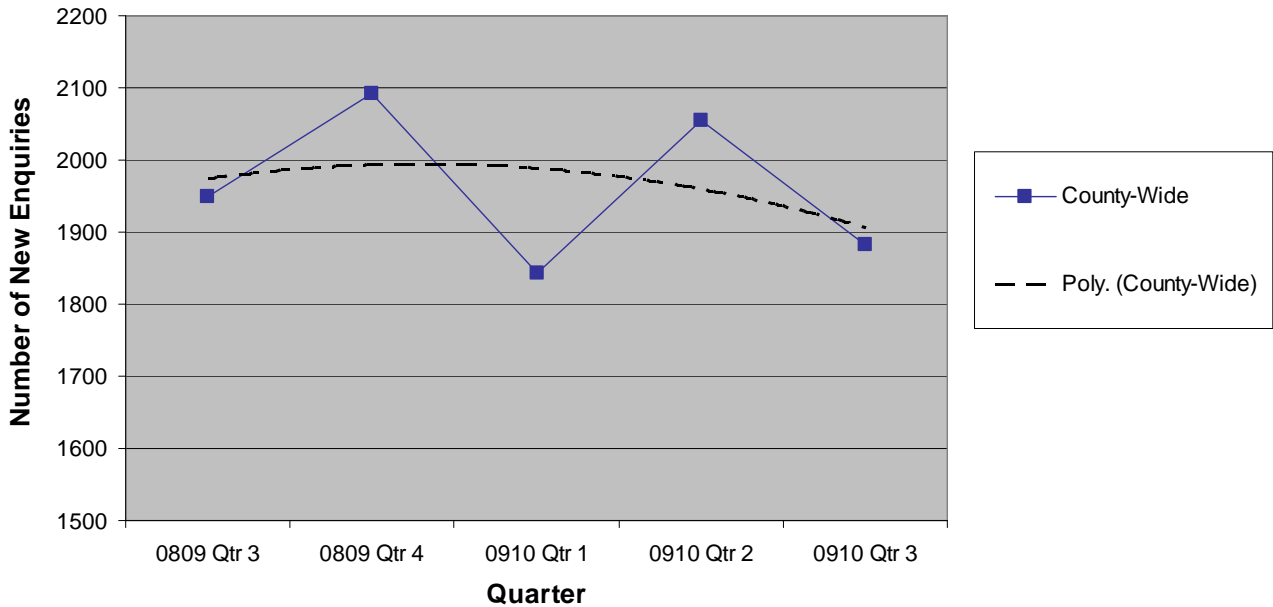
Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Total enquiries	4	Qtr 3 09/10 total enquiries 1883. Decrease on same period in previous year where there was 1949 enquiries Torrige and West Devon only districts to increase enquiries on last year (see page 5)	↓		
Total number of service users who received substantial advice	3	During Qtr 3 09/10 114 service users received substantial advice. Decrease on same period in previous year where 411 service users received substantial advice in Qtr 3 08/09	↓	Recommend monitor volumes next quarter	
Average number of working days between initial enquiry and first visit for Handy Person Services	4	Target of 5 working days. Qtr 3 09/10 average of 9.1 working days	↓	Working group to look at setting a % to be achieved within timescale	
Average number of working days between requisition and first visit for Minor Adaptations	3	Target of 5 working days. Qtr 3 09/10 average of 24.6 working days. The longest average recorded times were 46.6 working days in Exeter and 32.7 working days in East Devon	↓	NB. Recommended timescale for minor adaptations from start - finish is 21 working days	
Average number of working days between requisition and first visit for Major Adaptations	3	Target of 5 working days. Qtr 3 09/10 average of 11.9 working days	↓		

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

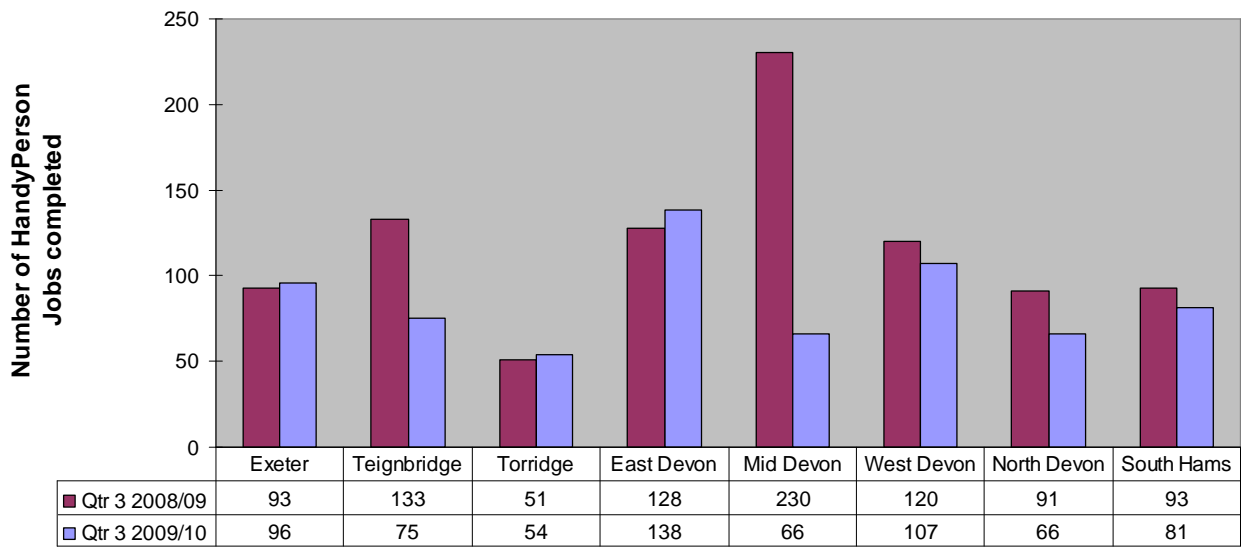
Outcomes

- 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

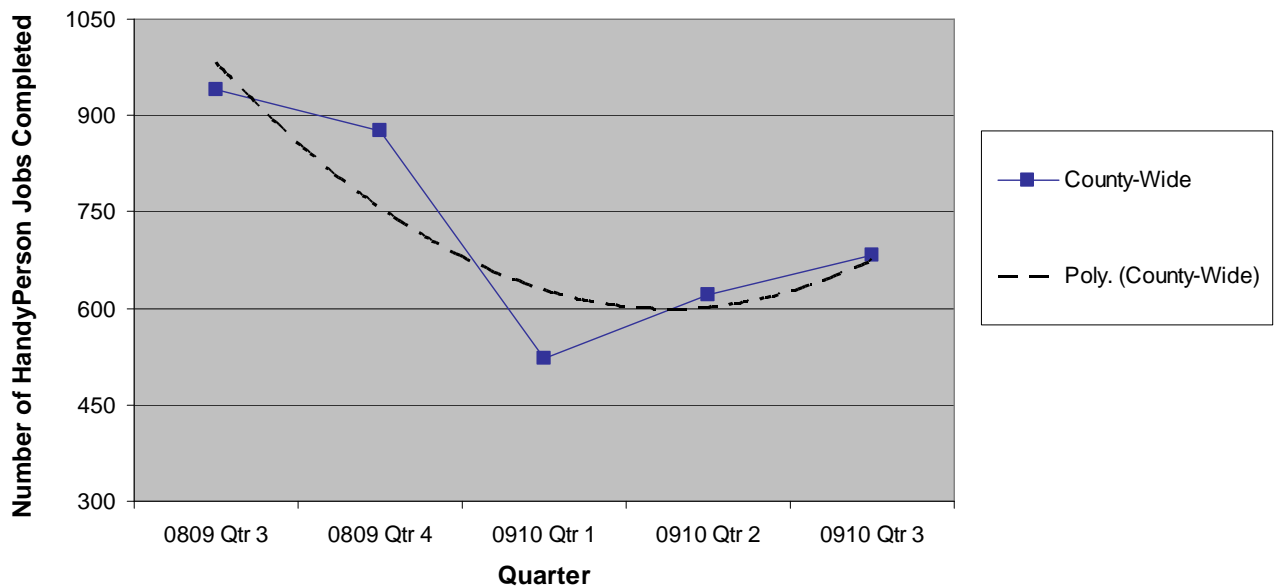
Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Total number of Handy Persons jobs completed	1	Qtr 3 09/10 total Handy Persons jobs 683. In the same period in previous year 939 jobs were recorded Now reporting just on chargeable completed Handy Persons jobs, where as previous measure included enquiries (see page 9)	↓	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	4	Qtr 3 09/10 average 1.7 weeks. Improvement on Qtr 3 08/09 average of 2.5 weeks The average time varied across the districts from 0.9 weeks in Torridge and North Devon to 2.5 weeks in East Devon	↑		
Jobs to facilitate Hospital Discharge	2	During Qtr 3 09/10 14 works were reported as being carried out to facilitate Hospital Discharge in Mid Devon and Teignbridge only, of which 79% were within the target of 2 working days. Increase on performance in Qtr 3 08/09	↑	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)	

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Handy Person Jobs



Handy Persons Jobs Completed with Trend



Minor Adaptations

Outcomes

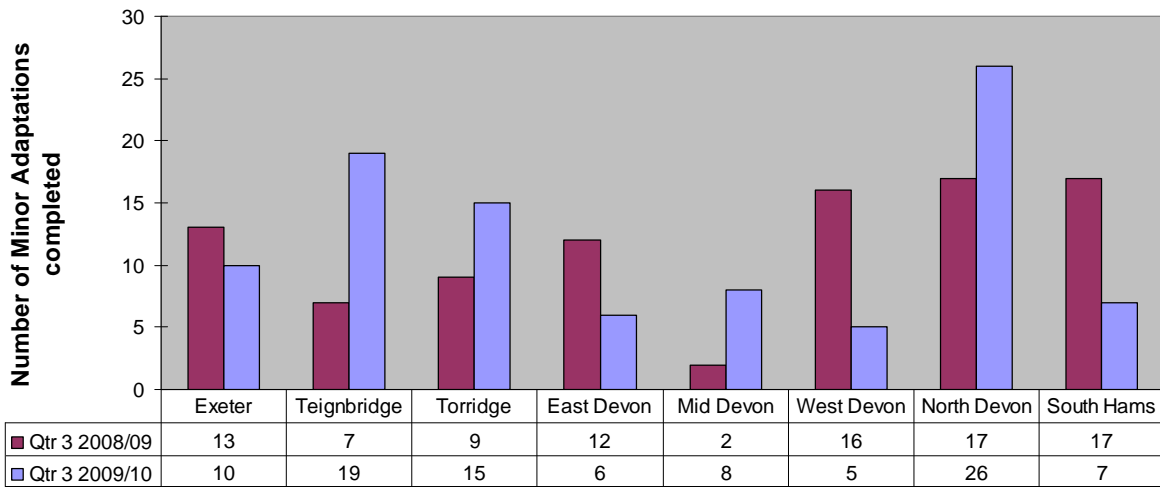
- a. Improved safety and greater independence enabling the service user to remain active in their chosen environment
- b. The service was provided in a timely manner and within agreed timescales with aim of reducing risk to the individual

Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Total number of Minor Adaptations (core - structural) costing under £1000 completed	4	Qtr 3 09/10 total number of Minor Adaptations 96. Increase on same period last year where 93 jobs were completed Four out of eight districts increased in the number of Minor Adaptations completed last year in Qtr 3 08/09 (see page 11)	↑	NB. Growth on this service compared to indicative volumes at contract outset	
Average number of weeks between requisition* and practical completion for Minor Adaptations (core – structural) costing under £1000	3	Qtr 3 09/10 average 6.2 weeks. Improvement on same period last year where average of 9.2 weeks recorded Exeter and South Hams were the only districts to exceed an average of 7 weeks	↑	NB. Recommended timescale for minor adaptations from start - finish is 21 working days	North Devon and Torridge recommend a target of 28 working days is more realistic
Mid Devon only, non-structural Minor Adaptations completed ACS Local Indicator 16	3	Qtr 3 09/10 91 works completed, of which 46% were within the target of 7 working days. Decrease on Qtr 3 08/09 where 58% were completed within 7 day target	↓		

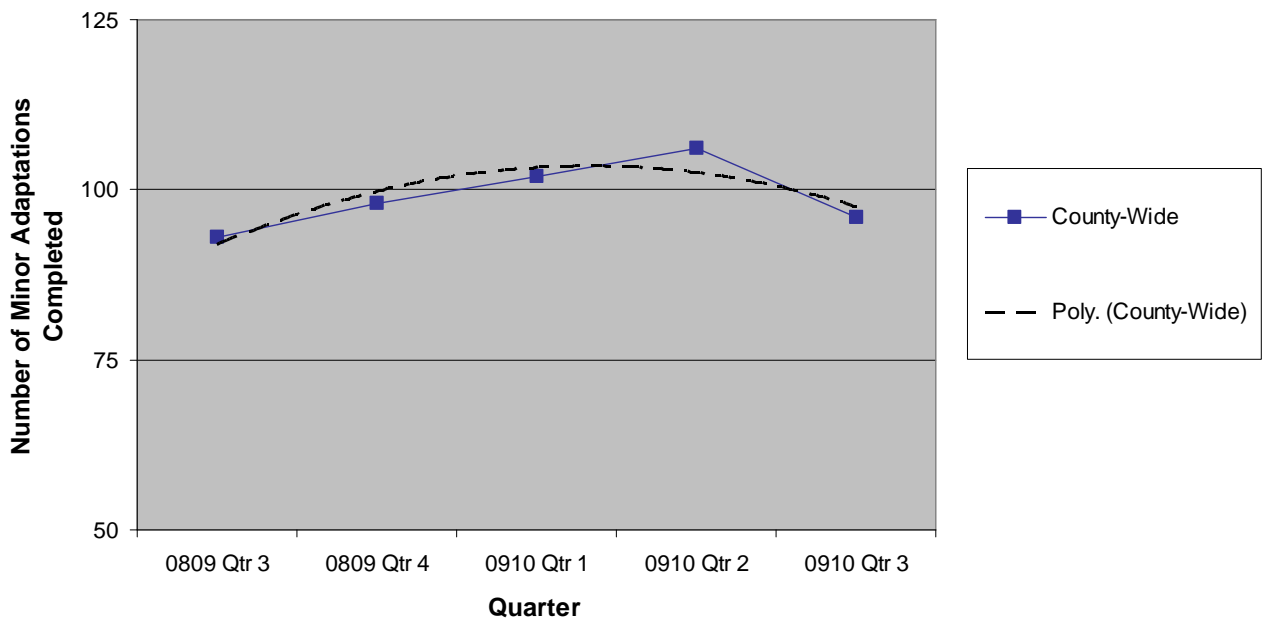
Priority: 1 = Urgent Attention required 2 = Attention required for next quarter
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* Requisition – date DCR formerly commissioned to start work on a service element (for minor adaptations this is commissioned by Adult and Community Services)

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

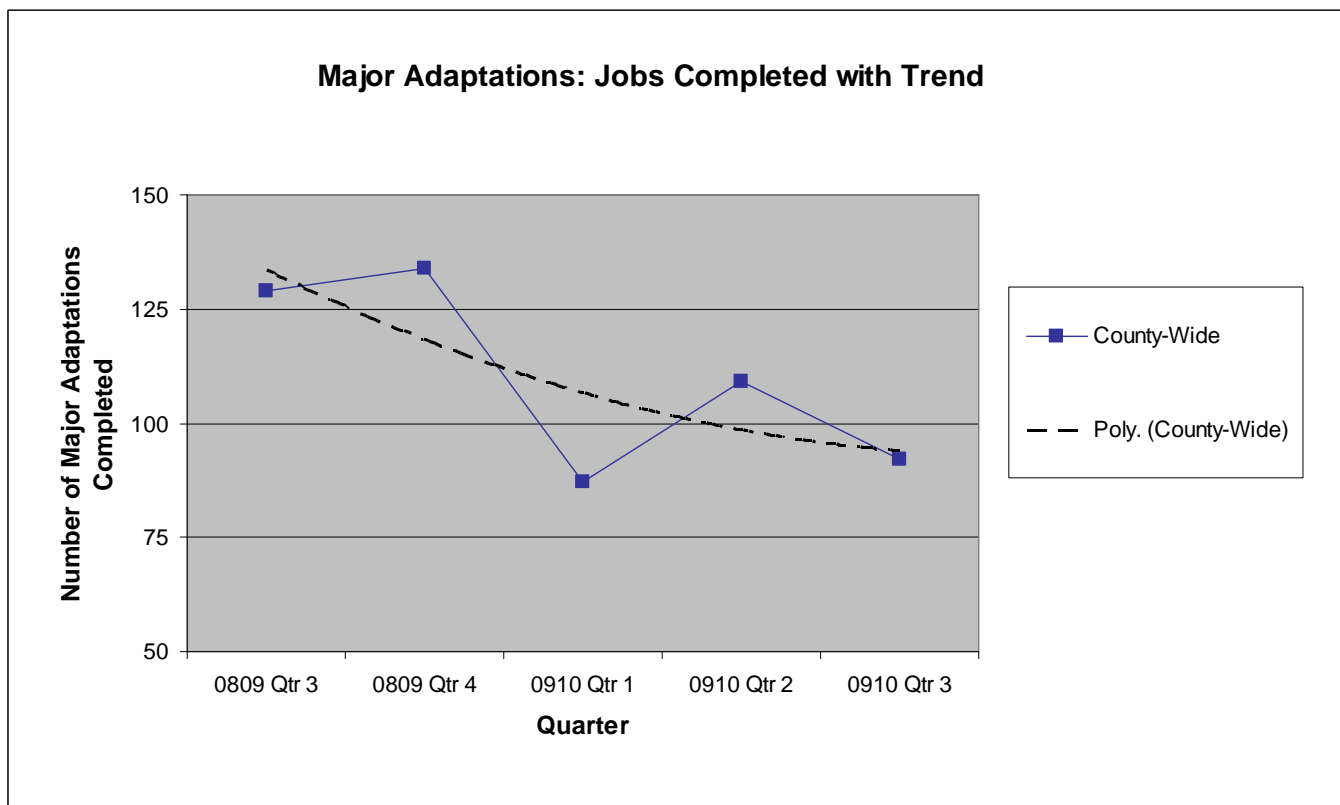
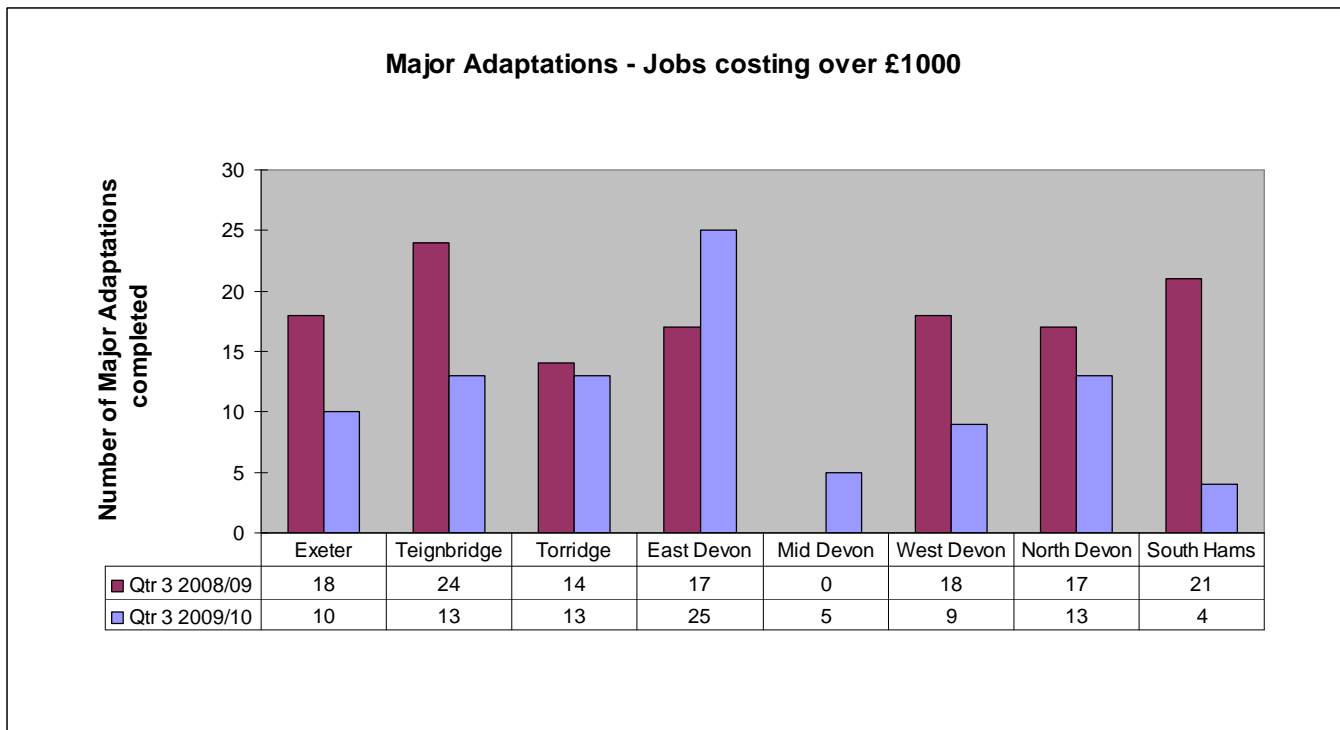
The performance measures reported below include other agencies activity (Districts and Social Care) and DCR cannot be held solely accountable for performance

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 09/10 92 major adaptations completed. Decrease on same period last year where 129 jobs were completed (for district breakdown see page13)	↓	Throughput of work in Mid Devon remains low	
Average number of weeks between requisition* and practical completion for works costing over £1000	1	Qtr 3 09/10 average 42 weeks. Longer average time than same period last year where an average of 37.6 weeks was recorded The longest average recorded time was 53.9 weeks in North Devon	↓	Work continues through each agency's Service Improvement Plan to resolve where blocks and delays occur in process	North Devon and Torridge propose differentiated target based on risk
Between £1000 and £4999, time between requisition and submission to housing authority	1	26% in Qtr 3 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	
Over £5000, time between requisition and submission to housing authority	1	36% in Qtr 3 09/10 within timescale of 56 days**		Timescale to be reviewed	

Priority: 1 = Urgent Attention required 2 = Attention required for next quarter
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* Requisition – date DCR formerly commissioned to start work on a service element (for major adaptations this is commissioned by the Partnership)

** 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 3 08/09 not possible



Repairs & Improvements

Outcomes

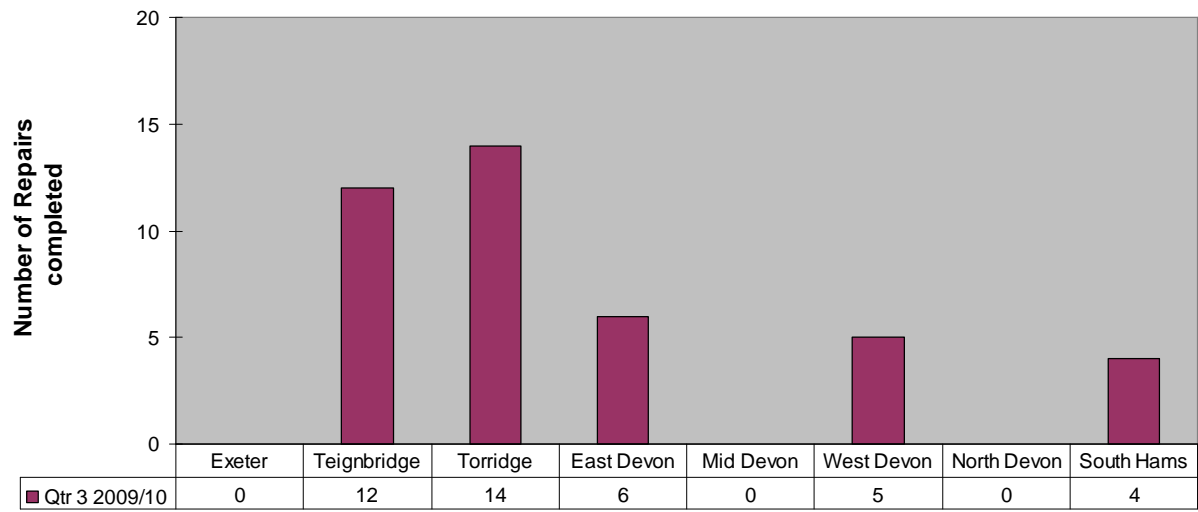
- The service user/resident is enabled to live in a decent home without any major defects or high risk hazards
- A full range of grant, loan and charitable funding sources are explored with the service user/family in order for the repair to proceed
- The service user was confident and content with the 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 3 09/10 total number of 41 Repairs were completed* Exeter, Mid and North Devon did not record any Repairs as completed in Qtr 3 09/10 (see page 15)		Now beginning to monitor Repairs separately need to ensure being consistently recorded	
Average number of weeks between enquiry and practical completion for Repairs	3	Qtr 3 09/10 average 34.9 weeks*		What impact does District Council grant availability have on this out-turn?	

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

* 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	19 HSAs completed in Qtr 3 09/10 South Hams, Torrridge, Teignbridge and Mid Devon are the only districts to have HSAs recorded for Qtr 3 09/10 (see page 17)	↓	Potential to link HSA service availability to promotion of Hospital Discharge service	
Falls Prevention Information		362 clients in the high risk group, 84 in the medium risk group and 78 in the low risk group for Qtr 3 09/10. (for district breakdown see page 17)			

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Home Safety Assessments & Falls Data

Relates to Enquiries received during Quarter 3 of 2009/10

		TOTAL	East	Exeter	Mid	North	Torridge	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)	19	0	0	1	0	6	0	2	10
Number of adult clients in the following fall risk groups										
	Total Clients	1660	229	174	230	158	172	268	225	204
	None (0 on the * list below)	1136	176	156	122	92	61	192	170	167
	Low (1 on the * list below)	78	8	3	14	1	13	15	8	16
	Medium (2 on the * list below)	84	6	2	19	13	14	11	12	7
	High (3+ on the * list below)	362	39	13	75	52	84	50	35	14
Fall Risk Group As % of Total										
	None (0 on the * list below)	68%	77%	90%	53%	58%	35%	72%	76%	82%
	Low (1 on the * list below)	5%	3%	2%	6%	1%	8%	6%	4%	8%
	Medium (2 on the * list below)	5%	3%	1%	8%	8%	8%	4%	5%	3%
	High (3+ on the * list below)	22%	17%	7%	33%	33%	49%	19%	16%	7%

* 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

Additional DMG Feedback

North Devon and Torrington –
More information requested on the Voucher Scheme

East Devon –
“Due to lack of interest from other agencies a DMG was not held this quarter”

Teignbridge –
“There are no issues that the Teignbridge DMG wish to raise at the present time”

South Hams –
Apologies as Chair could not attend

No feedback received from West Devon, Mid Devon and Exeter

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