

Home Improvement Agency Performance Report Quarter 4 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 agreed a fast track process for non complex work. The Fast Track OT Team have almost completed the outstanding 670 Major Adaptations Assessments and 283 Statements of Need have arisen from these to date.

The Management Information sub group has continued its work to define the measures which help us to understand the quality and cost benefits of the commissioned HIA services. The group will submit its report to the SMDB on June 7th.

After a slow start up the new Home Safety Assessment and Handy Persons voucher scheme is being publicised more widely with Statutory and Voluntary Agencies. Torridge CVS, as our link and lead for Voluntary Agencies has cascaded out some preliminary information on the scheme. New publicity material will support ongoing promotional activity and increase awareness across Devon. A summary of pilot activity is appended to this report and evidences initial low uptake, this may have been compounded by misunderstanding around the referral pathway which Westbank are working to resolve.

Clare Miller
Policy Manager

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 balance between minor adaptation completion times for FACS eligible clients and non urgent Handy Persons work needs management action by DCR
- The low uptake of Home Safety Assessments. The new Home Safety Assessment / Handy Persons free voucher service has deflected uptake from this service element

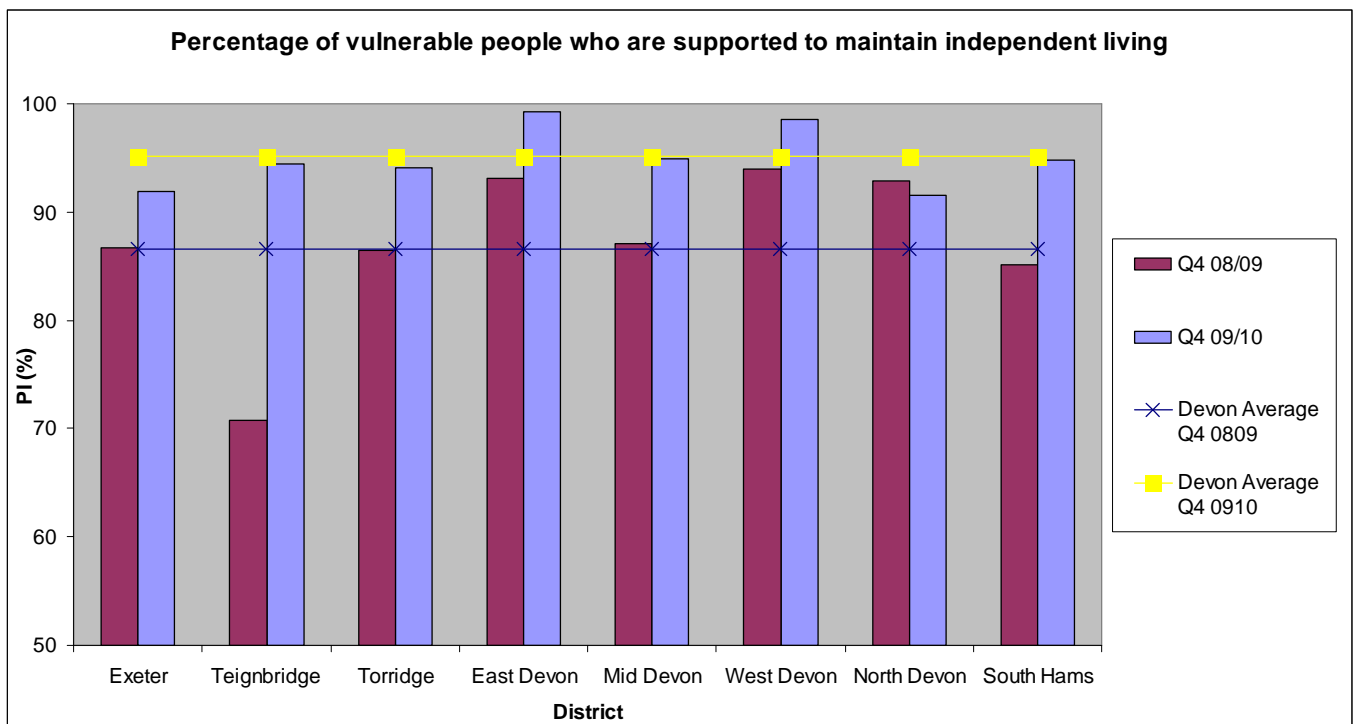
Performance Indicators

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 4 2009/10 is 95.2% of service users were supported to maintain independent living. Performance varied across the districts from East Devon reporting 99.3% to North Devon reporting 91.6%. Increase on performance in same period in previous year where the Devon average was 86.6%



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 4 figure for 2009/10 is reported at 0.07. 5.9% 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

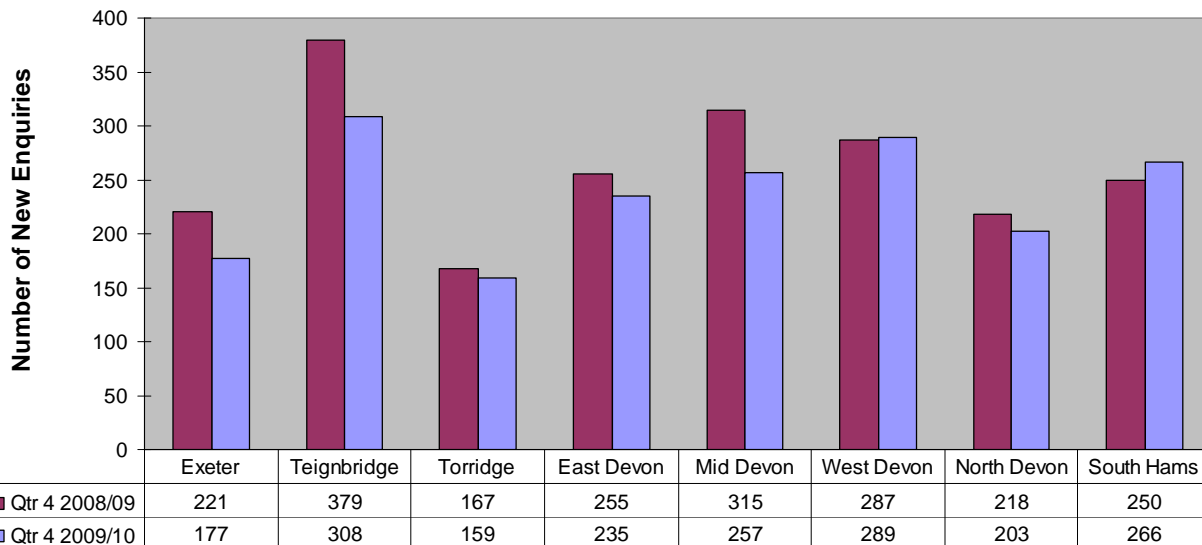
- The service user has increased knowledge of the housing related services available to help them make informed choices
- Number of referrals to other organisations
- Number of enquiries handed to in house HIA services – external contractors/services

Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Total enquiries	4	Qtr 4 09/10 total enquiries 1894. Decrease on same period in previous year where there was 2092 enquiries West Devon and South Hams only districts to increase enquiries on last year (see page 5)	↓		
Total number of service users who received substantial advice	3	During Qtr 4 09/10 89 service users received substantial advice. Decrease on same period in previous year where 344 service users received substantial advice in Qtr 4 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 4 09/10 average of 7.3 working days. North Devon and Teignbridge had an average inside of the 5 working day target	↓	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	1	Target of 5 working days. Qtr 4 09/10 average of 32.2 working days	↓	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	4	Target of 5 working days. Qtr 4 09/10 average of 7.7 working days	↓		

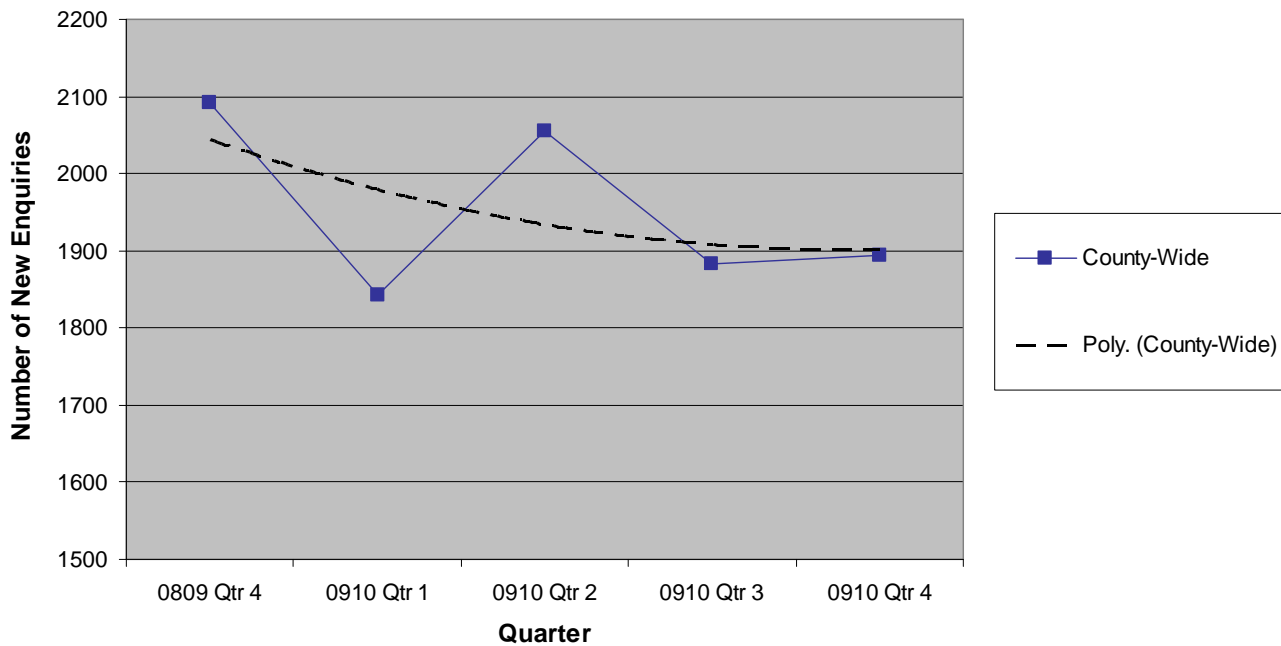
Priority: 1 = Urgent Attention required 2 = Attention required for next quarter 3 = Development Plan required 4 = Stable

Trend arrows compare performance to the same period in the previous year. A hollow arrow acknowledges a decrease in performance but indicates not a priority performance area for concern

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

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Handy Persons Service

Outcomes

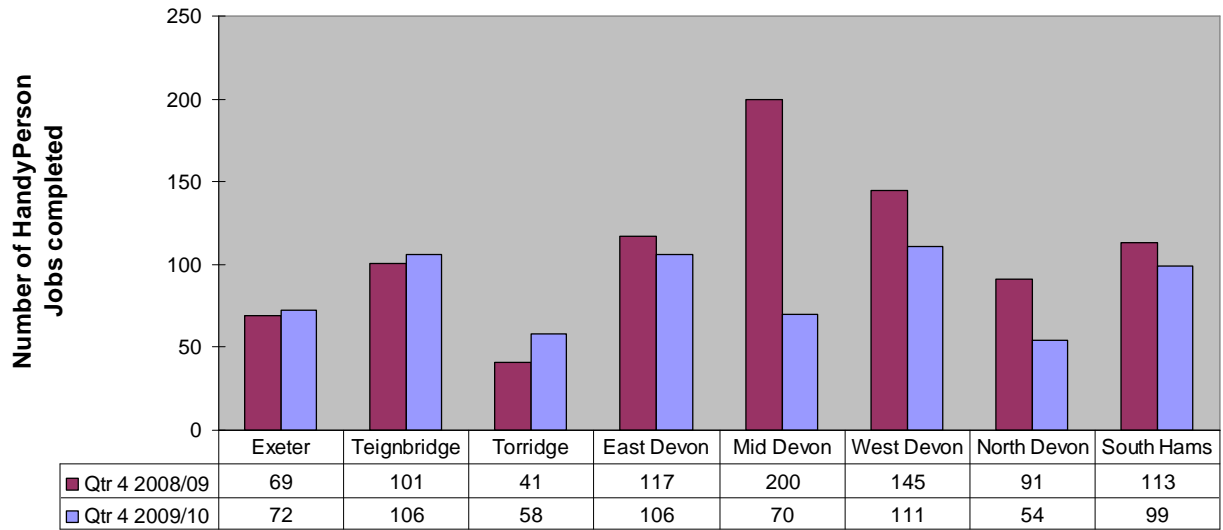
- The service user is happier in their own environment and is less anxious about home hazards
- The service user's home has less environmental hazards and is a safer place to live
- The charges set are affordable and do not restrict access by vulnerable and asset poor individuals

Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Total number of Handy Persons jobs completed	3	Qtr 4 09/10 total Handy Persons jobs 676. In the same period in previous year 877 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	West Devon report lower number due to relief HP covering part time for HP on extended sick leave. North Devon & Torridge have requested better promotion of HP
Average number of weeks between enquiry and practical completion for Handy Person Services	4	Qtr 4 09/10 average 1.6 weeks. Improvement on Qtr 4 08/09 average of 2.1 weeks The average time varied across the districts from 0.6 weeks in North Devon to 2.4 weeks in East Devon	↑		
Jobs to facilitate Hospital Discharge	2	During Qtr 4 09/10 only 3 works were reported as being carried out to facilitate Hospital Discharge in Mid Devon only, of which 2 out of the 3 were within the target of 2 working days. Increase on performance in Qtr 4 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)	North Devon & Torridge keen to promote Hospital Discharge HP service to relevant staff

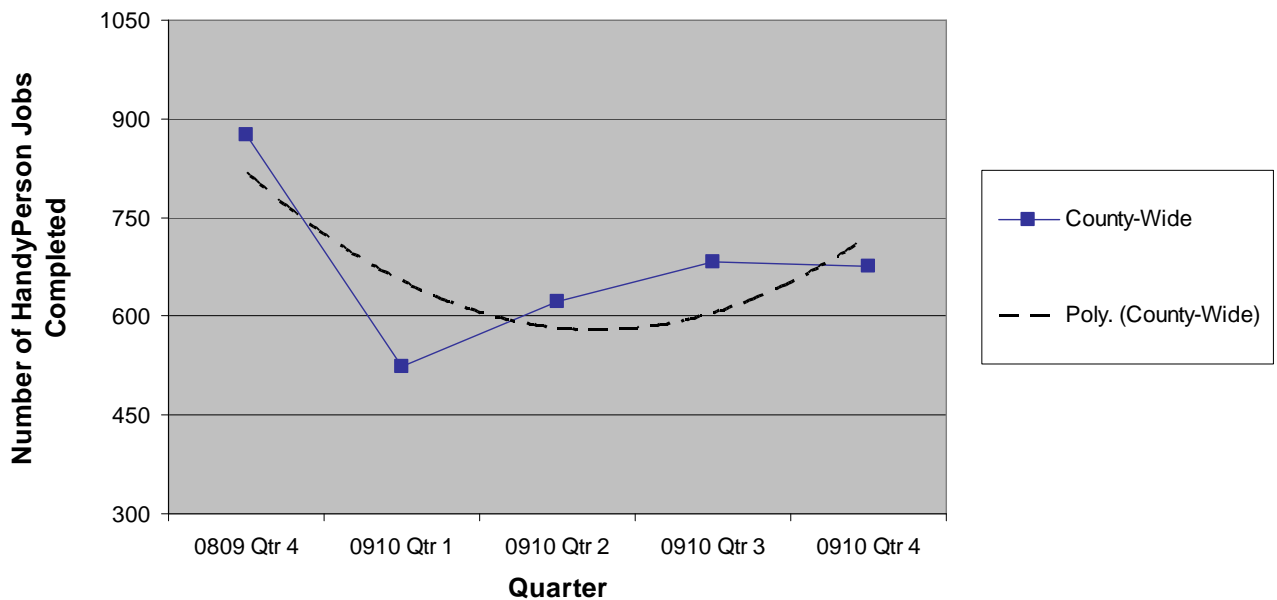
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Handy Person Jobs



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

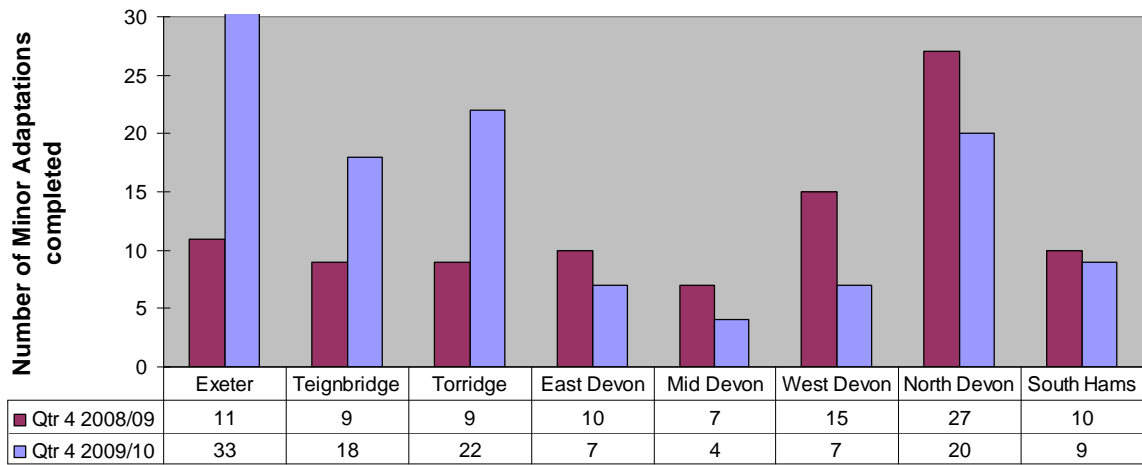
Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Total number of Minor Adaptations (core - structural) costing under £1000 completed	4	Qtr 4 09/10 total number of Minor Adaptations 120. Increase on same period last year where 98 jobs were completed Three out of eight districts increased in the number of Minor Adaptations completed last year in Qtr 4 08/09 (see page 11)	↑	NB. There has been considerable 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	2	Qtr 4 09/10 average 7.2 weeks. Improvement on same period last year where average of 8 weeks recorded West Devon and South Hams were the only districts to exceed an average of 7.5 weeks	↑	NB. Recommended timescale for minor adaptations from start - finish is 21 working days	West Devon performance hampered by unclear requisition and lack of contractor availability
Mid Devon only, non-structural Minor Adaptations completed ACS Local Indicator 16	3	Qtr 4 09/10 82 works completed, of which 50% were within the target of 7 working days. Increase on Qtr 4 08/09 where 42% were completed within 7 day target	↑		

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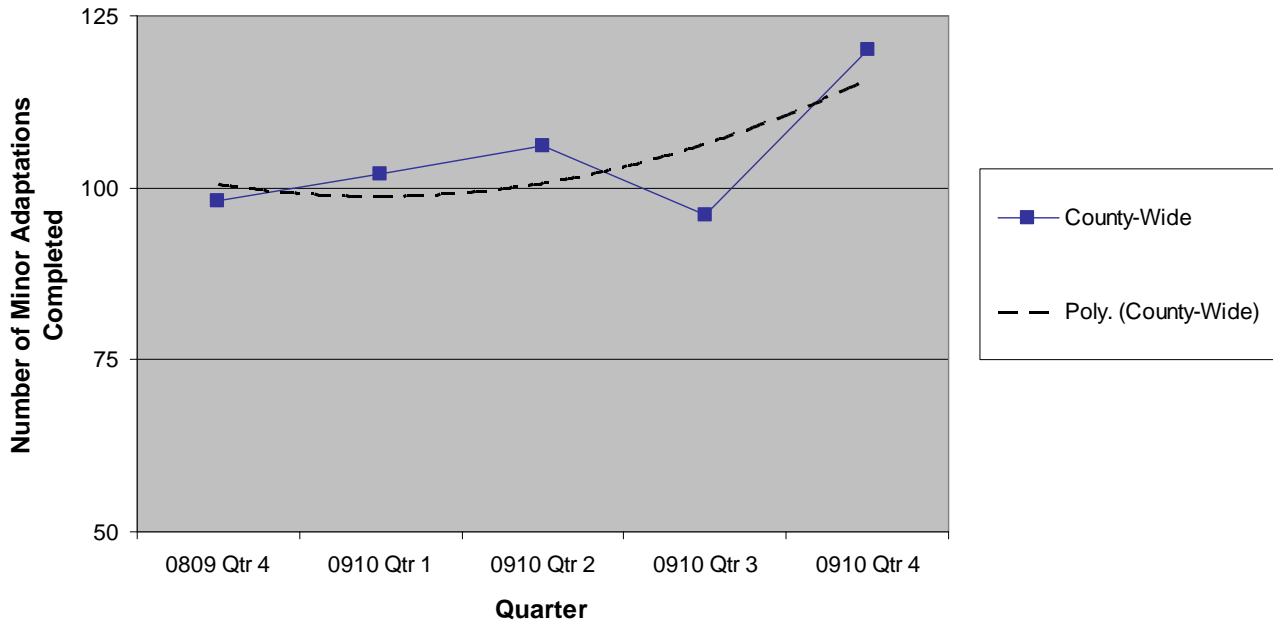
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* Requisition – date DCR formerly commissioned to start work on a service element (for minor adaptations this is commissioned by Adult and Community Services)

**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

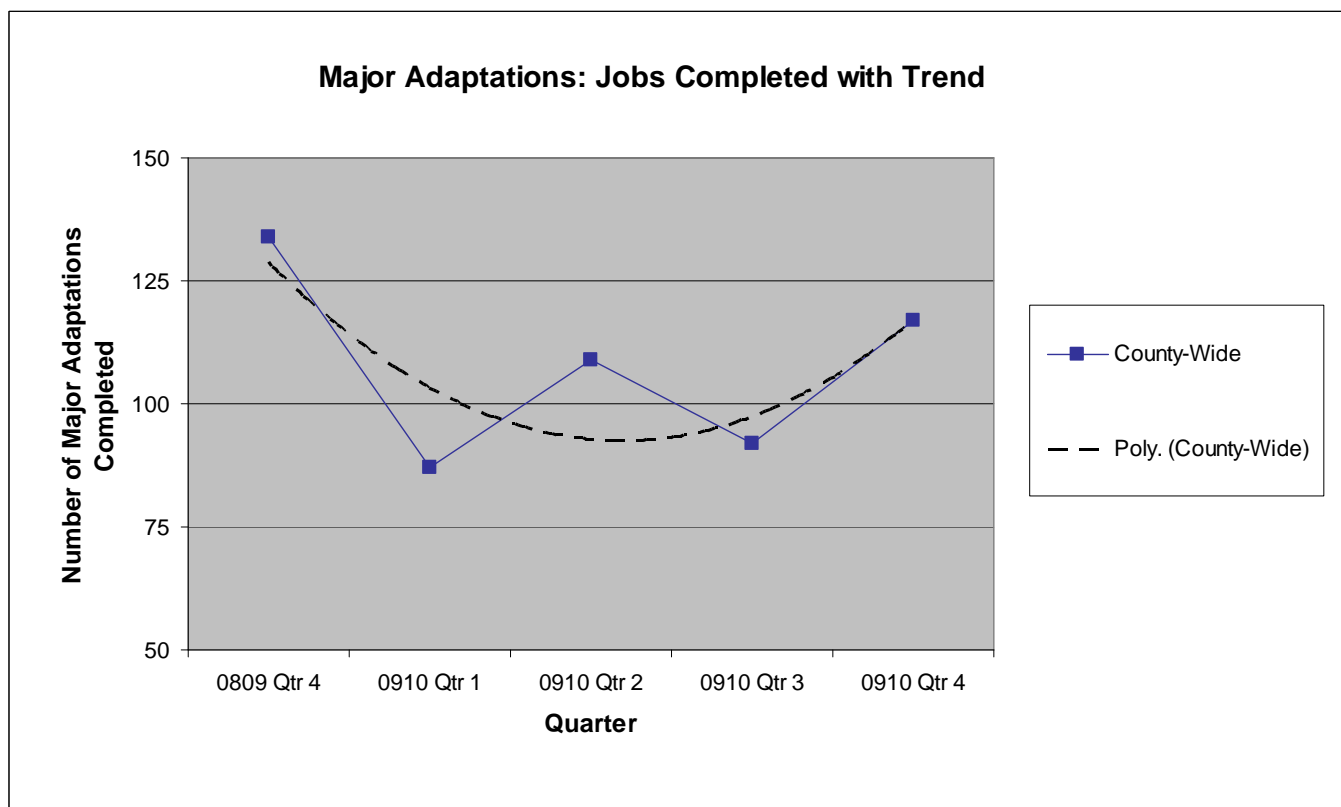
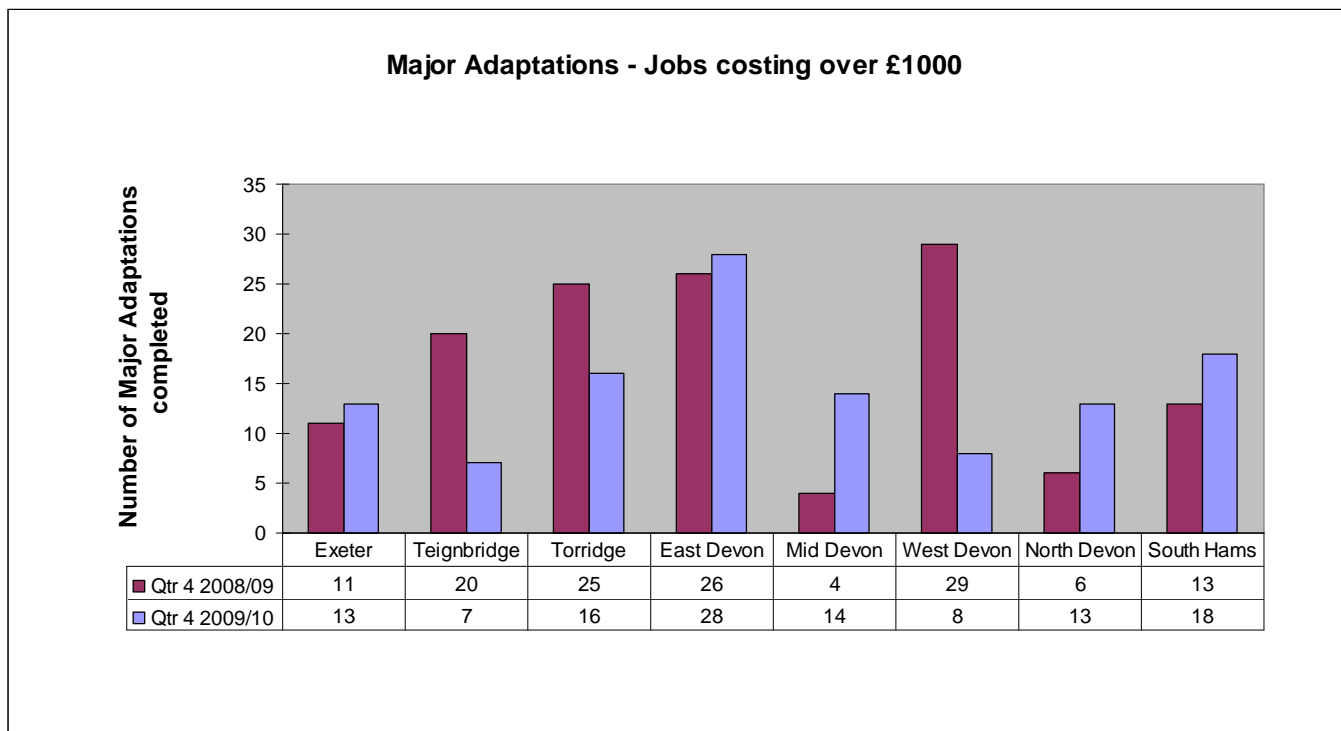
Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Total number of Major Adaptations completed (based on practical completion date)	3	Qtr 4 09/10 117 major adaptations completed. Decrease on same period last year where 134 jobs were completed (for district breakdown see page 13)	↓		West Devon report OT delays has prevented steady throughput of work. South Hams report variations between DCR and SHDC figures
Average number of weeks between requisition* and practical completion for works costing over £1000	1	Qtr 4 09/10 average 43 weeks. Longer average time than same period last year where an average of 41.8 weeks was recorded The longest average recorded time was 67.8 weeks in Torridge**	↓	Work continues through each agency's Service Improvement Plan to resolve where blocks and delays occur in process	
Between £1000 and £4999, time between requisition and submission to housing authority	2	23% in Qtr 4 09/10 within timescale of 28 days. Increase on Qtr 4 08/09 where 13% were completed within 28 day target	↑	Timescale to be reviewed as a result of FAST TRACK efficiencies and through each agency's Service Improvement Plan	West Devon have developed rapid response for urgent stair lifts
Over £5000, time between requisition and submission to housing authority	2	39% in Qtr 4 09/10 within timescale of 56 days. Increase on Qtr 4 08/09 where 29% were completed within 56 day target	↑	Timescale to be reviewed	

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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)

** Some historical exceptions are pulling down Torridge performance against this measure



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

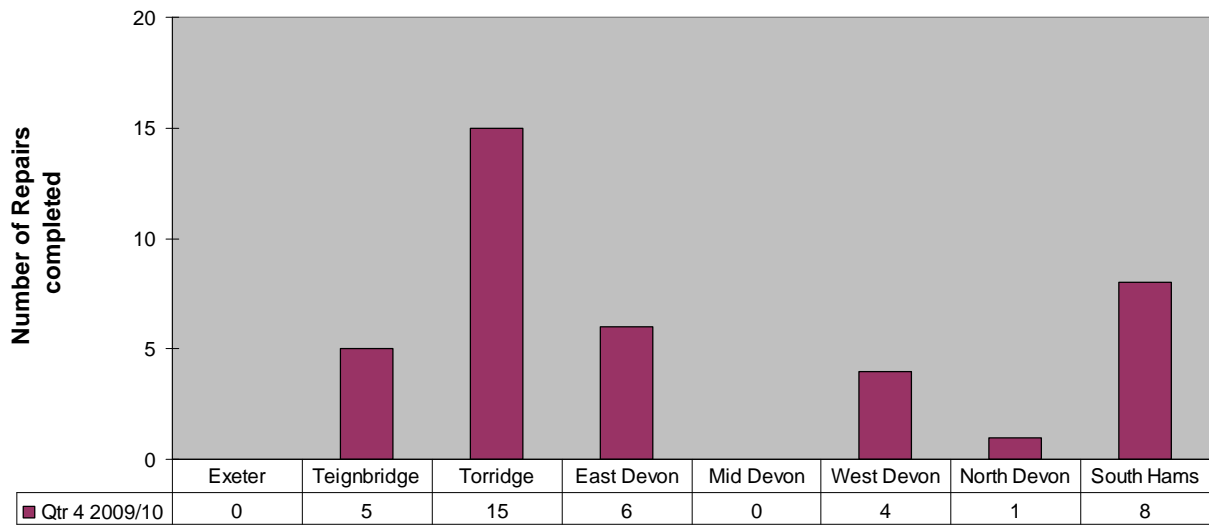
Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Total number of Repairs completed (based on practical completion date)	3	Qtr 4 09/10 total number of 39 Repairs were completed* Exeter and Mid Devon did not record any Repairs as completed in Qtr 4 09/10 (see page 15)		Now beginning to monitor Repairs separately need to ensure being consistently recorded	West Devon numbers reduced due to WDBC policy change. Wessex Loans now being offered for Repairs work. South Hams now offering Wessex Loans
Average number of weeks between enquiry and practical completion for Repairs	3	Qtr 4 09/10 average 38.6 weeks*		Can DMG's please advise SMDB on availability of District Council grant for Repairs work this year, as this will effect out-turn	

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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

- The service user feels empowered to take action to reduce the home hazards which have been identified
- 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	23 HSAs completed in Qtr 4 09/10 Torrige, Teignbridge and South Hams were the only districts to have HSAs recorded for Qtr 4 09/10 (see page 17)	↓	Potential to link HSA service availability to promotion of Hospital Discharge service	DCR report that specialist training is being organised for the HP and administrators involved under this service element and for the voucher scheme. Partners are involved in the planning
Falls Prevention Information		400 clients in the high risk group, 92 in the medium risk group and 62 in the low risk group for Qtr 4 09/10. (for district breakdown see page 17)			

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Home Safety Assessments & Falls Data

Relates to Enquiries received during Quarter 4 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)	23	0	0	0	0	12	0	3	8
Number of adult clients in the following fall risk groups										
	Total Clients	1717	206	169	210	157	186	291	251	247
	None (0 on the * list below)	1163	146	133	143	82	72	215	201	171
	Low (1 on the * list below)	62	5	1	6	2	13	6	6	23
	Medium (2 on the * list below)	92	10	7	9	16	11	12	9	18
	High (3+ on the * list below)	400	45	28	52	57	90	58	35	35
Fall Risk Group As % of Total										
	None (0 on the * list below)	68%	71%	79%	68%	52%	39%	74%	80%	69%
	Low (1 on the * list below)	4%	2%	1%	3%	1%	7%	2%	2%	9%
	Medium (2 on the * list below)	5%	5%	4%	4%	10%	6%	4%	4%	7%
	High (3+ on the * list below)	23%	22%	17%	25%	36%	48%	20%	14%	14%

* 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

West Devon – See DMG minutes for additional feedback on publicity and networking events

Teignbridge – DCR report no DMG held for quarter 4 due to resignation of chair. SP has requested feedback from local partnership leads

South Hams – Trialling out a combined West Devon and South Hams DMG for Quarter 1 2010/11. See DMG minutes for additional feedback

No DMG feedback received from Exeter, East Devon and Mid Devon

Glossary

ACS – Adult and Community Services

BME – Black and Minority Ethnic

CLG – Communities and Local Government

CVS – Council for Voluntary Services

DC – District Councils

DCC – Devon County Council

DCR – Devon Care & Repair

DFG – Disabled Facilities Grants

DMG – District Monitoring Group

FACS – Fair Access to Care Services

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

SHDC – South Hams District Council

SMDB – Service Monitoring and Development Board

WDBC – West Devon Borough Council