

Supporting People Performance Report Quarter 4 of 2008/09

TABLE OF CONTENTS

	Page
1. Contents	1
2. Introduction.....	2
3. Client Records Data.....	2
3a. <i>Type of Service accessed by New Clients</i>	
3b. <i>Referral Source of New Clients</i>	
4. Performance Indicators	3
4a. <i>National Indicator Set</i>	
4b. <i>Utilisation Short/Long Term Services</i>	
5. Outcomes.....	6
5a. <i>Short Term Outcomes Framework</i>	
5b. <i>Short Term Outcomes Monitoring</i>	
5c. <i>Long Term Outcomes Framework</i>	
5d. <i>Long Term Outcomes Monitoring</i>	
6. Devon Care & Repair – Home Improvement Agency Service	13

APPENDIX KEY

The following pages contain all appendices referred to throughout the main body of this report. Please see below for a summary of each appendix.

	Page
Appendix 1.1 - Current Cross-District Services	14
Appendix 1.2 - Countywide Performance Summary	15
Appendix 1.3 - Cross-District Performance Summary	16
Appendix 1.4 - Exeter Performance Summary	17
Appendix 1.5 - East Devon Performance Summary	18
Appendix 1.6 - Mid Devon Performance Summary	19
Appendix 1.7 - North Devon Performance Summary	20
Appendix 1.8 - South Hams Performance Summary	21
Appendix 1.9 - Teignbridge Performance Summary	22
Appendix 1.10 - Torridge Performance Summary	23
Appendix 1.11 - West Devon Performance Summary	24
Appendix 1.12 - Devon's Comparator Authorities	25
Appendix 1.13 - Home Improvement Agency (HIA) summary report	26

2. Introduction

Reporting performance and monitoring contracts primarily through performance indicators is no longer an acceptable position. Increasingly, local government authorities and Primary Care Trusts must be able to evidence to central government, department of health, inspection agencies and the public, that the money is being spent strategically and delivered to the public through services that are of high quality and outcome focussed around the client.

This performance report aims to provide a high-level performance summary for the Supporting People programme with an outcome focussed approach.

3. Client Records Data

The Joint Centre for Scottish Housing Research (JCSHR) collates client level data, submitted by providers, for all new service users joining a Devon SP service. The exception to this is sheltered housing schemes.

The analysis shown below compares Devon to our comparator groups and the national average in terms of what types of services our clients have joined and also how the service user has been referred to the service.

3a. Type of Service accessed by New Clients

Total number of new clients in April 2007 – March 2008: 2066

Total number of new clients in April 2008 – March 2009*: 2223

**Please note that not all quarter 4 2008/09 client record forms have been compiled by the Joint Centre for Scottish Housing Research (JSCHR) as forms often arrive late before the cut-off date for processing.*

Type of service	Devon Apr 07-Mar 08	Devon Apr 08-Mar 09	Trend compared to last year's data	Comparator Authorities	England
Floating Support	41% (852)	49% (1092)	↑	50% (15387)	43% (93259)
Supported Housing	35% (719)	33% (736)	↓	25% (7864)	29% (61516)
Women's Refuge	9% (186)	8% (173)	↓	4% (1270)	5% (11736)
Resettlement Services	8% (170)	4% (95)	↓	2% (696)	2% (5261)
Direct Access	4% (92)	4% (82)	↔	11% (3433)	15% (31732)
Supported Lodgings	1% (28)	0% (3)	↓	1% (288)	1% (1178)
Foyer	1% (12)	0% (1)	↓	2% (614)	2% (3293)
Outreach Service	0% (5)	1% (13)	↑	4% (1233)	3% (6231)
Residential Care Home	0% (2)	0% (3)	↔	0% (8)	0% (66)
Other*	0	1% (25)	↑	0% (64)	0% (757)

** Other includes Adult placement and Teenage parent accommodation*

Compared to April 2007 – March 2008, in the period April 2008 – March 2009, there has been:

- An increase in the percentage of service users joining Floating Support Services (49% in 2008/09 against 41% in the same period in 2007/08).
- A slight decrease in the percentage of service users joining Supported Housing Services (33% in 2008/09 against 35% in the same period in 2007/08).

3b. Referral Source of New Clients

Source of Referral	Devon Apr 07-Mar 08	Devon Apr 08-Mar 09	Trend compared to last year's data	Comparator Authorities	England
LA Housing Dept*	29% (589)	27% (607)	↓	26% (8096)	28% (60658)
Self referral	16% (322)	13% (298)	↓	25% (7828)	24% (50674)
Voluntary Agency	12% (249)	11% (246)	↓	7% (2297)	10% (21372)
Community Mental Health Team	9% (194)	11% (236)	↑	5% (1545)	4% (8907)
Social services	7% (152)	7% (163)	↔	8% (2319)	8% (16857)
Probation/prison	6% (130)	7% (164)	↑	3% (987)	4% (8615)
Internal transfer	4% (81)	3% (76)	↓	5% (1546)	5% (9793)
Health service/GP	2% (44)	3% (74)	↑	4% (1110)	3% (7008)
Moving from another RSL	2% (36)	2% (54)	↔	1% (418)	1% (2058)
Police	2% (39)	3% (70)	↑	4% (1146)	2% (5156)
Youth Offending Team	0% (3)	0% (4)	↔	0% (101)	1% (1186)
Other	11% (226)	10% (231)	↓	11% (3425)	10% (22474)
Relocated through a recognised National, Regional or Sub- Regional Housing Mobility Scheme	0	0	-	0% (39)	0% (271)

* LA Housing Dept includes Nominated by local housing authority and LA housing department (referral)

Compared to April 2007 – March 2008, in the period April 2008 – March 2009, there has been:

- A decrease in the percentage of service users accepted into services by referral from LA Housing Departments.
- There has also been a decrease in the percentage of service users accepted into services by Self Referral.

4. Performance Indicators

Key performance indicators for short-term and long-term services are now included within the health and wellbeing section of the new National Indicator Set (NIS); a performance framework for local authority partnerships. These indicators mainstream Supporting People activity in the wider health and wellbeing agenda and allow us to benchmark against similar authorities to better manage performance.

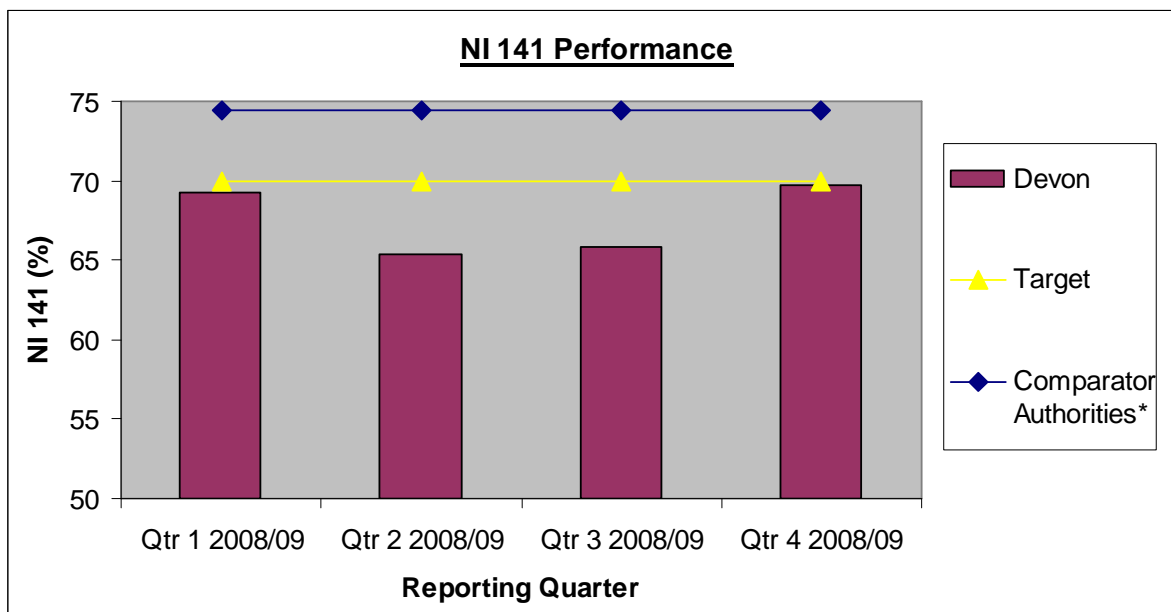
Alongside this, we capture service level performance through the CLG Supporting People Performance Indicator workbook. This level of detail can be useful both in terms of commissioning services strategically, and contract monitoring on an ongoing basis.

4a. National Indicator Set

NI 141: Percentage of vulnerable people achieving independent living

Definition: The aim is to measure the extent to which housing related support (Supporting People) helps people move on in a planned way to more independent living (short term, less than 2 years)

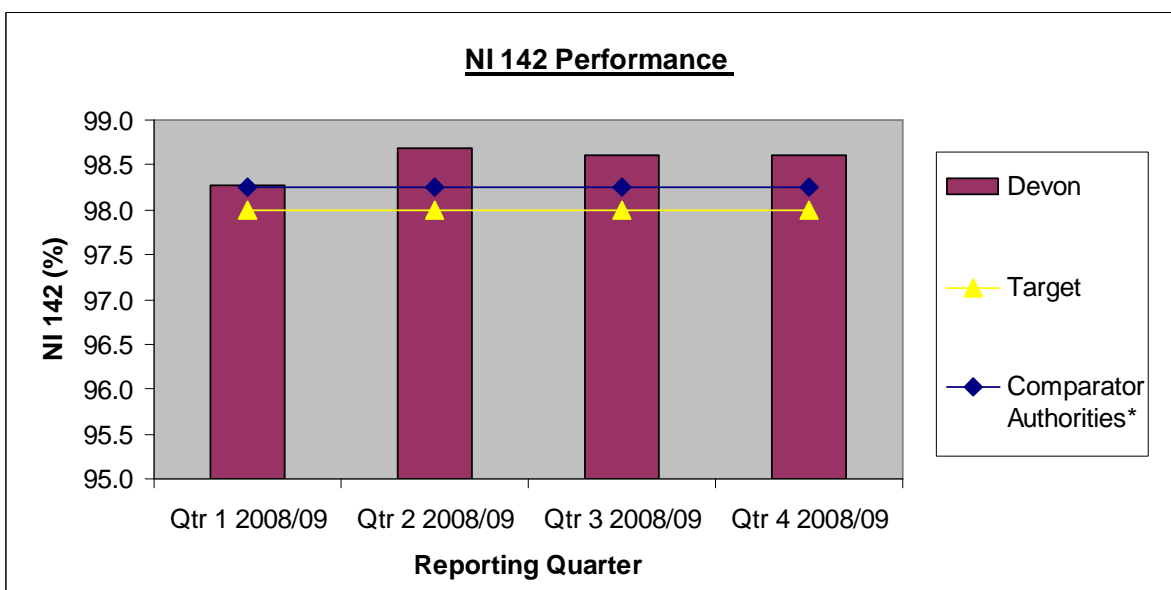
Status: A data quality issue has been identified in the previous reporting of this indicator that has now been dealt with. However, this led to a revised target for 2008/09 being set at 70%. Devon's average of 69.7% for quarter 4 2008/09 is in line with the target but below the average performance of its comparator authorities at 74.4%



NI 142: Percentage of vulnerable people who are supported to maintain independent living

Definition: To measure the extent to which the housing related support prevents service users from moving into institutional care (long term)

Status: Devon's average of 98.6% for quarter 4 2008/09 is above the target of 98% set for 2008/09 and the average performance of its comparator authorities



* Comparator Authorities data relates to Benchmarking figures for Quarter 4 2008/09

4b. Utilisation

Accommodation Based

Service utilisation for accommodation based services is defined as occupancy. This indicator calculates the number of unit weeks or days that a service is occupied as a proportion of the total number of unit weeks or days for which it is available

Floating Support

Service utilisation for floating support services calculates the number of days that support is utilised by service users (under a support plan) as a percentage of the number of days support is contracted

The tables below show a breakdown for short term and long term services of the percentage of services reporting less than 90% and 80% utilisation scores for accommodation based services and floating support services for the last four reporting quarters. Please note reported scores of 0 have been excluded

Short Term Services

Reporting Period	Accommodation Based Services			Floating Support Services (including Outreach)		
	Total number of uploaded PI workbooks	Percentage of services with < 90% Utilisation PI	Percentage of services with < 80% Utilisation PI	Total number of uploaded PI workbooks	Percentage of services with < 90% Utilisation PI	Percentage of services with < 80% Utilisation PI
Q1 2008/09	60	13% (8)	5% (3)	42	12% (5)	5% (2)
Q2 2008/09	58	7% (4)	2% (1)	42	14% (6)	5% (2)
Q3 2008/09	57	18% (10)	2% (1)	42	14% (6)	7% (3)
Q4 2008/09	58	21% (12)	3% (2)	43	21% (9)	9% (4)

21%(12) of short term accommodation based services at the end of Quarter 4 2008/09 was used on average less than 90% of the total time they were available and 3%(2) provided less than 80%. 21%(9) of short term floating support services (including outreach) at the end of Quarter 4 2008/09 were used on average less than 90% of the total time they were available and 9%(4) of floating support services provided less than 80%. In Quarter 4 2008/09 there was an increase in the number of short term accommodation based and floating support services scoring less than 90% utilisation.

Long Term Services

Reporting Period	Accommodation Based Services			Floating Support Services (including Outreach)		
	Total number of uploaded PI workbooks	Percentage of services with < 90% Utilisation PI	Percentage of services with < 80% Utilisation PI	Total number of uploaded PI workbooks	Percentage of services with < 90% Utilisation PI	Percentage of services with < 80% Utilisation PI
Q1 2008/09	274	3% (7)	1% (4)	39	15% (6)	10% (4)
Q2 2008/09	282	3% (8)	1% (3)	46	13% (6)	11% (5)
Q3 2008/09	277	3% (9)	1% (2)	46	11% (5)	9% (4)
Q4 2008/09	278	2% (5)	1% (3)	44	11% (5)	9% (4)

Utilisation for long term accommodation based services is good and has remained fairly constant over the last four reporting quarters. 2%(5) of short term accommodation based services at the end of Quarter 4 2008/09 was used on average less than 90% of the total time they were available and 1%(3) provided less than 80%.

5. Outcomes

The Outcomes framework is broken down into five high level outcome domains:

- Achieve economic wellbeing
- Enjoy and achieve
- Be healthy
- Stay safe
- Make a positive contribution

Please note that an outcome is captured where a support need has been identified in the clients support plan. Therefore not all outcome domains will apply to all clients.

5a. Short Term Outcomes Framework

Devon Supporting People has been receiving outcomes data for service users who have left SP funded short term services since May 2007. The analysis included in this report is for outcome forms submitted April 2008 - March 2009. This data is based on a total of 1382 outcomes forms submitted.

Compliance

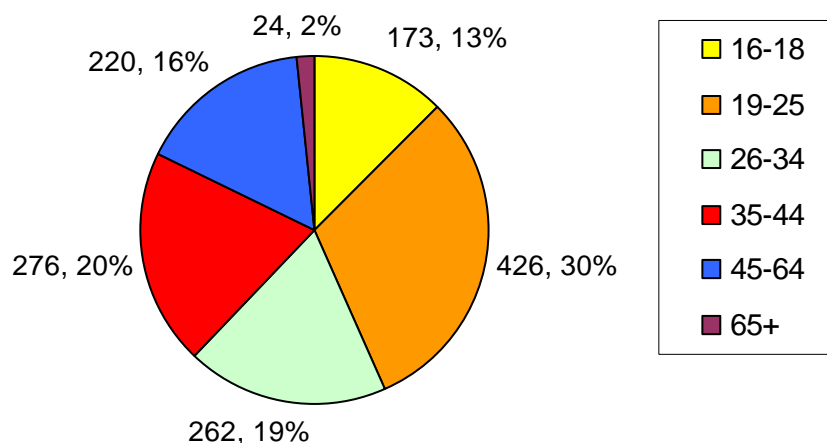
The compliance rate for short term outcome forms submitted against the number of clients who left short term services in Quarter 3 2008/09 was 74%.

(Compliance figures are based on Quarter 3 2008/09 to account for the delay between service users departing and outcome forms being submitted.)

Demographic Summary

- Gender
Of all short term outcome forms submitted in Devon April 2008 – March 2009 51% of service users were male and 49% female. When compared to an average of our comparator authorities this shows a slightly different picture as 46% of service users were male and 54% female
- Ethnicity
When looking at ethnicity in Devon 96% were white, 3% were from a BME group and 1% did not wish to disclose their ethnicity. This representation is generally proportionate to the BME profile of Devon. It is also a very similar profile to an average of our comparator authorities
- Age
The chart below shows the age profile of clients who left a short term service in Devon during the period. Currently there is no benchmarking information available for age.

**Breakdown of age for short term outcome forms submitted
April 2008 - March 2009**



5b. Short Term Outcomes Monitoring

Outcome forms submitted April 2008 – March 2009

This table shows the number and proportion of clients who required support to meet each outcome indicator, as identified in the client support plan. This is followed by the number and percentage of those clients that achieved each outcome. This has been benchmarked against an average of the percentage of outcomes achieved in our comparator authorities and nationally. A traffic light system has been used to rank Devon's status against the performance of our comparator authorities. **This data is based on a total of 1382 outcomes forms submitted.**

G	Very Good - Devon's performance is more than 5% above our comparator authorities
A	Acceptable - Devon's performance is within 5% of our comparator authorities
R	Ask questions about performance - Devon's performance is more than 5% below our comparator authorities

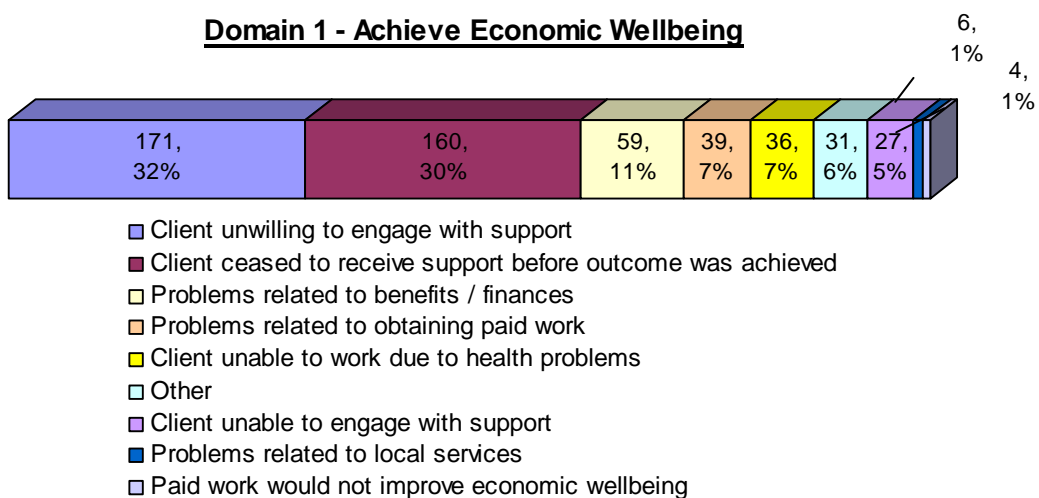
Short Term Supporting People Outcomes	% and no of clients that required support in Devon		% and no achieved in Devon		% achieved in Comparator Authorities	% achieved Nationally	Devon Status
1) Achieve Economic Wellbeing							
a) Did the client need support to maximise their income?	78%	(1079)	90%	(975)	88%	89%	A
b) Did the client need support to reduce overall debt?	49%	(674)	69%	(468)	71%	70%	A
c) Did the client need support to obtain paid work?	23%	(316)	29%	(93)	30%	27%	A
2) Enjoy and Achieve							
a) Did the client need support to participate in training and education?	41%	(568)	64%	(365)	61%	61%	A
b) Did the client need support to participate in leisure/cultural/faith/informal learning?	32%	(440)	76%	(335)	79%	78%	A
c) Did the client need support to participate in any work-like activities?	25%	(340)	61%	(209)	62%	58%	A
d) Did the client need support to establish contact with external services?	52%	(722)	82%	(591)	85%	85%	A
3) Be Healthy							
a) Did the client need support to better manage their physical health?	40%	(557)	79%	(438)	78%	79%	A
b) Did the client need support to better manage their mental health?	46%	(639)	78%	(500)	76%	74%	A
c) Did the client need support to better manage their substance misuse issues?	37%	(505)	66%	(335)	59%	58%	G
d) Is assistive technology/aids and adaptations helping the client maintain independence?	4%	(51)	80%	(41)	92%	91%	R
4) Stay Safe							
a) Did the client need support to maintain their accommodation and avoid eviction?	68%	(938)	71%	(670)	73%	71%	A
b) Did the client need support to comply with statutory orders?	17%	(236)	76%	(179)	75%	73%	A
ci) Did the client need support to better manage self harm?	13%	(178)	71%	(126)	77%	76%	R
cii) Did the client need support to avoid causing harm to others?	12%	(163)	68%	(111)	71%	70%	A
ciii) Did the client need support to minimise harm/risk of harm from others?	24%	(327)	81%	(264)	84%	81%	A
5) Make A Positive Contribution							
a) Did the client need support in developing confidence and ability to have greater choice and/or control and/or involvement?	68%	(935)	83%	(778)	85%	84%	A

The charts shown below give the reasons for why short term outcomes were not achieved, grouped into the five high level outcome domains

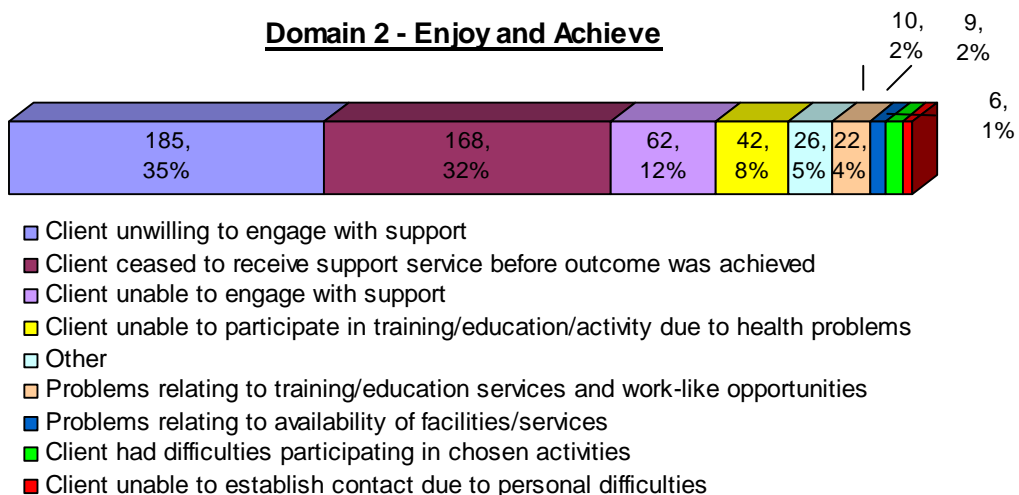
These charts represent a limitation with the Outcomes framework responses in their current form. The majority of reasons captured why a client has not achieved a particular outcome are: "The client is unwilling to engage with support" or "The client ceased to receive support service before outcome was achieved" which is not necessarily useful. We will however use this information pro-actively to identify services that report a particularly high percentage of outcome responses in this manner, which will form part of our contract monitoring process.

Now that the short term outcomes framework has been running for two years some of the other reasons which are now showing up more often are interesting. Some of these reasons I have grouped under common themes, such as those related to problems with benefits/finances and problems in accessing services etc. This information could be used to inform where assistance and services need to be targeted in the future.

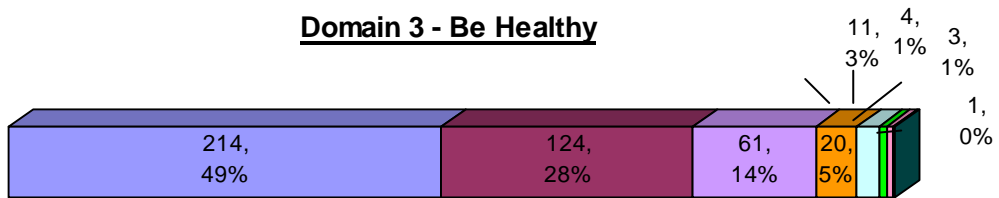
Domain 1 - Achieve Economic Wellbeing



Domain 2 - Enjoy and Achieve

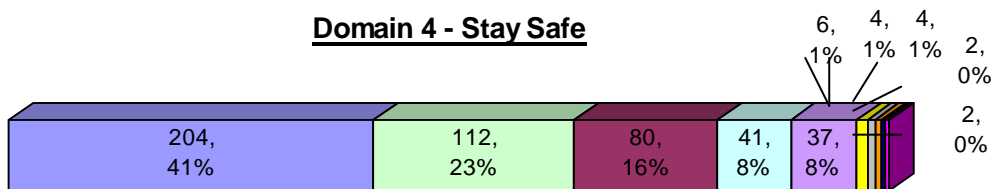


Domain 3 - Be Healthy



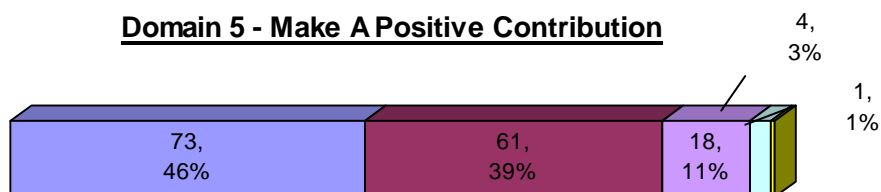
- Client unwilling to engage with support
- Client ceased to receive support service before outcome was achieved
- Client unable to engage with support
- Treatment ongoing
- Other
- Problems in accessing local primary/mental health services
- Problems in accessing alcohol/drug treatment services
- Client awaiting assessment or is in the process of obtaining the assistive technology/aids and adaptations

Domain 4 - Stay Safe



- Client unwilling to engage with support
- Client did not observe conditions of tenancy/occupancy
- Client ceased to receive support service before outcome was achieved
- Other
- Client unable to engage with support
- Problems related to accessing specialist services
- Problems related to housing management services/landlord
- Treatment ongoing
- Problems resulting from previous experience/risk of DV/abuse
- Factors related to staffing/funding within organisation

Domain 5 - Make A Positive Contribution



- Client unwilling to engage with support
- Client ceased to receive support service before outcome was achieved
- Client unable to engage with support
- Other
- Client was refused access to services/activities related to increasing choice/involvement/control

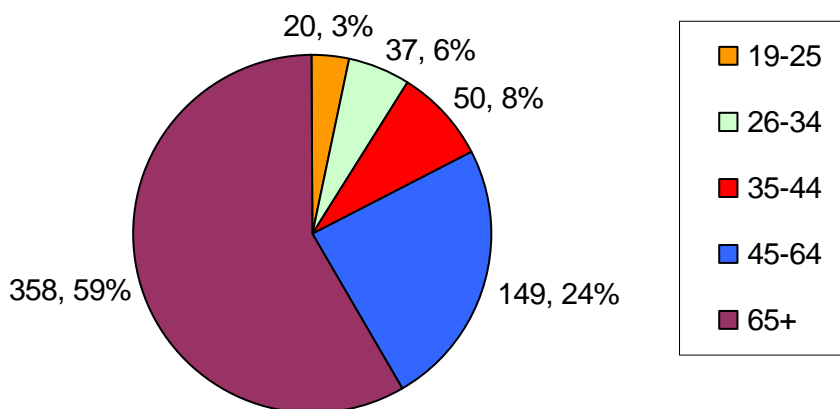
5c. Long Term Outcomes Framework

A sampling procedure is used to collect outcome information for long-term service users (intended duration of more than 2 years). This requires outcome forms to be submitted for a sample of clients on an annual basis (10% for older people and 50% for all other client groups). The long term outcomes analysis is updated bi-annually. During April 2008 – March 2009 Devon Supporting People received 614 outcome forms for long term service users.

Demographic Summary

- **Gender**
Of all long term outcome forms submitted in Devon April 2008 - March 2009 46% of service users were male and 54% female. The gap between male/female service users is slightly wider when comparing to an average of our comparator authorities where 39% of service users were male and 61% female
- **Ethnicity**
When looking at ethnicity in Devon 99% were white, 0% was from a BME group and 1% did not wish to disclose their ethnicity. This is a very similar profile to an average of our comparator authorities
- **Age**
The chart below shows the age profile of long term service users for whom outcome forms were submitted in Devon during the period. Currently there is no benchmarking information available for age.

**Breakdown of age for long term outcome forms submitted
April 2008 - March 2009**



5d. Long Term Outcomes Monitoring

Outcome forms submitted April 2008 – March 2009

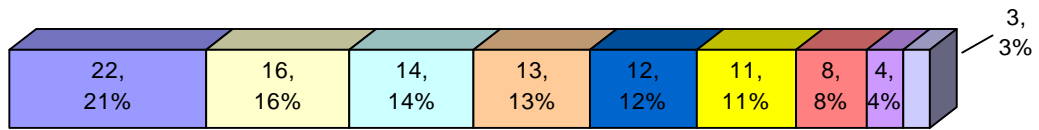
The approach for reporting on the long term outcomes framework is similar to the short term; however, the number and percentage of those service users needing on going support has been added to reflect the nature of long term services. **This data is based on a total of 614 outcomes forms submitted.**

G	Very Good - Devon's performance is more than 5% above our comparator authorities
A	Acceptable - Devon's performance is within 5% of our comparator authorities
R	Ask questions about performance - Devon's performance is more than 5% below our comparator authorities

Long Term Supporting People Outcomes	% and no of clients that required support in Devon	% and no achieved in Devon	% achieved in Comparator Authorities	% achieved Nationally	Devon Status	% and no of clients requiring on going support in Devon
1) Achieve Economic Wellbeing						
a) Did the client need support to maximise their income?	62% (382)	95% (361)	97%	96%	A	93% (337)
b) Did the client need support to reduce overall debt?	13% (80)	86% (69)	94%	87%	R	99% (68)
c) Did the client need support to obtain paid work?	8% (49)	20% (10)	30%	22%	R	100 (10)
2) Enjoy and Achieve						
a) Did the client need support to participate in training and education?	15% (95)	61% (58)	85%	71%	R	90% (52)
b) Did the client need support to participate in leisure/cultural/faith/informal learning?	42% (260)	85% (220)	94%	90%	R	97% (214)
c) Did the client need support to participate in any work-like activities?	16% (96)	64% (61)	80%	67%	R	92% (56)
d) Did the client need support to establish contact with external services?	54% (330)	95% (312)	95%	94%	A	96% (300)
3)Be Healthy						
a) Did the client need support to better manage their physical health?	63% (384)	90% (344)	94%	93%	A	100 (343)
b) Did the client need support to better manage their mental health?	32% (199)	90% (180)	93%	91%	A	98% (177)
c)Did the client need support to better manage their substance misuse issues?	6% (35)	71% (25)	77%	73%	R	96% (24)
d)Is assistive technology/aids and adaptations helping the client maintain independence?	56% (345)	98% (338)	99%	98%	A	89% (301)
4)Stay Safe						
a)Did the client need support to maintain their accommodation and avoid eviction?	50% (306)	98% (299)	98%	97%	A	99% (296)
b)Did the client need support to comply with statutory orders?	3% (17)	100 (17)	95%	89%	G	100 (17)
c)Did the client need support to better manage self harm?	6% (35)	91% (32)	94%	90%	A	94% (30)
cii)Did the client need support to avoid causing harm to others?	6% (36)	100 (36)	93%	90%	G	100 (36)
ciii)Did the client need support to minimise harm/risk of harm from others?	18% (111)	95% (106)	97%	96%	A	99% (105)
5)Make A Positive Contribution						
a)Did the client need support in developing confidence and ability to have greater choice and/or control and/or involvement?	52% (319)	95% (303)	97%	95%	A	98% (297)

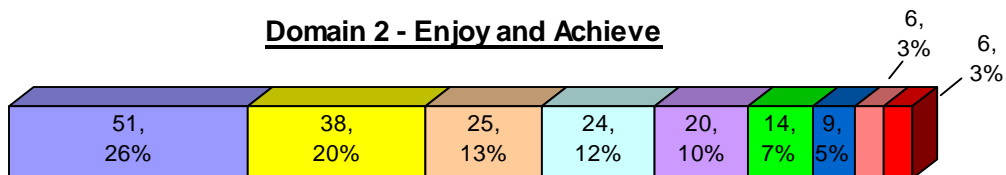
The charts shown below give the reasons for why long term outcomes were not achieved, grouped into the five high level outcome domains. As with the short term outcomes framework I have grouped some of the reasons given in smaller numbers under common themes to make this analysis more meaningful.

Domain 1 - Achieve Economic Wellbeing



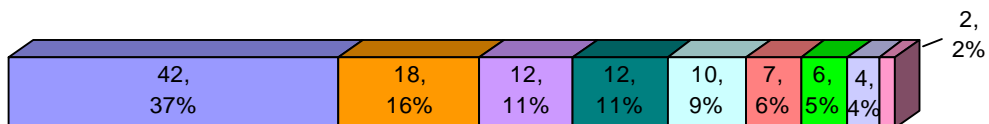
- Client unwilling to engage with support
- Problems related to benefits / finances
- Other
- Client unable to obtain paid work
- Problems related to local services
- Client unable to work due to health problems
- Client has only recently begun to receive support (in the last 3 months)
- Client unable to engage with support
- Paid work would not improve economic wellbeing

Domain 2 - Enjoy and Achieve



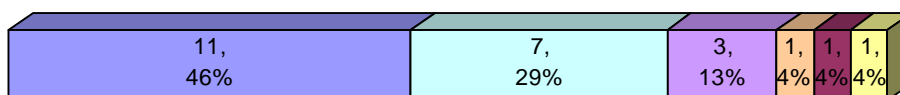
- Client unwilling to engage with support
- Client unable to participate in training/education/activity due to health problems
- Problems relating to training/education services and work-like opportunities
- Other
- Client unable to engage with support
- Client had difficulties participating in chosen activities
- Problems relating to availability of facilities/services
- Client has only recently begun to receive support (in the last 3 months)
- Client unable to establish contact due to personal difficulties

Domain 3 - Be Healthy



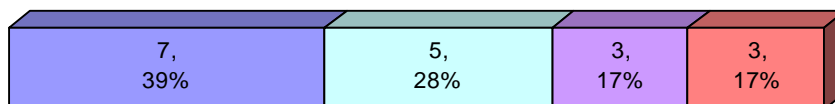
- Client unwilling to engage with support
- Treatment ongoing
- Client unable to engage with support
- Client awaiting assessment or is in the process of obtaining the assistive technology/aids and adaptations
- Other
- Client has only recently begun to receive support (in the last 3 months)
- Problems in accessing local primary/mental health services
- Problems related to assistive technology/aids and adaptations
- Problems accessing alcohol services

Domain 4 - Stay Safe



- Client unwilling to engage with support
- Other
- Client unable to engage with support
- Problems in the wider community contributing to risk of client being harmed by others
- Problems resulting from previous experience/risk of DV/abuse
- Client awaiting assessment

Domain 5 - Make A Positive Contribution



- Client unwilling to engage with support
- Other
- Client unable to engage with support
- Client has only recently begun to receive support (in the last 3 months)

6. Devon Care & Repair – Home Improvement Agency Service

The summary sheet from the Devon Care & Repair 2008/09 Quarter 4 report presented to the Service Monitoring and Development Board (SMDB) on the 21st May 2009 can be found in appendix 1.13.

Services operating in more than one district as at 05/05/2009

<i>Provider Name</i>	<i>Provision Name</i>	<i>Primary Client Group</i>	<i>Districts*</i>
Action For Blind People	Action For Blind People	Physical / Sensory Disability	ED, EX, MD, ND, SH, TE, TO, WD
Age Concern Devon	Iris Enabling Service	Physical / Sensory Disability	ED, EX, MD, ND, SH, TE, TO, WD
Carr-Gomm	Domestic Violence Service	Women at Risk of Domestic Violence	ED, EX, MD, ND, SH, TE, TO, WD
	Exeter, East & Mid Devon High	Complex Needs / Generic	ED, EX, MD
	Exeter, East & Mid Devon Low	Complex Needs / Generic	ED, EX, MD
	North Devon & Torridge High	Complex Needs / Generic	ND, TO
	North Devon & Torridge Low	Complex Needs / Generic	ND, TO
	Teignbridge, South Hams & West Devon High	Complex Needs / Generic	SH, TE, WD
	Teignbridge, South Hams & West Devon Low	Complex Needs / Generic	SH, TE, WD
	Young People'S Service	Young People at Risk	ED, EX, MD, ND, SH, TE, TO, WD
Christian Alliance Housing Association	Family Support In Housing	Homeless Families with Support Needs	ED, EX
Community Projects North Devon	Class	Learning Disabilities	ND, TO, WD
Devon & Cornwall Housing Association Ltd	Dcha Mh Floating Support	Mental Health Problems	MD, ND, TO
	Dcha Mums & Babies	Teenage Parents	ND, TE, TO
	Devon Care & Repair	Older People with Support Needs	ED, EX, MD, ND, SH, TE, TO, WD
	Pennsylvania Flexible Services	Single Homeless with Support Needs	ED, EX, MD
Devon County Council	Baseline Support Services (Exeter)	Physical / Sensory Disability	ED, EX, MD, TE
Forward Living	Forward Living Floating Support Services	Learning Disabilities	MD, TE
Guinness Care & Support Ltd	Dchs Floating Support	Older People with Support Needs	ED, EX
	Dchs-Exeter & East Floating Support	Learning Disabilities	ED, EX
	Dchs-Mid/North Devon Floating Support	Learning Disabilities	MD, ND
	Guinness Care & Support-Ld-Fs-North & Mid	Learning Disabilities	MD, ND, TO
Headway Devon	Headway Devon	Physical / Sensory Disability	EX, MD
	Headway-F/S-Spot	Physical / Sensory Disability	ED, EX, MD, ND, SH, TE, TO, WD
Homemaker (South West) Ltd	Homemaker Support Services	Single Homeless with Support Needs	ED, EX, MD, ND, SH, TE, TO, WD
Lifeways Community Care Ltd	Lifeways F/S Spot	Physical / Sensory Disability	ED, EX, MD, ND, SH, TE, TO, WD
	Lifeways Ld Exeter & East F/S	Learning Disabilities	ED, EX
	Lifeways Ld Mid & North F/S	Learning Disabilities	MD, ND
	Lifeways Ld South & West F/S	Learning Disabilities	SH, TE, WD
Newcare (Devon) Ltd	Newcare-F/S-Spot	Physical / Sensory Disability	ED, EX, MD, ND, SH, TE, TO, WD
Parkview Society, The	Parkview Mh F/S	Mental Health Problems	ED, EX, TE
Rethink	Mh Fs Exeter & East	Mental Health Problems	ED, EX, MD, ND, SH, TE, TO, WD
	Mh Fs North & Torridge	Mental Health Problems	ED, EX, MD, ND, SH, TE, TO, WD
	Mh Fs Teignbridge, South Hams & West	Mental Health Problems	ED, EX, MD, ND, SH, TE, TO, WD
Seeability	Seeability F/S Spot	Physical / Sensory Disability	ED, EX, MD, ND, SH, TE, TO, WD
Selborne Care Ltd	Physical - Sensory - Fs	Physical / Sensory Disability	SH, TE
Signpost Care Partnerships Ltd	Devon Floating Support	Single Homeless with Support Needs	ED, EX, MD, SH
	Exeter And East Devon Ex-Offenders	Offenders or People at Risk of Offending	ED, EX
Trenovissick Domiciliary Care Agency Ltd	Trenovissick F/S Spot	Physical / Sensory Disability	ED, EX, MD
Westcountry Housing Association Ltd	Prince Street, Markers, Orchard St, Peacock Etc	Older People with Support Needs	MD, TE
	Westcountry Mh Floating Support	Mental Health Problems	ED, EX, MD, SH, TE
Young Devon	Yac Expanded Service	Young People at Risk	ED, EX, MD, ND, TE, TO, WD

KEY: **EX** - Exeter, **ED** - East Devon, **MD** - Mid Devon, **ND** - North Devon, **WD** - West Devon, **SH** - South Hams, **TO** - Torridge, **TE** – Teignbridge

Performance Detail for 2008/09 YTD

KEY:

CAUTION: PI score between 90-94.99%
RISK: PI score less than 90%

Please note that this report contains the total net spend to date for the Supporting People programme. Performance detail is present for those services required to submit a PI workbook through the performance framework

Client Group	Number of services as at date shown above	Contracted Units as at date shown above (% of total units)	% of Contracted Units Available	% of Available Units Occupied	Total Spend to date (% of Total Spend across all Client Groups)
Homelessness					
Single Homeless with Support Needs	26	548 (5%)	100	99	£2,682,127.23 (14%)
Rough Sleeper	1	14 (<1%)	n/a	100	£189,294.21 (1%)
Homeless Families with Support Needs	3	37 (<1%)	78	94	£256,412.17 (1%)
Young People Leaving Care	0	()	n/a	n/a	£211,715.00 (1%)
Young People at Risk	27	286 (3%)	100	107	£1,605,767.58 (9%)
Teenage Parents	1	10 (<1%)	n/a	145	£48,440.00 (<1%)
People with Drug Problems	4	29 (<1%)	100	98	£268,199.36 (1%)
People with Alcohol Problems	3	18 (<1%)	100	107	£90,503.82 (<1%)
Offenders or People at risk of Offending	4	37 (<1%)	100	85	£335,917.72 (2%)
Women at Risk of Domestic Violence	5	56 (<1%)	108	91	£509,597.92 (3%)
Generic	6	154 (1%)	n/a	100	£686,423.86 (4%)
Gypsies & Travellers	0	()	n/a	n/a	£0.00 (<1%)
<i>Homelessness Total</i>	80	1189 (11%)	99	101	£6,884,398.87 (37%)
Learning Disability					
People with Learning Disabilities	40	432 (4%)	100	100	£4,099,047.06 (22%)
<i>Learning Disability Total</i>	40	432 (4%)	100	100	£4,099,047.06 (22%)
Mental Health					
People with Mental Health Problems	33	517 (5%)	99	102	£3,067,309.62 (16%)
<i>Mental Health Total</i>	33	517 (5%)	99	102	£3,067,309.62 (16%)
Older People					
People with a Physical or Sensory Disabilit	15	222 (2%)	100	109	£649,479.79 (3%)
Older People with support needs	274	8885 (80%)	100	99	£5,263,266.37 (28%)
Frail Elderly	5	441 (4%)	100	95	£150,110.58 (<1%)
<i>Older People Total</i>	294	9548 (86%)	100	99	£6,062,856.74 (32%)
<i>27 August 2009 Totals</i>	447	11686	100	100	£20,113,612.29

Performance Detail for 2008/09 YTD, District: Cross District

Please note that this report contains the total net spend to date for the Supporting People programme. Performance detail is present for those services required to submit a PI workbook through the performance framework

<i>Client Group</i>	<i>Number of services as at date shown above</i>	<i>Contracted Units as at date shown above (% of total units)</i>	<i>% of Contracted Units Available</i>	<i>% of Available Units Occupied</i>	<i>Total Spend to date (% of Total Spend across all Client Groups)</i>	
Homelessness						
Single Homeless with Support Needs	3	124 (13%)	n/a	102	£258,747.15 (8%)	
Homeless Families with Support Needs	1	23 (2%)	n/a	96	£97,308.52 (3%)	
Young People at Risk	2	82 (8%)	n/a	100	£187,252.20 (6%)	
Teenage Parents	1	10 (1%)	n/a	145	£48,440.00 (1%)	
Offenders or People at risk of Offending	1	11 (1%)	n/a	87	£29,721.94 (<1%)	
Women at Risk of Domestic Violence	1	24 (2%)	n/a	100	£47,161.53 (1%)	
Generic	6	154 (16%)	n/a	100	£644,423.86 (19%)	
Homelessness Total	15	428 (44%)		102	£1,313,055.20 (40%)	
Learning Disability						
People with Learning Disabilities	8	135 (14%)	n/a	101	£1,243,885.70 (38%)	
Learning Disability Total	8	135 (14%)		101	£1,243,885.70 (38%)	
Mental Health						
People with Mental Health Problems	6	176 (18%)	n/a	119	£783,447.95 (24%)	
Mental Health Total	6	176 (18%)		119	£783,447.95 (24%)	
Older People						
People with a Physical or Sensory Disabilit	4	36 (4%)	n/a	100	£182,382.42 (6%)	
Older People with support needs	3	808 (82%)	99	98	£1,534,403.74 (46%)	
Older People Total	7	844 (86%)	99	99	£1,716,786.16 (52%)	
27 August 2009	Totals	36	1583	99	104	£5,057,175.01

KEY:

CAUTION: PI score between 90-94.99%

RISK: PI score less than 90%

Performance Detail for 2008/09 YTD, District: Exeter

Please note that this report contains the total net spend to date for the Supporting People programme. Performance detail is present for those services required to submit a PI workbook through the performance framework

<i>Client Group</i>	<i>Number of services as at date shown above</i>	<i>Contracted Units as at date shown above (% of total units)</i>	<i>% of Contracted Units Available</i>	<i>% of Available Units Occupied</i>	<i>Total Spend to date (% of Total Spend across all Client Groups)</i>	
Homelessness						
Single Homeless with Support Needs	13	258 (18%)	100	98	£1,703,481.92 (32%)	
Rough Sleeper	1	14 (<1%)	n/a	100	£189,294.21 (4%)	
Homeless Families with Support Needs	2	14 (<1%)	78	93	£110,835.30 (2%)	
Young People at Risk	4	73 (5%)	100	95	£554,063.82 (10%)	
People with Drug Problems	2	14 (<1%)	n/a	108	£37,731.73 (<1%)	
People with Alcohol Problems	2	8 (<1%)	100	94	£33,036.91 (<1%)	
Offenders or People at risk of Offending	2	21 (1%)	100	88	£289,781.23 (5%)	
Women at Risk of Domestic Violence	1	11 (<1%)	100	90	£228,119.90 (4%)	
<i>Homelessness Total</i>	27	413 (28%)	98	96	£3,146,345.02 (59%)	
Learning Disability						
People with Learning Disabilities	5	37 (3%)	100	108	£351,357.19 (7%)	
<i>Learning Disability Total</i>	5	37 (3%)	100	108	£351,357.19 (7%)	
Mental Health						
People with Mental Health Problems	11	134 (9%)	99	104	£1,137,945.58 (21%)	
<i>Mental Health Total</i>	11	134 (9%)	99	104	£1,137,945.58 (21%)	
Older People						
People with a Physical or Sensory Disabilit	1	21 (1%)	100	100	£8,603.46 (<1%)	
Older People with support needs	31	847 (58%)	100	100	£601,728.10 (11%)	
<i>Older People Total</i>	32	868 (60%)	100	100	£610,331.56 (11%)	
<i>27 August 2009</i>	<i>Totals</i>	75	1452	99	100	£5,245,979.35

KEY: CAUTION: PI score between 90-94.99%

RISK: PI score less than 90%

Melanie Burke

ACS-Management Information Team

Performance Detail for 2008/09 YTD, District: East Devon

Please note that this report contains the total net spend to date for the Supporting People programme. Performance detail is present for those services required to submit a PI workbook through the performance framework

Client Group	Number of services as at date shown above	Contracted Units as at date shown above (% of total units)	% of Contracted Units Available	% of Available Units Occupied	Total Spend to date (% of Total Spend across all Client Groups)
Homelessness					
Single Homeless with Support Needs	2	53 (3%)	100	106	£186,734.03 (12%)
Young People at Risk	1	6 (<1%)	98	95	£51,251.26 (3%)
Women at Risk of Domestic Violence	1	10 (<1%)	125	88	£116,839.87 (7%)
Homelessness Total	4	69 (4%)	108	99	£354,825.16 (22%)
Learning Disability					
People with Learning Disabilities	4	33 (2%)	100	99	£338,476.30 (21%)
Learning Disability Total	4	33 (2%)	100	99	£338,476.30 (21%)
Mental Health					
People with Mental Health Problems	3	25 (1%)	100	93	£144,019.39 (9%)
Mental Health Total	3	25 (1%)	100	93	£144,019.39 (9%)
Older People					
People with a Physical or Sensory Disabilit	6	135 (7%)	100	109	£245,105.47 (15%)
Older People with support needs	68	1589 (86%)	100	98	£535,548.33 (33%)
Older People Total	74	1724 (93%)	100	99	£780,653.80 (48%)
27 August 2009 Totals	85	1851	100	99	£1,617,974.65

KEY:	 CAUTION: PI score between 90-94.99%
	 RISK: PI score less than 90%

Performance Detail for 2008/09 YTD, District: Mid Devon

Please note that this report contains the total net spend to date for the Supporting People programme. Performance detail is present for those services required to submit a PI workbook through the performance framework

<i>Client Group</i>	<i>Number of services as at date shown above</i>	<i>Contracted Units as at date shown above (% of total units)</i>	<i>% of Contracted Units Available</i>	<i>% of Available Units Occupied</i>	<i>Total Spend to date (% of Total Spend across all Client Groups)</i>
Homelessness					
Single Homeless with Support Needs	2	47 (5%)	100	105	£234,347.27 (22%)
Young People at Risk	2	16 (2%)	100	87	£92,108.21 (9%)
Offenders or People at risk of Offending	1	5 (<1%)	n/a	77	£16,414.55 (2%)
Homelessness Total	5	68 (7%)	100	92	£342,870.03 (32%)
Learning Disability					
People with Learning Disabilities	4	35 (4%)	100	100	£148,475.85 (14%)
Learning Disability Total	4	35 (4%)	100	100	£148,475.85 (14%)
Mental Health					
People with Mental Health Problems	1	9 (<1%)	100	85	£140,726.17 (13%)
Mental Health Total	1	9 (<1%)	100	85	£140,726.17 (13%)
Older People					
People with a Physical or Sensory Disabilit	1	21 (2%)	n/a	163	£85,894.75 (8%)
Older People with support needs	22	815 (86%)	98	98	£343,126.75 (32%)
Older People Total	23	836 (88%)	98	101	£429,021.50 (40%)
27 August 2009 Totals	33	948	99	99	£1,061,093.55

KEY:

CAUTION: PI score between 90-94.99%

RISK: PI score less than 90%

Performance Detail for 2008/09 YTD, District: North Devon

Please note that this report contains the total net spend to date for the Supporting People programme. Performance detail is present for those services required to submit a PI workbook through the performance framework

<i>Client Group</i>	<i>Number of services as at date shown above</i>	<i>Contracted Units as at date shown above (% of total units)</i>	<i>% of Contracted Units Available</i>	<i>% of Available Units Occupied</i>	<i>Total Spend to date (% of Total Spend across all Client Groups)</i>	
Homelessness						
Single Homeless with Support Needs	1	7 (<1%)	100	98	£36,874.88 (2%)	
Young People at Risk	8	47 (3%)	100	98	£355,943.64 (18%)	
People with Drug Problems	1	9 (<1%)	100	90	£143,752.49 (7%)	
People with Alcohol Problems	1	10 (<1%)	n/a	132	£57,466.91 (3%)	
Women at Risk of Domestic Violence	2	11 (<1%)	100	88	£117,476.62 (6%)	
<i>Homelessness Total</i>	13	84 (5%)	100	98	£711,514.54 (37%)	
Learning Disability						
People with Learning Disabilities	2	12 (<1%)	100	95	£62,592.37 (3%)	
<i>Learning Disability Total</i>	2	12 (<1%)	100	95	£62,592.37 (3%)	
Mental Health						
People with Mental Health Problems	6	116 (7%)	96	94	£520,888.97 (27%)	
<i>Mental Health Total</i>	6	116 (7%)	96	94	£520,888.97 (27%)	
Older People						
People with a Physical or Sensory Disabilit	1	1 (<1%)	102	100	£1,878.29 (<1%)	
Older People with support needs	37	1033 (63%)	100	99	£589,756.93 (30%)	
Frail Elderly	1	394 (24%)	n/a	n/a	£47,716.14 (2%)	
<i>Older People Total</i>	39	1428 (87%)	100	99	£639,351.36 (33%)	
<i>27 August 2009</i>	<i>Totals</i>	60	1640	100	98	£1,934,347.24

KEY:

CAUTION: PI score between 90-94.99%

RISK: PI score less than 90%

Performance Detail for 2008/09 YTD, District: South Hams

Please note that this report contains the total net spend to date for the Supporting People programme. Performance detail is present for those services required to submit a PI workbook through the performance framework

<i>Client Group</i>	<i>Number of services as at date shown above</i>	<i>Contracted Units as at date shown above (% of total units)</i>	<i>% of Contracted Units Available</i>	<i>% of Available Units Occupied</i>	<i>Total Spend to date (% of Total Spend across all Client Groups)</i>	
Homelessness						
Single Homeless with Support Needs	2	19 (1%)	100	103	£125,356.41 (7%)	
Young People at Risk	3	28 (2%)	100	100	£128,317.73 (7%)	
<i>Homelessness Total</i>	5	47 (3%)	100	101	£253,674.14 (15%)	
Learning Disability						
People with Learning Disabilities	3	74 (5%)	n/a	96	£859,309.92 (49%)	
<i>Learning Disability Total</i>	3	74 (5%)		96	£859,309.92 (49%)	
Mental Health						
People with Mental Health Problems	2	15 (<1%)	100	97	£122,951.07 (7%)	
<i>Mental Health Total</i>	2	15 (<1%)	100	97	£122,951.07 (7%)	
Older People						
Older People with support needs	32	1360 (89%)	98	99	£416,660.20 (24%)	
Frail Elderly	2	35 (2%)	100	86	£1,953.32 (<1%)	
<i>Older People Total</i>	34	1395 (91%)	98	99	£418,613.52 (24%)	
<i>27 August 2009</i>	Totals	44	1531	98	99	£1,654,548.65

KEY:

CAUTION: PI score between 90-94.99%

RISK: PI score less than 90%

Performance Detail for 2008/09 YTD, District: Teignbridge

Please note that this report contains the total net spend to date for the Supporting People programme. Performance detail is present for those services required to submit a PI workbook through the performance framework

<i>Client Group</i>	<i>Number of services as at date shown above</i>	<i>Contracted Units as at date shown above (% of total units)</i>	<i>% of Contracted Units Available</i>	<i>% of Available Units Occupied</i>	<i>Total Spend to date (% of Total Spend across all Client Groups)</i>
Homelessness					
Single Homeless with Support Needs	1	25 (2%)	n/a	100	£59,426.32 (4%)
Young People at Risk	3	19 (1%)	98	98	£201,566.17 (13%)
People with Drug Problems	1	6 (<1%)	100	88	£86,715.14 (6%)
<i>Homelessness Total</i>	5	50 (3%)	99	96	£347,707.63 (22%)
Learning Disability					
People with Learning Disabilities	8	66 (4%)	100	102	£525,402.12 (34%)
<i>Learning Disability Total</i>	8	66 (4%)	100	102	£525,402.12 (34%)
Mental Health					
People with Mental Health Problems	1	14 (<1%)	100	98	£78,477.05 (5%)
<i>Mental Health Total</i>	1	14 (<1%)	100	98	£78,477.05 (5%)
Older People					
People with a Physical or Sensory Disabilit	1	6 (<1%)	n/a	n/a	£562.45 (<1%)
Older People with support needs	37	1351 (91%)	100	98	£550,724.96 (36%)
<i>Older People Total</i>	38	1357 (92%)	100	98	£551,287.41 (36%)
<i>27 August 2009 Totals</i>	52	1487	100	99	£1,502,874.21

KEY:

CAUTION: PI score between 90-94.99%

RISK: PI score less than 90%

Performance Detail for 2008/09 YTD, District: Torridge

Please note that this report contains the total net spend to date for the Supporting People programme. Performance detail is present for those services required to submit a PI workbook through the performance framework

<i>Client Group</i>	<i>Number of services as at date shown above</i>	<i>Contracted Units as at date shown above (% of total units)</i>	<i>% of Contracted Units Available</i>	<i>% of Available Units Occupied</i>	<i>Total Spend to date (% of Total Spend across all Client Groups)</i>	
Homelessness						
Single Homeless with Support Needs	1	9 (1%)	100	97	£16,460.40 (3%)	
Young People at Risk	3	12 (2%)	99	185	£107,475.51 (19%)	
<i>Homelessness Total</i>	4	21 (3%)	99	163	£123,935.91 (22%)	
Learning Disability						
People with Learning Disabilities	3	18 (2%)	100	89	£116,405.66 (21%)	
<i>Learning Disability Total</i>	3	18 (2%)	100	89	£116,405.66 (21%)	
Older People						
Older People with support needs	25	741 (94%)	100	99	£305,555.79 (54%)	
Frail Elderly	2	12 (2%)	100	99	£10,240.23 (2%)	
<i>Older People Total</i>	27	753 (95%)	100	99	£315,796.02 (56%)	
<i>27 August 2009</i>	<i>Totals</i>	34	792	100	106	£556,137.59

KEY:

CAUTION: PI score between 90-94.99%

RISK: PI score less than 90%

Performance Detail for 2008/09 YTD, District: West Devon

Please note that this report contains the total net spend to date for the Supporting People programme. Performance detail is present for those services required to submit a PI workbook through the performance framework

<i>Client Group</i>	<i>Number of services as at date shown above</i>	<i>Contracted Units as at date shown above (% of total units)</i>	<i>% of Contracted Units Available</i>	<i>% of Available Units Occupied</i>	<i>Total Spend to date (% of Total Spend across all Client Groups)</i>	
Homelessness						
Single Homeless with Support Needs	1	6 (1%)	100	89	£20,472.03 (3%)	
Young People at Risk	1	3 (<1%)	100	100	£17,237.44 (3%)	
<i>Homelessness Total</i>	2	9 (2%)	100	95	£37,709.47 (6%)	
Learning Disability						
People with Learning Disabilities	3	22 (5%)	n/a	101	£145,077.44 (23%)	
<i>Learning Disability Total</i>	3	22 (5%)		101	£145,077.44 (23%)	
Mental Health						
People with Mental Health Problems	3	28 (7%)	n/a	100	£174,547.53 (28%)	
<i>Mental Health Total</i>	3	28 (7%)		100	£174,547.53 (28%)	
Older People						
People with a Physical or Sensory Disabilit	1	2 (<1%)	n/a	n/a	£12,076.41 (2%)	
Older People with support needs	19	341 (85%)	100	99	£250,162.79 (40%)	
<i>Older People Total</i>	20	343 (85%)	100	99	£262,239.20 (42%)	
<i>27 August 2009</i>	<i>Totals</i>	28	402	100	99	£619,573.64

KEY:

CAUTION: PI score between 90-94.99%

RISK: PI score less than 90%

Comparator Authorities

Below is a list of our comparator authorities which are similar to Devon in both demographics and size. Throughout the report Devon's performance has been benchmarked against an average of the performance of our comparator authorities. Many of these authorities have a similar two-tier local government structure to Devon.

Somerset
Cornwall
Dorset
North Yorkshire
West Sussex
East Sussex
Gloucestershire
Shropshire
Norfolk
Lincolnshire
Cumbria
Hampshire
Cheshire
Wiltshire
Worcestershire

SUMMARY REPORT TO: SMDB/HSSP/JCB/SMG
REPORT FROM: PERFORMANCE OFFICER & SERVICE MANAGER
DATE: 21st May 2009

DEVON CARE & REPAIR CONTRACT PERFORMANCE INFORMATION & FINANCIAL UPDATE
Quarter 4 2008/09

1. Background

- 1.1 The exceptions based reporting template is now in place and work is being carried out to embed this within the monitoring framework at District Monitoring Group level. The outcomes of the service review process will address both performance and communication issues as well as other contract and service related activities. For the full performance report please follow the link: <http://www.devon.gov.uk/index/socialcarehealth/scpartnerships/supportingpeople/servicedevelopment/hia.htm>

2. Quantitative Performance

- 2.1 Performance Indicators (NI 142) – For quarter 4 2008/09 90.3% (5,547 cumulative year end figure) of service users were supported to maintain independent living as a result of work completed or substantial advice given by the HIA service. Latest benchmarking information relating to quarter 4 2008/09 indicates that this is in line with the National average and slightly below the South West average of 93.5%.
- 2.3 Advice and Information – There were 2092 total enquiries into the service during quarter 4 2008/09.
- 2.4 Handypersons Service – Number of jobs completed for quarter 4 is 877; this is slightly below the previous four quarters performance with the majority of depletion in East Devon. The average time between first visit and practical completion is in line with the previous four quarters at 2.1 weeks.
- 2.5 Minor Adapts performance – Number of minor adapts completed for quarter 4 is 98. The total number of jobs has decreased; however there has been a significant improvement on the time between requisition and practical completion for works costing less than £1,000 with an average of 8 weeks.
- 2.6 Major Adaptations –
- Total number of jobs completed during Quarter 4 2008/09 is 134.
 - Jobs costing between £1000 and £4999 were within timescale of 28 days for the time between referral and submission to housing authority for 13%. Jobs over £5000, the time between referral and submission to housing authority fell within timescale of 56 days for 29%. Data quality issues in the past reporting of these performance measures uncovered during quarter 4 2008/09 have made comparisons to performance in previous quarters not possible.
 - Average time between first visit and practical completion remains cause for concern at an average of 41.8 weeks. This indicator measures the span of inter-agency activity and highlights delays occurring outside of DCR. The Business Processes and Business Mapping work package will work towards addressing these issues.
 - In quarter 4 62% of major adaptations were inspected to ensure satisfactory completion. This is an improvement on previous quarters but this task is delegated to the agency through the contract and expectation is 100% inspections.

- 2.7 Falls Information – For quarter 4 (cumulative year end) 15% of clients fell into the high risk indicator category, 4% in the medium risk category, 3% in the low risk category and 78% in the no risk category.
- 2.8 Home Safety Assessments (HSA's) – There were a total of 124 HSA's completed for quarter 4 (cumulative year end figure), two of which were for children. There have been some concerns over recording HSA's which is being looked into by the Provider. This key preventative service has seen low uptake throughout the life of the contract and will form the subject of a work package to include developing a specification of how this service should be commissioned in the future.

3. Qualitative Performance

- 3.1 User Satisfaction – For quarter 4 2008/09 (cumulative year end figure) 561 forms were returned with an overall satisfaction rate of 99%.
- 3.2 Complaints and Compliments - The number of complaints received during quarter 4 was three, one of which was about the time taken to complete work and two regarding work undertaken. The number of appreciations received was 15, referring mainly to the attitude of staff and the help and assistance given to clients by the agency. DCHA have developed a new system to record verbal complaints and appreciations.
- 3.3 District Monitoring Groups (DMG) issues / themes – The links between the DMG's and the SMDB still need to be strengthened. This will be addressed as part of the Performance Protocol work package. Suitable membership of the DMG's needs to be encouraged and ways of supporting them in their roles.

4. Financial Monitoring

Finance monitoring is currently under review as a result of the contract review (see below) and therefore has been removed from this report in the interim while under development. This will be included in future reporting.

5. Other Business

- 5.1 Contract Review – The review process has now reached a conclusion and the changes identified will be managed through a suite of work packages to be developed by partners. Two of the work packages will address changes to performance monitoring and improve inter-agency business process mapping, looking explicitly at the major adaptations process with an aim to reduce waiting times across Devon. An increased sophistication needs to be brought to the financial reporting and understanding by partners. There will be a clearer separation between contract activity, social enterprise activity and work commissioned by others outside of the contract, e.g. RSL work. The finance work package will address this. HIA Commissioning Partners agreed as part of the HIA review that the Home Safety Assessment (HSA) and Handypersons services need to be reconfigured to ensure commissioned activity reaches people most in need.
- 5.2 Service Improvement Plans – ACS, DCR and the District Councils have each been developing service improvement plans as a result of the review process.
- 5.3 CLG Funding – Devon Supporting People was successful in their bid to Communities and Local Government (CLG) for £150k to deliver additional handyperson, minor repairs and adaptations services during 2009/10. HIA Commissioning Partners have accepted a proposal to use this funding towards remodelling the Handypersons and Home Safety Assessment services using a test of change which aims to deliver wider local uptake. This will involve piloting a Handyperson Voucher scheme based on the successfully established Take-a-Break scheme. A representative working group has been established to implement and monitor this test of change and report regularly to the SMDB.