



**Devon Care and Repair  
Service Monitoring and Development Board**

Date: November 18<sup>th</sup> 2008

Time: 1.00 p.m. – 4.30

Venue: Larkbeare, Exeter.

Attendees: Clare Miller (DCC), Max Sillars (SP), Rebecca Beasley (DCC), Keith Williams (Exeter CC), Chris Charles (Torridge DC), Carol Cox (South Hams), Meryl Spencer (East Devon DC), Eve Fitzgerald (Mid Devon DC), Dick Scott (Teignbridge DC), Ian Parker (DCHA), Kathy Keegans (DCHA), Julia Page (PCT), Melanie Burke (DCC) Christiana Fisher (SP).

| Agenda Items Covered   | Actions   |
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| <p><b>1. Apologies</b><br/>           Ian Higgins (North Devon DC)<br/>           Rosemary Rives-Roberts (Living Options)<br/>           Francis Philippa (Foundations)<br/>           Cllr Mandy Govier (West Devon BC)</p>   |   |
| <p><b>2. Minutes of last meeting and matters arising</b><br/>           Updated action points included the following:</p> <ul style="list-style-type: none"> <li>▪ Clare Miller is still to meet with Sue Younger-Ross from the Senior Council.</li> <li>▪ Operational flowchart for minor and major adaptations to be picked up within the review process.</li> <li>▪ Sub group to analyse major adaptation process, including practical completion dates and visits still to meet.</li> <br/> <li>▪ Targets for performance to be picked up by the review process.</li> <li>▪ Exeter City Council still to supply a financial representative to work with Clare Miller, Bob Norley and Kevin Oke on a financial reporting template.</li> </ul> <p>Carol Cox, Chair of South Hams DMG was welcomed.</p> <p>Eve Fitzgerald informed the Board that she is currently acting as the District Monitoring Group (DMG) Chair for Mid Devon.</p> | <p><b>Action:</b> Occupational Therapist (OT) Lead to be included in the sub group.</p> |
| <p><b>3. Chair's Report – summary of recent developments:<br/>Outcomes of the HIA Review to date.</b><br/>           Christy Fisher gave a brief summary of the main outcomes from the stage one review meeting that took place on November 6<sup>th</sup>. The main proposal was to include eight district council reps on the membership of the SMDB and return to the previous DMG chair cluster arrangement.</p>   |   |
| <p><b>4. Performance Monitoring Quarter Two</b></p> <ul style="list-style-type: none"> <li>▪ <b>Performance Report Quarter Two</b></li> </ul> <p>Melanie Burke introduced the new format of the report that had been designed after consulting with Rosemary Rives-Roberts (Living Options). The report is split into the seven service elements and is designed to measure outcomes as well as targets. Mel explained that in the absence of set targets the data is compared to the previous years.</p>  |   |

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| <p>The report is circulated with the intent to be presented at DMG meetings in order for local issues to be addressed. Concerns that can not be resolved at district level can be referred to the SMDB. The lack of DMG feedback that was included in this quarters report suggests that the DMG's do not have sufficient time to organise their meetings. Eve Fitzgerald said that Mid Devon DMG felt that the report does not provide enough local detail to comment on. More time between reporting cycles would allow DMG's to work with DCR to understand and report back on local performance.</p> <p>Long delays in major adaptations across the process between the three agencies (ACS/ CYPS, District Councils and DCR) continue to cause concern. Devon's time between initial visit and practical completion is significantly below the national benchmark. Discussion indicated there is confusion regarding the role that each agency undertakes. A standard business process needs to be implemented across the county. Previous SMDB meetings had proposed a sub group to map the major adaptation process in more detail to address these issues.</p> <p>There was discussion about the role of the agencies having to 'fit' eight District Council procedures. Schedule K in the contract states what this role encompasses.</p> <p>The number of minor adapts. has generally decreased and the time taken to complete jobs remains a concern. Improving referral routes could assist this issue. East Devon has reported no minor adapts. within the last four quarters, however Meryl Spencer said that there was a problem with their data entry.</p> <p>The number of final inspections carried out by the agency remains a concern.</p> <p>Ian Parker informed the group that the new data analyst is now in post and will be able to unpick some of these figures and the reporting inconsistencies.</p> <p>▪ <b>DCR Manager's Report</b><br/> Ivan Parker told the Board that there had been interest from other Counties regarding the website, particularly the web based referral form.<br/> There has been increased promotional activity with leaflets and flyers distributed through local papers as well as video promotions on the website.<br/> The agency continues to look for relief handy persons, however CRB checks are causing delays.</p> <p>Ian said that there will be a high volume of DFG's processed next quarter through RSL's.</p> <p>DCR are trying to encourage more DMG membership. Carol Cox noted that it is a big time commitment and often the DMG members do not have the relevant knowledge, skills or capacity to be effective. The DMG's are essential to the running of this contract to ensure local governance.</p> <p>Updates on the Rapid Equipment and Minor Adaptations Service (REMAS) included 703 referrals in North Devon. Ian assured the Board that to meet this demand, DCR will be back-filling through</p> | <p><b>Action:</b> DMG membership, function and cycle to be addressed by the SMDB after the review.</p> <p><b>Action:</b> Clare Miller, Max Sillars, Christy Fisher, Ian Parker and Eve Firzgerald to pick up this work and form the sub group to develop the timeline and map major adapts processes and delivery routes for each district.</p> <p><b>Action:</b> Kathy Keegans to ensure that colleagues are recoding final inspections correctly.</p> <p><b>Action:</b> SMDB to re-draft the DMG protocol and support them in their functions post review outcomes.</p> |
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| relief staff and NOT taking staff away from core HIA activity.  |   |
| <p><b>5. Standard Operating Procedure – between DC’s and DCR to include complaints and quibbles log.</b></p> <p>The protocol supplied by Robert Norley outlined the procedure for complaints received by other partner agencies to be passed to DCR for processing. It also covered different types of complaints and quibbles with a process for how to deal with them. The protocol ensures that there is inter-agency communication that is consistent and refers to other agency complaints procedures.</p>   | <p><b>Action:</b> DCR to amend their complaints procedure to fit in with the standard operating procedure.</p>  |
| <p><b>6. Exeter Focus Group</b></p> <p>Exeter City Council hosted a focus group that aimed to gather impartial views of DCR. Clients that took part were picked at random but only from those clients who had received a DFG service from DCR. Keith Williams presented their findings and noted several points of interest.</p> <p>He stated that marketing seems to have had a positive effect and that more people had heard of the service. There was concern regarding the overlap of roles between agency staff and local authority; Kathy Keegans stated that DCR are aware of the issues and wish to resolve them.</p> <p>The group felt that the research methodology for a consultation exercise was flawed and did not capture information that would be helpful to the Board or DCR. The report did not indicate the number of people that took part or how the event was structured. Max Sillars said that it would have helped if facilitators and participants had had clearer defined roles and objectives. He suggested that future consultative work should involve the Senior Council with a Provider presence.</p> <p>The SMDB agreed that the work could not inform how it would collect qualitative data on DCR and would therefore not be published on the SP website.</p> | <p><b>Action:</b> Keith Williams to circulate the terms of reference used for the focus group.</p> <p><b>Action:</b> Qualitative information gathering to be picked up in the review process.</p> <p><b>Action:</b> SMDB agreed not to publish Exeter’s report.</p> |
| <p><b>7. Home Safety Assessments</b></p> <p>Julia Page updated the Board on the outcomes of the questionnaire. The sub group met to get a picture as to what prompts clients to complete HSA’s and what puts them off. A questionnaire was circulated but has a disappointing response with limited feedback. However Julia said that partnership working with other agencies has revealed that other elements of HSA’s include crime prevention and fire safety, etc. She envisaged a common home safety assessment to cover all elements and signposts to relevant specialist agencies for particular client concerns.</p> <p>Ian Parker said that the current assessment form is lengthy to complete and there is feeling that if any concerns are found then the client will be expected to pay for it.</p> <p>There are also works being done on falls pathways, warmzones, etc. and a single assessment process by other organisations which could be aligned with DCR to be client focused.</p>  | <p><b>Action:</b> Home Safety Assessments to be addressed post review with a clear pathway developed.</p>   |
| <p><b>8. Handy Persons Funding</b></p> <p>The ‘Lifetime Homes, Lifetime Neighbourhoods’ strategy put particular emphasis on HIA’s and Handyperson’s services and CLG are offering two separate grants that local authorities will have to bid for; one to expand HP services and one to develop innovative new HP services. The grants will be administered through the area based grant and will be available for two years. The deadline for the bids is December 30<sup>th</sup>.</p>  | <p><b>Action:</b> SP to distribute details of the bids to SMDB members.</p> <p><b>Action:</b> Any partners who wish to contribute to the bid must do so by e-mailing Clare</p>  |

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|  | Miller or Julia Page.   |
| <p><b>9. DCR Business Development and Marketing Plan</b><br/> Due to the review process that is being undertaken it was decided to defer feedback on DCR's business plan.</p>  | <p><b>Action:</b> Business Development to be picked up post review.</p> |
| <p><b>10. Review of Current Actions</b><br/> The SMDB will address current actions after the outcome from the review.</p>  |   |
| <p><b>11. Risk Log:</b></p> <ul style="list-style-type: none"> <li>▪ <b>High Performance issues to address in quarter three</b><br/> The review process and its outcomes should solve many of the issues that are a cause for concern.</li> </ul> <p>Kathy Keegans said that it is important to publicise positive outcomes from the review.</p> <ul style="list-style-type: none"> <li>▪ <b>New risks</b><br/> The risk log will be updated after the HIA Review has been completed.</li> </ul> <p>HIA updates can be found on the website at:<br/> <a href="http://www.devon.gov.uk/index/socialcare/sc-partnerships/servicedevelopment/hia.htm">http://www.devon.gov.uk/index/socialcare/sc-partnerships/servicedevelopment/hia.htm</a></p> |   |
| <p><b>12. A.O.B.</b><br/> There was none.</p>  |   |