

## **Safe at Home? – Quarterly Update (period to 31 December 2010)**

### **Introduction**

This report covers the period October-December 2010 and is in two parts. The first part presents data relating to **Safe at Home?** vouchers issued via Health and Wellbeing checks (HWBCs) or direct by the Devon Carers Link (the voucher administrator) that resulted in a referral on to Devon Care and Repair (the HIA Provider) during the period. The second part presents data relating to completed **Safe at Home?** checks for which paperwork was provided (with an invoice) by the HIA Provider during the period.

No complaints about the voucher administrator or the HIA Provider were received.

### **Safe at Home? referrals from the voucher administrator to the HIA Provider**

#### Overall numbers of requests for the service

	Number of Health and Wellbeing checks (HWBCs) that resulted in a referral on to the HIA Provider.	Number of requests from other routes that resulted in a referral on to the HIA Provider.
October 2010	78	132
November 2010	84	133
December 2010	21	49
TOTAL	183	314

#### Timescales for processing of requests by Westbank (voucher administrator)

During this period no direct requests for the service were received which did not result in issue of a voucher and referral on to the HIA Provider.

	Number of requests in the period <sup>1</sup>	% of requests handled <sup>2</sup> within two days	% of requests requiring additional information from client/source to effect referral <sup>3,4</sup>	% of requests taking more than two days to handle
October 2010	210	81%	2%	17%
November 2010	217	79%	1%	20%
December 2010	70	19%	3%	79% <sup>5</sup>
TOTAL	497	71%	2%	27%

The chart overleaf shows the overall numbers of referrals received (each month, to date), broken down by principal access route. There is a clear upward trend in the overall numbers of referrals being handled, and this reflects an increase in access via both of the principal access routes. Anecdotal evidence suggests that the dip in December is anomalous and that the upward trend has continued in to January 2011.

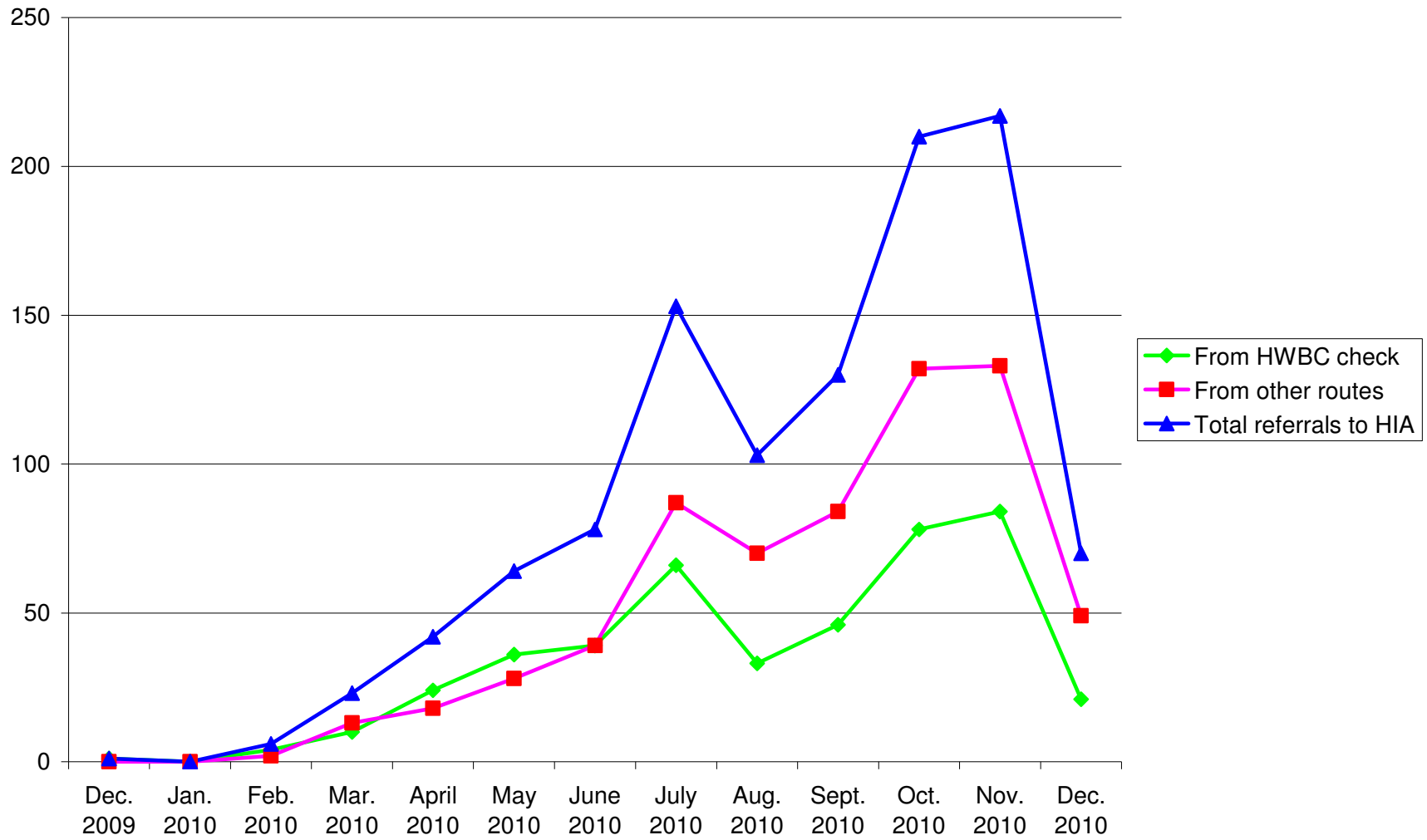
<sup>1</sup> This figure includes requests from Health and Wellbeing checks.

<sup>2</sup> Referred to the HIA Provider and voucher issued where necessary.

<sup>3</sup> We believe this % is a significant under-reporting that has arisen due to changes in the way in which referrals were being recorded during this period (suggesting a decrease in the speed with which referrals have been handled which is not correct).

<sup>4</sup> Once additional information had been provided all were then handled within two days.

<sup>5</sup> Due to snow disruption there was a significant period when the handling of referrals was delayed.



Source of requests for the service

Referral source can now be reported against a number of discrete categories although only five of these account for more than 1% of all referrals.

A new referral process was established with Care Direct at the end of October. Up to 31 December 2010 14 referrals had been received via this route (of these 3 were incomplete). During January two referrals were received via this route (both were incomplete).

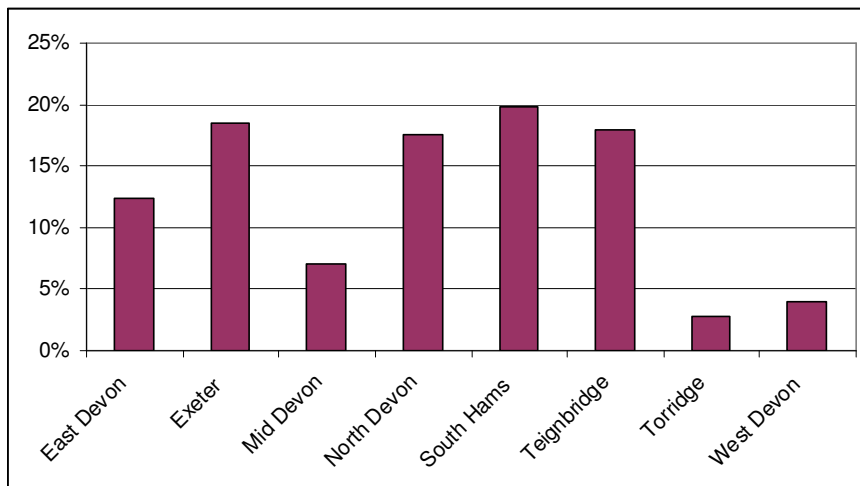
Self-referrals	41%
Health and Wellbeing Check	37%
Devon Care and Repair	7%
Adult and Community Services	5%
Family or friends	3%
Children and Young People's Services Health professional Police or crime prevention Voluntary sector	1% each
Supported Housing Provider	Less than 1%
All other sources	3%

Statistical breakdown of requests

*By District*

East Devon	40 (8%)	Exeter	60 (12%)
Mid Devon	23 (5%)	North Devon	57 (11%)
South Hams	64 (13%)	Teignbridge	58 (12%)
Torridge	9 (2%)	West Devon	13 (3%)
Not yet known	173 (35%, via HWBC)		

Chart shows breakdown by district (excludes those via HWBC, data not available):



*By ethnic origin*

White British	453 (91%)	White Irish	2 (0%)
Any other White	5 (1%)	Prefer not to answer	2 (0%)
Not yet known	35 (7%, via HWBC)		

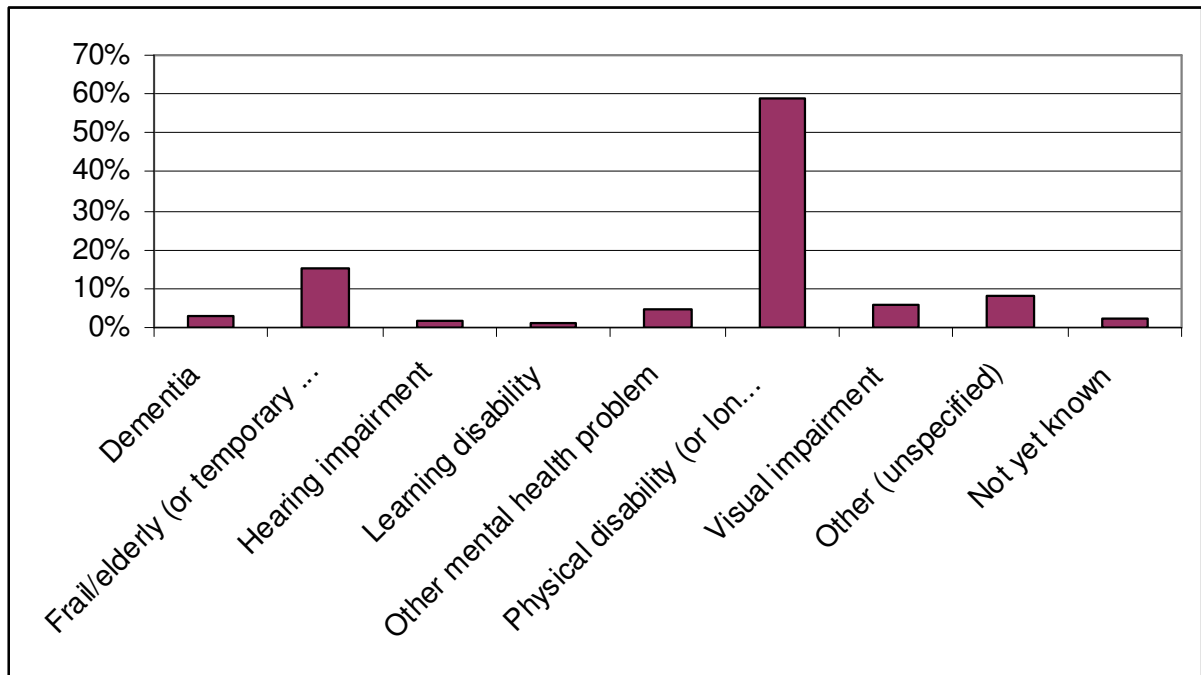
*By gender*

Female	374 (75%)	Male	123 (25%)
--------	-----------	------	-----------

*By user group*

Dementia	9 (2%)	Frail/elderly (or temporary illness)	49 (10%)
Hearing impairment	5 (1%)	Visual impairment	20 (4%)
Learning disability	4 (1%)	Other MH problem	15 (3%)
Other (unspecified)	26 (5%)	Information not yet obtained	7 (1%)
Physical disability (or long-term illness)			194 (39%)
Not yet known			168 (34%, via HWBC)

Chart shows breakdown by user group (excludes those via HWBC, data not available):



Of the 497 requests processed 24 (5%) resulted in the issue of vouchers to a household where a child under 5 was present.

Additional data for all requests by date of birth, GP practice and postcode (to enable analysis by age, locality and ward) can be provided.

## **Safe at Home? checks undertaken (and invoiced) by the HIA Provider**

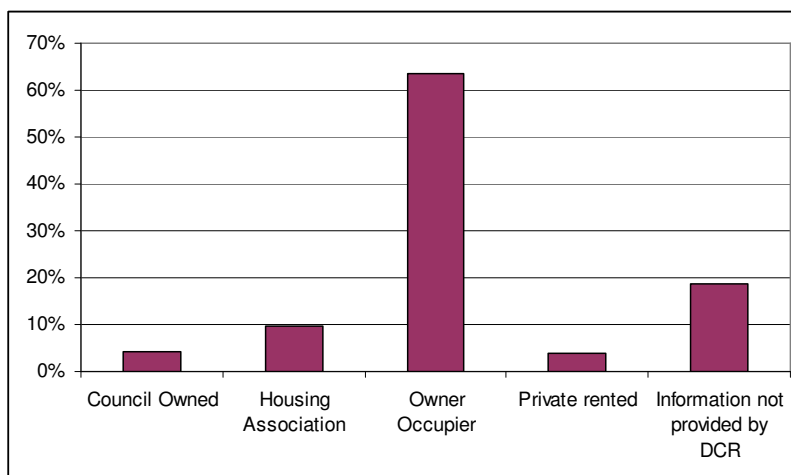
### Invoices received

During the period 3 invoices were received, covering 187 checks. In total therefore the monitoring data presented below relates to the provision of 186 checks (some paperwork is still outstanding for one of these checks).

Some paperwork (action plan, job sheet or voucher) was missing (requiring further action) with at least one in three of these checks also.

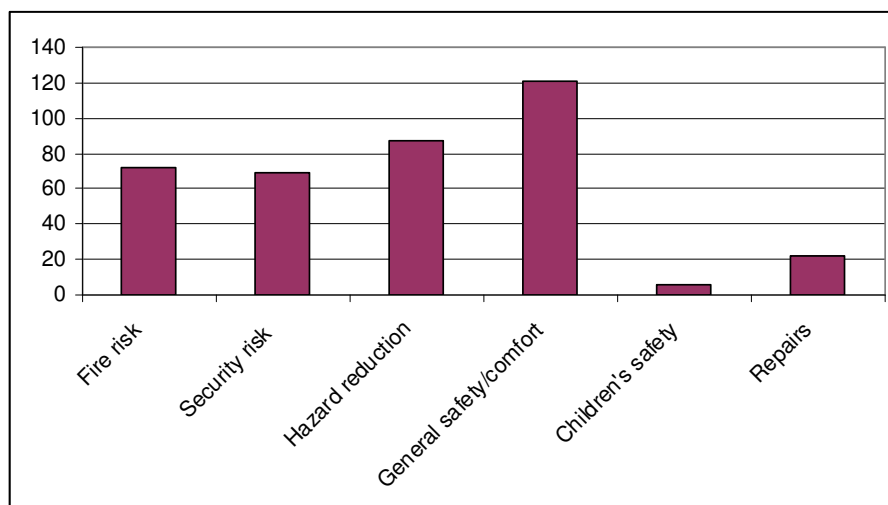
### Tenure of those receiving checks

Council Owned	8	4%
Housing Association	18	10%
Owner Occupier	118	63%
Private rented	7	4%
Information not provided by DCR	35	19%



### Service outputs (and associated costs per check)

Risk category	Number of checks/interventions	Average cost (materials)	Average cost (labour)
Fire risk	72/106	£16.62	£10.00
Smoke alarm fitting	60	n/a	n/a
Security risk	69/97	£3.63	£11.64
Hazard reduction	87/157	£13.11	£14.46
General safety/comfort	121/150	£22.68	£10.47
Children's safety	6/20	£51.24	£22.10
Repairs	22/27	£2.32	£12.54



Risk category	Checks – one intervention	Checks – two interventions	Checks – three or more interventions
Fire risk	43	22	6
Security risk	53	10	6
Hazard reduction	41	25	20
General safety/comfort	100	14	7
Children's safety	2	0	4
Repairs	15	6	0

There were three second visits reported in this period.

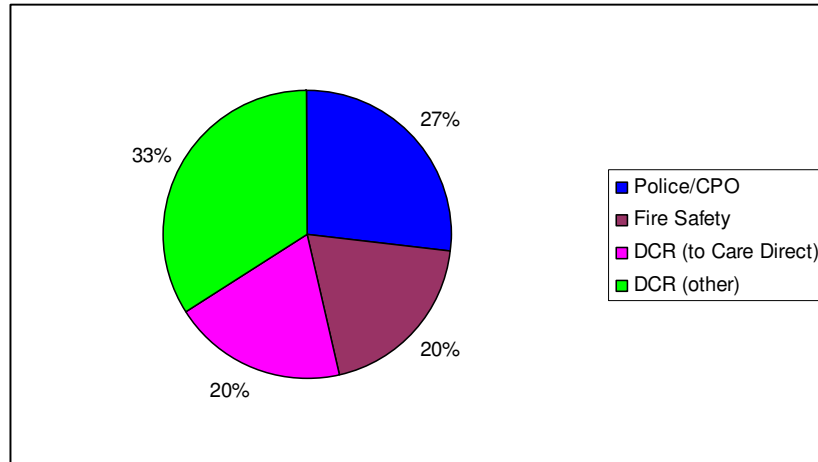
Based on amounts invoiced during this period the average cost of a check was £92.82. This average comprises the one-off check cost (£38.00) and average additional costs of materials (£30.76 per check) and labour (£24.06 per check).

District	Number of checks	Total additional costs (materials)	Total additional costs (labour)
East Devon	3	£99.62	£78.64
Exeter	19	£357.77	£388.50
Mid Devon	8	£233.54	£175.75
North Devon	26	£703.23	£715.35
South Hams	31	£1,282.73	£749.30
Teignbridge	18	£800.79	£490.27
Torrige	5	£129.33	£120.26
West Devon	8	£253.45	£203.50
Not known (HWBC referral)	68	£1,860.97	£1,554.07

Signposting activity (referrals made following a check)

In total 60 clients were referred on to other further services (of these 19 were referred on to more than one other service). Total numbers of referrals made were:

Police/CPO	22	27%
Fire Safety	16	20%
DCR (to Care Direct)	16	20%
DCR (other)	28	33%



Timescales (delivery of check following referral)

Within 4 weeks	72	39%
Between 4 and 6 weeks	50	27%
More than 6 weeks	55	30%
Date of check not recorded by DCR	3	2%
N/A (referral via DCR/HWBC)	6	3%

