

This data was taken from FEMIS on 6th October 2010

New enquiries this quarter (2010-11 Q2)

District	Enquiries
East Devon	309
Exeter	187
Mid Devon	252
North Devon	220
South Hams	285
Teignbridge	344
Torrige	144
West Devon	261
Total	2002

Ethnicity (new cases)

District	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torrige	West Devon	Total
White British	218	162	213	145	265	319	120	251	1693
White Irish	0	0	0	0	1	0	0	0	1
White Other	1	1	1	0	4	0	4	1	12
Asian / Asian - British (Indian)	0	0	0	0	0	4	1	0	5
Asian / Asian - British (Pakistani)	0	0	0	0	0	3	0	0	3
Asian / Asian - British (Other)	0	3	0	0	0	0	0	0	3
Black / Black - British (Other)	0	0	0	0	0	0	0	0	0
Black / Black - British (Caribbean)	0	0	0	1	0	0	0	0	1
Black / Black - British (African)	0	1	0	0	0	0	1	0	2
Mixed: Other	0	0	0	0	0	0	1	0	1
Mixed: White / Asian	0	0	0	0	0	0	0	0	0
Mixed: White / Black African	0	0	0	0	0	0	0	0	0
Mixed: White / Black Caribbean	0	0	0	0	0	1	0	0	1
Other	0	2	0	1	0	0	0	0	3
Refused	0	0	0	0	0	0	0	0	0
Missing	90	18	32	73	15	16	17	9	270
Unknown	0	0	6	0	0	1	0	0	7
Total	309	187	252	220	285	344	144	261	2002

Tenure (new cases)

District	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torrige	West Devon	Total
Owned/Part owned by client or spouse	140	83	147	133	159	270	83	185	1200
Owned/Part owned by another not living there	4	1	9	2	7	0	3	4	30
Owned by another occupier	3	0	1	3	6	0	6	6	25
Leased	1	0	0	1	1	0	0	0	3
Rented from Housing Association	3	8	10	50	38	15	10	36	170
Rented from Local Authority	5	2	30	2	3	0	0	0	42
Rented from private landlord	2	0	11	6	11	6	3	13	52
Other	0	2	5	1	2	0	0	2	12
Not known	0	4	1	0	0	2	4	0	11
Missing	151	87	38	22	58	51	35	15	457
Total	309	187	252	220	285	344	144	261	2002

Health and Disabilities (new cases)

District	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torrige	West Devon	Total
People with AIDS/HIV	0	0	0	0	0	0	0	0	0
Learning Disabilities	0	0	0	1	0	2	0	1	4
Mental Health (Under 55yrs) *	0	0	0	1	0	0	0	0	1
Older people with Mental Health	0	0	0	0	1	0	0	1	2
Physical disability	11	1	7	20	20	28	10	20	117
Frail elderly	20	2	17	6	16	36	11	24	132
Older people **	278	184	228	192	248	278	123	215	1746
Total	309	187	252	220	285	344	144	261	2002

(*) Mental Health under 55yrs includes those with age missing as assumes it to be zero

(**) Older people are those who do not have any disability

All cases closed 2010-11 Q2

Case status of cases closed this quarter

	East Devon	Exeter	Mid Devon	North Devon	South Ham	Weymouth	Torrington	Vest Devon	Total
Enquiry	2	2	0	44	54	83	34	48	267
Charitable fund raising	0	0	1	0	9	2	0	1	13
Benefits advice	0	0	0	0	26	11	1	3	41
Handyperson - work completed	77	55	90	45	102	82	12	81	544
HP not completed	42	28	23	7	11	21	17	37	186
Minor Adaptations - work completed	23	15	11	21	13	25	13	9	130
Minor Adaptations - work cancelled	1	1	0	4	2	11	0	0	19
Local Indicator 16 (Mid Devon only)	0	0	92	0	0	0	0	0	92
Local Indicator 16 - cancelled	0	0	11	0	0	0	0	0	11
Core Major Adaps completed	11	8	0	22	11	9	18	16	95
Core Major Adaps cancelled	10	8	3	2	1	4	8	10	46
RSL Major Adaps completed	2	1	0	21	22	4	1	7	58
RSL Major Adaps cancelled	0	3	0	4	6	0	0	1	14
Repairs - work completed	3	0	1	0	6	7	1	5	23
Repairs - work cancelled	3	0	0	2	1	7	4	6	23
Standard HSAs - completed	0	0	0	0	0	1	0	0	1
Safe At Home Voucher - completed	30	24	25	32	6	52	14	17	200
Safe At Home Voucher - cancelled	14	12	2	6	2	4	8	2	50
Hospital Discharge - completed	0	0	1	0	0	0	0	0	1
Total	218	157	260	210	272	323	131	243	1814

Outcomes for jobs completed in the quarter (including hospital discharge)

Includes major, minor, handyperson, old style HSA, Hosp discharge, repairs and completed work recorded as "Charitable"
Does not include HSA voucher cases but does include RSL major adaps cases

Client:	East Devon	Exeter	Mid Devon	North Devon	South Ham	Weymouth	Torrington	Vest Devon	Total
Remained in their own home	108	54	189	96	153	120	45	118	883
Died	0	0	0	1	1	0	0	0	2
Moved to alternative independent housing with or without long-term support	0	0	0	0	0	0	0	0	0
Moved to sheltered housing	0	0	0	0	0	0	0	0	0
Moved to a care home	0	0	0	0	0	0	0	0	0
Moved to a nursing home	0	0	0	0	0	0	0	0	0
Entered (long stay) hospital or hospice	0	0	0	0	0	0	0	0	0
Other / not known	0	0	0	0	0	0	0	0	0
Missing	8	25	6	12	7	8	0	0	66
Sub-total: Number who died or continued to live independently following work	108	54	189	97	154	120	45	118	885

Outcomes for substantial advice given in the quarter

For enquiries, charitable fund raising and benefits advice. Includes cancelled work for HP, minor and major adaps etc.
Does not include HSA voucher cases but does include RSL major adaps cases

Client:	East Devon	Exeter	Mid Devon	North Devon	South Ham	Weymouth	Torrington	Vest Devon	Total
Remained in their own home	0	1	2	1	5	0	0	2	11
Remained in their own home but required work	0	0	0	0	0	0	0	0	0
Died	0	0	0	0	0	0	0	0	0
Moved to alternative independent housing	0	0	0	0	0	0	0	0	0
Moved to sheltered housing	0	0	0	0	0	0	0	0	0
Moved to a care home	0	0	0	0	0	0	0	0	0
Moved to a nursing home	0	0	0	0	0	0	0	0	0
Entered (long stay) hospital or hospice	0	0	0	0	0	0	0	0	0
Other/not known	0	0	0	0	0	0	0	0	0
Missing	13	17	13	14	87	70	30	52	296
Total	13	18	15	15	92	70	30	54	307
Sub-total: Number who died or continued to live independently following work	0	1	2	1	5	0	0	2	11

Handyperson

	East Devon	Exeter	Mid Devon	North Devon	South Ham	Teignbridge	Torrige	West Devon	Total
Works cancelled prior to completion	42	28	23	7	11	21	17	37	186

	East Devon	Exeter	Mid Devon	North Devon	South Ham	Teignbridge	Torrige	West Devon	Total
Number of jobs completed in the quarter	77	55	90	45	102	82	12	81	544
Number of cases first visit data given for	75	55	89	45	102	81	12	81	540
% cases first visit data given	97%	100%	99%	100%	100%	99%	100%	100%	99%
Number cases enquiry date and HP First visit date given for	75	55	89	45	102	81	12	81	540
Average time from enquiry to first visit (working days)	18.6	16.8	14.2	7.6	5.4	8.8	7.3	8.8	11.1

Enquiry and practical completion dates available for:	77	55	90	45	102	82	12	81	544
Average time from enquiry to practical completion (weeks)	22.4	21.2	15.2	8.3	6.0	10.0	8.2	10.9	12.9

Hospital Discharge

Time from Requisition to Practical Completion:

	East Devon	Exeter	Mid Devon	North Devon	South Ham	Teignbridge	Torrige	West Devon	Total
2 working days or less	0	0	0	0	0	0	0	0	0
More than 2 working days	0	0	1	0	0	0	0	0	1
Total	0	0	1	0	0	0	0	0	1

Minor Adaptations

(Does not include Local Indicator 16)

	East Devon	Exeter	Mid Devon	North Devon	South Ham	Teignbridge	Torrige	West Devon	Total
Works cancelled prior to completion	1	1	0	4	2	11	0	0	19

	East Devon	Exeter	Mid Devon	North Devon	South Ham	Teignbridge	Torrige	West Devon	Total
Number of jobs completed in the quarter	23	15	11	21	13	25	13	9	130
Number of cases first visit date given for	3	1	7	0	0	3	0	0	14
Average time from requisition to first visit (working days)	31.0	13.0	10.0			0.7			12.7

	East Devon	Exeter	Mid Devon	North Devon	South Ham	Teignbridge	Torrige	West Devon	Total
Total number of jobs completed	23	15	11	21	13	25	13	9	130
Requisition and practical completion dates available for	23	15	11	21	13	25	13	9	130
Average time from requisition to practical completion (weeks)	8.2	11.6	6.0	4.1	6.8	8.2	4.2	9.4	7.3

Local Indicator 16 (Mid Devon)

Time from requisition to Practical Completion:

	Mid Devon
Works cancelled prior to completion	11

	Mid Devon
7 working days or less	39
More than 7 working days	53
Total	92

Repairs

	East Devon	Exeter	Mid Devon	North Dev	South Har	Teignbrid	Torrige	West Dev	Total
Works cancelled prior to completion	3	0	0	2	1	7	4	6	23

	East Devon	Exeter	Mid Devon	North Dev	South Har	Teignbrid	Torrige	West Dev	Total
Total number of jobs completed	3	0	1	0	6	7	1	5	23
Enquiry and practical completion dates available for	3	0	1	0	6	7	1	5	23
Average time from enquiry to practical completion (weeks)	40.8		46.6		30.3	65.6	68.4	54.0	49.9

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CORE Major Adaptations

	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torrige	West Devon	Total
Works cancelled prior to completion	10	8	3	2	1	4	8	10	46

	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torrige	West Devon	Total
Number of jobs completed in the quarter	11	8	0	22	11	9	18	16	95
Number of cases first visit date given for	11	8	0	22	11	8	18	16	94
Average time from requisition to first visit (working days)	18.4	13.9		13.0	19.3	15.8	31.5	11.4	17.9

	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torrige	West Devon	Total
Requisition date and practical completion date available for	11	8	0	22	11	9	18	16	95
Average time from requisition to practical completion (weeks)	45.8	40.1		42.4	35.5	31.0	65.7	18.4	

Work costing up to £5000

	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torrige	West Devon	Total
Number of applications submitted	9	4	0	17	6	9	10	16	71

28 working days or less	0	0	0	2	0	0	1	7	10
more than 28 working days	9	4	0	15	6	9	9	9	61

Work costing over £5000

	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torrige	West Devon	Total
Number of applications submitted	2	2	0	5	5	0	8	0	22

	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torrige	West Devon	Total
56 working days or less	0	0	0	0	0	0	0	0	0
more than 56 working days	2	2	0	5	5	0	8	0	22

RSL Major Adaptations

	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torrige	West Devon	Total
RSL works cancelled prior to completion	0	3	0	4	6	0	0	1	14

	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torrige	West Devon	Total
Number of jobs completed in the quarter	2	1	0	21	22	4	1	7	58
Number of cases first visit date given for	2	1	0	21	22	4	1	7	58
Average time from requisition to first visit (working days)	26.0	64.0		29.1	14.0	17.5	19.0	13.1	21.0

	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torrige	West Devon	Total
Requisition date and practical completion date available for	2	1	0	21	22	4	1	7	58
Average time from requisition to practical completion (weeks)	43.7	42.3		46.2	42.1	27.4	26.3	61.9	

Work costing up to £5000

	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torrige	West Devon	Total
Number of applications submitted	2	1	0	14	17	4	1	5	44

	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torrige	West Devon	Total
28 working days or less	0	0	0	3	0	1	0	0	4
more than 28 working days	2	1	0	11	17	3	1	5	40

Work costing over £5000

	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torrige	West Devon	Total
Number of applications submitted	0	0	0	7	5	0	0	2	14

	East Devon	Exeter	Mid Devon	North Devon	South Hams	Teignbridge	Torrige	West Devon	Total
56 working days or less	0	0	0	2	0	0	0	0	2
more than 56 working days	0	0	0	5	5	0	0	2	12