

Home Improvement Agency Performance Report Quarter 2 2010/11
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

- Devon and Cornwall Housing Association launch "Independent Futures" on Nov 16th, the DCHA group company that brings together a range of support services, including DCR
- DCR will launch their procurement protocol in November and all HIA partner agencies have been invited to attend

- The Safe at Home service has seen a marked increase in referrals and an average of 128 jobs per month have been completed this quarter. More promotional activity has been undertaken across Devon as the scheme is running under projected capacity
- Work continues between Stakeholders to plan for the future of HIA services in a considerably changed financial climate

Summary and Issues for the Board

Major Adaptations - the SMDB needs to understand why no completions are reported for Mid Devon this quarter. Grant availability will impact on work processed, District update required.

Minor Adaptations - requests for minor adaptations have increased again this quarter and completion time, where an external contractor is required, take performance outside of what is expected. Numbers are considerably higher than indicative contracted volumes.

Advice and information - there has been a slight lift back to approx 2,000 enquiries per quarter.

Handyperson services - both of the contracted, full cost services (home safety assessments and handyperson help with hospital discharges) continue to be underused. The Safe at Home service has taken over some of this activity because any subsequent remedial actions are provided free of charge.

Service Co-ordination - DCR continues to co-ordinate and arrange work for vulnerable and marginalised people who live in poor housing conditions, some may have mental health conditions or other conditions, they need patient and intensive casework before improvements to their living environment can be provided.

Repairs and Improvements - grant availability has the greatest impact on volumes of work undertaken by DCR. District update required.

Home Safety Assessments - Cryer Falls Risk Assessment Indicators are no longer collected as part of the ACS BICA (Basic Information & Contact Assessment). Therefore this data is not readily available to DCR at point of referral and is difficult to report.

Clare Miller
Policy Manager

Please note no DMG feedback has been received for Quarter 2 2010/11

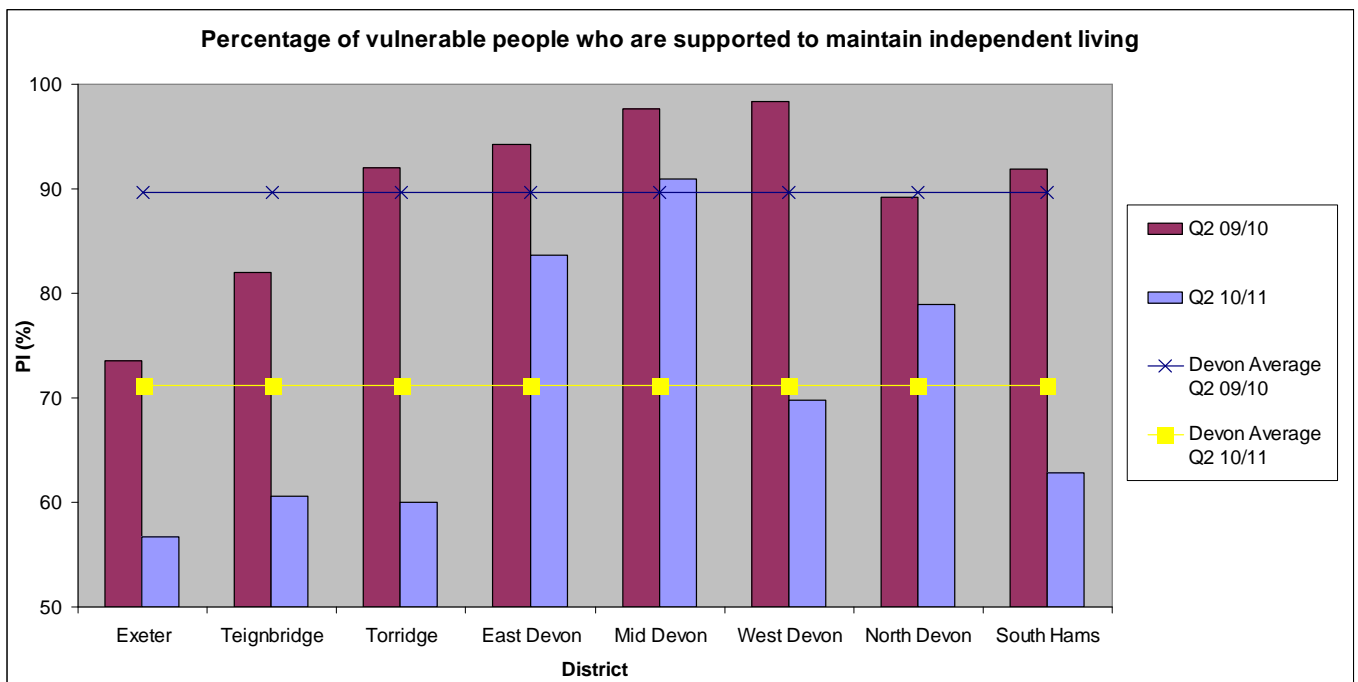
Performance Indicators

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 2 2010/11 is 71.2% of service users were supported to maintain independent living. This is a significant decrease on performance in same period in previous year where the Devon average was 89.7%. Performance varied across the districts from Mid Devon reporting 91% to Exeter reporting 56.7%.



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 2 figure for 2010/11 is reported at 0.51. 13.8% 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

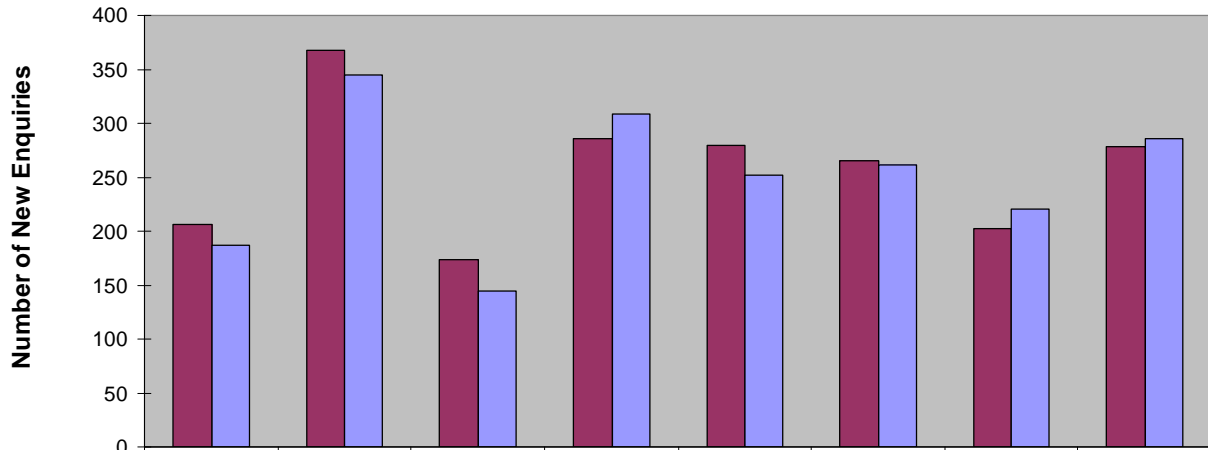
- The service user has increased knowledge of the housing related services available to help them make informed choices
- Number of referrals to other organisations
- Number of enquiries handed to in house HIA services – external contractors/services

Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Total enquiries	4	Qtr 2 10/11 total enquiries 2002. Decrease on same period in previous year where there was 2055 enquiries East Devon, North Devon and South Hams increased enquiries on last year (see page 5)	↓		
Total number of service users who received substantial advice	4	During Qtr 2 10/11 307 service users received substantial advice. Slight decrease on same period in previous year where 316 service users received substantial advice	↓		
Average number of working days between initial enquiry and first visit for Handy Person Services	3	Target of 5 working days. Qtr 2 10/11 average of 11.1 working days. No districts had an average inside of the 5 working day target	↓		
Average number of working days between requisition and first visit for Minor Adaptations	3	Target of 5 working days. Qtr 2 10/11 average of 14.4 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	3	Target of 5 working days. Qtr 2 10/11 average of 17.9 working days	↓		

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

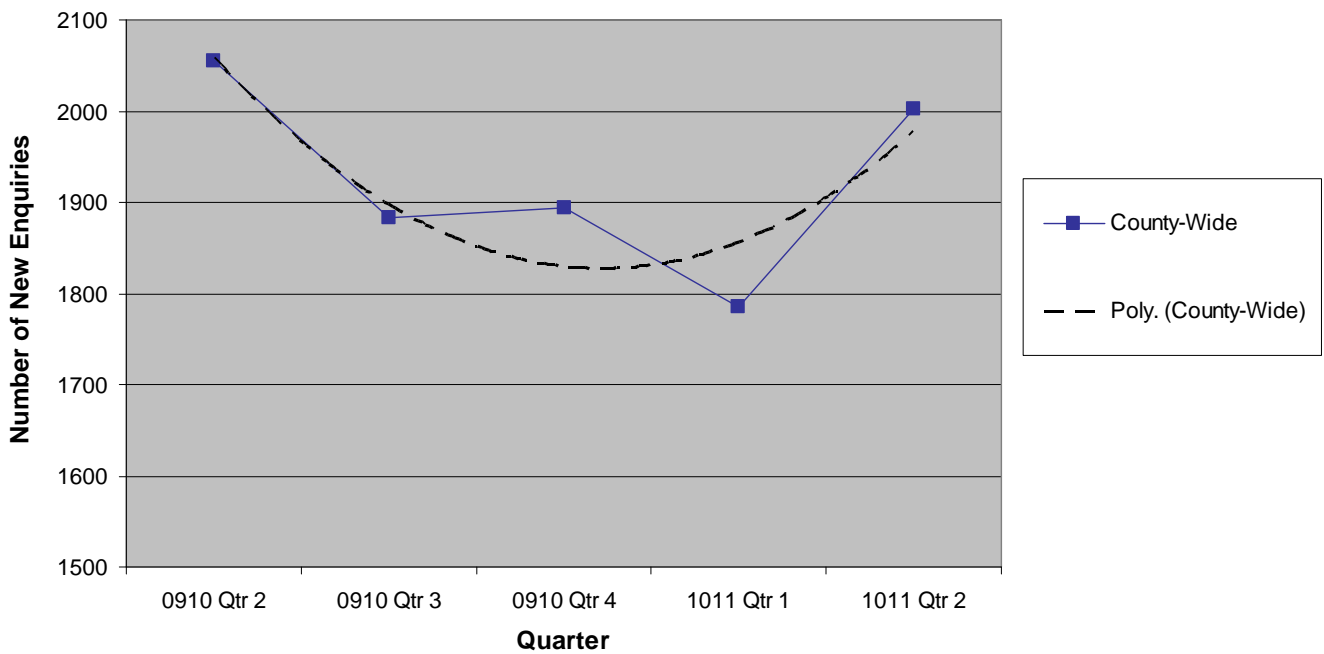
Trend arrows compare performance to the same period in the previous year. A hollow arrow acknowledges a decrease in performance but indicates not a priority performance area for concern

New Enquiries



	Exeter	Teignbridge	Torrington	East Devon	Mid Devon	West Devon	North Devon	South Hams
Qtr 2 2009/10	206	367	173	285	279	265	202	278
Qtr 2 2010/11	187	344	144	309	252	261	220	285

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

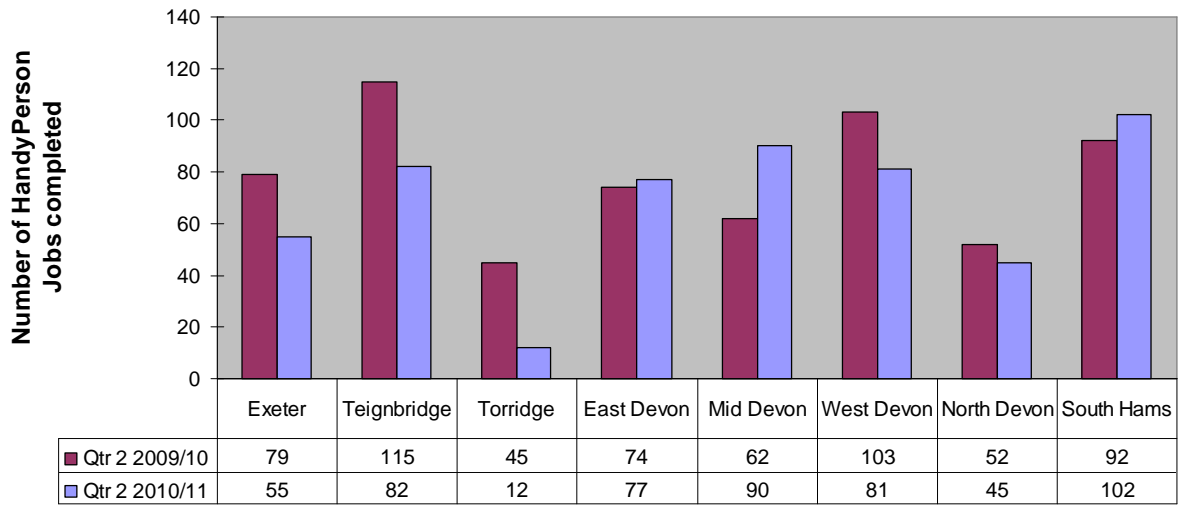
- a. The service user is happier in their own environment and is less anxious about home hazards
- b. The service user's home has less environmental hazards and is a safer place to live
- c. The charges set are affordable and do not restrict access by vulnerable and asset poor individuals

Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Total number of Handy Persons jobs completed	3	Qtr 2 10/11 total Handy Persons jobs 544. Decrease on same period in previous year where 622 jobs were recorded (see page 9)	↓	As this is a chargeable service need to consider the impact of the recession on this service element	
Average number of weeks between enquiry and practical completion for Handy Person Services	4	Qtr 2 10/11 average 2.4 weeks. Longer average time than same period last year where an average of 1.7 weeks was recorded The average time varied across the districts from 1 week in South Hams to 4.3 weeks in East Devon	⇩		
Jobs to facilitate Hospital Discharge	2	During Qtr 2 10/11 only 1 job was reported as being carried out to facilitate Hospital Discharge in Mid Devon only, which was not completed within the target of 2 working days. Decrease on performance in Qtr 2 09/10 where 72% were within the target of 2 working days	↓	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)	

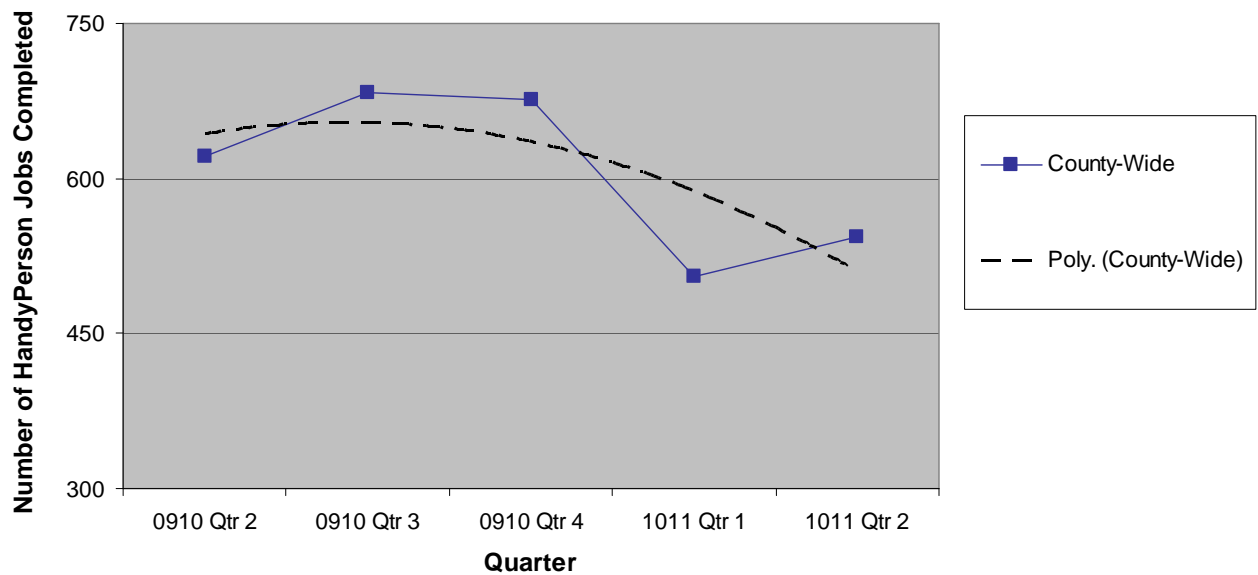
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Handy Person Jobs



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

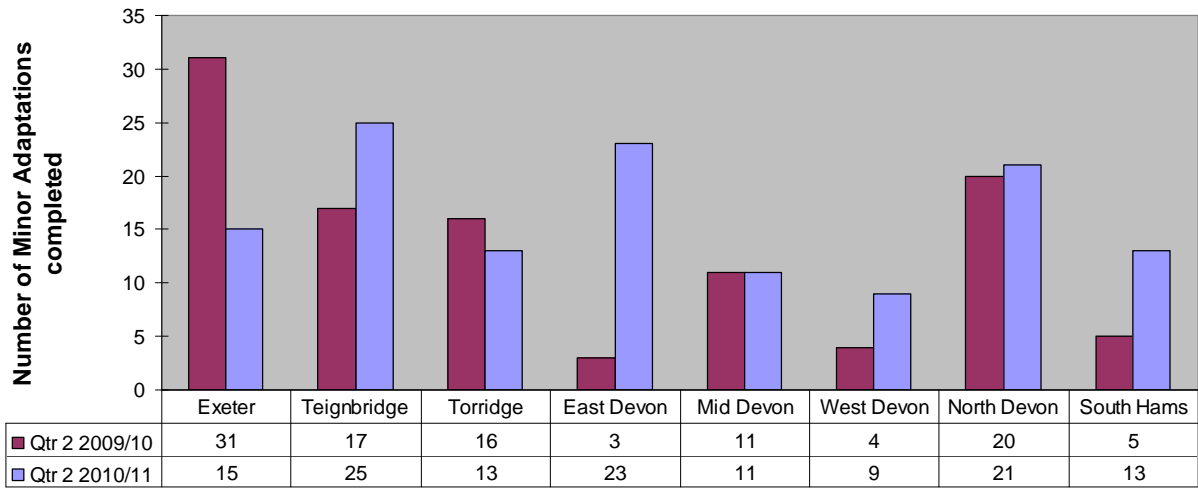
Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Total number of Minor Adaptations (core - structural) costing under £1000 completed	4	Qtr 2 10/11 total number of Minor Adaptations 130. Increase on same period last year where 106 jobs were completed Five out of eight districts increased in the number of Minor Adaptations completed last year in Qtr 2 09/10 (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 2 10/11 average 7.3 weeks. Longer average time than same period last year where an average of 6.6 weeks was recorded Exeter, Teignbridge, East Devon and West Devon exceeded an average of 8 weeks	↓	NB. Recommended timescale for minor adaptations from start - finish is 21 working days	
Mid Devon only, non-structural Minor Adaptations completed ACS Local Indicator 16	3	Qtr 2 10/11 92 works completed, of which 42% were within the target of 7 working days. Increase on Qtr 2 09/10 where 39% were completed within 7 day target	↑		

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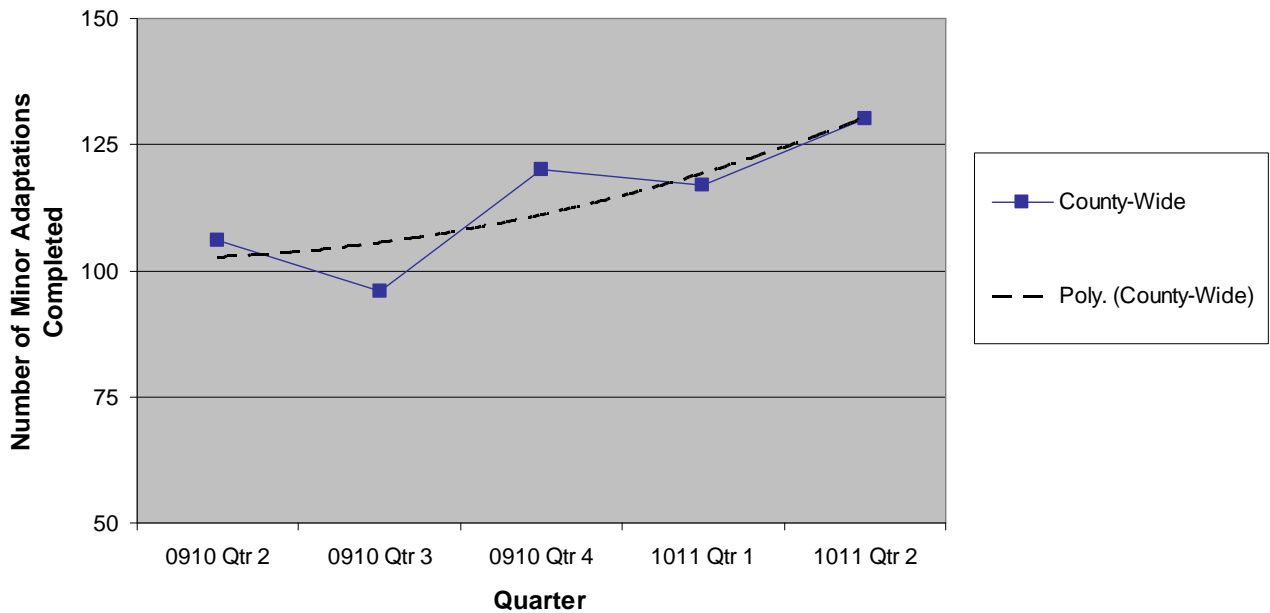
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* Requisition – date DCR formerly commissioned to start work on a service element (for minor adaptations this is commissioned by Adult and Community Services)

**Minor Adaptations - Jobs costing under £1000
(core - structural)**



Minor Adaptations (core - structural): Jobs Completed with Trend



Major Adaptations

Outcomes

- a. 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
- b. A full range of grant, loan and charitable funding sources are explored with the service user/family in order for the adaptation to proceed
- c. The service user is involved in the adaptation process, is supported to make informed decisions and key milestones are communicated to them regularly
- d. The service user was confident and content with the quality of the contracted service provided

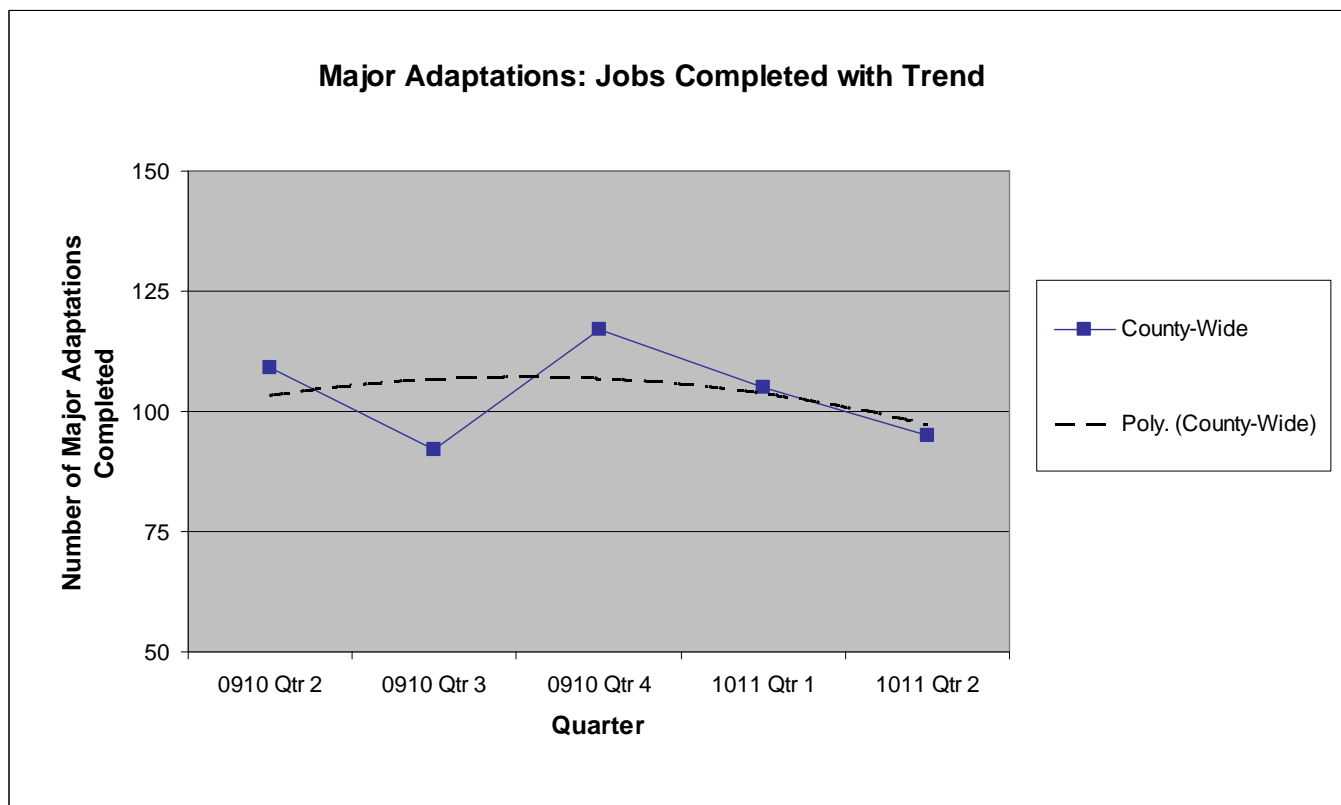
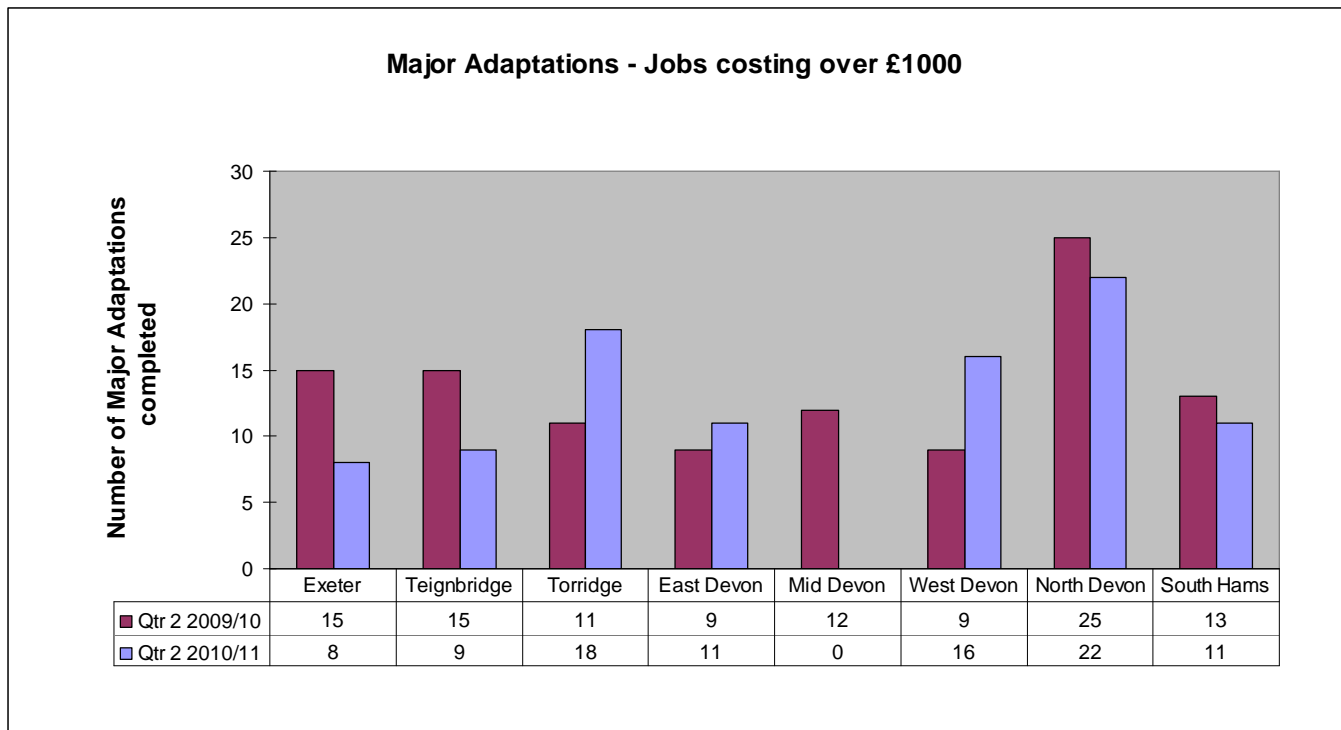
The performance measures reported below include other agencies activity (Districts and Social Care) and DCR cannot be held solely accountable for performance

Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Total number of Major Adaptations completed (based on practical completion date)	3	Qtr 2 10/11 95 major adaptations completed. Decrease on same period last year where 109 jobs were completed (for district breakdown see page 13)	↓	Mid Devon Performance	
Average number of weeks between requisition* and practical completion for works costing over £1000	2	Qtr 2 10/11 average 41.1 weeks. Slight improvement on Qtr 2 09/10 average of 45 weeks The longest average recorded time was 65.7 weeks in Torrridge	↑	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	14% in Qtr 2 10/11 within timescale of 28 days. Slight increase on Qtr 2 09/10 where 12% 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	
Over £5000, time between requisition and submission to housing authority	2	Of 22 works during Qtr 2 10/11, none were within timescale of 56 days. Decrease on Qtr 2 09/10 where 51% 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)



Repairs & Improvements

Outcomes

- The service user/resident is enabled to live in a decent home without any major defects or high risk hazards
- A full range of grant, loan and charitable funding sources are explored with the service user/family in order for the repair to proceed
- The service user was confident and content with the quality of the contracted service provided

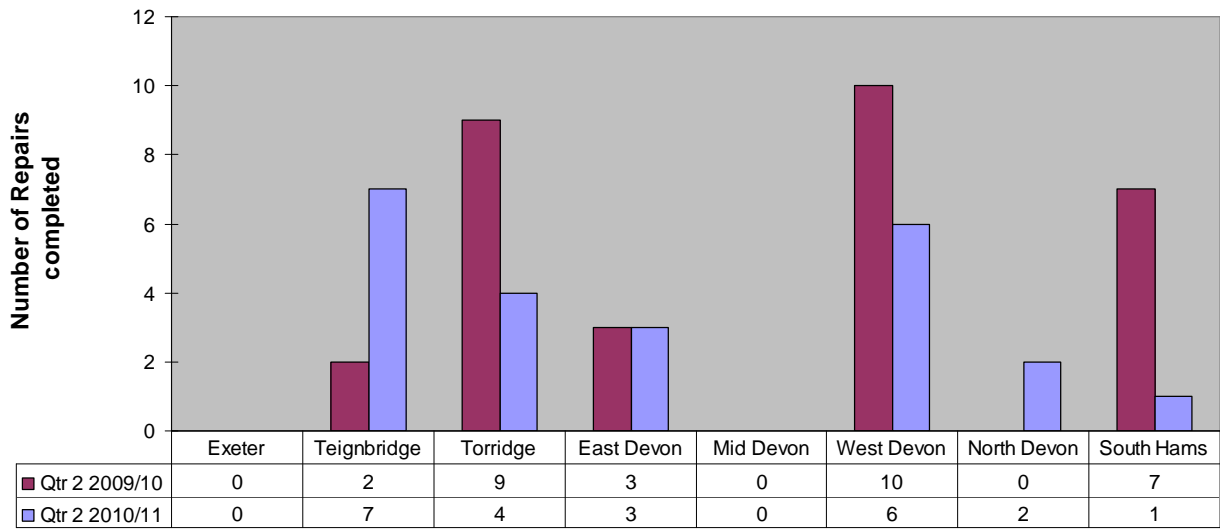
Performance Measure	Priority	Performance	Trend	Concerns to be Addressed	DMG Feedback
Total number of Repairs completed (based on practical completion date)	3	Qtr 2 10/11 a total number of 23 Repairs were completed. Decrease on same period last year where 31 Repairs were completed Exeter and Mid Devon did not record any Repairs as completed in Qtr 2 10/11 (see page 15)	↓		
Average number of weeks between enquiry and practical completion for Repairs	3	Qtr 2 10/11 average 49.9 weeks. Longer average time than same period last year where an average of 43.5 weeks was recorded The average time varied across the districts from 30.3 weeks in South Hams to 68.4 weeks in Torridge	↓		

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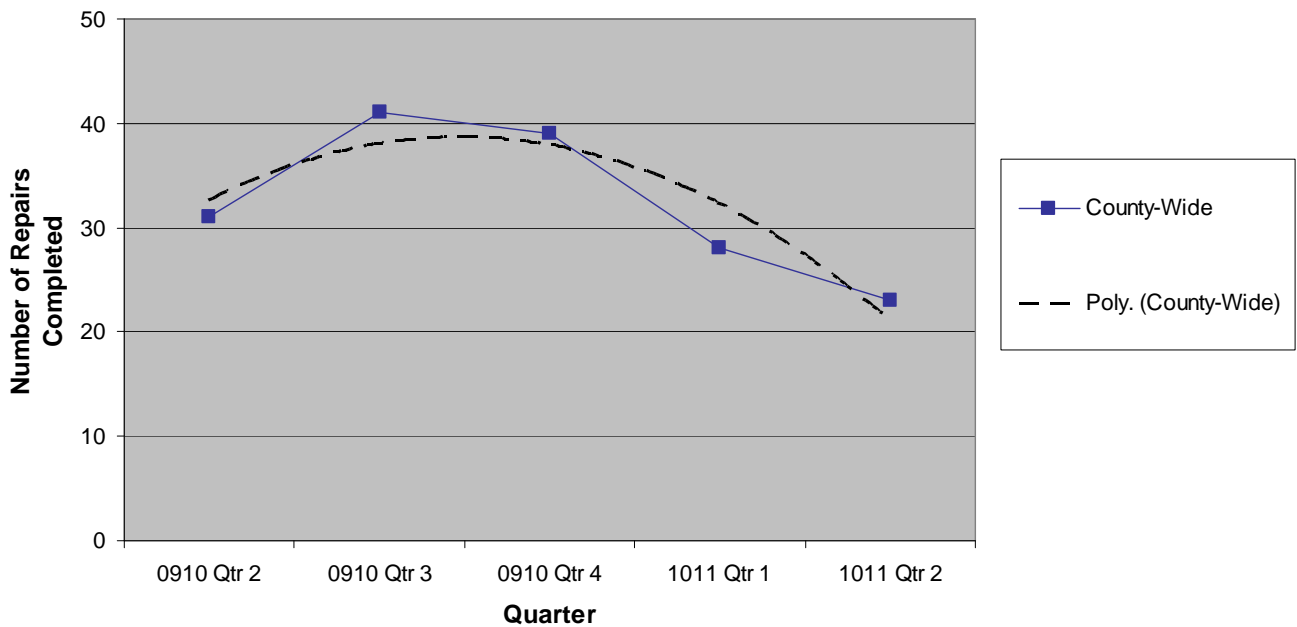
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There is increased promotion of Wessex loans in South Hams, West Devon and Teignbridge as an option for clients and there is an expectation from districts that DCR will provide support with applications

Repairs



Repairs Completed with Trend



Home Safety Assessments

Outcomes

- a. The service user feels empowered to take action to reduce the home hazards which have been identified
- b. 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	1 HSA completed during Qtr 2 10/11 Teignbridge was the only district to record a HSA for Qtr 2 10/11 (see page 17)	↓		

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ACS staff have received information about the new Safe At Home Service and now largely use this route for Home Safety Assessments along with the free Handy Persons provision

Cryer Falls Risk Assessment Indicators are no longer collected as part of the ACS BICA (Basic Information & Contact Assessment)

Home Safety Assessments & Falls Data

Relates to Enquiries received during Quarter 2 of 2010/11

		TOTAL	East	Exeter	Mid	North	Torrige	West	Teignbridge	South Hams
Number of Home Safety Assessments completed	Children (0-17)	1	0	0	0	0	0	0	1	0
	Adults (18 and over)	0	0	0	0	0	0	0	0	0
Number of adult clients in the following fall risk groups	Total Clients		Cryer Falls Risk Assessment Indicators are no longer collected as part of the ACS BICA (Basic Information & Contact Assessment)							
	None (0 on the * list below)									
	Low (1 on the * list below)									
	Medium (2 on the * list below)									
	High (3+ on the * list below)									
Fall Risk Group As % of Total	None (0 on the * list below)									
	Low (1 on the * list below)									
	Medium (2 on the * list below)									
	High (3+ on the * list below)									

* 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

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

SMDB – Service Monitoring and Development Board