

Home Improvement Agency Performance Report Quarter 3 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.

The Safe at Home service has again seen an increase in referrals and an average of 165 jobs per month have been completed this quarter despite a considerable dip in December linked to the weather.

The Health and Well Being Check advisors account for 37% of referrals with less than 10% generated by Statutory Agencies. Women account for 75% of requests and a minimum of 63% of all recipients are owner occupiers.

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 – in this financial year to date 521 major adaptations have been completed by DCR to a value of £2,261,352. 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 and to date 997 referrals have been completed at a cost of £327,391 compared to approx £270,000 last year.

Advice and information - there has been a slight lift compared to numbers for the same period last year.

Handyperson services – to date DCR have completed 2,724 chargeable jobs to a value of £59,796. In addition a total of 1,193 SAH jobs have been undertaken during the year.

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 – 185 jobs in total have been undertaken this year to a value of £448,828. Grant availability has the greatest impact on volumes of work undertaken by DCR. District update required.

In total to date this year DCR have processed work under this contract to the value of £3,193,411 through major and minor adaptations, repairs, handyperson and Safe at Home activities.

Clare Miller
Policy Manager

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*

Data capture for this indicator is currently under review

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 3 figure for 2010/11 is reported at 0. 17.6% of new service users either refused to say / did not have details entered onto MIS regarding their ethnic background.

Advice and Information

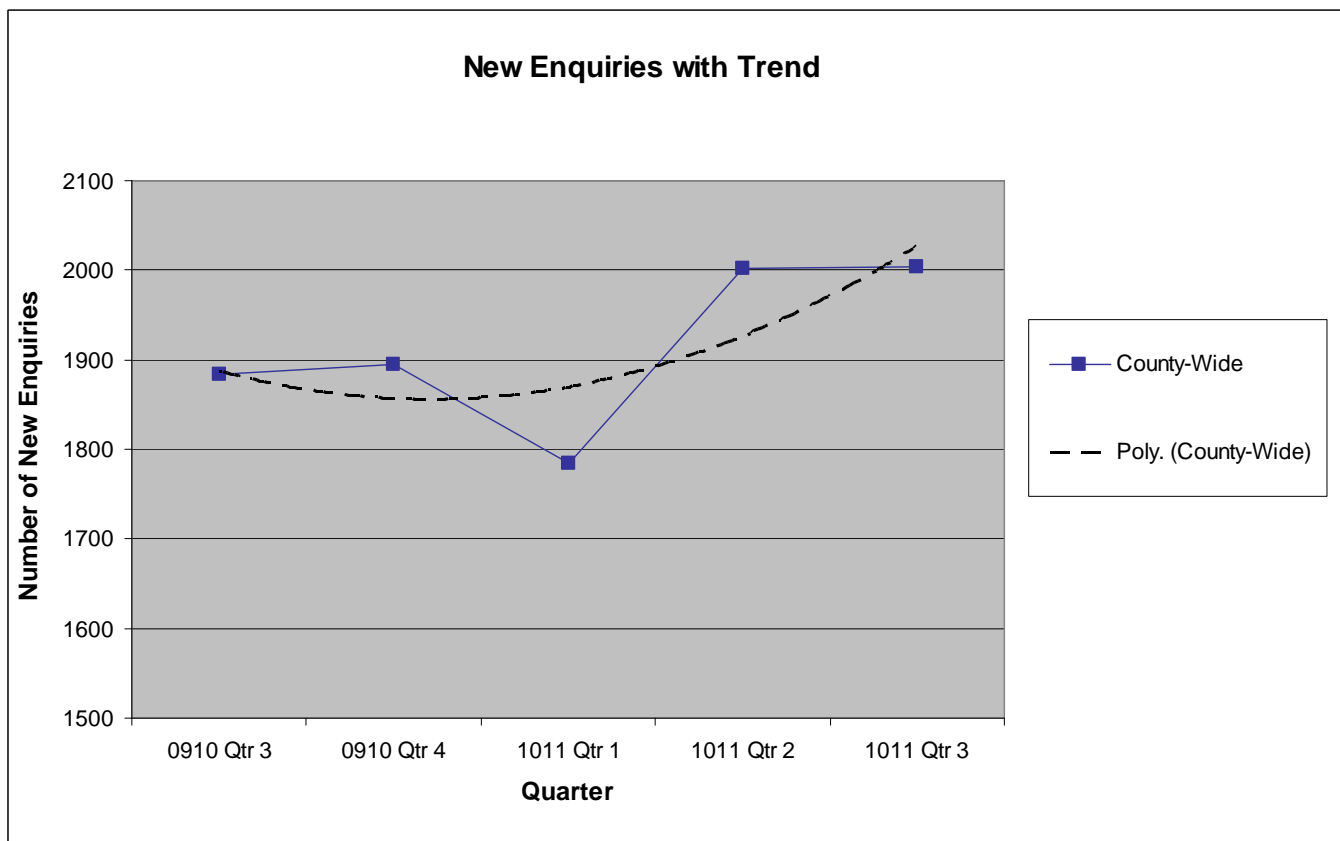
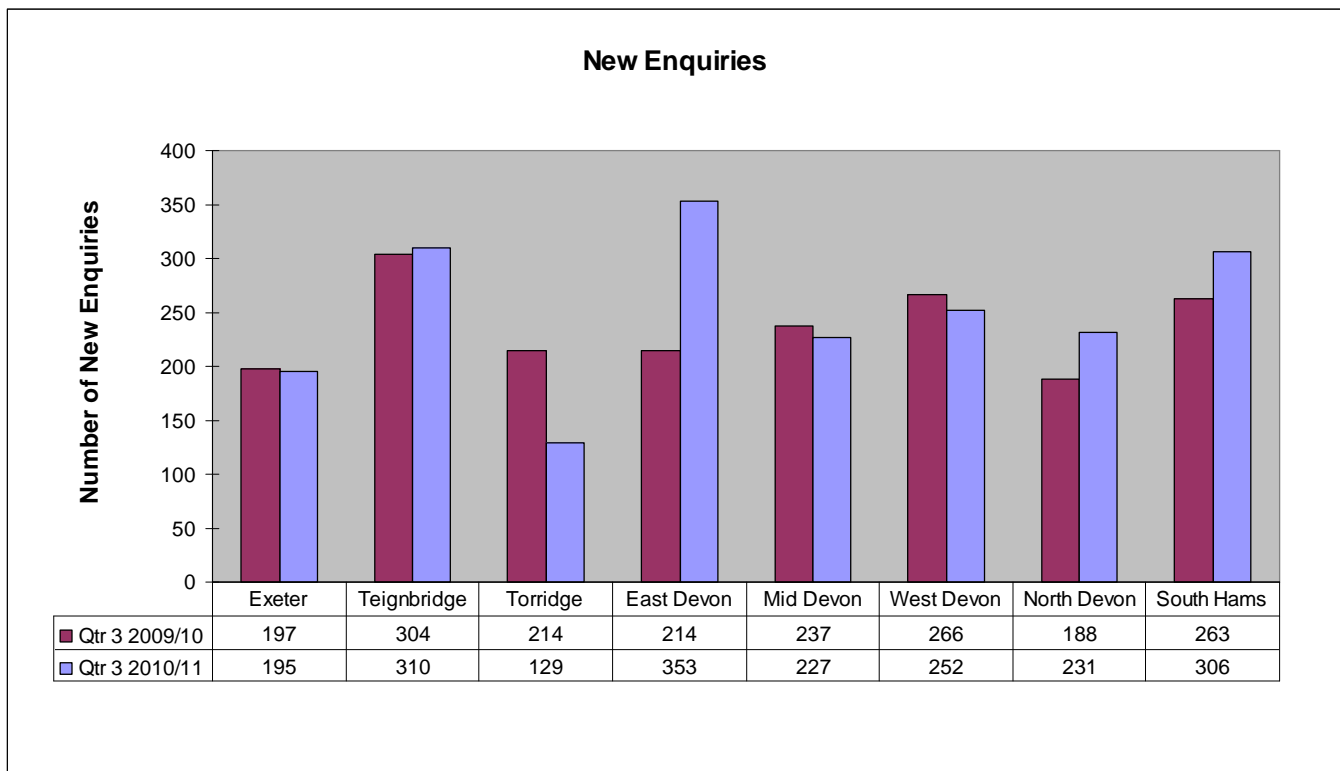
Outcomes

- 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 3 10/11 total enquiries 2003. Increase on same period in previous year where there was 1883 enquiries Four out of eight districts increased enquiries on last year (see page 5) | ↑ | | |
| Total number of service users who received substantial advice | 4 | During Qtr 3 10/11 278 service users received substantial advice. Increase on same period in previous year where 114 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 3 10/11 average of 9.5 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 3 10/11 average of 11.9 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 3 10/11 average of 19.3 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



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

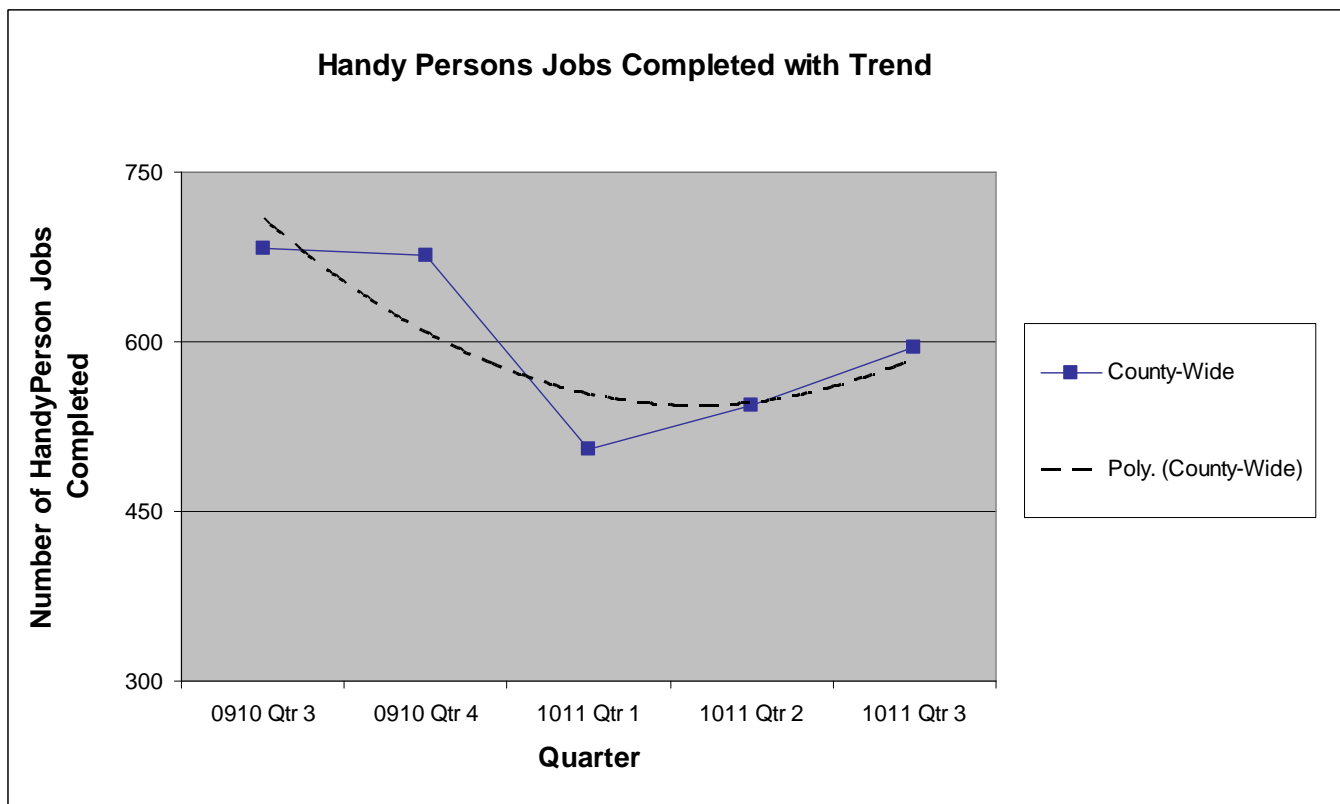
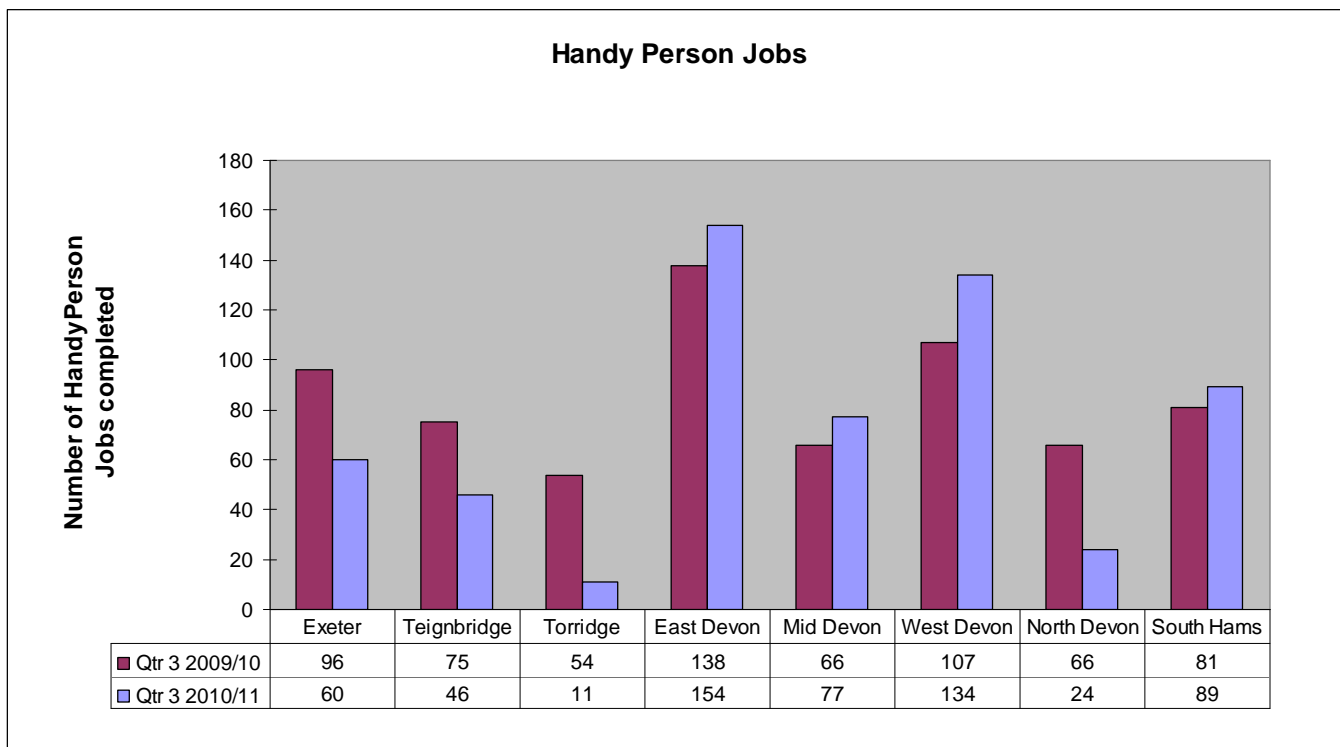
Outcomes

- The service user is happier in their own environment and is less anxious about home hazards
- The service user's home has less environmental hazards and is a safer place to live
- 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 3 10/11 total Handy Persons jobs 595. Decrease on same period in previous year where 683 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 3 10/11 average 2.3 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 1.2 weeks in Teignbridge to 3.4 weeks in Exeter | ↓ | | |
| Jobs to facilitate Hospital Discharge | 2 | During Qtr 3 10/11 only 2 jobs were reported as being carried out to facilitate Hospital Discharge in Mid Devon only, one of which was completed within the target of 2 working days. Decrease on performance in Qtr 3 09/10 where 79% 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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Minor Adaptations

Outcomes

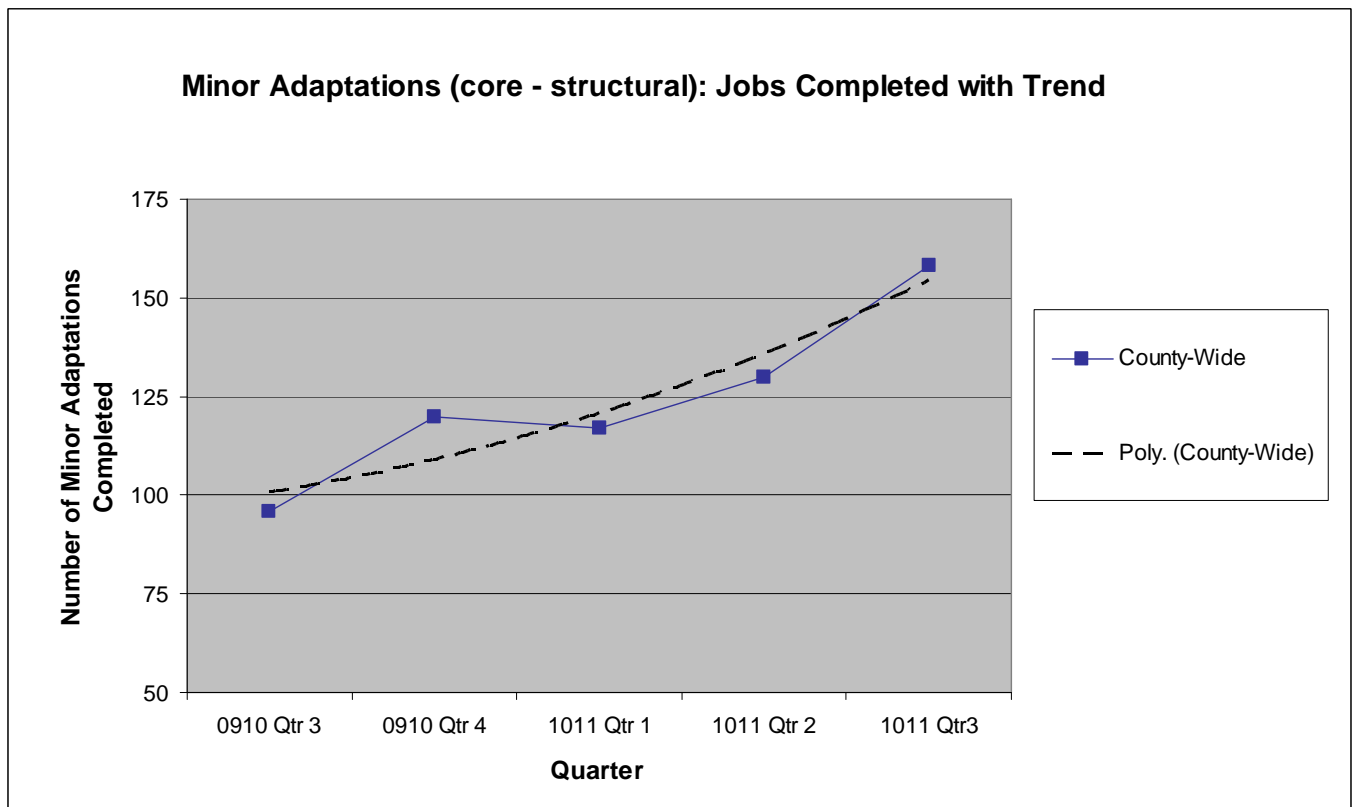
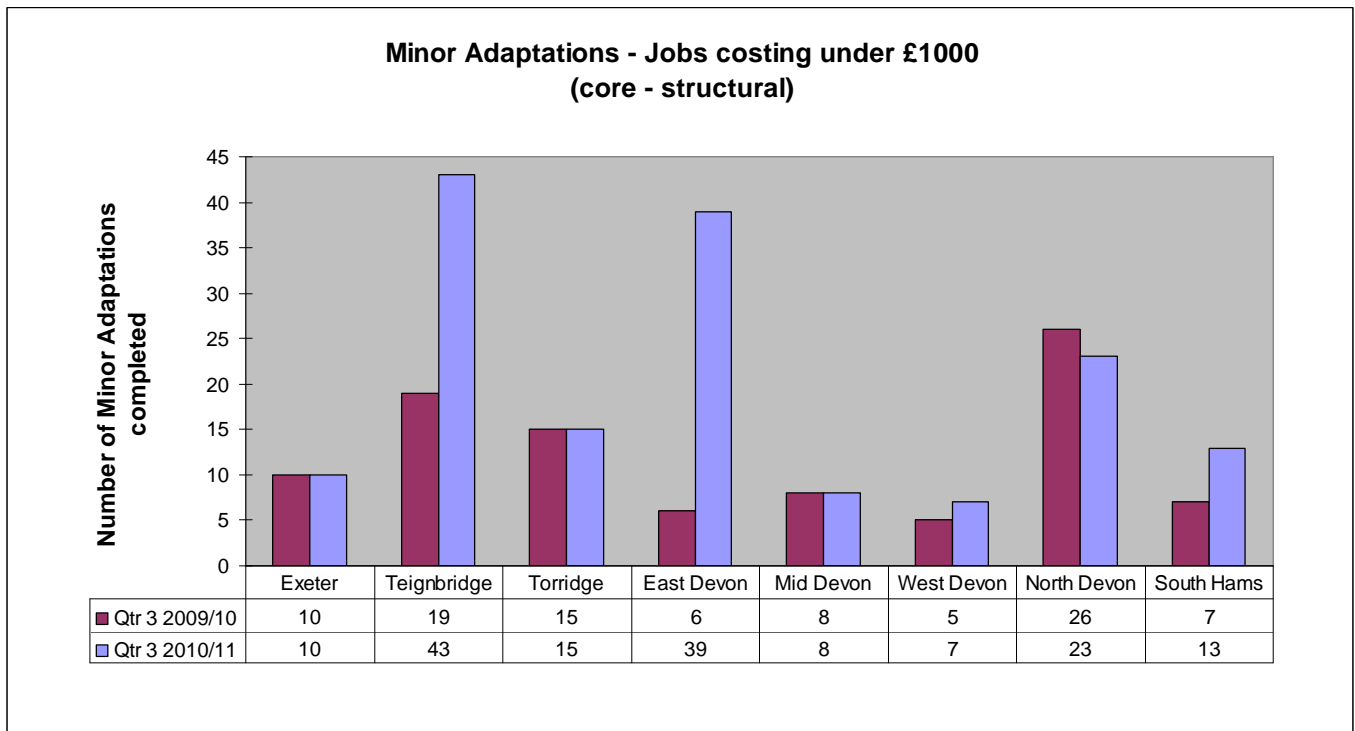
- a. Improved safety and greater independence enabling the service user to remain active in their chosen environment
- b. The service was provided in a timely manner and within agreed timescales with aim of reducing risk to the individual

| Performance Measure | Priority | Performance | Trend | Concerns to be Addressed | DMG Feedback |
|---|----------|---|-------|--|--------------|
| Total number of Minor Adaptations (core - structural) costing under £1000 completed | 4 | Qtr 3 10/11 total number of Minor Adaptations 158. Increase on same period last year where 96 jobs were completed Four out of eight districts increased in the number of Minor Adaptations completed last year in Qtr 3 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 3 10/11 average 8.5 weeks. Longer average time than same period last year where an average of 6.2 weeks was recorded Exeter, Teignbridge, East Devon and Mid 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 3 10/11 60 works completed, of which 43% were within the target of 7 working days. Slight decrease on Qtr 3 09/10 where 46% were completed within 7 day target | ↓ | | |

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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)



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

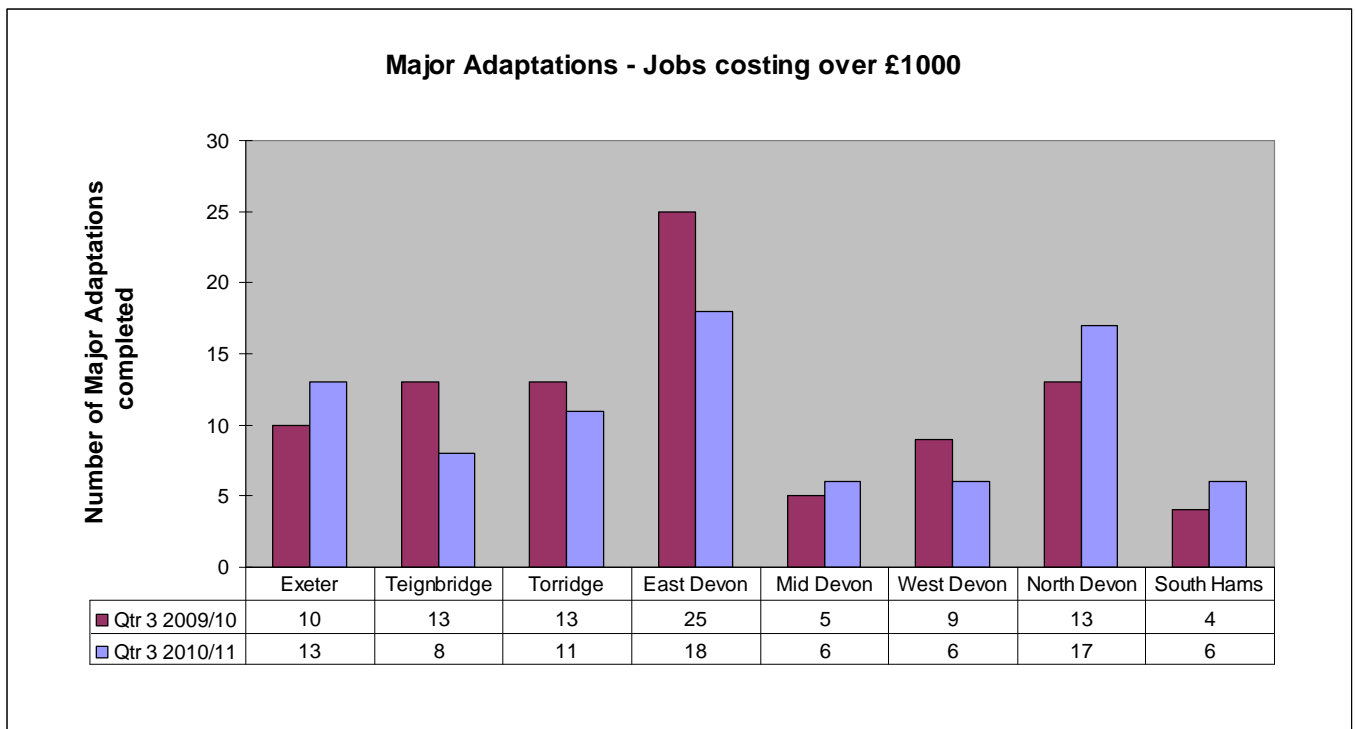
| Performance Measure | Priority | Performance | Trend | Concerns to be Addressed | DMG Feedback |
|--|----------|---|-------|--|--------------|
| Total number of Major Adaptations completed (based on practical completion date) | 3 | Qtr 3 10/11 85 major adaptations completed. Decrease on same period last year where 92 jobs were completed (for district breakdown see page13) | ↓ | | |
| Average number of weeks between requisition* and practical completion for works costing over £1000 | 2 | Qtr 3 10/11 average 44.8 weeks. Longer average time than same period last year where an average of 42 weeks was recorded The longest average recorded time was 63 weeks in Torridge | ↓ | 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 | 15% in Qtr 3 10/11 within timescale of 28 days. Decrease on Qtr 3 09/10 where 26% 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 | 24% in Qtr 3 10/11 within timescale of 56 days. Decrease on Qtr 3 09/10 where 36% were completed within 56 day target | ↓ | Timescale to be reviewed |
|--|----------|---|---|--------------------------|

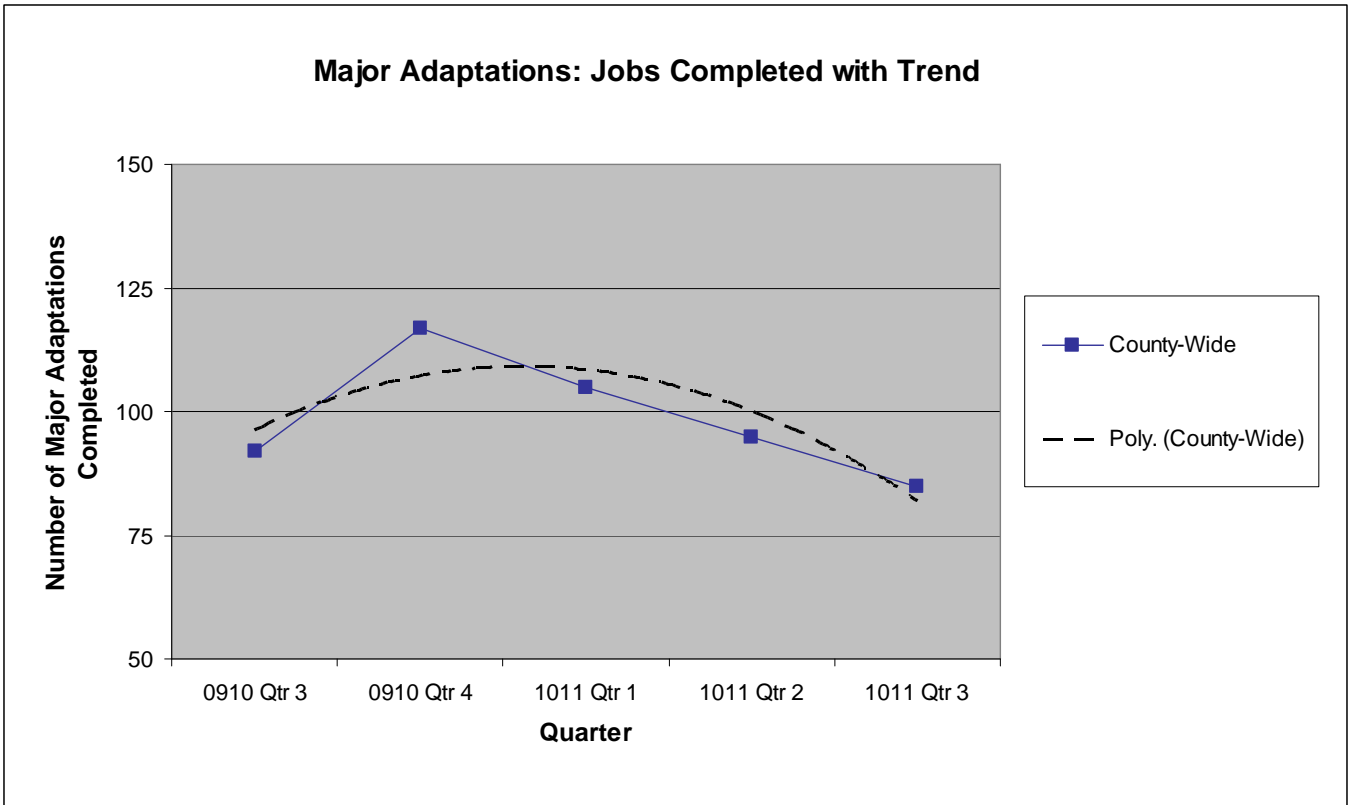
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* Requisition – date DCR formerly commissioned to start work on a service element (for major adaptations this is commissioned by the Partnership)



Major Adaptations: Jobs Completed with Trend



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

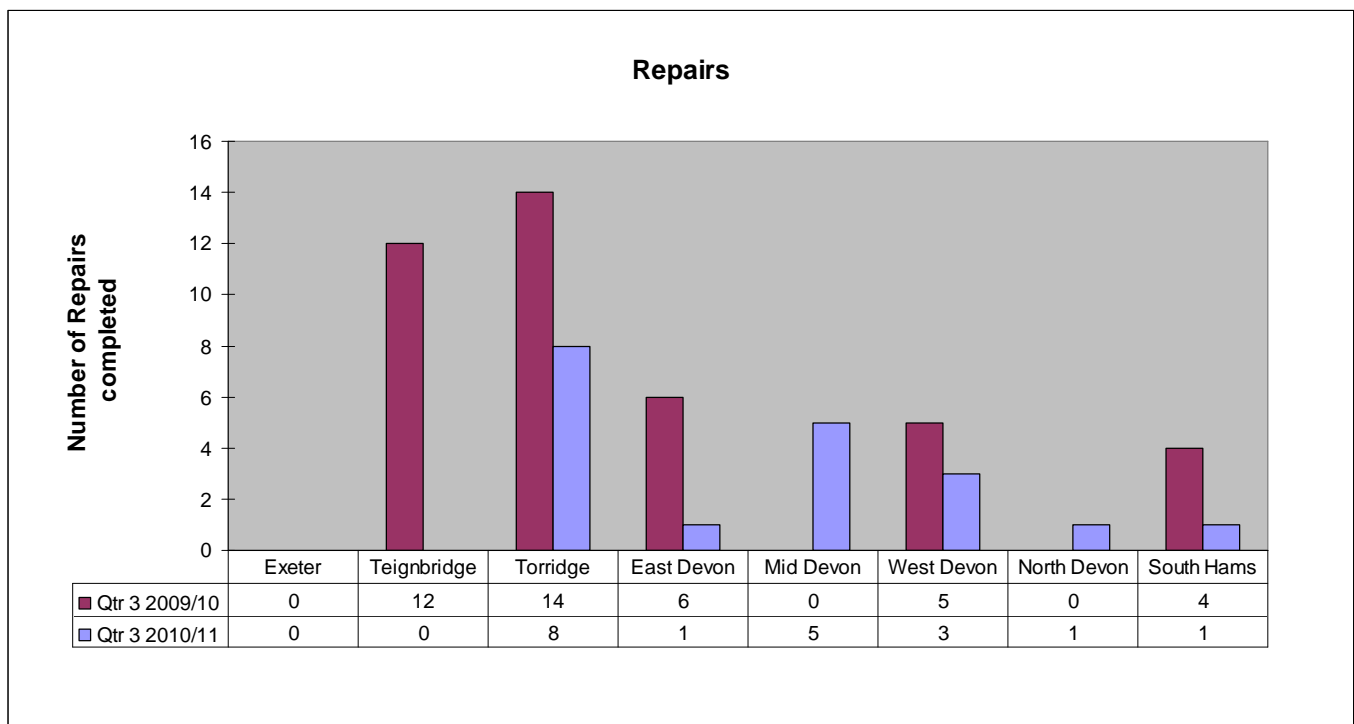
| Performance Measure | Priority | Performance | Trend | Concerns to be Addressed | DMG Feedback |
|--|----------|--|-------|--------------------------|--------------|
| Total number of Repairs completed (based on practical completion date) | 3 | Qtr 3 10/11 a total number of 19 Repairs were completed. Decrease on same period last year where 41 Repairs were completed Exeter and Teignbridge did not record any Repairs as completed in Qtr 3 10/11 (see page 15) | ↓ | | |
| Average number of weeks between enquiry | 3 | Qtr 3 10/11 average 43.9 weeks. Longer average time than | ↓ | | |

| Performance Measure | Priority | Performance | Trend | Concerns to be Addressed | DMG Feedback |
|--------------------------------------|----------|--|-------|--------------------------|--------------|
| and practical completion for Repairs | | same period last year where an average of 34.9 weeks was recorded The average time varied across the districts from 13 weeks in North Devon to 63.7 weeks in Mid Devon | | | |

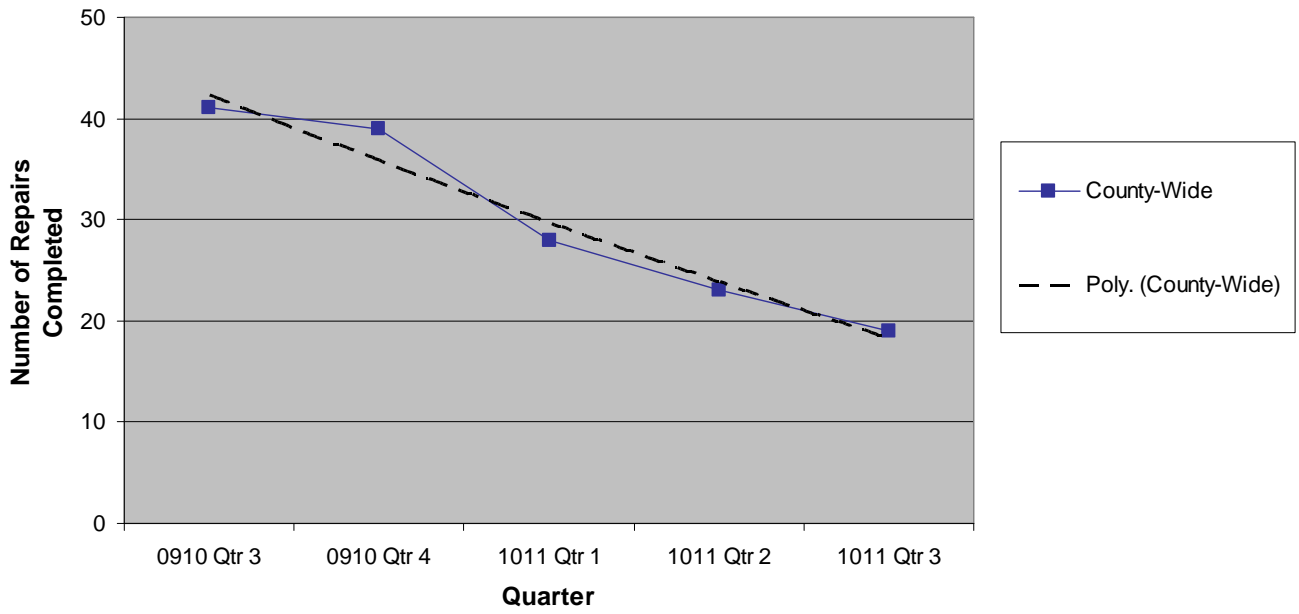
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There is increased promotion of Wessex loans in South Hams, West Devon and Teignbridge as an option for clients and there is an expectation from districts that DCR will provide support with applications



Repairs 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 | 0 HSA's completed during Qtr 3 10/11 | ↓ | | |

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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 3 of 2010/11

| | | TOTAL | East | Exeter | Mid | North | Torrige | West | Teignbridge | South Hams |
|--|-----------------------------------|-------|--|--------|-----|-------|---------|------|-------------|------------|
| Number of Home Safety Assessments completed | Children (0-17) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 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