

DRAFT APPENDIX B: Service Managers Report to Devon Care & Repair Monitoring Board
Quarter 4 2008/09

INTRODUCTION

This report brings the SMDB up to date on the activity of Devon Care and Repair (DCR) activity for the 4th Quarter 2008/09.

USER SATISFACTION

561 forms have been returned with an overall satisfaction rate of 99%.

COMPLAINTS / COMPLIMENTS

DCHA's new complaints and compliments system is continuing to be developed, investigations into complaints are undertaken under the agreed DCHA policy.

During the quarter the agency had 3 complaints, one of which was about the time taken to complete work, 2 regarding work undertaken.

We received 15 appreciations these mainly praised the attitude of staff and the help and assistance given to clients by the agency.

DMG ISSUES / THEMES

Monitoring

We have reviewed and amended the FEMIS manual and staff have been trained in new systems to ensure standardisation across the teams in how we collect and record data.

Funding

Charity funding is increasingly difficult to obtain and continues to be time consuming. Some charities now require a charge on the property, further increasing the time taken to complete work which unfortunately can affect the agency's ability to achieve targets.

We have been monitoring the effect of the credit crunch and have found that clients are more apprehensive about having work done due to the costs and concerns about finances.

DMG Representation

We acknowledge concern about reporting to DMG's and hope that this will be addressed to a large extent by the HIA review. Attendance at DMG's continues to fall and we are still trying to increase representation on the committees throughout the County.

Social Enterprise

RSL technical work has continued to grow, whilst the other work is developing slower than we would have hoped, to address this we are increasing the promotion of this particular activity with leaflets drops and increasing the information on the web site page of the agency.

The figures for the financial year 2008/09 are as follows:

Organisations	Number of Referrals	Value of Work	Fees
RSL	90	£81000.00	£27000.00
Call 24Hours	21	£1207.00	£1207.00
Private	23	£7000.00	£7000.00
Handyperson	21	£5000.00	£5000.00
Total	155	£94207.00	£40207.00

We continue to recruit and employ relief handypersons, casework/technical workers and administrators. Social enterprise work is covered by the increase in relief staff with no detriment to the core business of the agency. In the current employment market, we are able to appoint a number of people with high skill levels.

RSL

We have developed successful relationships with RSL's to assist with DFG applications and other adaptations. When undertaking this work we charge a fee although there are a handful of RSL's who are not happy to pay, for example, Exeter Municipal Charities and Housing 21. We have also received queries from East Devon District Council regarding three cases submitted for the grant funding, where EDC felt that the RSL should be paying for adaptations to their tenants homes, these have been resolved with the RSLs concerned.

We are now seeing an increase in the value of work that has been completed within the last quarter due to work coming to completion. We envisage that this level will continue.

Private Work

We now take a deposit of 10% on private work to reduce abortive costs for our Technical staff. Although slow to take off, we are getting referrals for private work and have been recruiting technical/caseworkers to cover this demand. We have designed an insert to go in our standard core leaflet outlining what we can offer in terms of private works, for example, bathroom adaptations, external handrails and handyperson work. This insert will be distributed from 1st June 2009 onwards. We have also designed a leaflet specifically for RSL's and this was distributed recently at a event where housing professionals were in attendance.

Handyperson work

This aspect of social enterprise has been very slow to develop. With the recession beginning to bite, trades people who have been made redundant are setting up their own

Handyperson service in their own locality usually at very competitive rates for the client as they have few overheads. We reduced our labour rate from £35 per hour to £25 per hour but although we are doing a good number of quotes for work, very few manifest into real jobs for us. This would suggest that the labour rate is still too high for the current market. We are in the process of recruiting relief multi skilled tradespeople who can offer an expertise for which we can charge realistically in the marketplace.

Promotions

The implementation of the web site has led to an increase in referrals and we have also now developed a Care and Repair DVD that we will use in our promotional activities.

This quarter we have promoted the agency through presentations, attending forums, leaflet drops and distribution of various promotion materials. With the summer coming we also will be attending local shows throughout the county.

Improvement Plan

We have started work on the agency improvement plan following the HIA review we will be working with partners to review working practices and make improvements in local service delivery in the future. We have been asked to do a presentation on this at the next JCB in June.

Ian Parker
HIA Manager Devon
11 May 2009

Funding breakdown

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
ACS	£48,057.08	£42,554.78	£57,350.70	£57,971.69	£205,934.25
Major adaptations	£378,801.31	£438,149.32	£734,112.18	£702,645.09	£2,253,707.90
Repairs	£188,317.79	£185,473.71	£300,908.06	£232,276.83	£906,976.39
Charitable Work completed	£59,770.18	£7,717.51	£6,935.34	£4,915.82	£79,338.85
Social Enterprise	£22,848.65	£13,958.27	£36,806.92	£20,594.00	£94,207.84
Total	£697,795.01	£687,853.59	£1,136,113.20	£1,018,403.43	£3,540,165.23

Client satisfaction

On separate spreadsheet

Hardship Fund

	East Devon	Exeter	Teignbridge	South Hams	North Devon	West Devon	Torridge	Mid Devon	Total
Combined Balance carried forward from Q3	£707.53	£723.39	£5,874.72	£3,782.20	£10,010.56	£2,276.36	£3,892.99	£8,368.37	£35,636.12
Starting Balance	£707.53	£723.39	£4,711.91	£3,782.20	£10,010.56	£2,276.36	£3,892.99	£5,921.17	£32,026.11
Money in	£415.00	£0.00	£1,579.55	£3,024.10	£17,597.39	£200.00	£0.00	£864.28	£23,680.32
Money out	£200.00	£0.00	£3,025.30	£3,786.82	£7,606.00	£100.00	£0.00	£216.78	£14,934.90
Final Balance	£922.53	£723.39	£3,266.16	£3,019.48	£20,001.95	£2,376.36	£3,892.99	£6,568.67	£40,771.53
Other account start			£1,162.81					£2,447.20	£3,610.01
Other account money in			£4.58					£0.86	£5.44
Other account money out			£0.00					£0.00	£0.00
Other account end balance			£1,167.39			£3,867.73		£2,448.06	£7,483.18
Total balance	£922.53	£723.39	£4,433.55	£3,019.48	£20,001.95	£6,244.09	£3,892.99	£9,016.73	£48,254.71

Tenure

	East				Mid	North	West	South	
Tenure 2008-9 Q4	Devon	Torrige	Teignbridge	Exeter	Devon	Devon	Devon	Hams	Total
Owner occupier	157	89	248	53	233	160	164	199	1303
Private rented	4	5	8	1	15	5	13	7	58
Registered Social Landlord	4	5	1	3	17	33	39	27	129
Local authority	0	0	0	1	29	0	0	0	30
Other	0	4	6	0	8	6	12	10	46
Total	165	103	263	58	302	204	228	243	1566

Ethnicity

	East				Mid	North	West	South	
Ethnicity 2008-9 Q4	Devon	Torrige	Teignbridge	Exeter	Devon	Devon	Devon	Hams	Total
White British	165	112	253	184	273	207	216	242	1652
White Irish	0	0	0	0	0	0	0	1	1
White Other	0	1	1	0	2	0	3	1	8
Mixed : Other	0	0	1	0	0	0	0	0	1
Black / Black - British (Caribbean)	0	0	0	0	0	0	1	0	1
Refused	0	19	19	0	0	0	10	0	48
Total	165	132	274	184	275	207	230	244	1711

**Care and Repair Projects - Survey of Client Satisfaction for quarter ending:
31st March 2009**

Total of all regions

This report gives analysis of satisfaction questionnaires sent to clients of the project during the quarter.

Satisfaction Index

To give an indication of overall client satisfaction, clients are asked the question:

"Overall how would you rate the scheme?"

The percentage of responses stating 'Very Good or Good' are used to present the satisfaction index.

Number of replies received	561
Overall satisfaction index	99%

General approach of staff	No of responses	Very Helpful	Quite Helpful	Quite Unhelpful	Very Unhelpful
	493	95.7%	4.1%	0.2%	0%
		472	20	1	0

Client rating of:	No of responses	Very Good	Good	Okay	Poor	Very Poor	Not Sure
Quality of the work done	453	88%	10%	1%	0%	0%	0%
Time taken to do the work	465	90%	8%	1%	1%	0%	0%
		398	47	5	2	0	0
		417	39	6	3	0	0
Would you have been able to have the work done without the involvement of the scheme?	No of responses	Yes	Some	No			
	441	17.5%	12.5%	70.1%			
		77	55	309			
Would you use the scheme again/recommend the scheme?	No of responses	Yes	No	Not Sure			
	527	98%	2%	1%			
		514	9	4			

Do you think the work undertaken has prevented an accident or future accident?	No of responses	Yes	No	Not Sure		
	465	79%	21%	0%		
		366	99	0		
Overall how would you rate the scheme?	No of responses	V. Good	Good	OK	Poor	V. Poor
	547	92%	7%	1%	0%	0%
		503	38	6	0	0