

Service Managers Report to Devon Care & Repair Monitoring Board **Quarter 2 2008/09**

INTRODUCTION

This report identified the activities of the agency and brings the SMDB up to date to the 2nd Quarter 2008/09.

USER SATISFACTION

At the quarter end we sent out 1105 satisfaction forms to clients, 813 were returned with an overall satisfaction rate of 99 %.

COMPLAINTS / COMPLIMENTS

Devon & Cornwall Housing Association has developed a reporting system for complaints and appreciations within the organisation which is now operational; all complaints are fully investigated and any necessary action taken.

The number of complaints received by the agency this quarter is four; two for South Hams and two for Exeter. Three of the complaints involved work and one querying the cost of an invoice sent to the client.

We received 14 appreciations; these mainly praised the attitude of staff and the help and assistance given to clients by the agency.

DMG ISSUES / THEMES

Care and Repair Website

We are getting interest from other organisations regarding the web site, we have continued to develop it further which will be ongoing; the social enterprise page is now operational and active.

Promotions

We continue to expand on the promotion of the agency by carrying out presentations, attending shows and Community Services days including leaflet drops. We have are working closely with Community Safety Partnership groups within the County.

We continue to utilise advertising in various publications throughout the County.

With the improved promotions structure that we have within the agency we will be expecting to see an increase in the workload that the agency receives in the future. In the future we will be monitoring the returns when referrals are received to evaluate if the particular promotions are cost effective.

DMG Representation

Concerns continue to be expressed regarding the membership of DMG in some areas. We are actively involved in improving membership for these groups.

Social Enterprise

Number of referrals:	
RSL	56
Call 24Hours	7
Private	22
Total	85
Value of work	£17588

To allow for the increase in the workload we are employing relief staff both for handyperson services and to undertake casework/technical works; we envisage that this will be an ongoing process as the workload increases.

We continue to review working practices in conjunction with procedures to improve effective ways of working.

Developments Plan

The development plan has been sent to all the stakeholders, their responses will guide developments to the business plan.

We have endeavored to meet the future HIA's strategic drivers which will need to be a progressive approach to meet the challenges and opportunities that may present themselves.

We have also linked into the agency prevention work as we see this as another important area for the agency to develop.

DMGs are responding direct to Kathy regarding the proposals and further discussion will take place when all responses have been received.

REMAS

We have now been asked to develop the REMAS service across the county we will be developing this over the next two months, with a target to begin countywide delivery in January 2009. We are in the process of recruiting to ensure that we can deliver the REMAS service without compromising the core contract. We anticipate high demand; for example in Northern Devon we had 703 referrals during 10 month pilot.

Ian Parker
HIA Manager Devon
11 November 2008

APPENDIX B 2

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Second quarter 2008/09

The data collated to feed this report is sourced from FEMIS and Complaints/Compliments register

COMPLAINTS / COMPLIMENTS

Complaints	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
East Devon	0	0			
Exeter	0	2			
Mid Devon	0	0			
North Devon	0	0			
South Hams	2	2			
Teignbridge	0	0			
Torrige	0	0			
West Devon	0	0			
Total	2	4			

Appreciations	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
East Devon	0	0			
Exeter	0	0			
Mid Devon	0	0			
North Devon	1	2			
South Hams	3	2			
Teignbridge	7	0			
Torrige	3	4			
West Devon	2	6			
Total	16	15			

TENURE

Tenure Q2	East Devon	Torrige	Teignbridge	Exeter	Mid Devon	North Devon	West Devon	South Hams
Owner occupier	171	88	265	139	229	160	216	193
Private Rented	3	4	8	1	7	15	28	9
RSL	3	14	6	17	16	43	26	15
Local Authority	3	2	1	7	27	0	0	0
Other	0	26	10	21	2	16	3	13

ETHNICITY

Ethnicity Q4	East Devon	Torrridge	Teignbridge	Exeter	Mid Devon	North Devon	West Devon	South Hams	Total
White British	177	107	267	172	279	229	259	220	1710
White Irish	0	0	0	0	0	0	0	1	1
White Other	0	1	0	1	2	1	4	2	11
Black African	0	0	0	0	0	0	0	0	0
Black Caribbean	0	0	0	0	0	0	0	0	0
Mixed other	0	0	0	0	0	1	0	0	1
British Indian	0	0	0	0	0	0	2	0	2
British Pakistan	0	0	1	0	0	0	0	0	1
Refused	3	26	22	12	0	3	8	7	81
Total	180	134	290	184	281	234	273	230	1807

Care and Repair Projects - Survey of Client Satisfaction for quarter ending: 30th September 2008

Total of all regions

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

Of clients who had work completed during the period, the total response was: **1105 forms sent out**
This represents a response rate of: **U/K**

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	813
Overall satisfaction index	99%

General approach of staff	No of responses	Very Helpful	Quite Helpful	Quite Unhelpful	Very Unhelpful
	721	96.7%	3.3%	0.0%	0%
		697	24	0	0

Client rating of:	No of responses	Very Good	Good	Okay	Poor	Very Poor	Not Sure
Quality of the work done	662	85%	14%	2%	0%	0%	0%
Time taken to do the work	654	89%	12%	1%	0%	0%	0%
		560	92	10	0	0	0
		581	76	5	1	0	0
Would you have been able to have the work done without the involvement of the scheme?	No of responses	Yes	Some	No			
	692	13.9%	11.0%	75.1%			
		96	76	520			
Would you use the scheme again/recommend the scheme?	No of responses	Yes	No	Not Sure			
	762	98%	2%	1%			
		746	12	4			

Do you think the work undertaken has prevented an accident or future accident?	No of responses	Yes	No	Not Sure
	677	79%	21%	0%
		533	144	0

Overall how would you rate the scheme?	No of responses	V. Good	Good	OK	Poor	V. Poor
	791	92%	7%	1%	0%	0%
		730	57	4	0	0