

DRAFT APPENDIX B: Service Managers Report to Devon Care & Repair Monitoring Board
Quarter 1 2008/09

INTRODUCTION

This report identified the activities of the agency and brings the SMDB up to date to the 1st Quarter 2008/09.

USER SATISFACTION

In the quarter ending June 2008 we sent out 1131 satisfaction forms to clients, 717 were returned with an overall satisfaction rate of 99 %.

COMPLAINTS / COMPLIMENTS

We are developing a new system for dealing with all complaints/appreciations which gives more details including how they were handled and any actions taken.

We received 2 complaints this quarter; both of these involved work that had been completed,

We received 16 appreciations; these mainly praised the attitude of staff and the help and assistance given to clients by the agency.

DMG ISSUES / THEMES

DMG Representation

In both Mid Devon and Exeter we are discussing how to tackle the fall in representation on the DMG's.

Social Enterprise

Number of referrals:	
RSL	68
Call 24Hours	6
Private	5
Total	79
Value of work	£22,842

Payment for the full value of work will be deferred as we are dealing with a number of adaptations that will not be completed for some time. The income will, however, be posted during this financial year.

This work stream now has a dedicated manager with technical and administrative support; we have also increased the number of relief handyperson to undertake the work.

Care and Repair Website

The site has now gone live we are getting a good response. We have a referral form on the site and we have just started to get referrals via this route. We have a manager who has been trained to make updates and we have now started to link into other organisations via hyperlinks.

Promotions

We have carried out presentations attended shows and Community Services days and done leaflet drops. We have a member of staff on the planning group for Devon Disability Forum forthcoming major event

Staff use clothing with logos when attending events to present a smart corporate image to represent the agency.

We have had articles in various publications within the county also we have been involved with BBC Radio Devon in the midday discussion programme about the service we provide following a request for information from members of the public.

Workloads

We are working with the partners in the local areas regarding cases and workloads and reviewing working practices, to make improvements in local service delivery.

Developments

We have prepared a draft development plan for the agency for consideration by the SMDB, this incorporates a marketing strategy.

REMAS

The Remas pilot has been extended to the 5 October 2008. We have had 40 referrals this quarter; this is beginning to lead into other areas that we would envisage we could develop in the future.

Ian Parker
HIA Manager Devon
21 August 2008

APPENDIX B 2

Service Managers Report to Devon Care & Repair Monitoring Board

First 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				
Exeter	0				
Mid Devon	0				
North Devon	0				
South Hams	2				
Teignbridge	0				
Torrige	0				
West Devon	0				
Total	2				

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

TENURE

Tenure Q4	East Devon	Torrige	Teignbridge	Exeter	Mid Devon	North Devon	West Devon	South Hams
Owner occupier	222	51	228	185	274	174	193	242
Private Rented	2	2	7	3	10	13	19	9
RSL	1	7	3	11	10	35	28	28
Local Authority	1	1	0	2	58	0	0	0
Other	0	19	18	4	4	1	3	0

ETHNICITY

Ethnicity Q4	East Devon	Torridge	Teignbridge	Exeter	Mid Devon	North Devon	West Devon	South Hams	Total
White British	223	56	248	182	342	215	239	266	1771
White Irish	1	0	0	3	0	2	0	1	7
White Other	0	0	0	0	7	0	0	3	10
Black African	0	0	0	0	1	1	0	0	2
Black Caribbean	0	0	0	0	0	0	1	0	1
Mixed other	0	0	0	0	2	0	0	0	2
British Indian	0	0	0	0	0	0	0	0	0
British Pakistan	0	0	1	0	2	0	0	0	3
Refused	2	24	7	20	2	5	3	7	70
Total	226	80	256	205	356	223	243	277	1866

APPENDIX B 3

Service Managers Report to Devon Care & Repair Monitoring Board

First Quarter end 2008/09

CLIENT SUPPORT FUND

Client Support Fund	Quarter 1	Quarter 2	Quarter 3	Quarter 4
East Devon	0			
Exeter	723.39			
Mid Devon	1504.21			
North Devon	531.04			
South Hams	-5417.19			
Teighbridge	4959.16			
Torridge	-667.01			
West Devon	0			
Total	910.21			
Previous balance	51034.95			
Monies in	29175.57			
Monies out	28265.36			
Balance as at quarter	51945.16			

FINANCIAL MONITORING FOR the year 2007-2008

Figures for the year

Spend on ACS commissioning minor adapts £48057.08

Spend on major adapts £378801.31

Spend on repairs £188317.79

Money generated from hardship fund, in bank account £51945.16 plus charitable work completed £59770.18, making a total collected for this financial year £111715.34.

	Yearly figures	Total
ACS	48057.08	
Major adapts	378801.31	
Repairs	188317.79	
Charitable work completed	59770.18	
Social enterprise	22842.65	697789.01

APPENDIX B 4

Care and Repair Projects - Survey of Client Satisfaction for quarter ending: 30th June 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: **1131 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	717
Overall satisfaction index	99%

	No of responses	Very Helpful	Quite Helpful	Quite Unhelpful	Very Unhelpful
General approach of staff	640	96.6%	3.0%	0.2%	0%
		618	19	1	2

Client rating of:	No of responses	Very Good	Good	Okay	Poor	Very Poor	Not Sure
Quality of the work done	575	87%	10%	2%	0%	0%	0%
Time taken to do the work	588	89%	9%	2%	0%	0%	0%
		501	59	12	1	0	2
		523	52	11	2	0	0

Would you have been able to have the work done without the involvement of the scheme?	No of responses	Yes	Some	No
	580	17.9%	20.2%	61.9%
		104	117	359
Would you use the scheme again/recommend the scheme?	No of responses	Yes	No	Not Sure
	691	97%	1%	2%
		672	7	12
Do you think the work undertaken has prevented an accident or future accident?	No of responses	Yes	No	Not Sure
	585	81%	19%	0%
		475	110	0

Overall how would you rate the scheme?	No of responses	V. Good	Good	OK	Poor	V. Poor
	712	92%	7%	1%	0%	0%
		655	51	5	0	1