

Safe at Home? – Quarterly Update (period to 30 September 2010)

Overall numbers of requests for the service

	Number of Health and Wellbeing checks (HWBCs) that resulted in a referral on to the HIA Provider.	Number of requests from other routes that resulted in a referral on to the HIA Provider.
July 2010	66	87
Aug. 2010	33	70
Sept. 2010	46	84
TOTAL	145	241

Timescales for processing of requests by Westbank (voucher administrator)

During this period no direct requests for the service were received which did not result in issue of a voucher and referral on to the HIA Provider.

	Number of requests in the period ¹	% of requests handled ² within two days	% of requests requiring additional information from client/source to effect referral ³	% of requests taking more than two days to handle
July 2010	153	71%	22%	7%
Aug. 2010	103	87%	1%	12%
Sept. 2010	130	86%	10%	4%
TOTAL	386	81%	12%	7%

Timescales for delivery of checks by DCR (HIA Provider)

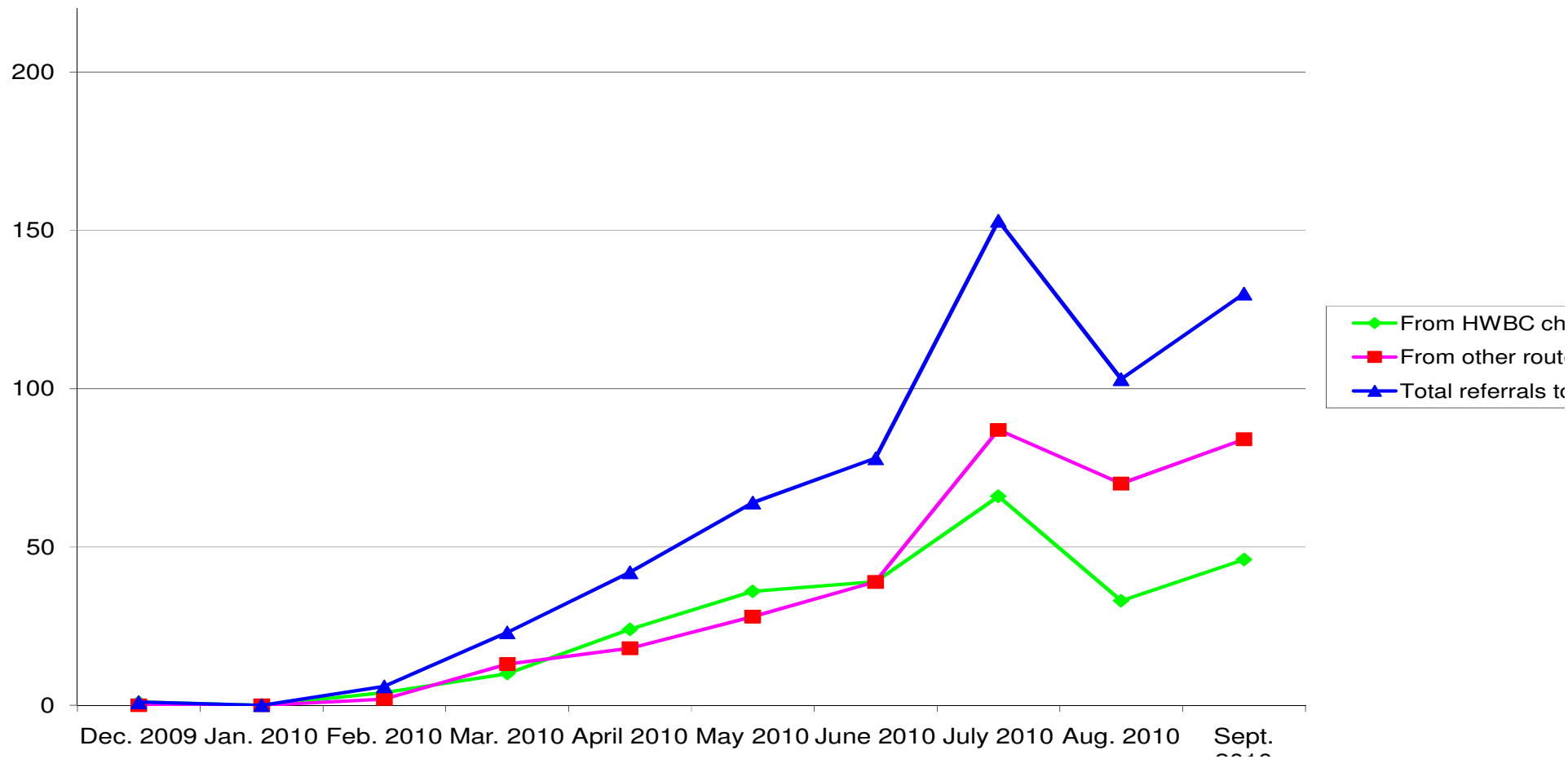
Data not yet available.

¹ This figure includes requests from Health and Wellbeing checks.

² Referred to the HIA Provider and voucher issued where necessary.

³ Once additional information had been provided all were then handled within two days.

The chart below shows the overall numbers of referrals received (each month, to date), broken down by principal access route. There is a clear upward trend in the overall numbers of referrals being handled, and this reflects increase in access via both of the principal access routes. Anecdotal evidence suggests that the upward trend has continued in to October 2010.

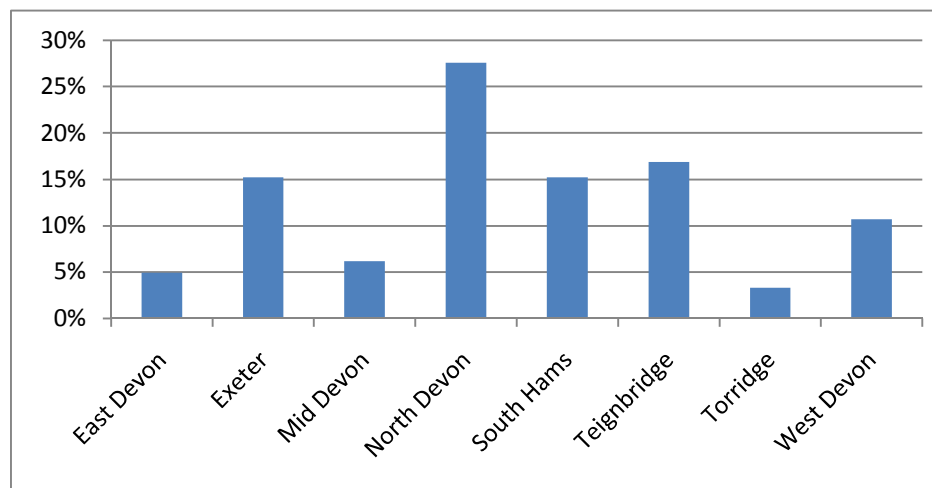


Statistical breakdown of requests

By District

East Devon	12 (3%)	Exeter	37 (10%)	Mid Devon	15 (4%)
North Devon	67 (17%)	South Hams	37 (10%)	Teignbridge	41 (11%)
Torrige	8 (2%)	West Devon	26 (7%)	Not yet known	143 (37%, via HWBC)

Chart below shows breakdown by district (excludes those via HWBC where this data is not available):



By ethnic origin

White British	350 (91%)	Any other White	4 (1%)	Bangladeshi	3 (1%)
Chinese	3 (1%)	Any other background	5 (1%)	Prefer not to answer	1 (0%)
Not yet known	20 (5%, via HWBC)				

By gender

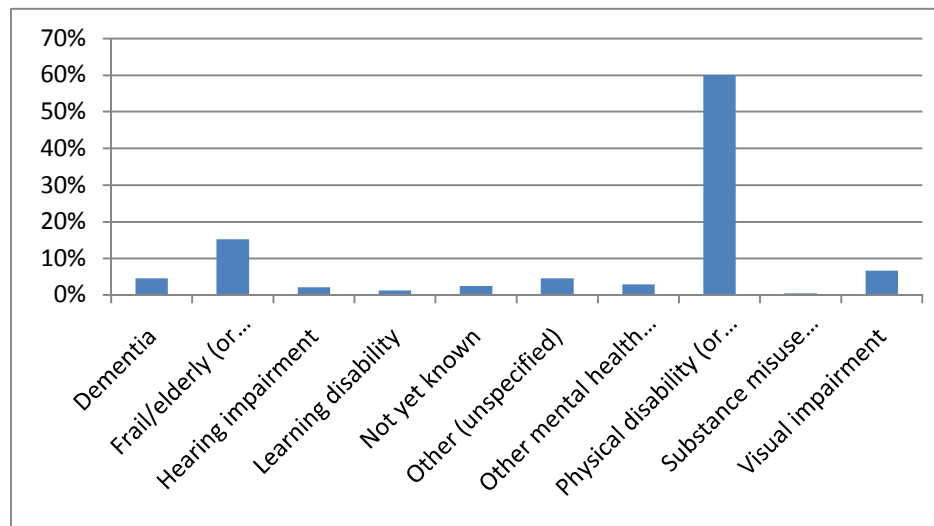
Male:	87 (23%)	Female:	299 (77%)
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By user group

Dementia	11 (3%)	Hearing impairment	5 (1%)	Visual impairment	16 (4%)
Other MH problem	7 (2%)	Learning disability	3 (1%)	Other (unspecified)	11 (3%)
Frail/elderly (or temporary illness)	37 (10%)	Physical disability (or long-term illness)	146 (38%)		

Information not yet obtained 6 (2%) Not yet known 143 (37%, via HWBC)

Chart below shows breakdown by district (excludes those via HWBC where this data is not available):



Of the 386 requests processed 17 (4%) resulted in the issue of vouchers to a household where a child under 5 was present 17.

Source of request (other than HWBC)

Self 106 (44%) DCR (the HIA) 84 (35%) Other organisations 51 (21%)

Additional data for all requests by date of birth, GP practice and postcode (to enable analysis by age, locality and ward) can be provided.

Complaints received about HIA Provider.

No formal complaints have been received. Informal feedback to the Devon Carers Link from some service users has continued to improve.

Matthew Byrne, Devon Carers Link (voucher provider)