

Safe at Home? – Supplementary monitoring data (July-September 2010)

Introduction

This supplementary report covers additional monitoring data based on invoice returns from Devon Care and Repair. The format for this additional monitoring data was discussed between DCC and Devon Carers Link 2 November 2010, with final clarification of DCC requirements being provided to Devon Carers Link 30 November 2010. In future quarters this data will be included in routine quarterly monitoring reports.

Invoices received

During the period 11 invoices were received, covering 242 checks. Queries were raised with the checks provider in respect of 13 checks, and paperwork is also outstanding on two further checks (preventing full data capture). In total therefore the monitoring data presented below relates to the provision of 227 checks. Some paperwork (action plan, job sheet or voucher) was missing (requiring further action) with at least one in five of these checks also.

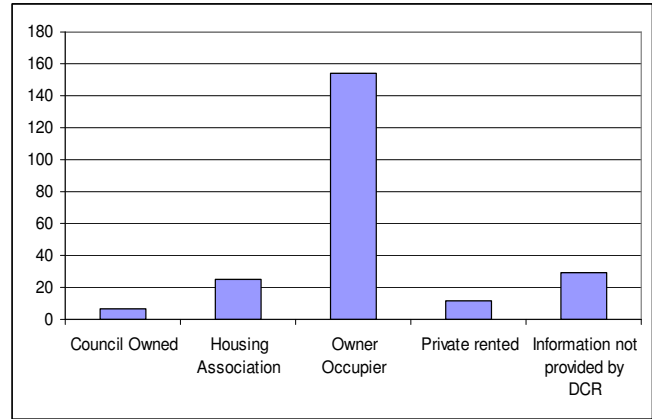
Source of requests for the service

Referral source can now be reported against a number of discrete categories although only four of these account for more than 1% of all referrals. A new referral process was established with Care Direct at the end of October, which will enable more accurate monitoring of referrals from them (although up to 19 November it had not been used).

Self-referrals	36%
Health and Wellbeing Check	33%
Devon Care and Repair	21%
Adult and Community Services	4%
Family or friends Police or crime prevention Supported Housing Provider Voluntary sector	1% each
Children and Young People's Services Health professional	Less than 1% each
All other sources	1%

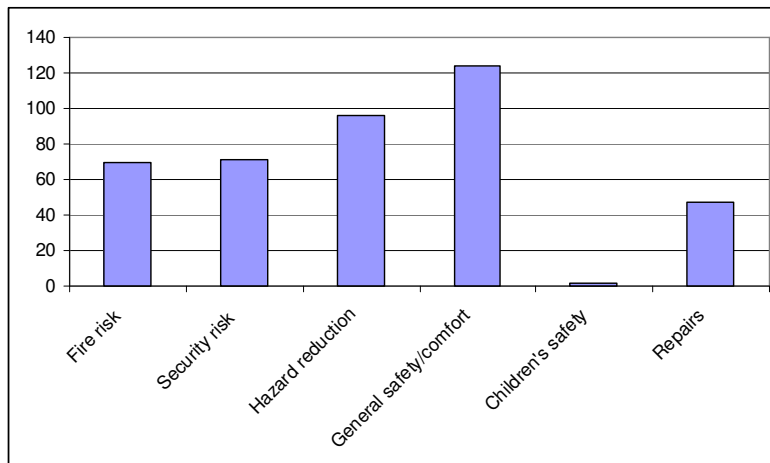
Tenure of those receiving checks

Council Owned	7	3%
Housing Association	25	11%
Owner Occupier	154	68%
Private rented	12	5%
Information not provided by DCR	29	13%



Service outputs (and associated costs)

Risk category	Number of checks/interventions	Average cost (materials)	Average cost (labour)
Fire risk	70/93	£14.26	£9.58
Smoke alarm fitting	54	n/a	n/a
Security risk	71/88	£10.54	£11.31
Hazard reduction	96/169	£16.60	£18.40
General safety/comfort	124/158	£19.64	£11.88
Children's safety	2/3	£17.98	£13.88
Repairs	47/75	£7.67	£15.58



Risk category	Checks – one intervention	Checks – two interventions	Checks – three or more interventions
Fire risk	53	20	0
Security risk	53	26	3
Hazard reduction	52	28	17
General safety/comfort	92	20	8
Children's safety	0	0	1
Repairs	30	10	7

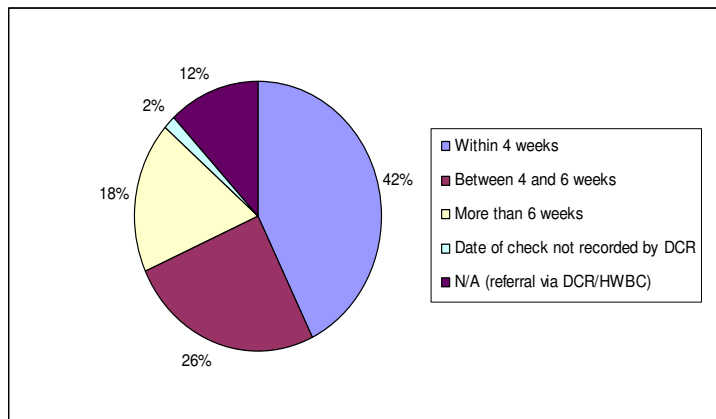
There were no second visits reported in this period.

Based on amounts invoiced to date the average cost of a check is £87.75. This average comprises the one-off check cost (£38.00) and additional costs of materials and labour.

District	Number of checks	Total additional costs (materials)	Total additional costs (labour)
Exeter	20	£ 337.28	£ 416.25
Mid Devon	22	£ 380.18	£ 314.50
North Devon	40	£ 1,111.50	£ 1,101.54
West Devon	15	£ 538.97	£ 434.78
East Devon	7	£ 171.93	£ 157.25
Torridge	9	£ 138.70	£ 240.50
Teignbridge	32	£ 1,133.90	£ 855.68
South Hams	8	£ 392.47	£ 231.20
Not known (HWBC referral)	73	£ 1,951.35	£ 1,684.56
Not yet known	1	£ 15.57	£ 37.00

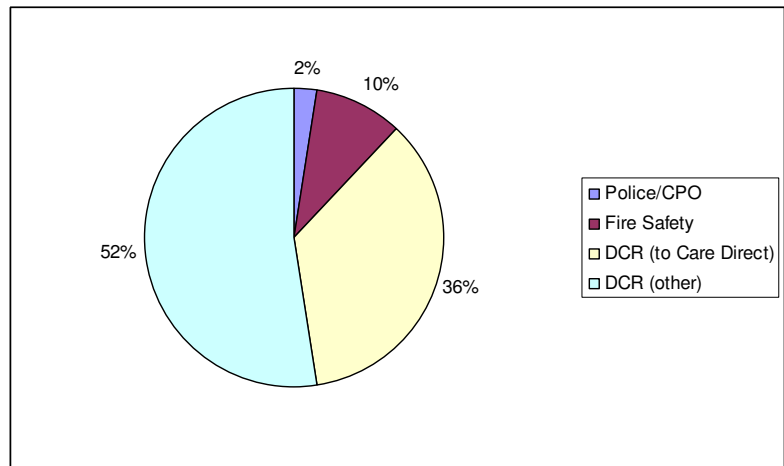
Timescales (delivery of check following referral)

Within 4 weeks	97
Between 4 and 6 weeks	58
More than 6 weeks	41
Date of check not recorded by DCR	4
N/A (referral via DCR/HWBC)	27



Signposting activity (referrals made following a check)

Police/CPO	1
Fire Safety	4
DCR (to Care Direct)	15
DCR (other)	22



Conversion rate (vouchers resulting in a check)

Of the 78 referrals passed through to DCR in June, vouchers relating to 40 were returned following a check during the three months following (51%).

Matthew Byrne, Devon Carers Link (voucher provider)

8 December 2010