

ADULT AND COMMUNITY SERVICES

MANAGEMENT INFORMATION TEAM

WEEKLY REMAS PERFORMANCE REPORT

PERIOD: Week Ending 04/07/2009

Adults & Older People



WEEKLY REMAS PERFORMANCE REPORT

WEEK ENDING 04/07/2009

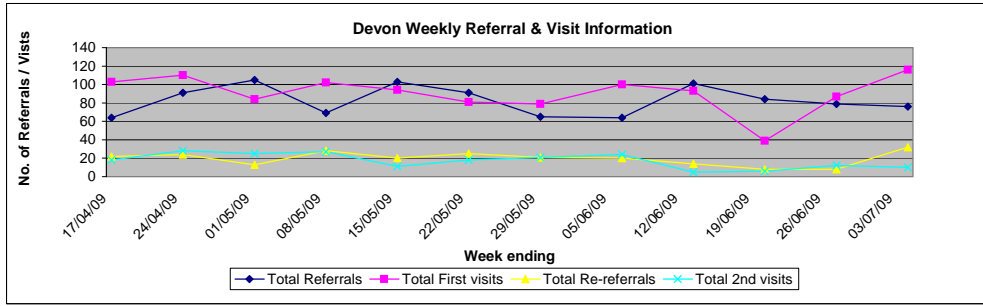
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Weekly Referral & Visit Information

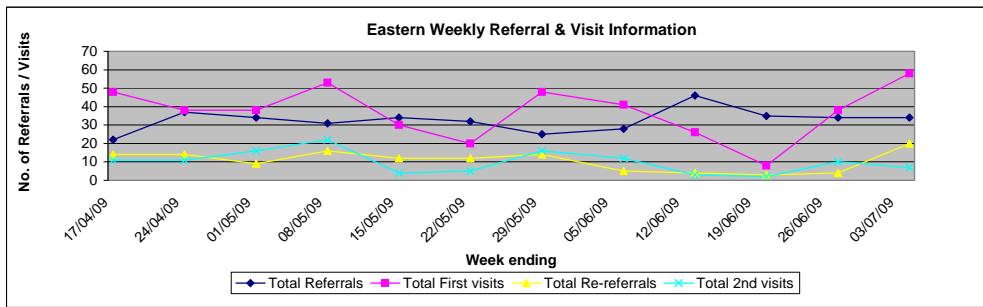
Devon Performance

	17/04/2009	24/04/2009	01/05/2009	08/05/2009	15/05/2009	22/05/2009	29/05/2009	06/06/2009	13/06/2009	20/06/2009	27/06/2009	04/07/2009
Total Referrals	64	91	105	69	103	91	65	64	101	84	79	76
Total First visits	103	110	84	102	94	81	79	100	93	39	87	116
Total Re-referrals	22	24	13	28	20	25	21	20	14	8	8	32
Total 2nd visits	18	28	25	27	11	18	21	24	5	6	12	10



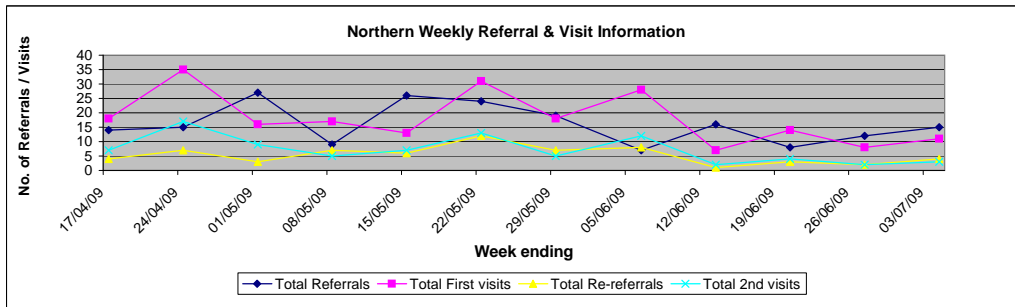
Eastern Performance

	17/04/2009	24/04/2009	01/05/2009	08/05/2009	15/05/2009	22/05/2009	29/05/2009	06/06/2009	13/06/2009	20/06/2009	27/06/2009	04/07/2009
Total Referrals	22	37	34	31	34	32	25	28	46	35	34	34
Total First visits	48	38	38	53	30	20	48	41	26	8	38	58
Total Re-referrals	14	14	9	16	12	12	14	5	4	3	4	20
Total 2nd visits	11	11	16	22	4	5	16	12	3	2	10	7



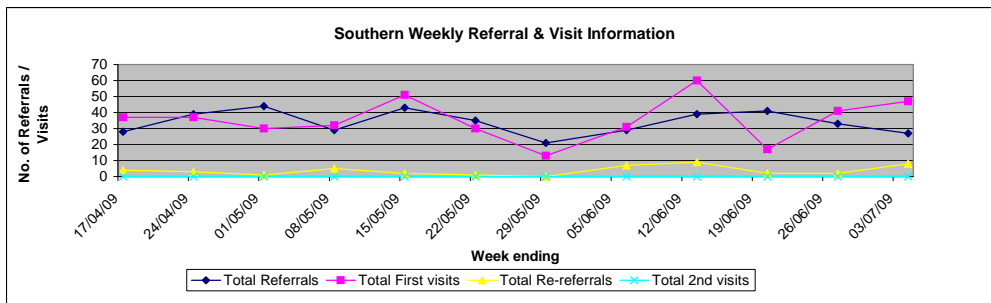
Northern Performance

	17/04/2009	24/04/2009	01/05/2009	08/05/2009	15/05/2009	22/05/2009	29/05/2009	06/06/2009	13/06/2009	20/06/2009	27/06/2009	04/07/2009
Total Referrals	14	15	27	9	26	24	19	7	16	8	12	15
Total First visits	18	35	16	17	13	31	18	28	7	14	8	11
Total Re-referrals	4	7	3	7	6	12	7	8	1	3	2	4
Total 2nd visits	7	17	9	5	7	13	5	12	2	4	2	3



Southern Performance

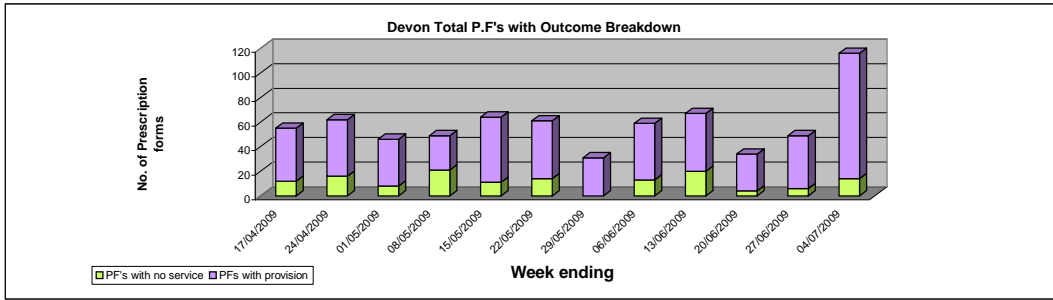
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Total Referrals	28	39	44	29	43	35	21	29	39	41	33	27
Total First visits	37	37	30	32	51	30	13	31	60	17	41	47
Total Re-referrals	4	3	1	5	2	1	0	7	9	2	2	8
Total 2nd visits	0	0	0	0	0	0	0	0	0	0	0	0



Weekly Prescription Forms with outcome breakdown

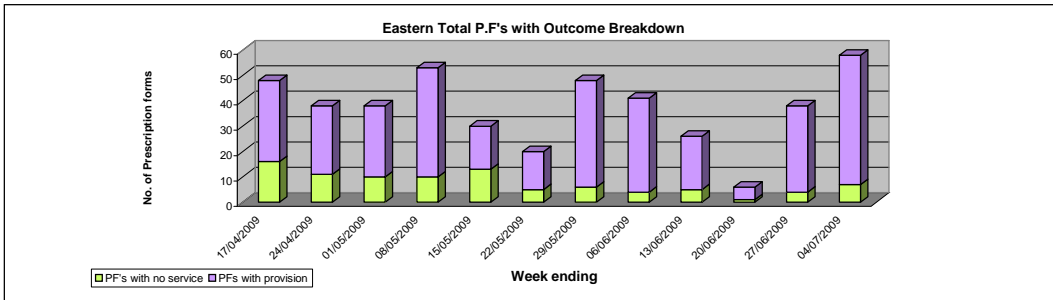
Devon Performance

	17/04/2009	24/04/2009	01/05/2009	08/05/2009	15/05/2009	22/05/2009	29/05/2009	06/06/2009	13/06/2009	20/06/2009	27/06/2009	04/07/2009
PFs with no service	12	16	8	21	11	14	0	13	20	4	6	14
PFs with provision	43	46	38	28	53	47	31	46	47	30	43	102



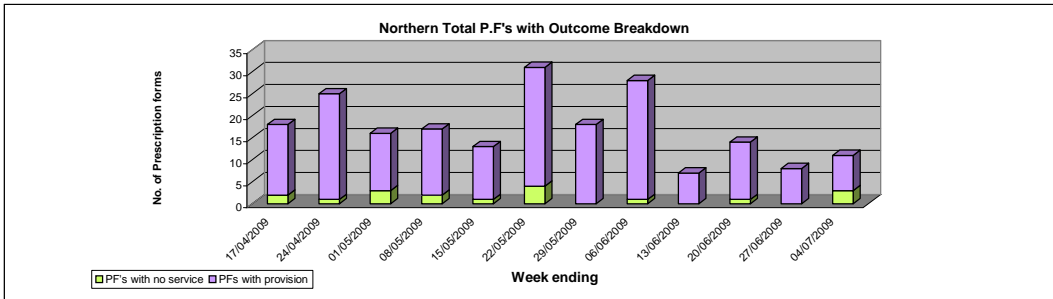
Eastern Performance

	17/04/2009	24/04/2009	01/05/2009	08/05/2009	15/05/2009	22/05/2009	29/05/2009	06/06/2009	13/06/2009	20/06/2009	27/06/2009	04/07/2009
PFs with no service	16	11	10	10	13	5	6	4	5	1	4	7
PFs with provision	32	27	28	43	17	15	42	37	21	5	34	51



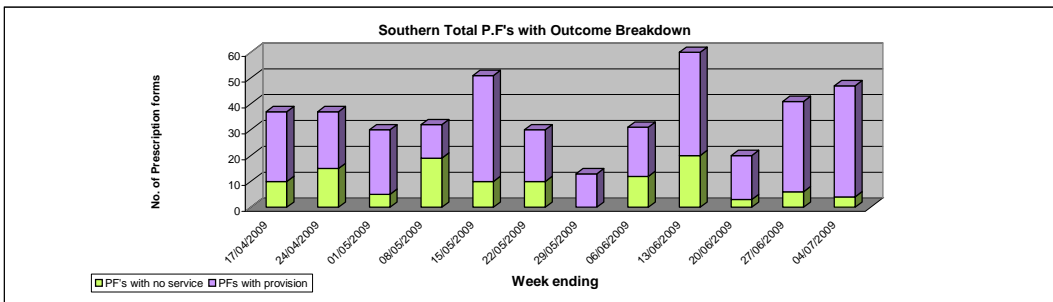
Northern Performance

	17/04/2009	24/04/2009	01/05/2009	08/05/2009	15/05/2009	22/05/2009	29/05/2009	06/06/2009	13/06/2009	20/06/2009	27/06/2009	04/07/2009
PFs with no service	2	1	3	2	1	4	0	1	0	1	0	3
PFs with provision	16	24	13	15	12	27	18	27	7	13	8	8



Southern Performance

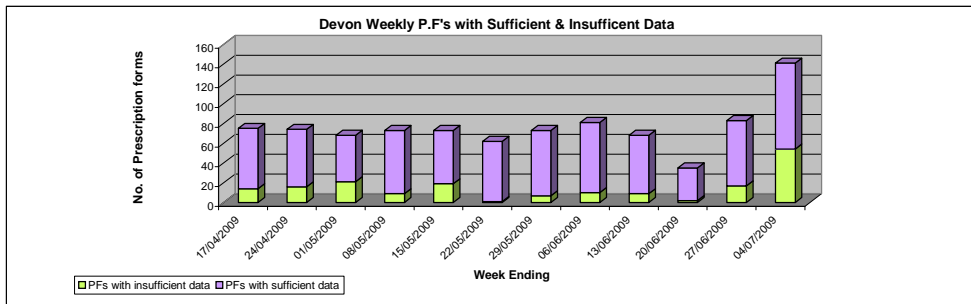
	17/04/2009	24/04/2009	01/05/2009	08/05/2009	15/05/2009	22/05/2009	29/05/2009	06/06/2009	13/06/2009	20/06/2009	27/06/2009	04/07/2009
PFs with no service	10	15	5	19	10	10	0	12	20	3	6	4
PFs with provision	27	22	25	13	41	20	13	19	40	17	35	43



Weekly Prescription Forms with sufficient & insufficient data

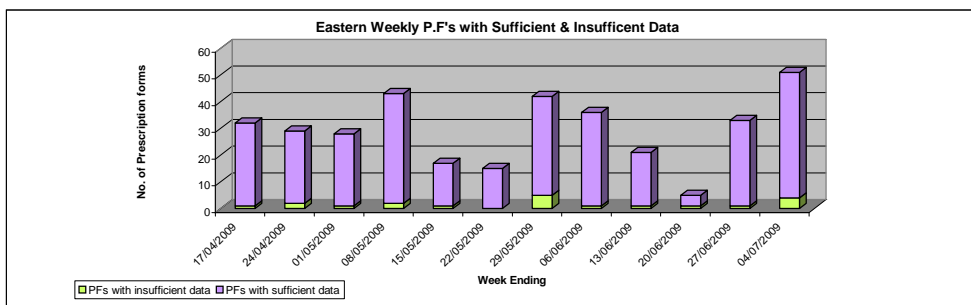
Devon Performance

	17/04/2009	24/04/2009	01/05/2009	08/05/2009	15/05/2009	22/05/2009	29/05/2009	06/06/2009	13/06/2009	20/06/2009	27/06/2009	04/07/2009
PFs with insufficient data	14	16	21	9	19	1	7	10	9	2	17	54
PFs with sufficient data	61	58	47	64	54	61	66	71	59	33	66	87



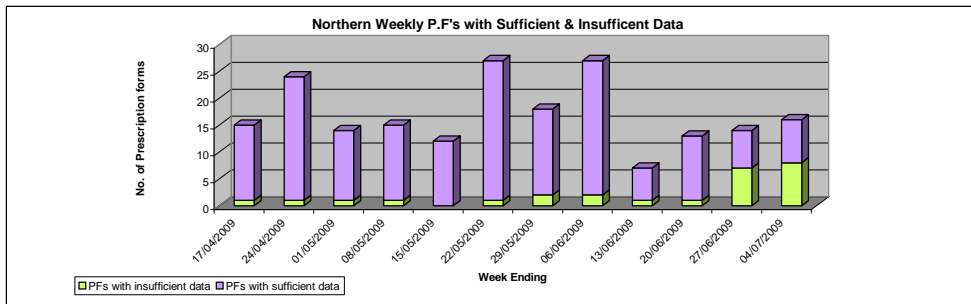
Eastern Performance

	17/04/2009	24/04/2009	01/05/2009	08/05/2009	15/05/2009	22/05/2009	29/05/2009	06/06/2009	13/06/2009	20/06/2009	27/06/2009	04/07/2009
PFs with insufficient data	1	2	1	2	1	0	5	1	1	1	1	4
PFs with sufficient data	31	27	27	41	16	15	37	35	20	4	32	47



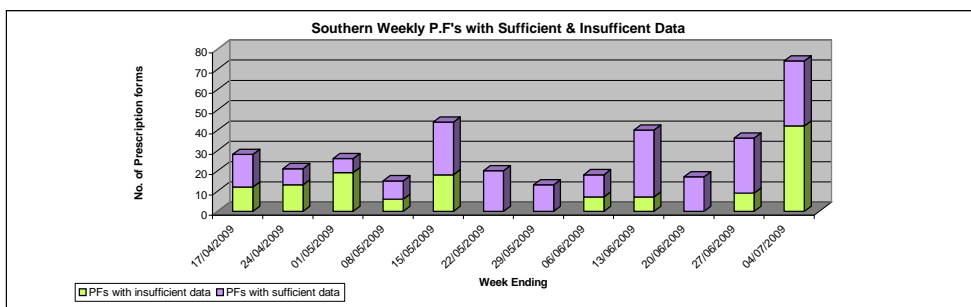
Northern Performance

	17/04/2009	24/04/2009	01/05/2009	08/05/2009	15/05/2009	22/05/2009	29/05/2009	06/06/2009	13/06/2009	20/06/2009	27/06/2009	04/07/2009
PFs with insufficient data	1	1	1	1	0	1	2	2	1	1	7	8
PFs with sufficient data	14	23	13	14	12	26	16	25	6	12	7	8



Southern Performance

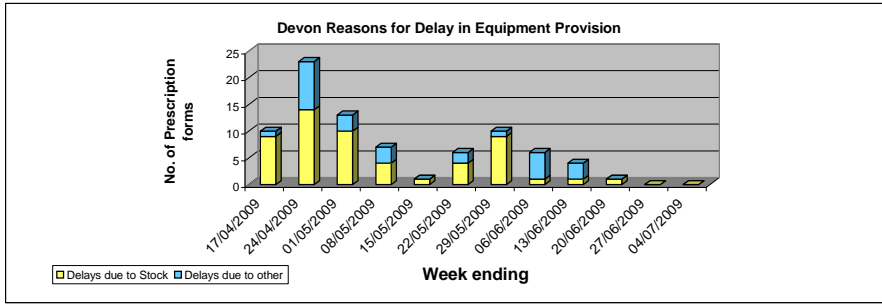
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PFs with insufficient data	12	13	19	6	18	0	0	7	7	0	9	42
PFs with sufficient data	16	8	7	9	26	20	13	11	33	17	27	32



Reasons for Delay in Equipment Provision

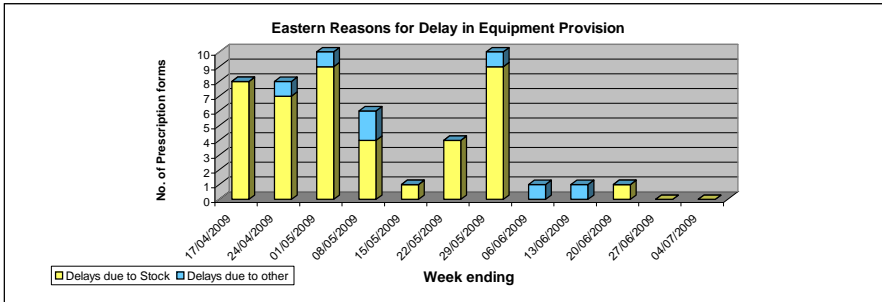
Devon Performance

	17/04/2009	24/04/2009	01/05/2009	08/05/2009	15/05/2009	22/05/2009	29/05/2009	06/06/2009	13/06/2009	20/06/2009	27/06/2009	04/07/2009
Delays due to Stock	9	14	10	4	1	4	9	1	1	1	0	0
Delays due to other	1	9	3	3	0	2	1	5	3	0	0	0



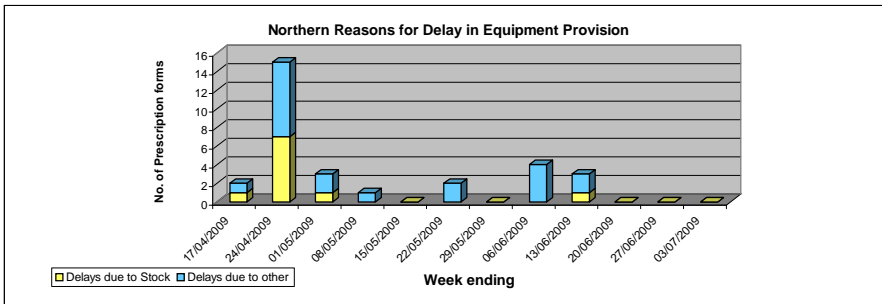
Eastern Performance

	17/04/2009	24/04/2009	01/05/2009	08/05/2009	15/05/2009	22/05/2009	29/05/2009	06/06/2009	13/06/2009	20/06/2009	27/06/2009	04/07/2009
Delays due to Stock	8	7	9	4	1	4	9	0	0	1	0	0
Delays due to other	0	1	1	2	0	0	1	1	1	0	0	0



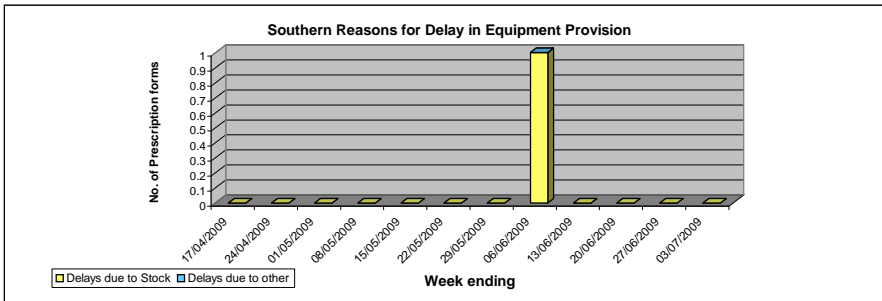
Northern Performance

	17/04/2009	24/04/2009	01/05/2009	08/05/2009	15/05/2009	22/05/2009	29/05/2009	06/06/2009	13/06/2009	20/06/2009	27/06/2009	03/07/2009
Delays due to Stock	1	7	1	0	0	0	0	0	1	0	0	0
Delays due to other	1	8	2	1	0	2	0	4	2	0	0	0



Southern Performance

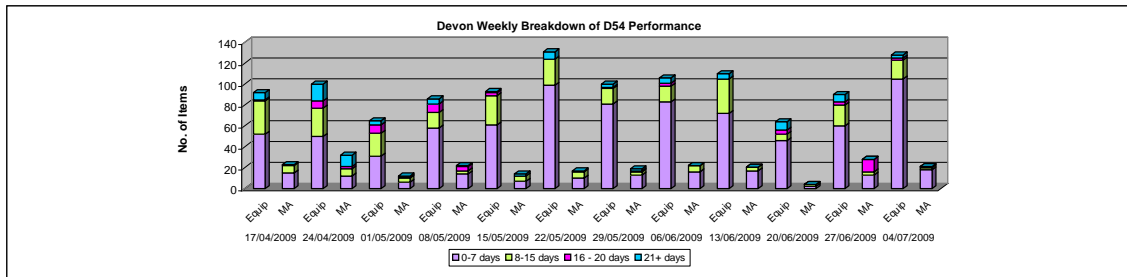
	17/04/2009	24/04/2009	01/05/2009	08/05/2009	15/05/2009	22/05/2009	29/05/2009	06/06/2009	13/06/2009	20/06/2009	27/06/2009	03/07/2009
Delays due to Stock	0	0	0	0	0	0	0	1	0	0	0	0
Delays due to other	0	0	0	0	0	0	0	0	0	0	0	0



Breakdown of Weekly D54 Performance

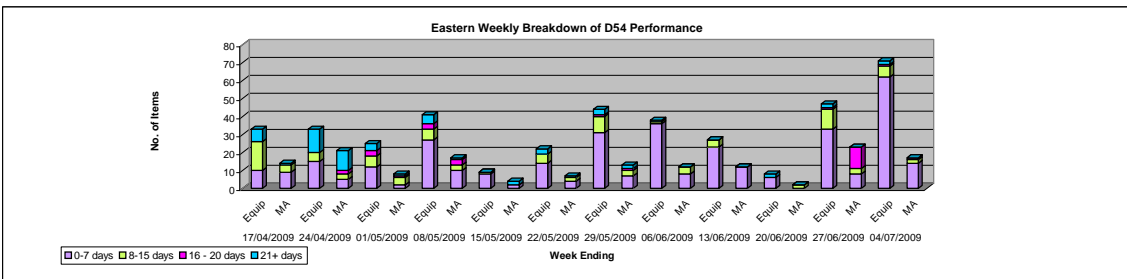
Devon Performance

	17/04/2009		24/04/2009		01/05/2009		08/05/2009		15/05/2009		22/05/2009		29/05/2009		06/06/2009		13/06/2009		20/06/2009		27/06/2009		04/07/2009	
	Equip	MA	Equip	MA	Equip	MA	Equip	MA	Equip	MA	Equip	MA	Equip	MA	Equip	MA	Equip	MA	Equip	MA	Equip	MA	Equip	MA
0-7 days	52	15	50	12	31	6	58	14	61	7	99	10	81	13	83	16	72	17	46	2	60	13	105	18
8-15 days	32	7	27	7	22	4	15	3	28	5	25	6	15	3	15	6	33	3.5	6	2	20	3	18	2
16 - 20 days	1	0	7	2	8	1	8	4	3	0	0	0	1	1	3	0	0	0	4	0	3	12	2	1
21+ days	7	1	16	11	4	1	5	1	1	2	7	1	3	2	5	0	5	0	8	0	7	0	3	0



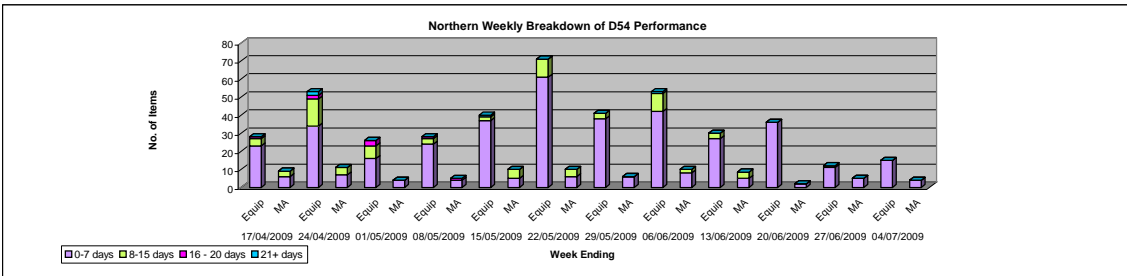
Eastern Performance

	17/04/2009		24/04/2009		01/05/2009		08/05/2009		15/05/2009		22/05/2009		29/05/2009		06/06/2009		13/06/2009		20/06/2009		27/06/2009		04/07/2009	
	Equip	MA	Equip	MA	Equip	MA	Equip	MA	Equip	MA	Equip	MA	Equip	MA	Equip	MA	Equip	MA	Equip	MA	Equip	MA	Equip	MA
0-7 days	10	9	15	5	12	2	27	10	8	2	14	4	31	7	36	8	23	12	6	0	33	8	62	14
8-15 days	16	4	5	3	6	4	6	3	1	0	5	2	9	3	1	4	4	0	0	2	11	3	6	2
16 - 20 days	0	0	0	2	3	1	3	3	0	0	0	0	1	1	0	0	0	0	0	0	1	12	1	1
21+ days	7	1	13	11	4	1	5	1	0	2	3	1	3	2	1	0	0	0	2	0	2	0	2	0



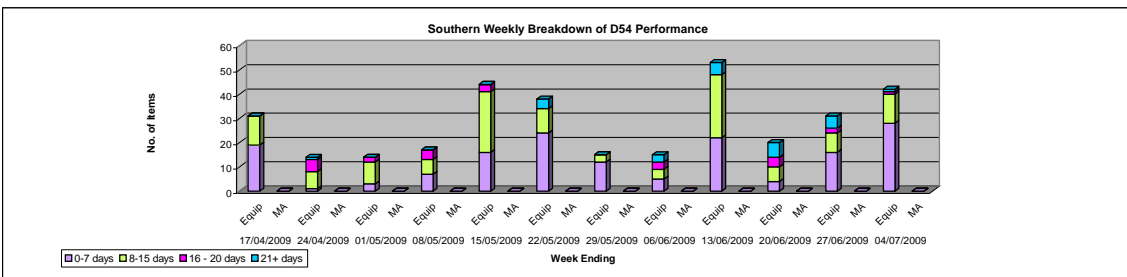
Northern Performance

	17/04/2009		24/04/2009		01/05/2009		08/05/2009		15/05/2009		22/05/2009		29/05/2009		06/06/2009		13/06/2009		20/06/2009		27/06/2009		04/07/2009	
	Equip	MA	Equip	MA	Equip	MA	Equip	MA	Equip	MA	Equip	MA	Equip	MA	Equip	MA	Equip	MA	Equip	MA	Equip	MA	Equip	MA
0-7 days	23	6	34	7	16	4	24	4	37	5	61	6	38	6	42	8	27	5	36	2	11	5	15	4
8-15 days	4	3	15	4	7	0	3	0	2	5	10	4	3	0	10	2	3	3.5	0	0	1	0	0	0
16 - 20 days	1	0	2	0	3	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
21+ days	0	0	2	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0



Southern Performance

	17/04/2009		24/04/2009		01/05/2009		08/05/2009		15/05/2009		22/05/2009		29/05/2009		06/06/2009		13/06/2009		20/06/2009		27/06/2009		04/07/2009	
	Equip	MA	Equip	MA	Equip	MA	Equip	MA	Equip	MA	Equip	MA	Equip	MA	Equip	MA	Equip	MA	Equip	MA	Equip	MA	Equip	MA
0-7 days	19	0	1	0	3	0	7	0	16	0	24	0	12	0	5	0	22	0	4	0	16	0	28	0
8-15 days	12	0	7	0	9	0	6	0	25	0	10	0	3	0	4	0	26	0	6	0	8	0	12	0
16 - 20 days	0	0	5	0	2	0	4	0	3	0	0	0	0	0	3	0	0	0	4	0	2	0	1	0
21+ days	0	0	1	0	0	0	0	0	0	0	4	0	0	0	3	0	5	0	6	0	5	0	1	0



REMAS Monitoring - Week ending 04/07/09

CDP Area	Total referrals (Contact assessments)	Total First Visits	First Visits / Referrals	Prescription Forms with Abandoned or No Provision Outcome	Assessments resulting in One Off or Ongoing Service	Total Re-referrals	Prescription Forms with Insufficient Data	Prescription Forms with Sufficient Data	Total Items of Equipment and Total Minor Adaptations (grey fill)	0-7 days (target 95%)	8 to 15 days (target 100%)	16 to 20 days	21 days and over	Delay equal to Stock Availability for equipment delivered in 8 days and over	Delay equal to Other for equipment delivered in 8 days and over	Total Second Visits	Incomplete Contact Assessments (as of 22/06/09)	0 - 10 days	11 - 25 days	26 - 50 days	51 - 100 days	101 - 200 days	200+ days	
Northern (DCR)	15	11	0.73	3	8	4	0	8	15	100.0%	0.0%	0	0	0	0	0	3	Team 5	2	2	0	1	0	0
									4	100.0%	0.0%	0	0					In Tray 29	16	10	0	1	2	0
Southern (Pluss)	27	47	1.74	4	43	8	11	32	42	66.7%	28.6%	1	1	0	0	0	16	Team 85	43	35	6	0	1	0
									0	#DIV/0!	#DIV/0!	0	0	0				In Tray 1	1	0	0	0	0	0
Eastern (DCR)	34	58	1.71	7	51	20	4	47	71	87.3%	8.5%	1	2	0	0	0	7	Team Part of DCR						
									17	82.4%	11.8%	1	0	0				In Tray 44	29	13	2	0	0	0

All analysis is based on clients' allocated team. Non CCT allocations have been assigned as agreed. Clients with missing allocation teams have been excluded. Number of working days calculations only include working days as per the B54 definition.

#Figures shown for PLUSS in Southern are for the provision of equipment only. Minor adaptations are provided by PLUSS under the separate Technicians contract. □