

HEART Performance Report Q1 2023/24



DFG Approvals	DFG Adaptation Grant Delivery	DFG Average Costs
Timescales	Social Care Equipment	Housing Authority Equipment
WASH Grant Delivery	Budget	Home Safety Grant Delivery
Hospital Discharge	Enquiries	Waiting List / Assessments Completed
Local Authority	Enquiries by Source	Cancellation Reasons

Select Financial Year

FY16/17	FY20/21
FY17/18	FY21/22
FY18/19	FY22/23
FY19/20	FY23/24

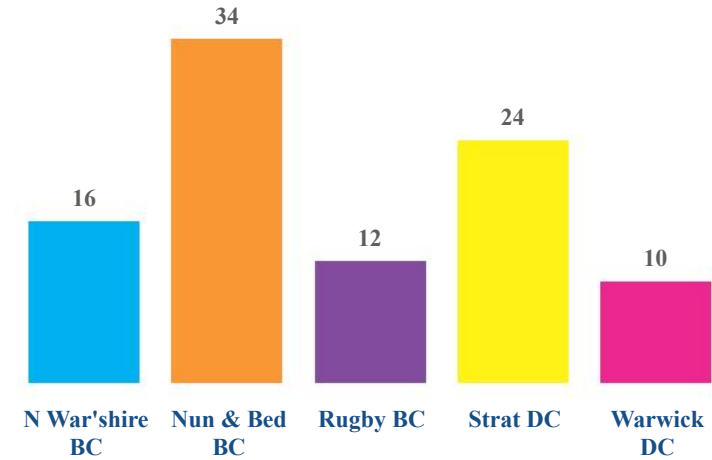
DFG Approvals - Number

Local Authority	Q1	Q2	Half Year	Q3	3/4 Year	Q4	Full Year
N War'shire BC	16		16		16		16
Nun & Bed BC	34		34		34		34
Rugby BC	12		12		12		12
Strat DC	24		24		24		24
Warwick DC	10		10		10		10
Heart Service	96		96		96		96

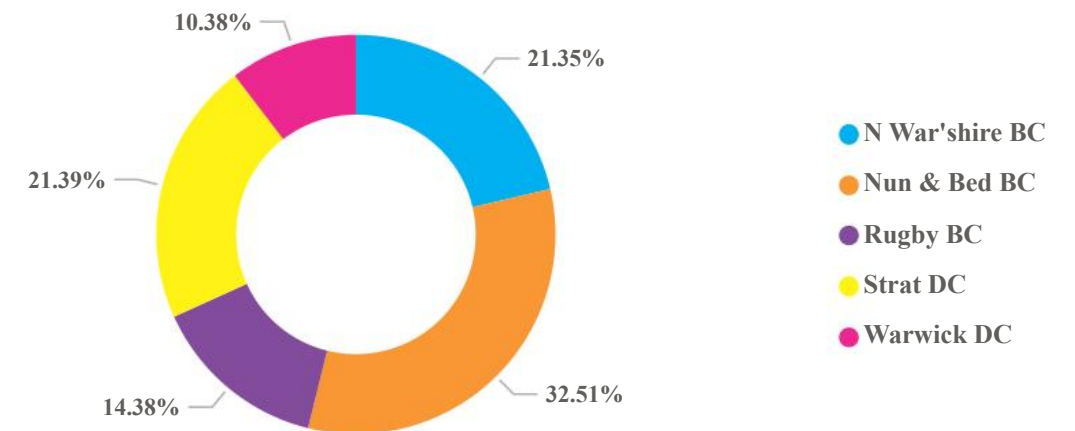
DFG - Approval - Value of Works

Local Authority	Q1	Q2	Half Year	Q3	3/4 Year	Q4	Full Year
N War'shire BC	£212,474		£212,474		£212,474		£212,474
Nun & Bed BC	£323,570		£323,570		£323,570		£323,570
Rugby BC	£143,097		£143,097		£143,097		£143,097
Strat DC	£212,897		£212,897		£212,897		£212,897
Warwick DC	£103,297		£103,297		£103,297		£103,297
Heart Service	£995,336		£995,336		£995,336		£995,336

DFG Approvals - Number



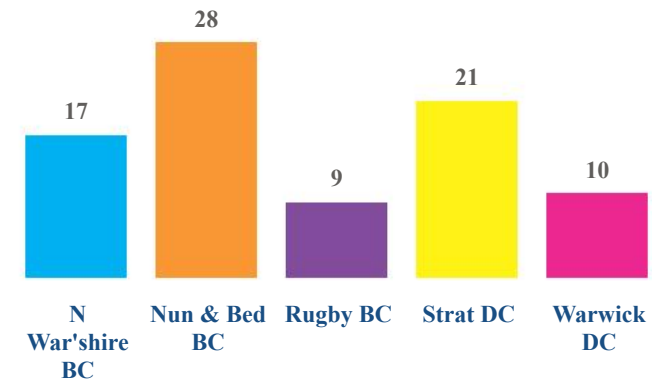
DFG - Approval - Value of Works



DFG Adaptation Grant Delivery - Number

Local Authority	Q1	Q2	Half Year	Q3	3/4 Year	Q4	Full Year
N War'shire BC	17		17		17		17
Nun & Bed BC	28		28		28		28
Rugby BC	9		9		9		9
Strat DC	21		21		21		21
Warwick DC	10		10		10		10
Heart Service	85		85		85		85

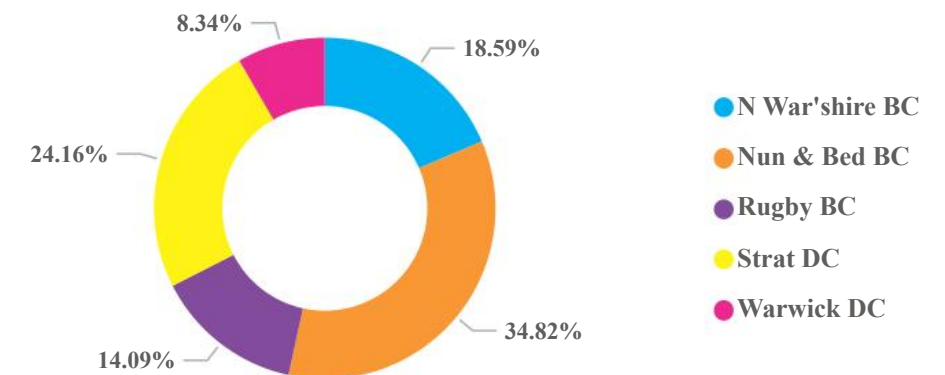
DFG Adaptation Grant Delivery - Number



DFG - Adaptation Grant Delivery - Value of Grants

Local Authority	Q1	Q2	Half Year	Q3	3/4 Year	Q4	Full Year
N War'shire BC	£139,560		£139,560		£139,560		139,560.43
Nun & Bed BC	£261,427		£261,427		£261,427		261,426.89
Rugby BC	£105,756		£105,756		£105,756		105,756.39
Strat DC	£181,354		£181,354		£181,354		181,354.12
Warwick DC	£62,636		£62,636		£62,636		62,636.13
Total	£750,734		£750,734		£750,734		750,733.96

DFG - Adaptation Grant Delivery - Value of Grants



Average Costs of Completed DFG Works - Overall

Local Authority	Q1	Q2	Half Year	Q3	3/4 Year	Q4	Full Year
N War'shire BC	£8,209		£8,209		£8,209		£8,209
Nun & Bed BC	£9,337		£9,337		£9,337		£9,337
Rugby BC	£11,751		£11,751		£11,751		£11,751
Strat DC	£8,636		£8,636		£8,636		£8,636
Warwick DC	£6,264		£6,264		£6,264		£6,264
Heart Service	£8,832		£8,832		£8,832		£8,832

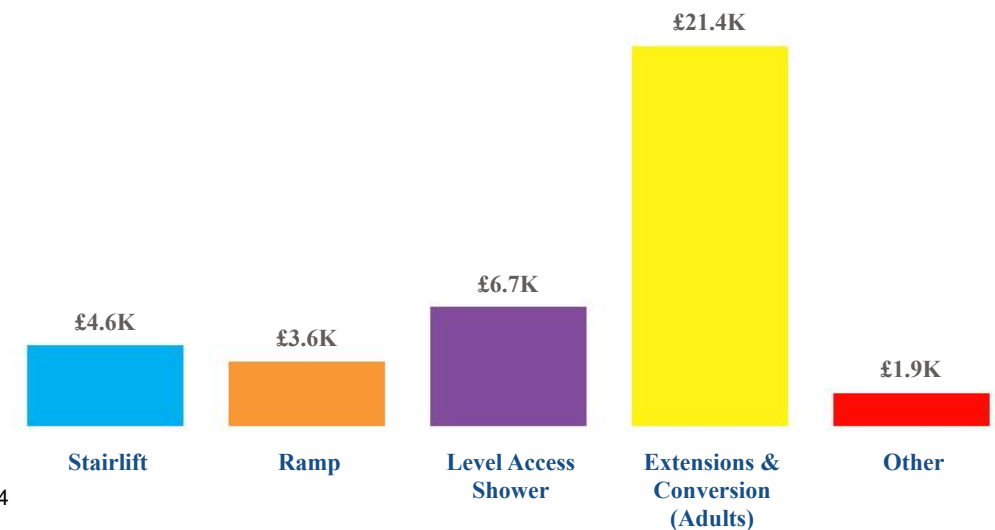
Average Costs of Completed DFG Works - Overall



Average costs YTD

Work Type Group	Case Count Works	Avg Works Costs	Avg End to End Time Enquiry to Works Completion
Stairlift	19	£4,554	198
Ramp	12	£3,605	218
Level Access Shower	57	£6,684	228
Extensions & Conversion (Adults)	4	£21,416	311
Other	128	£1,868	243

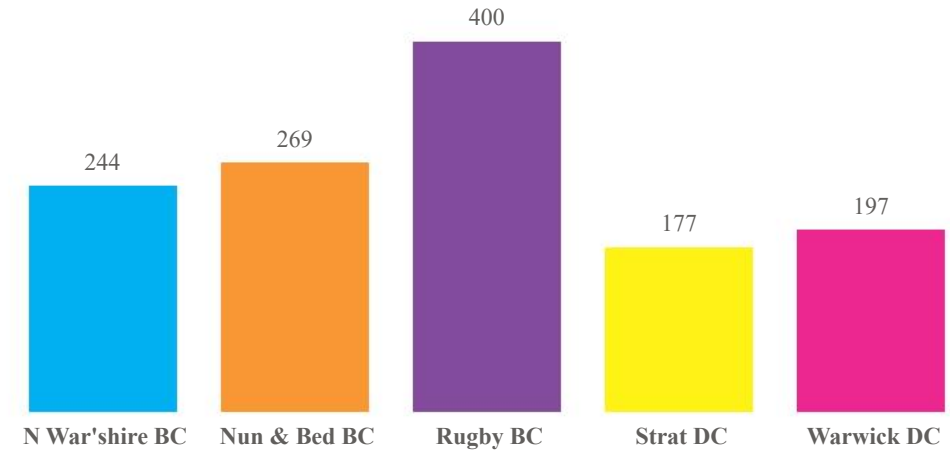
Average costs



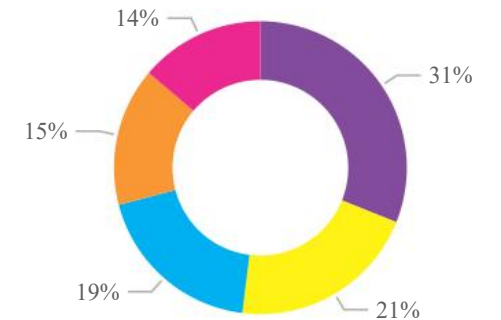
Average End to end DFG case delivery timescales

LA Short	Q1	Q2	Half Year	Q3	3/4 Year	Q4	Full Year
N War'shire BC	244		122		81		244
Nun & Bed BC	269		134		90		269
Rugby BC	400		200		133		400
Strat DC	177		89		59		177
Warwick DC	197		98		66		197
Total	249		125		83		249

Full Year by LA Short



LA Short	Enq to Telephone Assessment (all cases)	Telephone Assessment to Visit (all cases)	Visit to Contractor Visit	Contractor Visit to Quote	Quote to Apprv	Apprv to Start Work	Start Work to Completion Work	Avg End to End Time Enquiry to Works Completion	Completion Work to Case Closed
Warwick DC	8	59	70	5	25	57	6	197	44
Rugby BC	7	84	61	32	26	26	62	400	42
Strat DC	10	54	55	10	31	40	15	177	21
Nun & Bed BC	6	67	53	7	29	36	24	269	40
N War'shire BC	7	72	37	10	27	32	23	244	17
Total	7	68	53	11	28	38	23	249	31



DFG Delivery Commentary

96 DFG approvals were processed in the 1st Quarter of 2023. This was slightly higher than the quarterly average for last year which stood at 88. There tends to be some variation between the quarters so it compares favorably with Q1 from last year which stood at 92 approvals. The total value of DFG approvals was £995k which was similar to Q4 from 2022/23.



Completions were slightly lower than last year with 85 grants completed compared with 93. Completions follow closely the number of approvals and average out over time.

The value of completed adaptations was substantially lower than last year amounting to £750k. This was 25% lower than the previous year and reflects a lower average grant value of £8.8k down from £11.7k. The reason for this is the low number of extensions and conversions being completed in this quarter which stood at 4. Whilst this is normal variance with the average cost of extensions over £30k and Children's over £40k, it shows in the figures if there are higher or lower numbers in any one quarter.

The average delivery time was 249 calendar days. This is similar to last year which over the full year gave an average figure of 251 days.

There were very good times in the SDC and WDC of 177 and 197 days respectively. These translate in to 126 days and 140 days when counting working days only.

Rugby has a poor average this quarter of 400 days. This is due to a comparatively small number of completed adaptations (9) being skewed by one extension that took 600 days to complete. This was due to the complex needs of the customer who was in hospital when it was originally referred to HEART. The adaptations being delivered were also challenging with works being scheduled to take place after one set of works had completed to allow the full range of adaptation to be completed.

Excluding the Rugby exception, the delivery times in the North are generally worse due to higher demand. At around 255 calendar days (182 working days) to complete adaptations this is significantly higher than in SDC and WDC. The team has will operate flexibly and support different areas as we try to balance the service but we do operate 2 distinct waiting lists. Potentially this is an area that can be examined in the future to create a more balanced waiting lists.

Higher demand and more cases being open to the teams will impact these figures in the future though it is to be expected with the CX implementation and increasing enquiry levels.

DFG Delivery Commentary

End of March 2023



Staffing levels improved from 72% at the end of March to 92% at the end of the June 2023 due to recruitment and long term sickness ending (over 2 weeks and the end of the period).

As is widely known the service is facing challenges that includes the level of staffing in the face of increasing capital budgets, increased demand and the project to roll out a new IT system.

During April and May some of the operational staff have been assisting with testing and troubleshooting on the new system and effectively becoming champions. This will enable them to support others in the future.

Also training began which has further impacted capacity. The development has been shielded from the operational staff, implementation will have an effect.

The Duty Team went live on the 1st June with a phased go live process planned for July August and September for the other teams.

Whilst we expected the implementation to have an impact on performance, we are also facing increased demand into the service. Whether this is a bubble or permanent will become clear in time, however both are combining lengthen waiting lists for both duty screening and personal assessments.

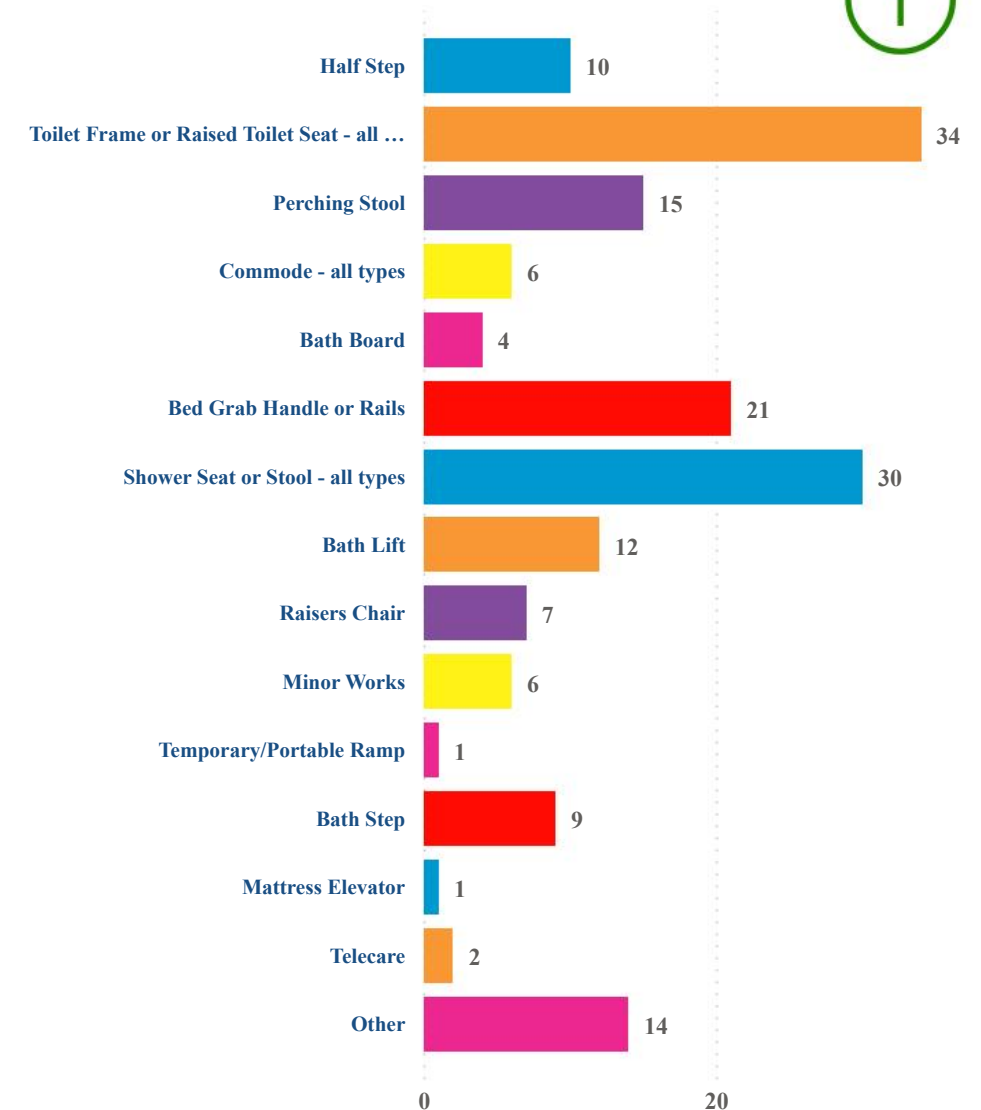
Capacity due to the IT implementation will be affected through Q1 and Q2 and also there will be changes that follow to deliver the proposed Housing Assistance Policy.

The service utilises casual staff to assist with the duty process as the small team can not cope with the level of enquiries at present. However this can only be financed by salary savings in other areas.

Staffing Levels as of 30 June 2023 ■

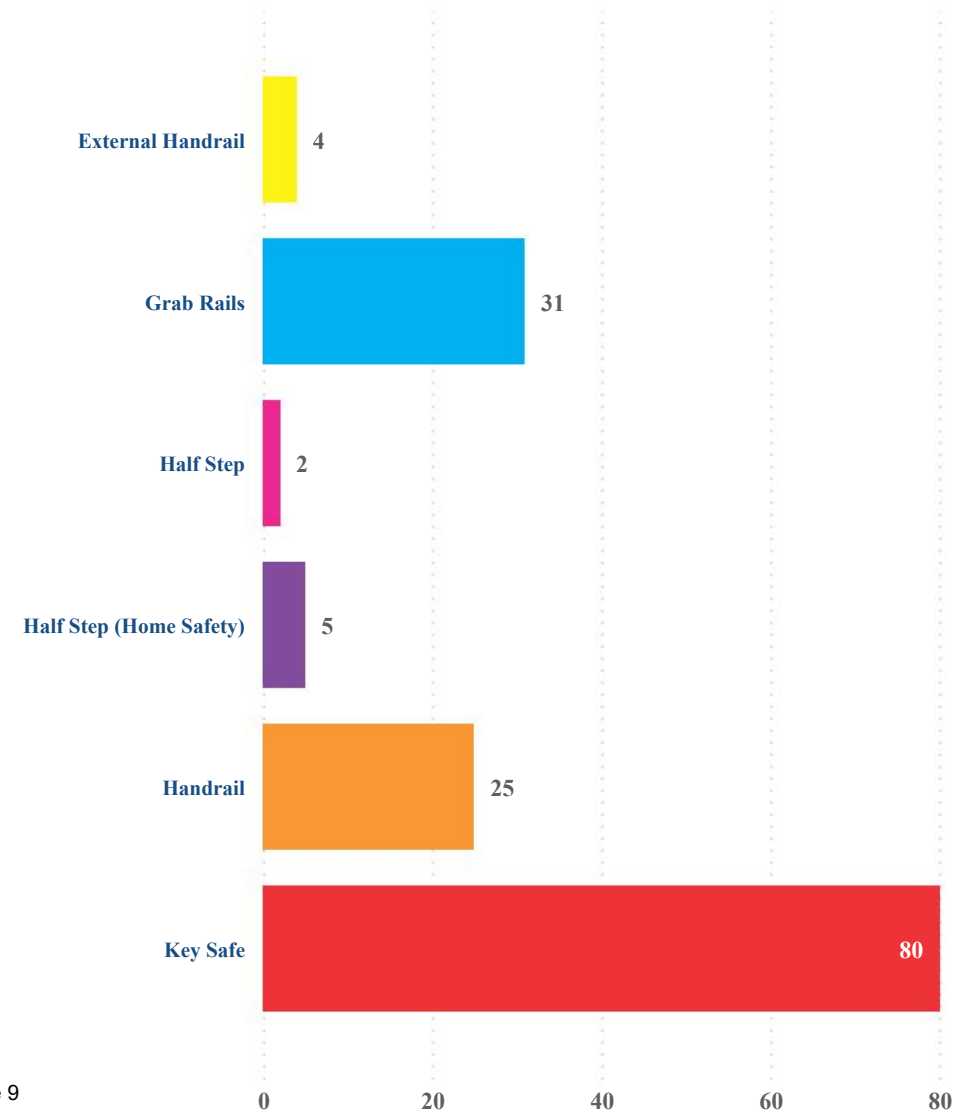
Social Care Equipment	N War'shire BC	Nun & Bed BC	Rugby BC	Strat DC	Warwick DC	Total
Half Step	1	9				10
Toilet Frame or Raised Toilet Seat - all types	11	15	1	4	3	34
Perching Stool	6	6	1	1	1	15
Commode - all types	1	3	1	1		6
Bath Board	1	2			1	4
Bed Grab Handle or Rails	5	7	1	3	5	21
Shower Seat or Stool - all types	7	7	6	7	3	30
Bath Lift	2	6	2	1	1	12
Raisers Chair		3		1	3	7
Minor Works		1		2	3	6
Temporary/Portable Ramp		1				1
Bath Step	2	3	2	1	1	9
Mattress Elevator			1			1
Telecare		2				2
Other	1	6		4	3	14
Total Equipment	37	71	15	25	24	172

Equipment Count SC by Equipment



Equipment	N War'shire BC	Nun & Bed BC	Rugby BC	Strat DC	Warwick DC	Total
External Handrail	2	2				4
Grab Rails		20	2	1	8	31
Half Step		2				2
Half Step (Home Safety)	1	1		1	2	5
Handrail	4	14	1	3	3	25
Key Safe	15	36	21	4	4	80
Total Equipment	22	75	24	9	17	147

Equipment Count HA by Equipment



Equipment Commentary



Perhaps a more immediate indication of capacity and issues with flow is the delivery of both Housing and Social Care minor adaptations or equipment.

The service delivered 172 pieces of social care equipment in the 1st quarter compared to an average of 208 items per quarter in the previously year.

Housing minor adaptations stood at 147 compared with an average of 178 in the previous year.

Both of these represent an 18% drop in provision on the previous year and suggests that performance across the service could be affected to this extent, at least through 2023/24 as the IT and financial assistance policy changes are implemented.

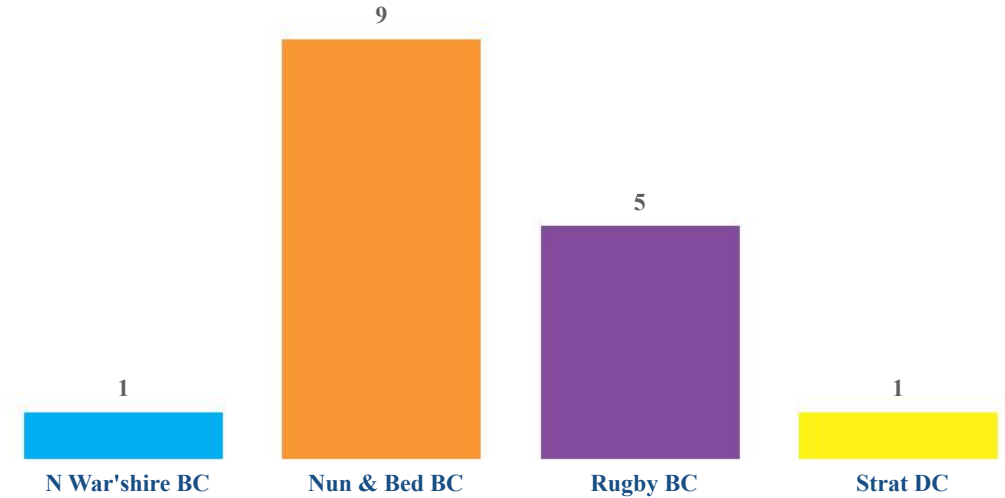
Shower stools and toilet frames / seats remain the main items of social care equipment being provided.

Key safes and grab rails remain the most frequent items being provided under the Home Safety Grant through housing assistance policy.

WASH Completion - Number

Local Authority	Q1	Q2	Half Year	Q3	3/4 Year	Q4	Full Year
N War'shire BC	1		1		1		1
Nun & Bed BC	9		9		9		9
Rugby BC	5		5		5		5
Strat DC	1		1		1		1
Heart Service	16		16		16		16

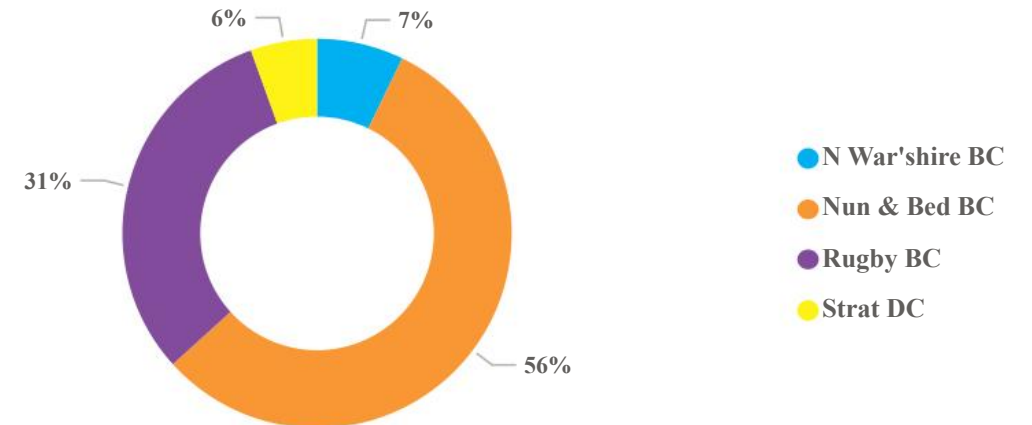
WASH Completion - Number



WASH Completions - Value of Works

Local Authority	Q1	Q2	Half Year	Q3	3/4 Year	Q4	Full Year
N War'shire BC	£11,479		£11,479		£11,479		£11,479
Nun & Bed BC	£89,114		£89,114		£89,114		£89,114
Rugby BC	£49,590		£49,590		£49,590		£49,590
Strat DC	£8,777		£8,777		£8,777		£8,777
HEART Service	£158,961		£158,961		£158,961		£158,961

WASH Completions - Value of Works



WASH Grant Commentary



16 WaSH grants have been completed in the first quarter of 2023.

As we move over to the new Cx system there will be initial problems with recording the details of the hazards being recorded as we await a system upgrade.

Each grant removes housing hazards and in total 28 hazards have been removed or reduced to acceptable levels.

This includes:

Excess Cold: 15
Damp and Mould: 6
Personal Hygiene: 2
Falls Between Levels: 1
Electrical Hazards: 2
Structural Collapse: 2

The type of works carried out includes:

Window replacement
Central heating provision
Roof replacement / repairs
Electrical works
Rising damp works
Hot water provision
Insulation

More stability within the Home Improvement Team following the team restructure has enabled an increase in activity in this area compared to 11 WaSH grants being completed in the 1st Quarter in the previous year.

Hospital Discharge Completion - Number

Local Authority Q1 Q2 Half Year Q3 3/4 Year Q4 Full Year

Hospital Discharge Completion - Number

Hospital Discharge Completions - Value of Works

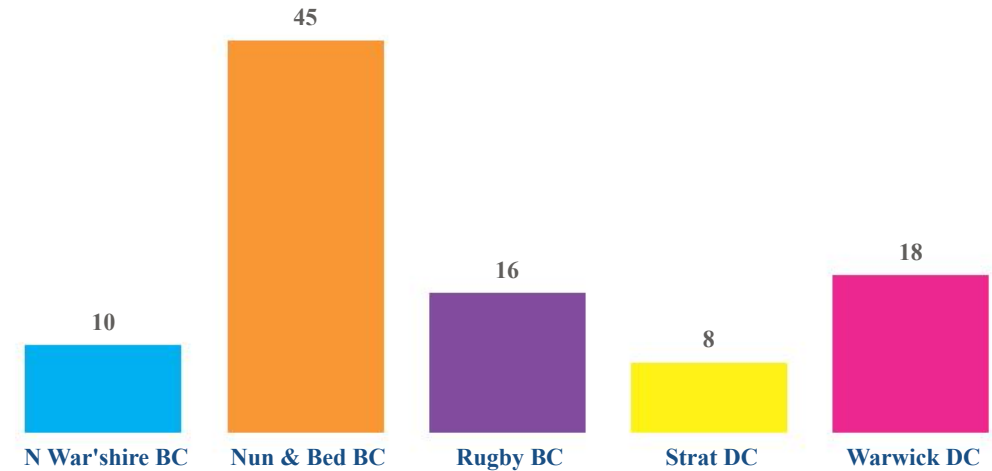
Local Authority Q1 Q2 Half Year Q3 3/4 Year Q4 Full Year

Hospital Discharge Completions - Value of Works

Home Safety Completion - Number

Local Authority	Q1	Q2	Half Year	Q3	3/4 Year	Q4	Full Year
N War'shire BC	10		10		10		10
Nun & Bed BC	45		45		45		45
Rugby BC	16		16		16		16
Strat DC	8		8		8		8
Warwick DC	18		18		18		18
Heart Service	97		97		97		97

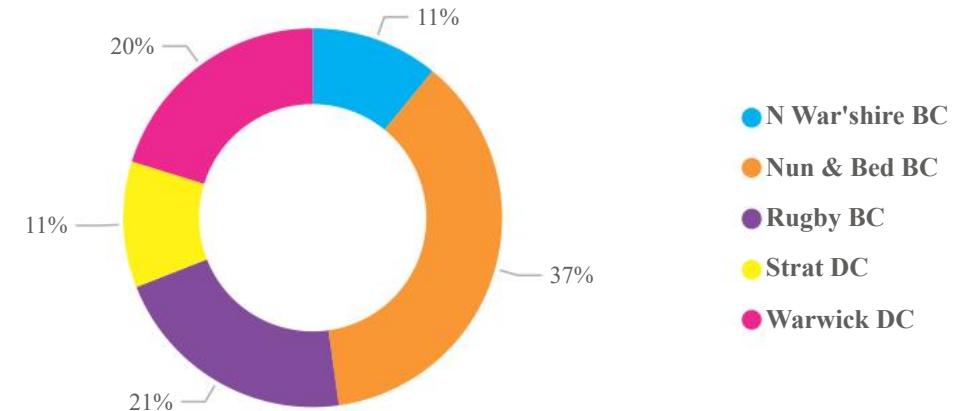
Home Safety Completion - Number



Home Safety Completions - Value of Works

Local Authority	Q1	Q2	Half Year	Q3	3/4 Year	Q4	Full Year
N War'shire BC	£2,829		£2,829		£2,829		£2,829
Nun & Bed BC	£9,555		£9,555		£9,555		£9,555
Rugby BC	£5,506		£5,506		£5,506		£5,506
Strat DC	£2,789		£2,789		£2,789		£2,789
Warwick DC	£5,233		£5,233		£5,233		£5,233
HEART Service	£25,913		£25,913		£25,913		£25,913

Home Safety Completions - Value of Works



Home Safety Grant Commentary



As mentioned with the delivery of minor adaptations having reduced by 18% there is a matching fall in the delivery of Home Safety grants, having reduced from 188 in Q1 last year, to 97 in Q1 this year.

This reduction again represents the impacts on the team with increased demand, and IT implementation.

As a more time grant to deliver, this activity can likely indicate when the team is under pressure. However as we provide key safes from hospital referrals through this route, it is also impacted by external factors e.g. lower referrals would result in a lower number of home safety grants.

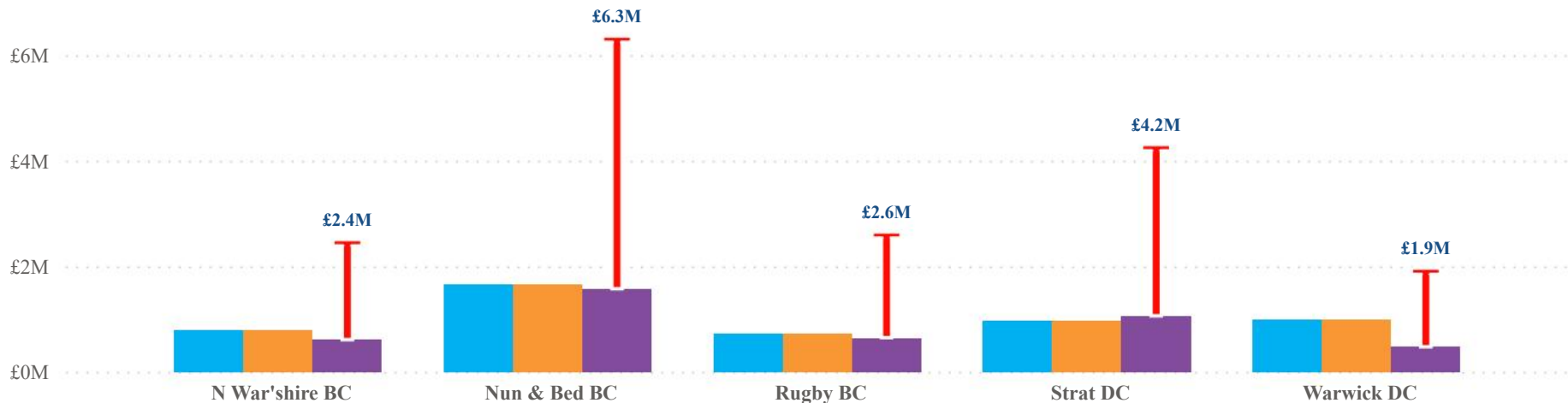
IT implementation pressure should resolve over the next 2 quarters, though increased demand will continue to affect delivery whilst it remains high.

Budget Management

Local Authority	Original Budget Value	Adjusted Budget Value	Value of Completed Grants YTD	Total Committed Spend	Remaining Budget	Profile Target	Profile Approval Rate %	% Approval	% Budget Remaining	Current Year End Forecast	Forecast under/over
N War'shire BC	£794,803	£794,803	£625,988	£612,000	£182,803	£198,701	308.00%	77.00%	23.00%	£2,448,000	£1,653,197
Nun & Bed BC	£1,652,624	£1,652,624	£1,549,201	£1,576,081	£76,543	£413,156	381.47%	95.37%	4.63%	£6,304,326	£4,651,702
Rugby BC	£717,545	£717,545	£674,207	£648,601	£68,944	£179,386	361.57%	90.39%	9.61%	£2,594,403	£1,876,858
Strat DC	£961,737	£961,737	£1,237,612	£1,062,078	-£100,341	£240,434	441.73%	110.43%	-10.43%	£4,248,311	£3,286,574
Warwick DC	£999,732	£999,732	£653,133	£476,883	£522,849	£249,933	190.80%	47.70%	52.30%	£1,907,534	£907,802
Heart Service	£5,126,441	£5,126,441	£4,740,141	£4,375,644	£750,797	£1,281,610	341.42%	85.35%	14.65%	£17,502,574	£12,376,133

Budget Management

● Original Budget Value ● Adjusted Budget Value ● Total Committed Spend



Budget Changer

100%



Budget Commentary



Capital Budget

NB - Due to the issue with the report being locked to 2022/23 financial figures the above table is copied from a different report and may be slightly inaccurate over accounting by about £50k.

Overall, approvals across Warwickshire are relatively high, committing a rate of 90% of the available capital allocation. NWBC and RBC are at or above 100% approval rate at the end of Q1. Nuneaton and Stratford are above 90%.

If approvals continue at this rate, then there may be a favorable out turn with fee income at year end, however given this is the first quarter figures then the forecast would not be be subject to change.

Increased fee income would reduce the amount required to support the service funded from reserves which stands at approximately £51k in the current budget.

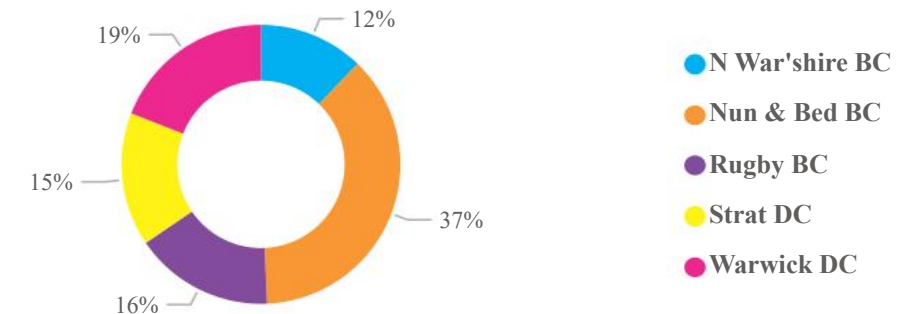
It must be kept in mind that much of this work has taken place prior to the IT implementation and therefore future figures could be reduced as the impact works through.

Local Authority	April	May	June	Total
N War'shire BC	43	43	3	89
Nun & Bed BC	131	131	9	271
Rugby BC	50	68		118
Strat DC	64	49		113
Warwick DC	74	65		139
Heart Service	362	356	12	730



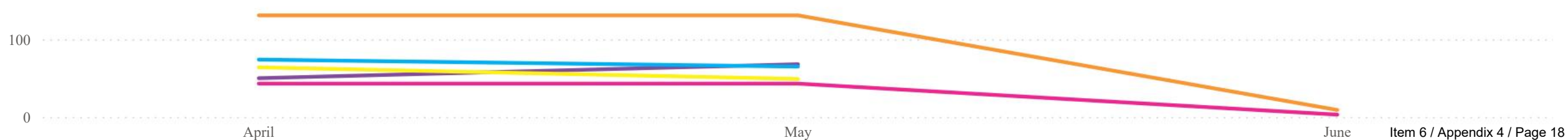
Local Authority	Enq Rec Q1	Enq Rec Q2	Enq Rec Q3	Enq Rec Q4	Enquiries Received
N War'shire BC	89				89
Nun & Bed BC	271				271
Rugby BC	118				118
Strat DC	113				113
Warwick DC	139				139

Enquiries Received by Local Authority



Enquiries Received Local Authority

● N War'shire BC ● Nun & Bed BC ● Rugby BC ● Strat DC ● Warwick DC



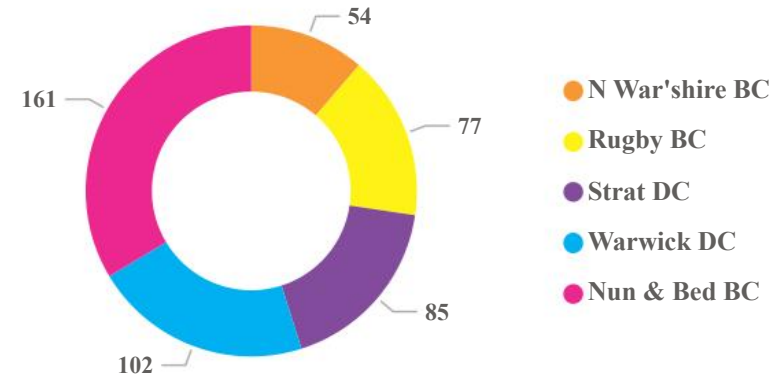
Waiting List/Completed Assessments

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Waiting List

LA Short	FY Q1	Total
N War'shire BC	54	54
Nun & Bed BC	161	161
Rugby BC	77	77
Strat DC	85	85
Warwick DC	102	102
Total	479	479

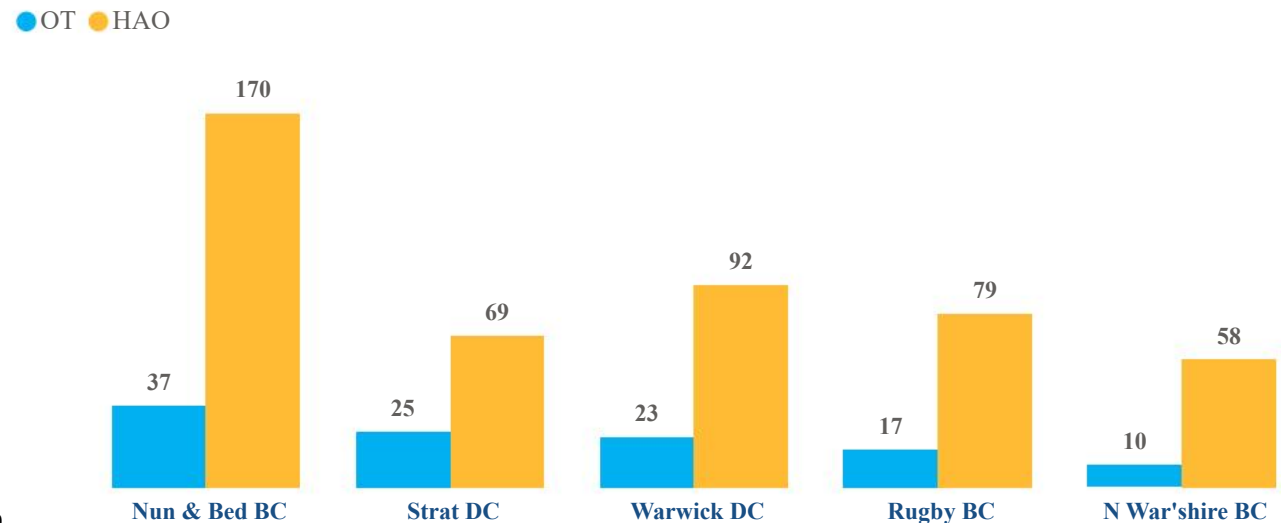
Waiting List



Completed assessments

FY Quarter	FY Q1		Total	
LA Short	OT	HAO	OT	HAO
N War'shire BC	10	58	10	58
Nun & Bed BC	37	170	37	170
Rugby BC	17	79	17	79
Strat DC	25	69	25	69
Warwick DC	23	92	23	92
Total	112	468	112	468

Completed assessments



Enquiries by Source

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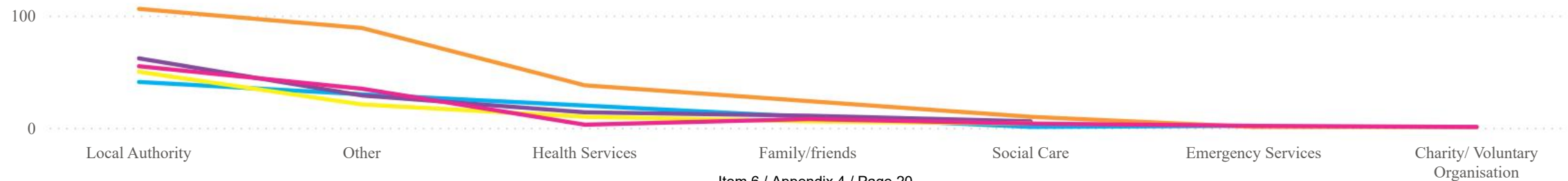
Enquiries by Source

Enquiry Source	N War'shire BC	Nun & Bed BC	Rugby BC	Strat DC	Warwick DC	Total
Local Authority	41	106	62	50	55	314
Other	30	89	29	21	35	204
Health Services	20	38	14	10	3	85
Family/friends	10	24	11	6	8	59
Social Care	1	10	6	4	4	25
Emergency Services	2	1			2	5
Charity/ Voluntary Organisation		1			1	2
Total	104	269	122	91	108	694

FY Q1	FY Q2	FY Q3	FY Q4
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Enquiries by Source

LA Short ● N War'shire BC ● Nun & Bed BC ● Rugby BC ● Strat DC ● Warwick DC





Data for this section is now contained on 2 different systems whilst we transition to Cx. Therefore it will be incomplete in the charts.

The first 3 months of the year has resulted in a significant increase in the number of cases created due to enquiries being received compared with last year with figures recorded as:

April: 291 vs 362

May 307 vs 356

June 317 vs 467

Totals 915 vs 1185 = a 29% increase year on year.

June's figure is partly due to an improved recording process on Cx. There are approximately a further 350 enquiries into the service during the quarter that do not make it as a case on the system.

This explains why the duty team is being over stretched and struggling to keep up with demand and causing significant delays in responding at the duty screening stage.

Whilst the duty team of 3 is fully staffed at present, we have made increasing use of casual staff using salary underspends elsewhere in the service to try to stay on top of the demand. Even so, HAO support has been necessary at times especially when staff are on leave. This will have a corresponding impact on the delivery later in the process.

This level of enquiries leading to cases being created would give a figure of 4700 for the year which is almost 50% higher than the figure for 2020/21, when the duty team was created.

The Assessment waiting list at the end of the first Quarter was approximately 804 on Flare and perhaps about 280 of the enquiries received in June. This gives a total of approximately 1084 cases waiting for an assessment. This is up from 683 at the end of the previous quarter and reflects the higher demand.

Assessments, generally still being carried out on Flare at this point, were similar in numbers to Q1 from last year.

LA Referrals Made - Number

LA Short	Q1	Q2	Half Year	Q3	3/4 Year	Q4	Full Year
Nun & Bed BC	33		33		33		33
N War'shire BC	14		14		14		14
Warwick DC	6		6		6		6
Rugby BC	5		5		5		5
Total	58		58		58		58

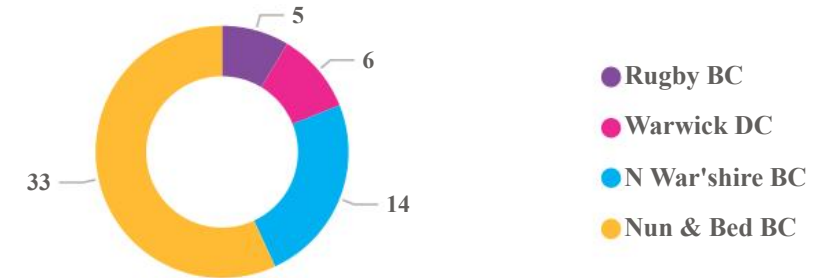
LA Completions - Number

LA Short	Q1	Q2	Half Year	Q3	3/4 Year	Q4	Full Year
N War'shire BC	3		3		3		3
Nun & Bed BC	1		1		1		1
Rugby BC	1		1		1		1

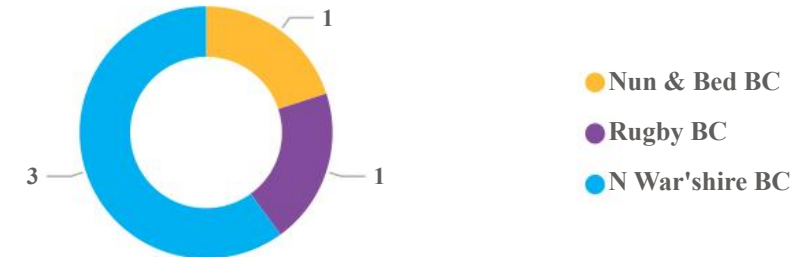
Avg End to End LA Case Delivery Timescales

LA Short	Q1	Q2	Half Year	Q3	3/4 Year	Q4	Full Year
N War'shire BC	175		88		58		175
Nun & Bed BC	322		161		107		322
Rugby BC	215		107		72		215
Warwick DC	456		228		152		456

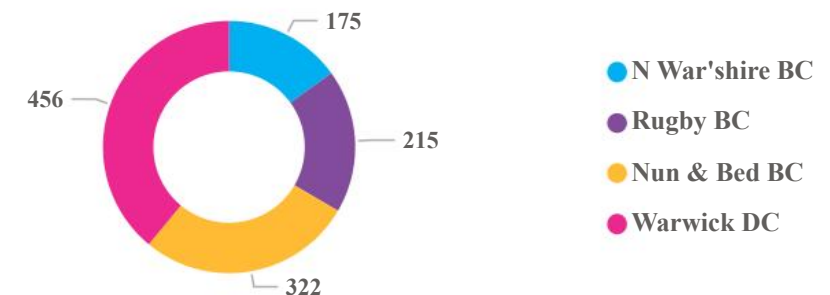
LA Referrals Made - Number



LA Completions - Number



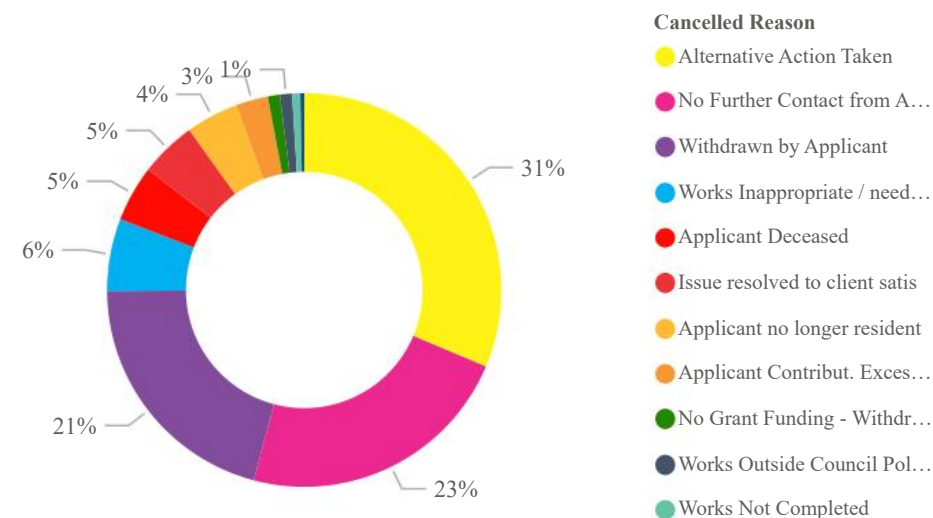
Avg End to End LA Case Delivery Timescales



Cancellation Reasons

Cancelled Reason	N War'shire BC	Nun & Bed BC	Rugby BC	Strat DC	Warwick DC	Total
Alternative Action Taken	16	32	16	13	18	95
Applicant Contribut. Excessive		3	1	1	3	8
Applicant Deceased	2	8	2	1	1	14
Applicant no longer resident	1	8		2	2	13
Issue resolved to client satis	5	2	4		3	14
No Further Contact from App'nt	12	19	9	13	16	69
No Grant Funding - Withdrawn b	1	2				3
Withdrawn by Applicant	11	21	13	8	10	63
Works Inappropriate / needs ch	1	9	1	4	3	18
Works not Carried Out					1	1
Works Not Completed			2			2
Total	49	105	48	43	58	303

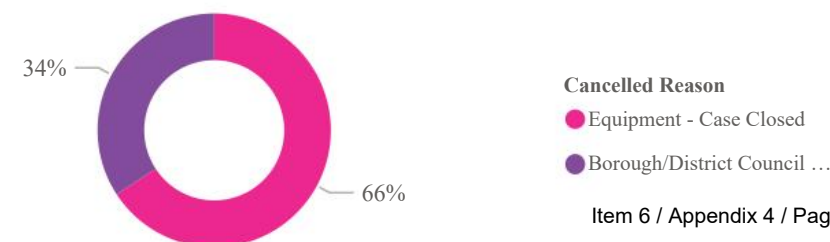
Cancellation Reasons



Other Outcomes

Cancelled Reason	N War'shire BC	Nun & Bed BC	Rugby BC	Strat DC	Warwick DC	Total
Equipment - Case Closed	10	15	5	8	10	48
Borough/District Council Adapt	3	9	7		6	25
Total	3	11	7	8	6	27

Other Outcomes



Benchmark Data - Grant Values and % of grants reaching £30k or above (Source Foundations)

Quarter 1 2023/24

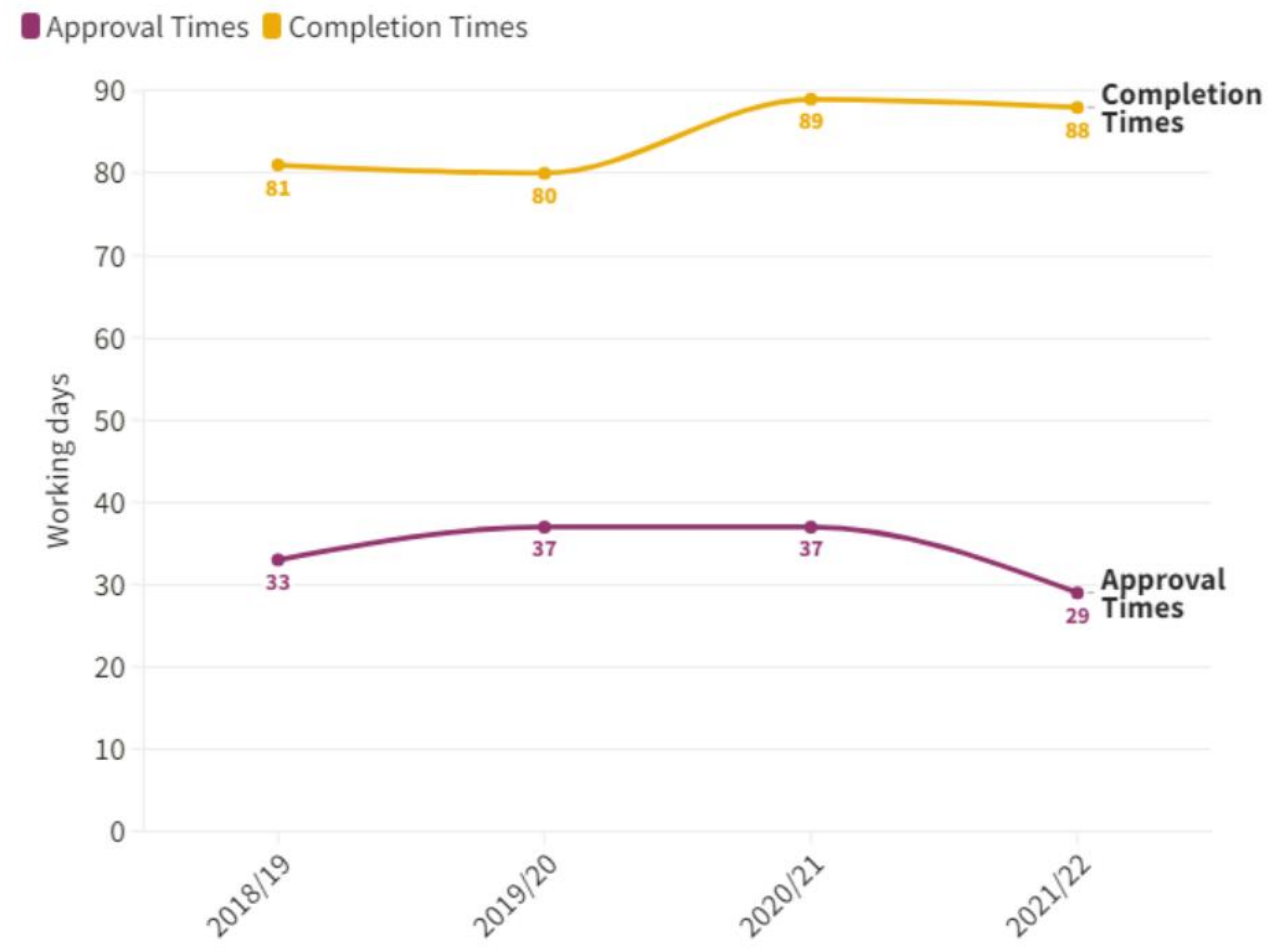
Grant Values for HEART: (Completed in Quarter)
Less than £5k = 20%
£5k to £15k = 75%
Over 15k = 5%

Q1 2023/24

% of grants £30k or above for HEART

Above £30k = 2.5%

Benchmark Data - Approval and Completion times in Working Days (Source Foundations) (approval times from after the submission of a valid application form).



HEART Approval and Completion Times

Q1 2023/24

Approval = 28 calendar days or 20 working days

Approval to completion = 61 calendar days or 43 working days

Compliments & Complaints

Compliments

The service to provide details of any 'compliments' received regarding the service

5 compliments were received during Quarter 1

"Mum's ramp is in and looks fantastic, she is over the moon. Thank you so, so, much."

"Just a short note to thank you for my wet room. I cannot speak more highly at the consideration and efficiency of the installing. They really were excellent from start to finish."

"Ben was an absolute star and the work completed is fantastic, so thanks guys as always for being fab!"

"I just wanted to say a big thank you for all your help and assistance. I know I go on but the chair has literally transformed my everyday life. The smallest things can change the way you live from day to day and honest I'm really grateful for all your help!"

"Thank you for sending the forms through. You were very good with my Mother and you have a lovely, warm and comforting manner that puts people such as my mother at ease."

Complaints

Details of any, Stage 1, Stage 2, or Ombudsman complaints to be included.

Qtr. 1 – April 2023

Stage 1

SK (NBBC) - Relative not happy about assessment waiting time of 12 weeks.

Stage 2

There were no stage 2 complaints

Ombudsman

No Ombudsman complaints were received during April

Qtr. 1 – May 2023

Stage 1

SW (NBBC) – Customer displeased with assessment waiting time of 12 weeks. HEART offered an OT Assessment quicker than 12 weeks, however following the means test the customer's contribution was more than the maximum grant available via the DFG. McMillian, and WCC contact details given to customer for possibility of other financial assistance.

JW (NWBC) - Customer displeased with Millbrook delivery timescales. Millbrook details given to customer so they can contact them directly as they are a separate organisation to HEART.

PL (NBBC) - Customer complaining that officer didn't turn up for scheduled visit and didn't call. Customer received an apology from HEART for the officer attending their appointment late.

Stage 2

There were no Stage 2 complaints.

Ombudsman

No Ombudsman complaints were received during May

Qtr. 1 – June 2023

Stage 1

There were no stage 2 complaints

Stage 2

JW (NWBC) - Customer displeased with HEART response asking them to contact Millbrook directly regarding delivery timescales. HEART have reported this issue to WCC.

Ombudsman

No Ombudsman complaints were received during June