



# Home Environment Assessment & Response Team

## Performance Report

Quarter 3 2018/19  
1<sup>st</sup> October – 31<sup>st</sup> December

A colour code is used to identify the North and South Teams within HEART service.

Colour Key

North

South

Please note – the statistics are based on a data extract at a specific point in time and may be subject to change due to the normal updating of cases.

Benchmarks are based on 2016/17 except where stated.

**Customer Outcomes – number of each outcome achieved through DFG funded major adaptations.**

<b>Care Act Outcomes</b>	<b>Outcomes applied to HEART</b>	North Total number of cases closed within Qrt	South Total number of cases closed within Qrt	Quarterly Total	Quarterly Benchmark	Annual Benchmark
1. Managing and maintaining nutrition	Able to prepare drinks/food	0	1	1	3	12
2. Maintaining personal hygiene	Provision of facilities (modified/new) Maximise ability in activities of daily living Maintaining dignity and respect	137	142	279	234	936
3. Managing toilet needs	Able to use the toilet	71	77	148	133	352
4. Being appropriately clothed	Able to dress /undress	60	71	131	115	460
5. Being able to make use of the home safely	Able to use existing facilities within the property Able to access principal rooms within the property	264	199	463	285	1140
6. Maintaining a habitable home environment	Improved condition of the property Provide comfort security & safety	57	50	107	2	8
7. Developing and maintaining family or other personal	To reduce isolation, maximise ability. To maximise participation in family roles and work and social activities.	7	9	16	25	100

relationships						
8. Accessing and engaging in work, training, education or volunteering	Facilitate working from home	0	0	0	0	0
9. Making use of necessary facilities or services in the local community, including public transport, and recreational facilities or services	Able to go in/out of property to access home, garden, community	7	9	16	25	100
10. Carrying out any caring responsibilities , the adult has for a child.	To minimise risk to person, carer or relative	105	119	224	182	728
<b>Totals</b>		<b>708</b>	<b>677</b>	<b>1385</b>	<b>1004</b>	<b>4016</b>

**NB: The above outcomes relates to major adaptations only.**

The number of outcomes for Q3 (1385) has increased compared with Q2 (1220) by 13%.

The annual benchmark was set based on Q4 of the previous year. The increased number of outcomes represents greater numbers of interventions being delivered by the service. The final year outcomes is likely to be higher by approximately 16% than the benchmark.

Increased delivery of home safety grants have contributed to the increased number of outcomes with the number of residents being able to use their homes safely by approximately 62% on the benchmark figure.

Home safety grants are preventative in nature with the intention to reduce accidents and higher-level needs arising.

## 2 Customer Goals

	Goal Set (all enquiries)	Percentage achieved	Percentage Exceeded (by providing a greater range of solutions)
North	456	234 (51%)	63 (14%)
South	244	156 (57%)	12 (5%)
Quarterly Total	700	390 (56%)	75 (10%)
Quarterly Benchmark	326	46%	7%
Annual Benchmark	1305		

The number of goals set is based on the number of enquiries received and therefore as demand has increased the quarterly total is much higher than the benchmark figure.

The percentage of cases where the customer goal was achieved has increased both on the benchmark figure (10%) and the previous quarter (3%).

### 3 Demand

	North	Average Per Month	Average Per Working Day	South	Average Per Month	Average Per Working Day	TOTAL within / at end of quarter	Qrt Bench mark	Annual Bench mark
Total number of enquiries in period	456	152	7	220	73	3	676	408	1632
Total number of Telephone Assessments in period	467	15	7	223	74	3	690	402	1611
Total enquiries on Intake list with no telephone assessment at period end	1	N/A	N/A	2	N/A	N/A	3	N/A	N/A
Total number on list waiting for face to face visit at period end	278	N/A	N/A	94	N/A	N/A	372	N/A	N/A
Total number that had face to face visit at period end	203	N/A	N/A	125	N/A	N/A	328	314	1259
Total number closed within period	456	152	7	244	81	3	700	429	1717
Number of cases closed within period that had received a visit	218	N/A	N/A	151	N/A	N/A	369	N/A	1375

There is a fall in enquiries compared to Q2 of this year, which reflects that same pattern of lower enquiries in the 3<sup>rd</sup> quarter of the previous financial year. However, this year Q3 figures are much higher than the previous year Q3 figures being 676 compared to 371. This is 82% higher.

The number of customers awaiting a visit has been maintained in the South although there is a slightly higher number than at Q2 (9 extra). There has been a slight improvement in the North, action to address the North waiting list will commence in Q4. If there is a worsening figure in the South then this can also be potentially dealt with through the systems set up for the North improvement project.

Staff vacancies have contributed to a lower number of visits by the service in the North. Lower numbers of visits within the South, when compared to Q2 are due to the improvement programme being completed and therefore less staff to carry out visits. Whilst additional Housing Assessment Officers commenced employment in October, they have not contributed to the number of visits greatly due to their structured training taking place.

All figures show an improvement on the quarterly benchmark figure some of these are very large, for example, the number of cases closed in the Q3 is 63% higher than the benchmark.

#### 4 HEART service Interventions

	Interventions	North	South	Quarterly Total
Finance Support	Charity support	0	0	0
	Direct payment – social care	0	0	0
	Maximising income - Benefits	54	6	60
	DFG Means Test	34	29	63
Energy Efficiency	Energy Efficiency Advice	0	0	0
	Energy efficiency referral	15	1	16
Falls and Safety	Falls prevention assessment	0	0	0
0	Falls prevention works carried out	0	0	0
	Home safety survey	5	0	5
	Home Safety works carried out	22	5	27
Housing Hazards (statutory)	Full Housing Hazards Assessment	1	0	1
	Housing Hazards Identified	8	2	10
	Housing hazards removed – grants / loans	17	4	21
	Social housing repairs	0	1	1
	Social Housing Fast Track	8	0	8
Advice	Information & Advice – Health promotion / prevention	0	0	0

	Information & Advice – Housing related	3	1	4
	Information & Advice – general	0	0	0
	Nutrition	1	0	1
	Hydration	0	0	0
	Safety	3	1	4
Activities of Daily Living	Major Adaptations Assessments – Private Sector Housing (DFG Visit forms produced)	86	51	137
	Major Adaptations Referral – Council Housing	NWBC 15 NBBC 28 RBC 13	WDC 50	106
	Major Adaptations advice	0	0	0
	Minor Adaptations – ICESS	101	67	168
	Minor Adaptations – other	0	0	0
Alternative Accommodation Support	Rehousing support	0	0	0
	Suitability of property assessment	0	0	0
Referrals	Referral to Social care	0	0	0
	Referral to Health	4	1	5
	Referral to Housing – Private Sector	0	0	0
	Referral to Housing - Allocations	0	3	3
	Referral to CAB/Age UK	0	0	0
	Referral to Personalisation	1	1	2
	Refer to Handy Person	22	5	27
	Refer to other services	2	0	2
<b>TOTAL</b>		<b>443</b>	<b>228</b>	<b>671</b>

The system to record service interventions has improved on previous years. In addition to the Care Act Outcomes, the service has assisted with 671 interventions within the quarter. This is lower than Q2 and likely due to the improvement project in the south being completed within the previous quarter. The interventions are approximately 200 lower in the South due to this. The North has remained similar over the past 2 quarters.

The recording of interventions will improve as the process becomes more consistent.

21 Category 1 housing hazards were removed within the Quarter contributing to safer homes and lower risks of accidents or ill health.

### 5a Major Adaptations funded by a Disabled Facilities Grant (DFG)

	Total number of DFG's approved within quarter	Total number of DFG Major Adaptations where the <b>works</b> were completed within quarter	Total number of DFG Major Adaptations – cases <b>completely closed</b> within the quarter
North	32	28	32
South	46	42	48
Quarterly Total	78	70	80
Quarterly Benchmark	72	70	66
Annual Benchmark	291	282	265

The number of major adaptations approved within the quarter is higher than the benchmark figure. The total number approved within the year to the end of the 3<sup>rd</sup> quarter is 242 which suggests the yearly benchmark will be exceeded. The number approved in the north remains comparatively low due to staff vacancies within the quarter.

### 5b Other Grant funded work Approved within Quarter

	Discretionary Disabled Facilities Loans	Warm and Safer Homes Grants	Hospital Discharge Grants	Home Safety Grants
North	0	14	0	137
South	0	4	1	37
Quarterly Total	0	18	1	174



Warm and Safer Homes Grants have increased on Q2 in both the North and South regions although only slightly. Home safety grants have increased significantly in both service areas compared to the previous quarter i.e. by 120% and 68% respectively. The service provided one hospital discharge grant during the last quarter for heating related works.

## 6 Referrals for Council House Major Adaptations

	Total number of Major Adaptation Referrals for Council Housing referred within quarter	Number of Council Properties	Percentage of total properties receiving referral
<b>North</b>			
NWBC	15	2691	0.55%
NBBC	28	5780	0.48%
RBC	13	3798	0.34%
<b>South</b>			
WDC	50	5985	0.83%
SDC	N/A	N/A	N/A
Quarterly Total	106	18254	0.58%

The number of referrals for Council Housing adaptations is remaining relatively constant within North authorities of between 0.3 to 0.5%. The referrals are higher within WDC although half the rate reported in Q2 (1.63%).

## 7a Average Cost of a Private Sector Major Adaptation Grants for Quarter

Authority	Average Cost
NWBC	£5,834.23 (8 cases)
NBBC	£9,229 (19 cases)
RBC	£7,209 (2 cases)
WDC	£9,101 (12 cases)
SDC	£6,730 (31 cases)
Warwickshire	£7698 (72 cases)
Warwickshire Benchmark	£7229

Although slightly higher than the Warwickshire benchmark from 2010, the average cost is similar to Q2. This potentially indicates a change in average costs. New contracts may also have an influence on this costs when they come in to effect during Q4.

## 7b 2018/19 Average Costs Year to Date for Each Type of Adaptation

Type	North	North Average Cost	South	South Average Cost
Stair Lift	25	£3,692	33	£3,509
Level Access Shower	75	£4,676	90	£5,232
Ground Floor Conversion	2	£15,083	7	£25,675
Ground Floor Extension	10	£35,819	4	£19,334
Steps/Half Steps	5	£983	1	£275
Through Floor Lift	3	£12,462	1	£28,507
Closomat	5	£4,470	4	£3,061
Ramp	10	£3,787	22	£3,181

Please note that the figures are for the year to date.

For the bulk of the works delivered i.e. stair lifts, level access showers and ramps, the cost of the works remains similar between the two areas. Variations exist in the lower volume work as would be expected due to its bespoke nature.

New contracts for showers and stairlifts will commence in Q4 and this may have an influence on average costs as the contracts include performance standards not previously factored in.

## 8 End to End Time and the 8 Key Stages

The End-to-End time for the DFG is the overall time from initial contact with the HEART service to completion of the adaptation works. It does not include the time taken to close the case.

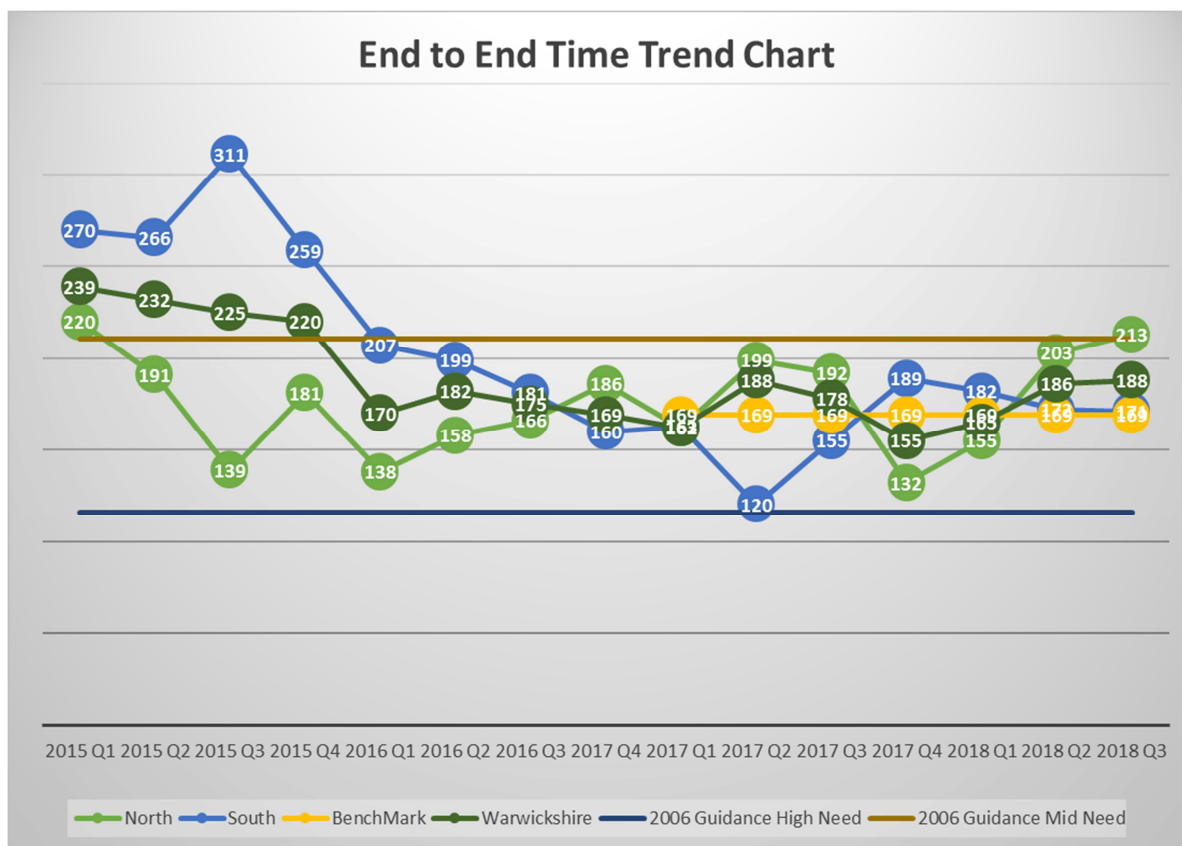
The data concerns Private DFG cases where works were completed within the quarter.

### HEART Service DFG End to End times

North Average	South Average	Warwickshire Average	Warwickshire Benchmark
213 Calendar days	171 Calendar days	188 Calendar days	169 Calendar days

The end-to-end time for the South has continued to improve and has done so for the previous 4 Quarters. The North has increased which reflects the increased waiting list and staff vacancies. Work to reduce the waiting list will commence in Q4 and the end-to-end times should reduce as the cases progress. The increase in demand has helped cause delays in responding and increased end-to-end times.

### 9 DFG End-to-End Trend Chart



### 10 DFG Stage Times

There are 8 key stages in the HEART Service pathway. The following table reports the average stage time for the adaptations where works have been completed within the quarter.

DFGs closed in the quarter.

Stages	North Average Stage Duration	South Average Stage Duration	Countywide Average Stage Duration	Quarterly Benchmark
Enquiry to Telephone Assessment (all cases)	5 days	2 days	3.5 days	3.5 days
Telephone Assessment to Face to Face Assessment (all cases)	55 days	60 days	57.5 days	38.75 days
Face to Face Assessment to Contractor visit	51 days	29 days	40 days	38.5 days
Contractor visit to Quotation	14 days	12 days	13 days	11.5 days
Quotation to DFG Approval	22 days	17 days	19.5 days	21.75 days
DFG Approval to Start of Works	45 days	34 days	39.5 days	41.5 days
Start of Works to Completion of works	20 days	8 days	14 days	21.5 days
Completion of works to Case Closure	43 days	25 days	34 days	52.25 days

The stage times in the North have increased as expected given the longer end-to-end times and increased waiting list. They have decreased within the South area and are expected to continue to improve if demand remains stable.

Contracts coming in to force in the 4<sup>th</sup> Q will help to improve the some of the stage times in the future.

#### 11 Time Frame for Each Type of Major Adaptation - North

Type	Number	Average Duration	Shortest Time	Longest Time	Comments
Stair lift	6	158	48	266	
Ramp	1	512	512	512	Recommendation made for electric wheelchair. Manufacture of this delayed works.
Level Access Shower	19	199	111	387	
Ground Floor Extension	1	409	409	409	

<b>Ground Floor Conversion</b>	0	0	0	0	
<b>Steps/Half Step</b>	0	0	0	0	
<b>Through Floor Lift or Step Lift</b>	0	0	0	0	
<b>Other Adaptations</b>	4	176	86	229	

NB. Where more than one adaptation was provided in one property the average duration for that adaptation type may include the associated works.

A star lift was delivered within 48 days which is an excellent time. A level access shower was delivered in 111 days.

The 512 days to deliver the ramp shows how some adaptations are influenced by other factors.

## 12 Time Frame for Each Type of Major Adaptation - South

Type	Number	Average Duration	Shortest Time	Longest Time	Comments
<b>Stair lift</b>	13	145	53	282	
<b>Ramp</b>	5	213	82	513	Delay in works commencing due to customer being admitted to hospital for major surgery.
<b>Level Access Shower</b>	32	150	53	371	
<b>Ground Floor Extension</b>	0	0	0	0	
<b>Ground Floor Conversion</b>	0	0	0	0	
<b>Steps/Half Step</b>	0	0	0	0	
<b>Through Floor Lift or Step Lift</b>	0	0	0	0	
<b>Other Adaptations</b>	2	237	199	275	

There were some excellent end-to-end times for stair lifts, ramps and the level access shower. Although these results will have been influenced by the South improvement project to deal with the backlog, it is beginning to show how quickly the service can deliver major adaptations.

### 13 Dropout Rate

The drop out is defined as when a case closes after a contractor has visited but before the works are completed.

Pre-HEART	North	South	Warwickshire Average	Quarterly Benchmark
35% Warwickshire Average	3 out of 32	1 out of 48	5%	3.75%
	9%	2%		

Of the 4 customers who did not proceed, one customer died, 2 decided to relocate and one withdrew due to the charged that was to be placed on the property (for grants between £5k and £15k).

### 14 Customer Survey

The survey is conducted on all types of customers and not just solely related to Disabled Facilities Grant. The target number of surveys to be completed per quarter is based on a percentage of the total number of enquiries within each area are with a target rate of 20%.

There are 6 key themes to the customer survey, which are:

- **Respect and Dignity**
- **Communication**
- **Responsiveness**
- **Reliability**
- **Contractors**
- **Overall experience**

Within each category, there are a number of questions customers are requested to rate from 1 to 6 with a score of 4 being a good service.

The table below shows the overall score for each key theme:

Score of 4 or above as a total percentage

KEY THEME	NORTH	SOUTH	HEART Service
Respect and Dignity	99%	97%	98%
Communication	99%	98%	87%
Responsiveness	98%	97%	97%
Reliability	99%	98%	98%
Contractors	100%	100%	100%
Overall Experience	98%	98%	98%

The actual number of surveys completed within each area are:

NWBC 15

NBBC 33

RBC 18

WDC 23

SDC 26

This exceeded the targets in all areas except NWBC.

Comments from customers include:

*"The grab rails and half step are just perfect. Improved my confidence"*

*"I was anxious about having the work done and strangers in the house. But felt supported"*

*"I was listened to and kept informed"*

*"The contractors were excellent. The 2 young lads did such a good job. I can't fault them"*

*"L Daniels young lads were excellent and helped me so much"*

*"All of the work persons were considerate and polite and easy to talk to and ask questions. I would highly recommend all of them. Thank You"*

## 15 Contractors Survey

The services major adaptations supply chain is effectively the contractors that deliver the adaptations. Ensuring high quality performance from the contractors is important to the overall delivery and customer satisfaction. From all the customers surveyed the following percentages were achieved during Quarter 1 from the customer surveys.

### North

Themes	North % (good and above)	South % (good and above)	HEART Service Score of good or above as a total percentage
Polite and courteous	100%	100%	100%

<b>Cleanliness</b>	100%	100%	100%
<b>Quality of work</b>	100%	100%	100%
<b>Timekeeping</b>	100%	100%	100%
<b>Choice of materials</b>	100%	100%	100%

An excellent result from the contractor's survey. The comments received from the customers reflect this.

## 16 Complaints & Compliments

The service currently logs complaints and compliments with NBBC Customer Service Team.

2 complaints were reported and 7 customer compliments were received during the reporting period.

*"The room itself is beautiful and everything and more we wanted and I would like to praise the workmanship, care and attention to detail Steve Browns workmen did, the same goes for all the service people he brought in to complete specialised jobs.*

*"I just wanted to say something I know you don't hear very often. THANK YOU from the bottom of my heart, my path is amazing , completely trip free And the sides filled with concrete have widened the whole width, so not only is it safe for me to walk but it is also wheelchair friendly. My drive is user friendly and the ambulance driver who rushed to my assistance last week was able to get on it too! I would like to say the guys from Starrant where totally amazing what a job. You have made such a difference"*

## 17 Head of Service Report

Quarter 3 has shown that the higher level of demand has now been consistent for a whole year; it started in Q4 of the previous financial year. Whilst plans were agreed to respond to the higher demand, i.e. with 3 additional Housing Assessment Officer posts, it takes time to recruit and train. The posts were occupied during October 2018 and commenced in-house and external training.

The extra demand, whilst welcome has presented a challenge with increased waiting lists. Staff vacancies have also contributed to being unable to match demand. The service employed locums, and is planning to deal with the North waiting list by contracting with an Occupational Therapy agency during Q4. If this is successful as a means of dealing with



fluctuating demand, then a longer-term relationship could be entered into to allow the service to manage peaks in demand and during periods of staff vacancies.

Reducing the waiting list in the South has contributed towards improving end-to-end times and this will be repeated within the North as the waiting list reduces.

Contracts have been procured for Architect Services, Level Access Showers and Stairlifts which will all be operational during Q4. The contracts have performance standards for returning quotes and starting and completing works. This will allow the service to better manage the delivery of works and therefore bring the whole process under better management control.

This year there has been a large increase in the delivery of Home Safety Grants with 174 approved to date. Many of these are being referred from other services (NHS / Social Care). Whilst this work is low cost in terms of the grants provided by HEART it is likely that delivery of these grants has a beneficial effect on the reduction of accidents.

The end-to-end time for Home Safety Grants is on average 46 days over the year to date. Approximately 50% are delivered in 1 calendar month (31 days). The 3rd quarter has significantly improved over the 1st quarter with average times of 28 days having improved from 54 days.

Of the cases completed / closed within the year (165) 74% were requests for key safes.

Approximately 2 thirds of the referrals 95 out of 165 come from NHS or Social Care teams which demonstrates the service is penetrating in to these organisations.

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