

Report of the Chief Officer for Health and Environmental Action Services

Scrutiny Board (Adult Social Care)

Date: 19th July 2010

Subject: Major Adaptations for Disabled Adults.

Performance on completion time of adaptations schemes, Quarter 4 2009/10.

<p>Electoral Wards Affected:</p> 	<p>Specific Implications For:</p> <p>Equality and Diversity <input type="checkbox"/></p> <p>Community Cohesion <input type="checkbox"/></p> <p>Narrowing the Gap <input type="checkbox"/></p>
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1.0 Introduction

1.1 In June 2009, Adult Social Care Scrutiny Board reported on a number of recommendations following an inquiry into the delivery of major adaptations. One of the recommendations was the presentation of quarterly performance information on the speed of delivery of adaptations for tenants and owner occupiers and information on concluded Ombudsman Inquiry into adaptations. This report provides the performance for Quarter 4, Dec 2009 to March 2010.

1.2 The performance for adaptations delivered in Q4, 2009/10 is provided at appendix 1.

Explanation of the performance information:

The information provided is principally the percentage of adaptations schemes that were delivered within the target time in the private and public housing sectors and the number of schemes delivered. The target times for the ‘front end’ of the process of providing an adaptations (by Social Care) is shown, together the target for the latter part of the process, that where the housing agencies install the equipment etc. The information shown is for major adaptations only, ie those costing over £1,000. Typically, these include wet floor showers and lifts, but also include complex schemes such as building an extension to the house.

Graph 1 shows the percentage of adaptations schemes that were delivered within target. This is shown by housing provider, ie the ALMOs, BITMO and the Adaptations Agency (the latter delivering adaptations through the Disabled Facilities Grant process in owner occupied homes). These figures show the time taken from the

customers first contact with the Council to completion of the adaptation and therefore include the Social care assessment stage.

Graph 2 shows the number of adaptation schemes completed in Q4 of 2009/10. A reduction in schemes completed in any quarter does not necessarily indicate a reduced demand in the period as completion times are managed according to capital resource provision in the year.

- 1.3 No adaptations cases were investigated and reported upon by the Local Government Ombudsman in Q4 2009/10.

2.0 Recommendations

- 2.1 Members are asked to note the performance reported for Q4, 2009/10 in appendix 1.

Appendix 1

Adaptations Performance Report 2009/2010 Quarter 4

Target information:

Social Care targets for assessment:

	Social Care Targets for assessment
Adult	56 Days
Child	70 days

Housing provider targets, from receipt to completion:

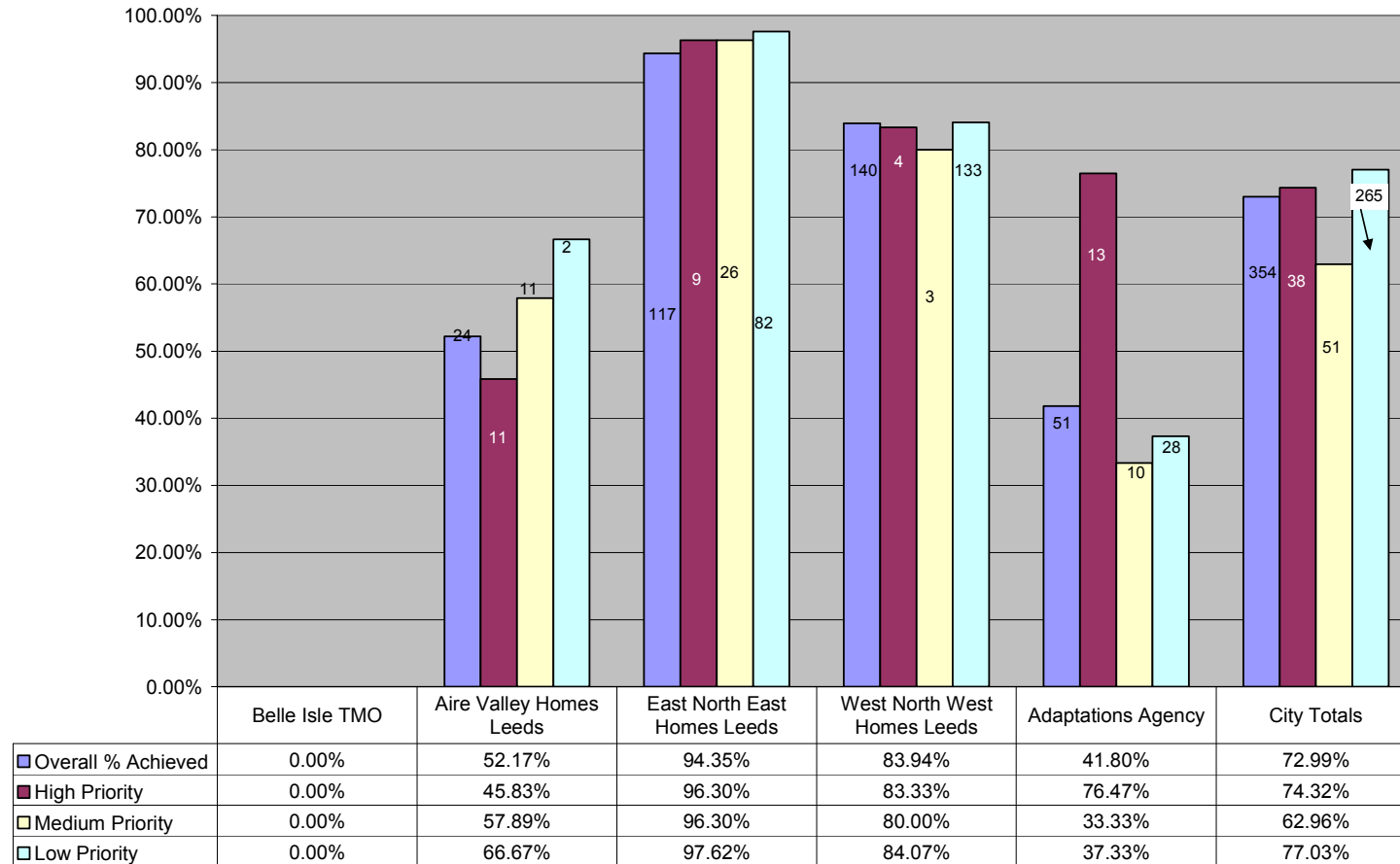
Risk category	Targets: ALMO/ BITMO (calendar days)	Targets (Adapt Agency (calendar days)
Low	269 Days	305
Medium	160 Days	186
High	80 Days	114

Target times are based on the recommended Communities and Local Government (CLG) and Dept of Health timescales, presented in calendar days. The Adaptations Agency targets differ from that of ALMOs/ BITMO as they have to undertake a means test of the applicants resources, which is allowed for in the target timescales. Social Care (Adults and Children) risk assess each case determine the priority (high, medium or low) that they feel the housing provider should have regard to in providing the adaptation.

Performance Information.

The Percentage of Major Adaptations completed within Target Qtr 4 2009/10

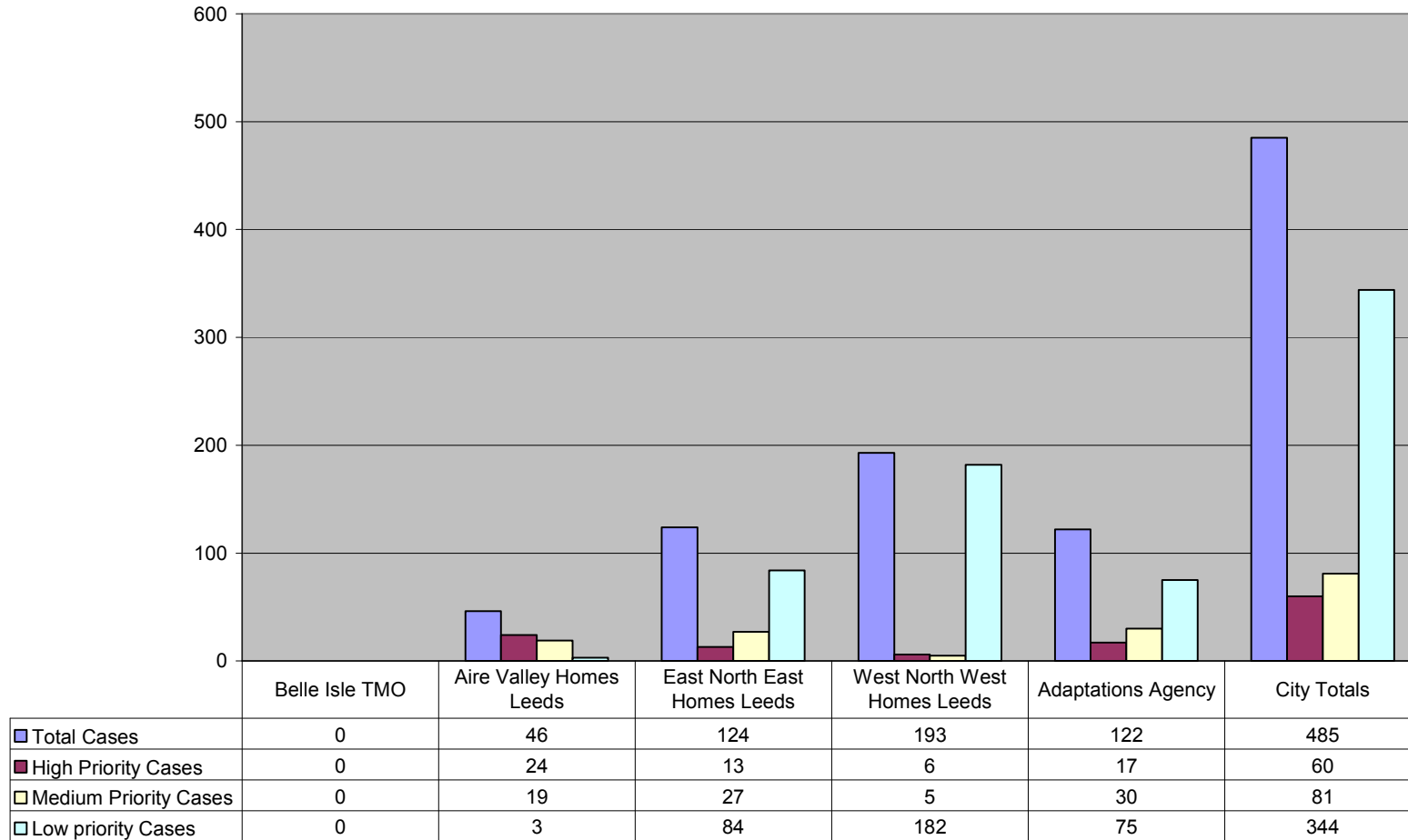
NB: The figures at the top of the bars are the number of completed cases



Graph 1

This graph presents the performance against both Dept of Health and CLG targets. It shows the time taken from a customer's first contract with the Council to request an adaptation to the adaptation being completed in their home. Where performance may not have met the target, this may be due to delays in either Social Care (Adults or Children's), or the housing provider. In quarter 4 2009/10, 485 major adaptations were completed in the city with 72.99% completed within Communities and Local Government (CLG)/ Dept of Health timescales. Differences in performance by each provider are significantly influenced by budget management decisions, but also process delays in social care assessment or adaptation delivery.

Number of Major Adaptations Completed Qtr. 4 2009/10



Graph 2

This graph illustrates the number of adaptations undertaken by each provider. The Adaptations Agency has the largest budget of the adaptation providers but demand is such that in order to keep within budget, delivery timescales are affected, particularly in Q4 performance. This pattern has been reflected over the past few years

Table 1: The longest and shortest times taken for adaptation delivery by housing provider, Q4 2009/10.

Housing provider	Social Care risk assessment	Longest case (calendar days)	Shortest case (calendar days)
AVH	High	438	23
	Med	581	79
	Low	301	106
ENE	High	176	36
	Med	334	48
	Low	733	38
WNW	High	235	35
	Med	935	129
	Low	847	35
Adaptations Agency	High	413	58
	Med	1490	152
	Low	363	115

The above table shows the extremes of delivery times of adaptations. These extremes reflect the varying nature of adaptation schemes, for example a full extension to a house could be designated as a high risk scheme, and thereby be given the shortest delivery time. Current targets do not reflect the nature of the scheme and the work involved to deliver it, just the risk allocated to the case. This is a matter currently being considered in the review of target times. The details behind the performance in table 1 will be available verbally, if needed.

