



Leicester
City Council

WARDS AFFECTED: ALL WARDS

CABINET

5TH MARCH 2001

**SOCIAL SERVICES & PERSONNEL HEALTH
SCRUTINY COMMITTEE**

8TH MARCH 2001

HOUSING SCRUTINY COMMITTEE

21ST MARCH 2001

DISABLED PERSONS' ADAPTATIONS – CASE MONITORING INFORMATION
Period April 2000 to September 2000, inclusive

Joint Report of the Director of Housing and the Director of Social Services

1. PURPOSE OF REPORT AND SUMMARY

- 1.1 In accordance with the timetable agreed by Scrutiny Committee, this report outlines performance targets for Disabled Persons' Adaptations and provides monitoring information on performance for April to September 2000.
- 1.2 Performance has improved during this period as more cases have been dealt with and in some cases implementation times are better. This improvement is due to more funding and operational changes arising from the findings of the Quality and Value Commission.
- 1.3 The Scrutiny Committee is asked to note the overall progress made with the adaptations service and the performance targets set out in the supporting information.

2. FINANCIAL AND LEGAL IMPLICATIONS

- 2.1 There are no proposals in this report that have financial implications.
- 2.2 Unreasonable delay in the provision of services can lead to adverse findings of the Local Government Ombudsman and in extreme cases lead to legal challenge.

3. RECOMMENDATION TO CABINET

It is recommended that the following target is adopted: That 80% of cases shall be completed within the following timescales:

Stage	Category	Target (weeks)
Stage 1	All	12
Stage 2	20 points and over	10
	19 points and below	25
Stage 3	Lifts	10
	Extensions	40
	Other adaptations	20
Stage 4	Lifts	4
	Extensions	15
	Other adaptations	8



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SUPPORTING INFORMATION/APPENDICES

1. BACKGROUND

- 1.1 This report is the third in a series giving details about our performance on Disabled Persons' Adaptations. The first two reports were presented to both the Housing Committee and the Social Services Committee. This is the first report to be brought before this Committee.
- 1.2 The previous report was presented in June 2000. Despite the time gap since then, the present report covers only a six-month period in order that the information given is comparable. Therefore this report details the throughput of major adaptation recommendations for the period April 2000 to September 2000, inclusive.
- 1.3 A summary of the findings is shown in Appendix 1. This outlines the number of cases which have progressed through one or more of the four recognised stages during the period and the average times each stage has taken to complete. In brief the stages are:
- **Stage 1** First contact with Social Services Occupational Therapist to referral to Housing.
 - **Stage 2** Receipt of recommendation by Housing to first visit/start of design work.
 - **Stage 3** Start of design work to work starting on site.
 - **Stage 4** Start on site to practical completion
- 1.4 Overall these results show improvement over the previous periods both in the numbers of cases dealt with but also in some of the average times. Full year on year comparisons will eventually give a more accurate picture of how this service is improving. Some of this improvement is due to the extra funding

made available but operational improvements have also been identified and implemented.

- 1.5 Financial resources for adaptation works are provided mainly through the Housing Committee's capital programme. The cost of adaptations to Council owned houses is funded through the Housing Revenue Account whilst the provision of disabled facilities grants (DFG) to private owners is funded through the general fund. This part of the work is eligible for government subsidy through Specified Capital Grant. Government support for Housing through the HIP process has been increased for 2001/2001.
- 1.6 For year 2000-2001 the Housing Committee's capital programme provided £1.1m for adaptations to Council owned houses and £1.1m for disabled facilities grants to private owners. Both these amounts have been increased to £1.2m each for year 2001-2002, as agreed by Cabinet on 15th January.
- 1.7 In addition, Social Services Department pays for minor adaptations costing up to £200 for private sector service users and provides various items of equipment. The budget for this work in 2000-2001 was £161,000.
- 1.8 Stage 1 results for the review period show similar numbers of cases passing through the Occupational Therapist's assessment process. However, it should be noted that the average time for this stage is reducing in relation to 'extensions' and 'other adaptations', down from 14 weeks to just below 10 weeks and 13 weeks to 7 weeks respectively. Arrangements are in hand to use an external consultancy to boost the throughput of cases and to reduce the backlog.
- 1.9 In Stage 2 some of the average times have increased but numbers are up. This shows that we have been able to reach further down our lists and start action with those that had already been waiting for some time. This is a positive step for many service users. However, in time there is a danger that the priority points system can mean that the only cases being dealt with are 'creamed off' the top of the lists and are therefore fairly recent additions. This could reduce waiting times for those cases but for others remaining on the list waiting times might lengthen. Action is being taken so as to try to achieve a balanced approach within the intentions of the policy adopted. Once cases assessed through Social Services' use of an external consultancy start joining the list then it is possible that there will be further congestion. This situation will need to be carefully assessed. There has already been a certain build up of cases waiting to complete Stage 2 in the private sector where the current disabled facilities grant waiting list has some 60no cases on it, approximately double the number from 12 months previous. The public sector waiting list is currently much more manageable with most cases starting their 'design' stage within the month following receipt. Work is in hand to examine the reasons for this disparity and consideration will be given to the use of resources.
- 1.10 Stage 3 results are rather mixed. Again there have been some increases in numbers but average times are up. This Stage is probably the most important from the service users point of view. Officers are looking at procedural issues to try and identify further ways of reducing the time spent on agreeing the appropriate scheme whilst working closely with service users, and their carers where appropriate. A number of disabled facilities grants cases have taken well above average times but these are where the solution is particularly

problematic or where the service user has chosen not to use the Home Improvement Agency Service.

- 1.11 Stage 4 results show a positive trend. The table below shows the overall time actually taken to complete stages 2,3&4 for those private sector cases reported as completing stage 4 during this period. These results are roughly in line with the combined averages illustrated in the graphs attached at appendices 2,3&4 which suggests that this is an appropriate way of showing performance.

Private sector	Number	Average total weeks
Lifts	5	36
Extensions	14	112
Other	27	78

- 1.12 However, the average costs of these completed cases show that the budget will not stretch to cover as many cases as had been anticipated. The table below shows the figures.

Private sector	Number	Average Grant
Lifts	5	£3,800
Extensions	14	£16,652
Other	27	£9,925
Overall	46	£11,307

- 1.13 The figures in the table above suggest that the annual disabled facilities grants budget will service approximately 100no cases. This contrasts with the average grant of £8,625 for cases completing during the twelve months April 1999 to March 2000 – an increase of some 33%. Meanwhile, in the six months under review 93no new recommendations for major adaptations joined the disabled facilities grants waiting list. In the same period 145no similar recommendations joined the Council owned waiting list.
- 1.14 On the council owned side officers were able to take on a large increase in 'other' adaptations with quite remarkable numbers of cases being dealt with compared to previous periods. This was achieved due to a mix of factors, particularly the increased budget and committing higher levels of staff resources.
- 1.15 The 'Better Care, Higher Standards' charter has now been launched. Enhanced systems and staff training will follow. The aim of the charter is to improve co-operation and the joint working between Health, Housing and Social Services. Work to be undertaken in response to this charter will be of direct benefit to service users.
- 1.16 The Occupational Therapy Service and the DFG funded part of the process were scoped into the Best Value Review of services to Older People. The interim report has been presented which picked up on some negative comments that had been made about the time taken for a service user to achieve their home adaptation. Further work is in hand and as yet no service specific recommendations have been made as a result of this review.

- 1.17 Increases in capital spending often impact on staff workloads and so have revenue implications. The establishment of Home Improvement Officers dealing with disabled facilities grants has been increased by 2no. These posts are to be funded in part through capital and the revenue cost balance is to be contained within existing budgets.
- 1.18 A review is taking place within Social Services to do with reshaping community care services in Leicester. An increase in the effective working of the Occupational Therapy service is one of the aims but no increase in revenue costs is anticipated.
- 1.19 Improved arrangements for consultation with service users will be adopted from 1st April 2001. For disabled facilities grant applicants a service satisfaction questionnaire will be sent out within 28 days of completion of the work. The questionnaire will contain certain standard questions that are being used by other authorities that are participating in a benchmarking exercise. User groups are also being involved in this development. Further follow up work will be carried out on a sample number of cases 12 months after completion in order to gauge how successful the adaptation has been in meeting the service users needs.
- 1.20 Following from the performance monitoring work undertaken to date and the consequent changes in processes and procedures, the following performance standards are proposed and will be reported on in future.

Stage	Category	Target (weeks)
Stage 1	All	12
Stage 2	20 points and over	10
	19 points and below	25
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	Extensions	15
	Other adaptations	8

- 1.21 The proposed standards are to apply to only 80% of cases due to the very individual nature of this service. There can be wide variations in the performance results achieved, which is often out of the control of officers. However, the standards will give an indication to service users, and potential service users, of the time that it will take their adaptations to be implemented. To date this lack of information has been the biggest criticism of the service.

2. EQUAL OPPORTUNITIES IMPLICATIONS

- 2.1 Adaptation work is only carried out for disabled people. Any service improvements will be of direct benefit to this disadvantaged group of people.

3. LEGAL IMPLICATIONS

- 3.1 Many Disabled Facilities Grants are 'mandatory' and all validly made applications must be determined within six months of receipt. Where an applicant qualifies a grant must be awarded.

4. SUSTAINABLE AND ENVIRONMENTAL IMPLICATIONS

- 4.1 Adaptation work gives some improvement to the quality of life to all beneficiaries.
- 4.2 The specifications for the work undertaken seek to be as environmentally friendly as possible.

5. CRIME AND DISORDER IMPLICATIONS

- 5.1 There are no direct crime and disorder implications arising from this report.

6. DETAILS OF CONSULTATION

- 6.1 There have been no specific consultations during the period under report other than the normal joint working arrangements between the two Departments.
- 6.2 As mentioned above there have been discussions about the service in general terms during the recent Best Value Review.
- 6.3 In December officers were invited to a meeting of CLASP (the local Carers Forum) to discuss the adaptations service. Past copies of monitoring reports have been provided. Specific Consultation about the results set out in this report has not yet taken place.

7. AIMS AND OBJECTIVES OF THE HOUSING DEPARTMENT

- 7.1 This report meets the overall Quality of Life Aim for the Department 'A decent home within the reach of every citizen of Leicester', and within that the objectives to:-
- enable citizens of Leicester to stay in their home as long as it continues to meet their needs, and,
 - Provide facilities and adaptations in the homes of disabled citizens in all housing sectors.

8. LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

8.1 Background Papers

- 'Disabled Persons Adaptations'. Report by the Town Clerk and Director of Corporate Resources to the Quality & Value Commission, 24th. March 1999.
- 'Disabled Person's Adaptations – Introduction of new monitoring system and reference cards'. Report by the Director of Housing and Director of Social Services to the Housing and Social Services Committees, September 1999.
- 'District Auditor's report - Housing Aspects of Community Care' - Report by the Director of Housing to the Housing, Social Services and Standards Committees, May 2000.
- 'Disabled Person's Adaptations – Case Monitoring Information' - Joint Report of the Director of Housing and the Director of Social Services to the Housing and Social Services Committees, January 2000.
- 'Disabled Person's Adaptations – Case Monitoring Information' - Joint Report of the Director of Housing and the Director of Social Services to the Housing and Social Services Committees, June 2000.

- Better Care Higher Standards

9. AUTHORS OF REPORT

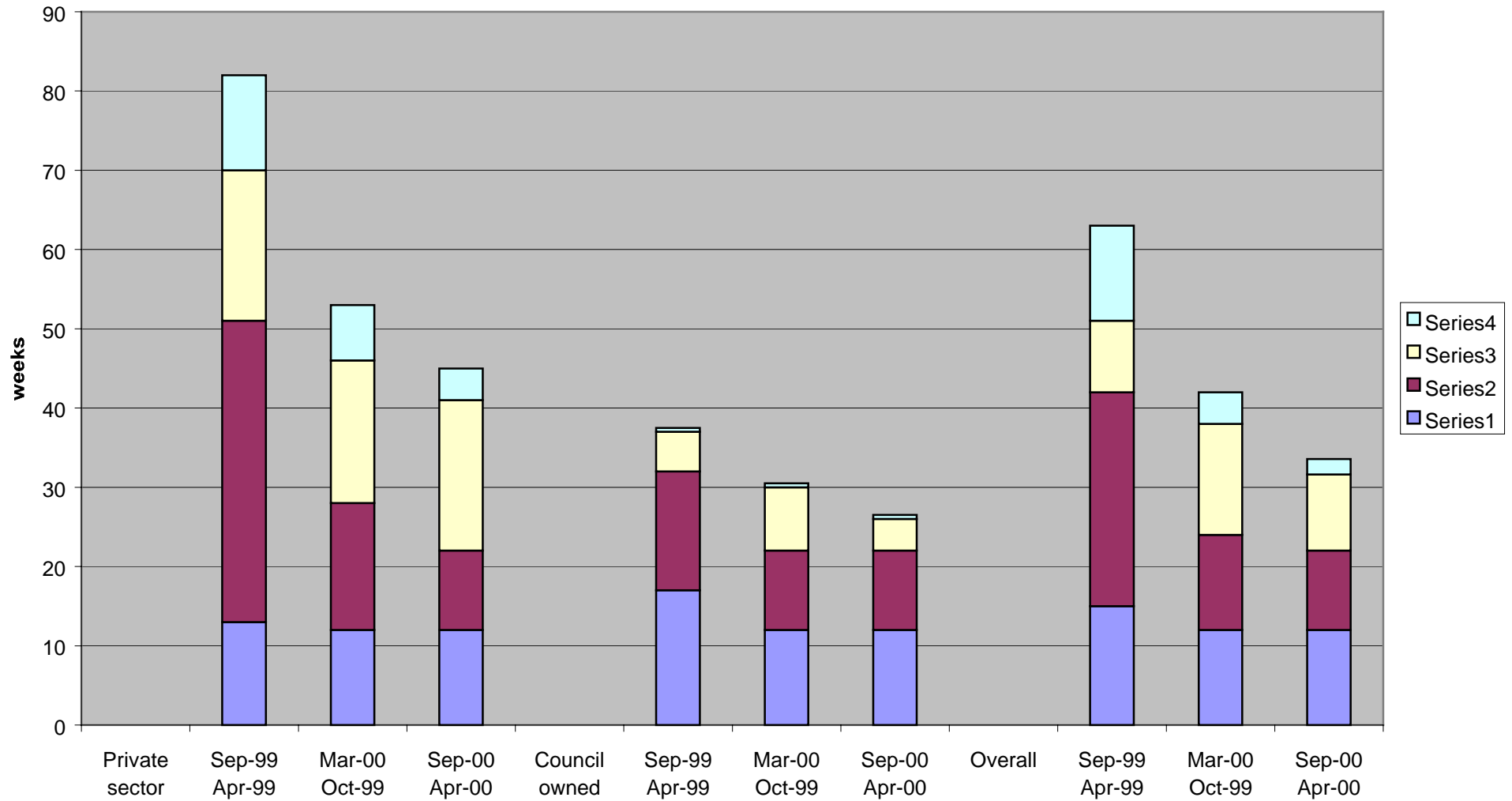
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Appendix 1

Adaptations - six monthly performance monitoring									
Stairlifts & Vertical Lifts									
		Stage 1		Stage 2		Stage 3		Stage 4	
		No	weeks	No	weeks	No	weeks	No	weeks
Private sector									
Apr-99	Sep-99	5	13	24	38	8	19	3	12
Oct-99	Mar-00	26	12	11	16	23	18	30	7
Apr-00	Sep-00	24	12	16	10	6	19	7	4
Council owned									
Apr-99	Sep-99	6	17	24	15	24	5	24	0.5
Oct-99	Mar-00	7	12	18	10	18	8	20	0.5
Apr-00	Sep-00	24	12	10	10	10	4	10	0.5
Overall									
Apr-99	Sep-99	11	15	48	27	32	9	27	12
Oct-99	Mar-00	33	12	29	12	41	14	50	4
Apr-00	Sep-00	48	12	26	10	16	10	17	2
Extensions									
		Stage 1		Stage 2		Stage 3		Stage 4	
		No	weeks	No	weeks	No	weeks	No	weeks
Private sector									
Apr-99	Sep-99	7	18	20	60	5	42	5	28
Oct-99	Mar-00	15	13	4	14	20	34	13	17
Apr-00	Sep-00	35	11	18	19	7	54	12	14
Council owned									
Apr-99	Sep-99	1	24	7	23	2	70	0	
Oct-99	Mar-00	13	16	7	9	2	58	2	23
Apr-00	Sep-00	10	8	11	12	3	53	1	25
Overall									
Apr-99	Sep-99	8	19	27	50	7	50	5	28
Oct-99	Mar-00	28	14	11	11	22	36	15	18
Apr-00	Sep-00	45	10	29	16	10	54	13	15
Other adaptations									
		Stage 1		Stage 2		Stage 3		Stage 4	
		No	weeks	No	weeks	No	weeks	No	weeks
Private sector									
Apr-99	Sep-99	18	18	35	36	5	21	6	18
Oct-99	Mar-00	60	16	17	18	36	24	34	10
Apr-00	Sep-00	34	5	68	18	24	37	27	10
Council owned									
Apr-99	Sep-99	53	19	54	14	8	8	13	4
Oct-99	Mar-00	102	11	38	7	38	8	66	3
Apr-00	Sep-00	111	8	243	13	128	9	100	2
Overall									
Apr-99	Sep-99	71	19	89	23	13	13	19	8
Oct-99	Mar-00	162	13	55	10	74	16	100	5
Apr-00	Sep-00	145	7	311	14	152	13	127	4

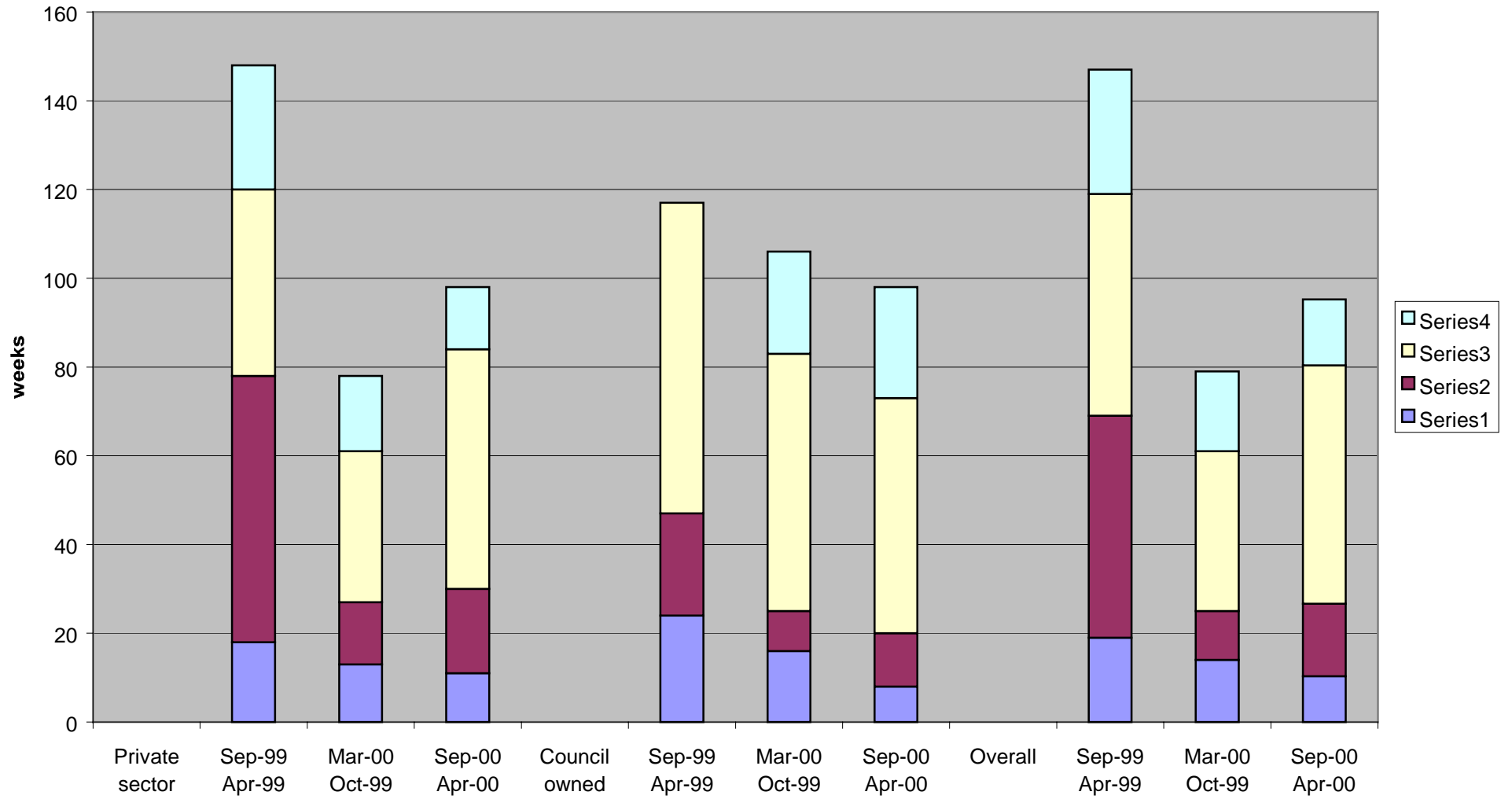
Appendix 2

Lifts. Values shown are the aggregate averages



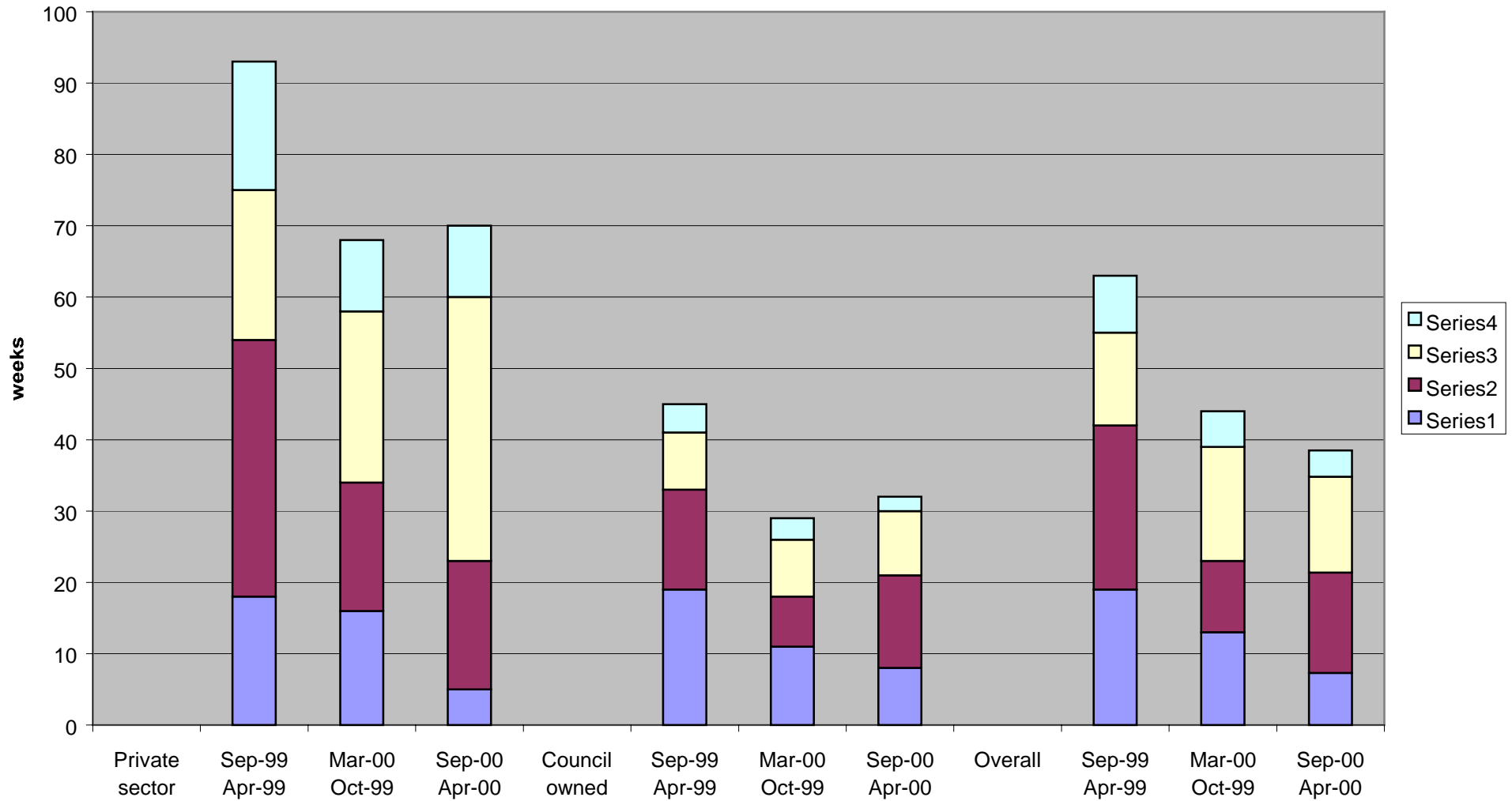
Appendix 3

Extensions. Values shown are the aggregate averages



Appendix 4

Other adaptations. Values shown are the aggregate averages



DISABLEDPERSONSADAPTATIONS0