

## **Lightbulb Operational Group Disabled Facilities Grant Quarter 2 (July - Sept 2020/21) Performance report**

### **Purpose**

This paper provides an overview of the Lightbulb performance dashboard for Quarter 2, July 2021 to September 2021. It provides additional information to the charts and explains variances in data.

### **Performance overview**

Attached to this report is:-

- A dashboard showing actual data from Lightbulb July 2021 to September 2021.
- Comparator data (baselines) where available and appropriate against the financial year 2016/17, 2017/18 and 2018/19

### **Chart 1:**

This Chart compares the average time taken, for each district from application for a DFG works being completed.

The overall figures show that Charnwood, Hinckley, Harborough and Oadby and Wigston have exceeded the target of 20 weeks this quarter. There were 4 cases in total across Hinckley, Harborough and Oadby and Wigston which had extended completion times due to either the client or the contractors being affected by covid.

Without these exceptional cases (dark blue blocks showing averages without the covid cases) all districts (except Charnwood) are under the 20 week target.

### **Chart 2:**

This chart shows the types of DFG's completed for each district from July 2021 to end of September 2021 by cost category.

### **Chart 3 & 4:**

Graphs 3 and 4, show the drop-out rate across Lightbulb DFG's and the reasons for dropout. The average dropout rate is 14% across all districts for quarter 2 which is a reduction from the last quarter.

Lightbulb actively helps to reduce the dropout rate by working with customers to ensure alternative solutions are explored and customers are helped with finding funding to finance high contributions. Also work continues to support the recommendations for change to the means test through Central Government.

### **Charts 5 and 6:**

This chart reflects the person-centred outcomes measures against all customers who have completed pre and post intervention questionnaires to determine qualitative outcomes to them from the service received. All areas show an improvement.

### **Chart 7:**

This chart shows the overall time take for DFG's and the time taken for key stages in between.

There generally is an increase in all end to end times, but most notably in the average initial enquiry to completion time. This due to a combination of factors:-

1. Reduced staffing resources
2. Adapting to changes in service delivery
3. Construction industry having backlogs and waiting lists
4. Delays in building materials and equipment being shipped to the UK accordingly, we anticipate the effects of Brexit and the pandemic will continue for at least the next 18 months

Lightbulb's Operational Manager is continuing to monitor trends and changes and will adapt accordingly in order to ensure the most efficient continuation of service provision.

**Chart 8:**

Chart 8 shows current invoiced and committed spend for DFG's for each district.

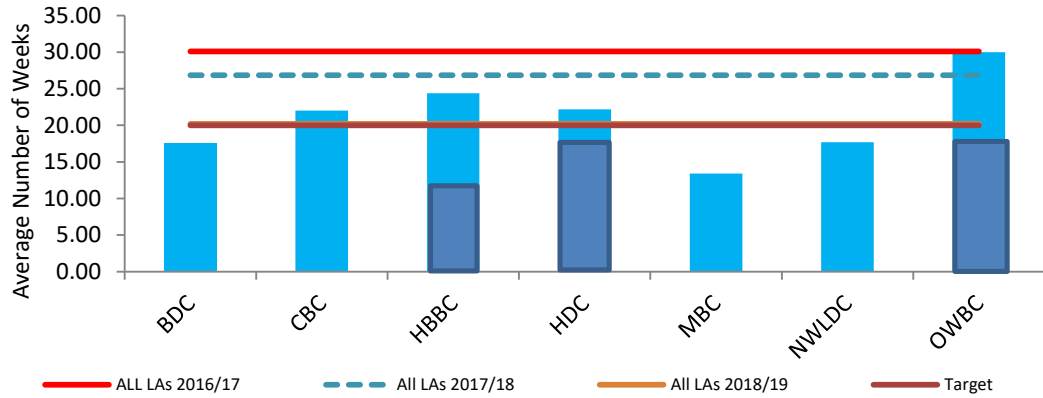
Disclaimer:-

- *The attached dashboard has been designed for the Lightbulb Programme and was agreed by the Programme Board of 22nd March, 2017. It aims to provide Board and Steering Group members with an overview of key areas of high level performance. The service will use this data to improve service performance, particularly where process changes may deliver more effective service for the customer e.g. response times.*
- *The target of 20 weeks was agreed as part of the presentation of the mock dashboard to the programme board at their 22<sup>nd</sup> March meeting. This will be across Lightbulb (all localities) and based on equalling the best district performance across Leicestershire.*

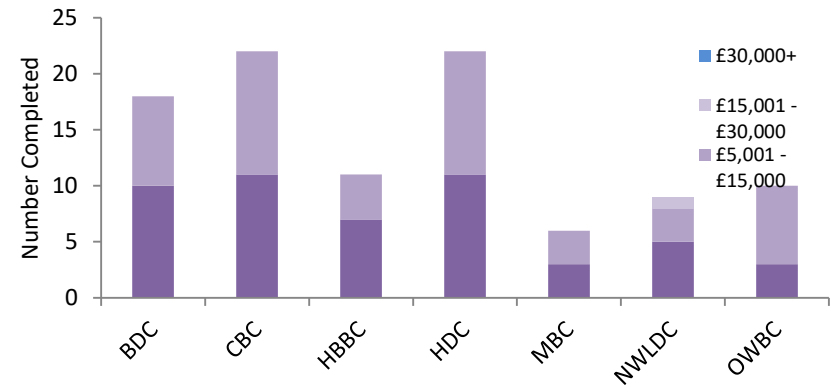
Data collated and prepared by the Lightbulb team, comments/queries to [Taranjeet.Bhaur@blaby.gov.uk](mailto:Taranjeet.Bhaur@blaby.gov.uk) or 0116 272 7687.

# Lightbulb Qtr 2 2021/2022 Performance Dashboard

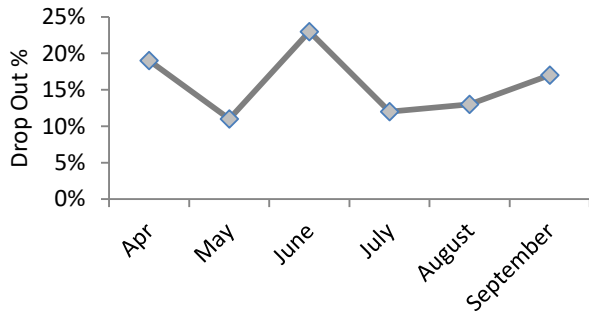
### Chart 1: DFG Completion Times YTD by No of Weeks



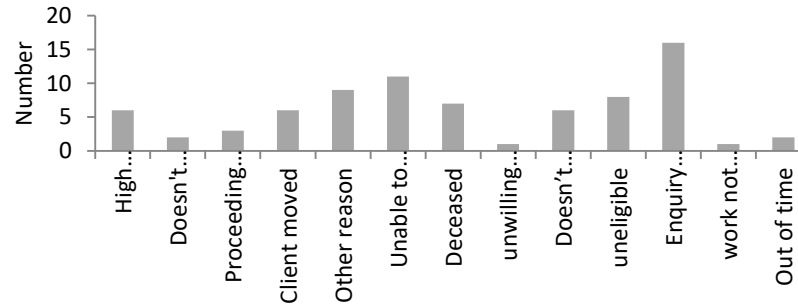
### Chart 2: No of DFG's Completed by Cost by District YTD



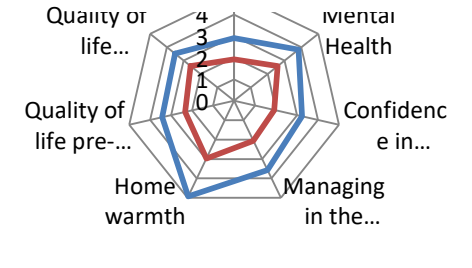
### Chart 3: DFG Dropout % Over Time



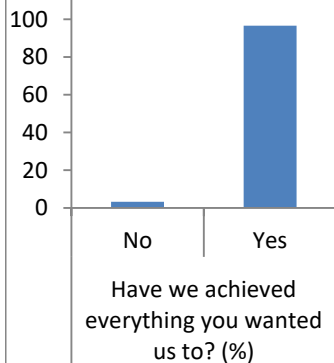
### Chart 4: Reason for Dropout by QTR



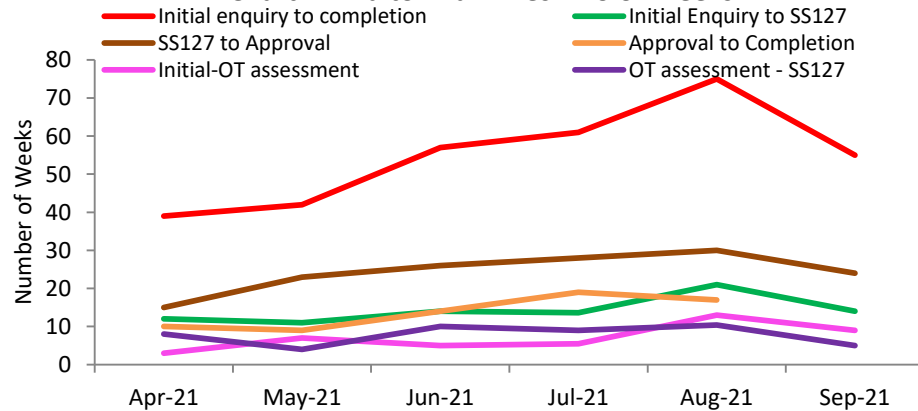
### Chart 5: Customer feedback from scores on



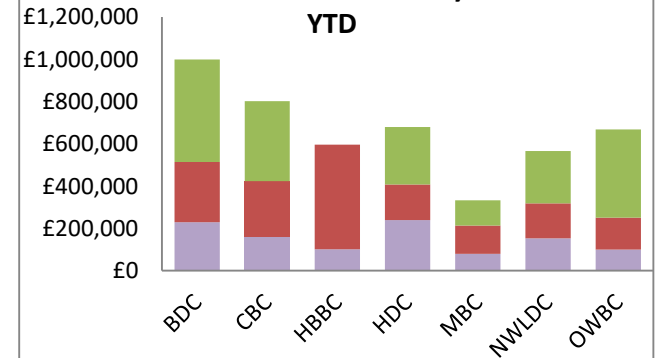
### Chart 6: Overall achievement



### Chart 7: End to End Times - No of Weeks



### Chart 8: Total Value of Invoiced and Committed funds for DFGs by District YTD



## **Lightbulb Operational Group Housing Support Coordinators Quarter 2 (July - Sept 2020/21) Performance report**

### **Purpose**

This paper provides an overview of the Lightbulb performance dashboard for Quarter 2, July 2021 to September 2021. It provides additional information to the charts and explains variances in data.

### **Performance overview**

Attached to this report is:-

- A dashboard showing actual data from Lightbulb July 2021 to September 2021.
- Comparator data (baselines) where available to the previous contract

### **Chart 1:**

The total number of cases during quarter 2 has dipped slightly from the last quarter, for a number of reasons:-

- Leavers / Induction of new staff
- The Trusted Assessor level 3 and 4 training
- Number of referrals increasing

Operational managers are monitoring and have systems in place to support officers working through cases.

### **Chart 2:**

The average length of time the cases are open has also increased as a result of the above.

### **Chart 3 and 4:**

This chart provides information on the number of referrals for majors and minors and how long the MOT cases have been open.

### **Charts 5:**

This chart shows the outcomes from quarter 2 MOT's, the top three being equipment ordered and then advice and info provided.

### **Chart 6:**

The average times have increased slightly as expected due to reasons previously stated.

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- *The target of 20 weeks was agreed as part of the presentation of the mock dashboard to the programme board at their 22<sup>nd</sup> March meeting. This will be across*

*Lightbulb (all localities) and based on equalling the best district performance across Leicestershire.*

Data collated and prepared by the Lightbulb team, comments / queries to [Taranjeet.Bhaur@blaby.gov.uk](mailto:Taranjeet.Bhaur@blaby.gov.uk) or 0116 272 7687

**Lightbulb HSC Qtr2 2021/2022 Performance Dashboard**

