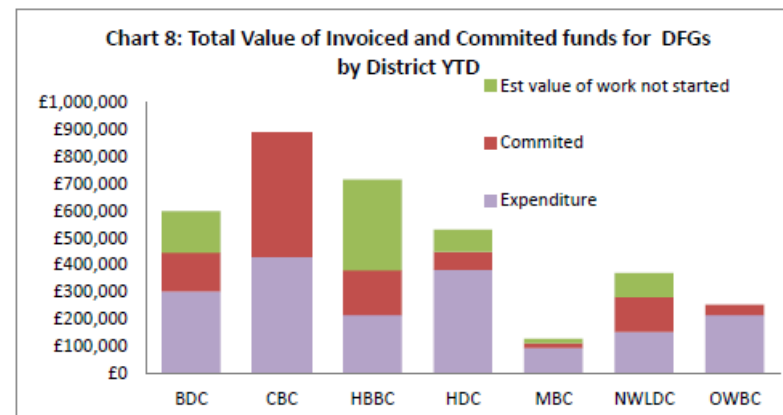
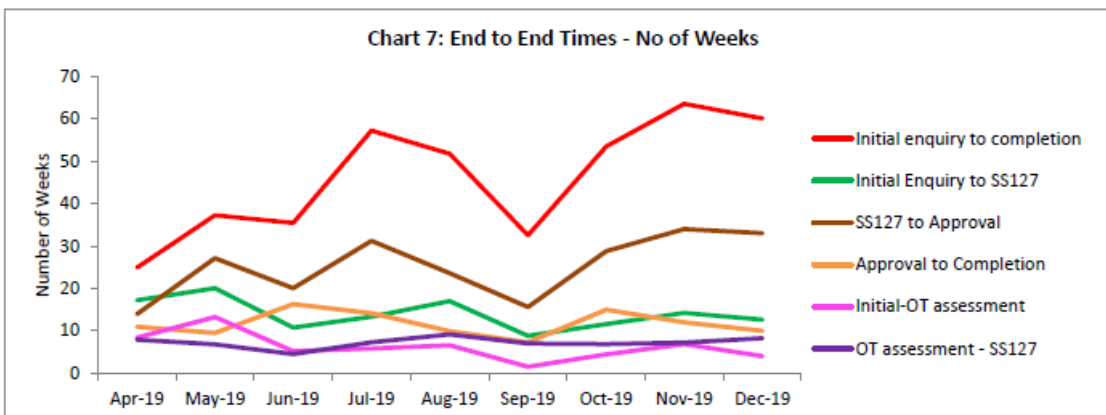
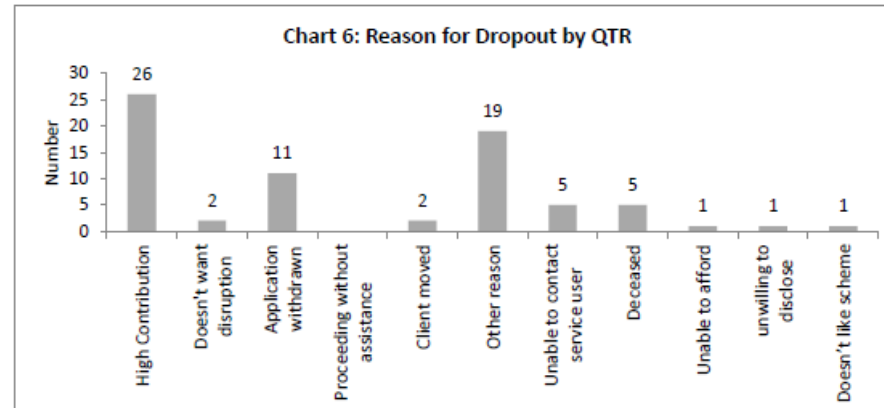
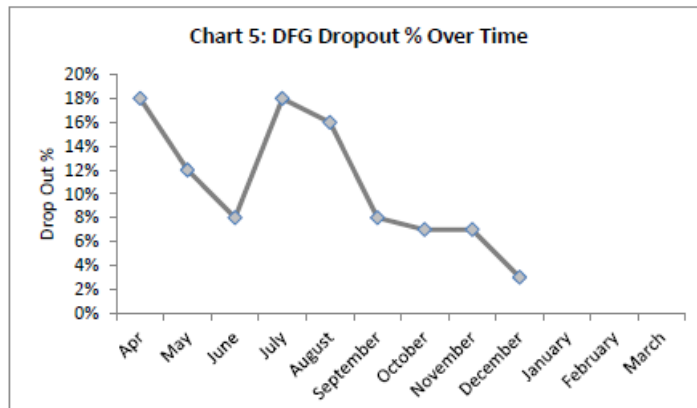
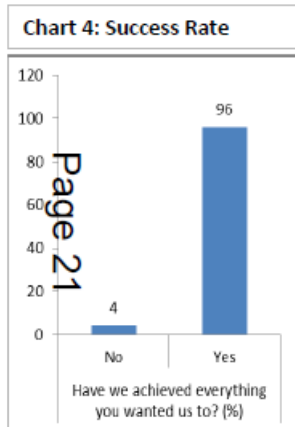
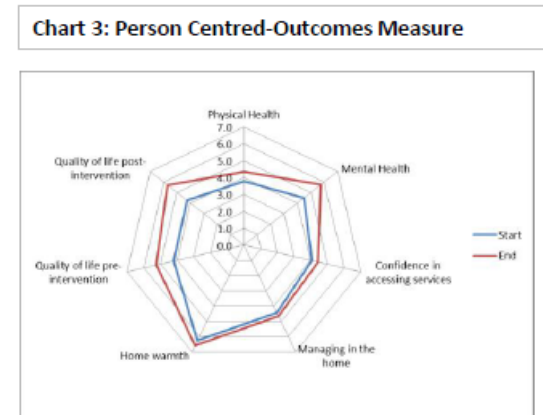
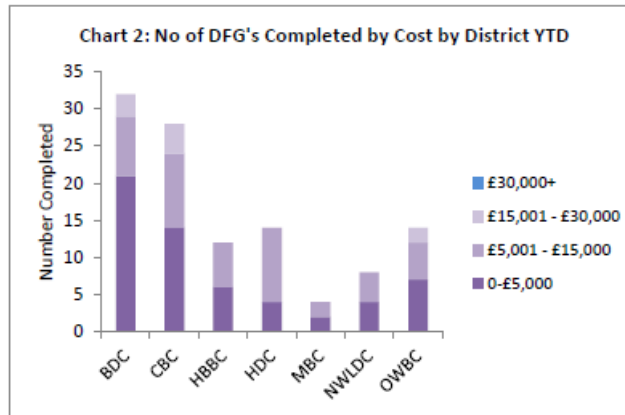
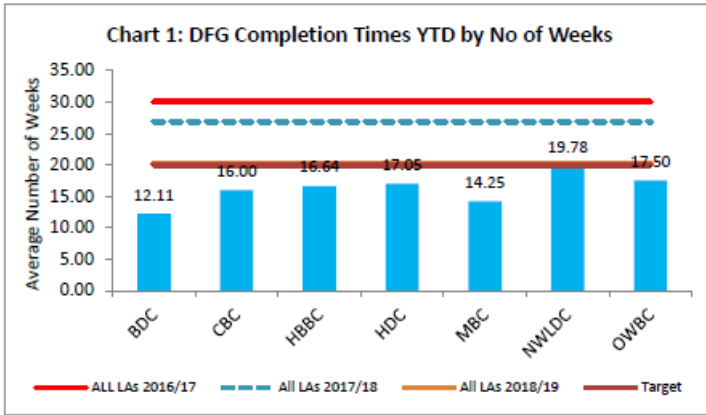
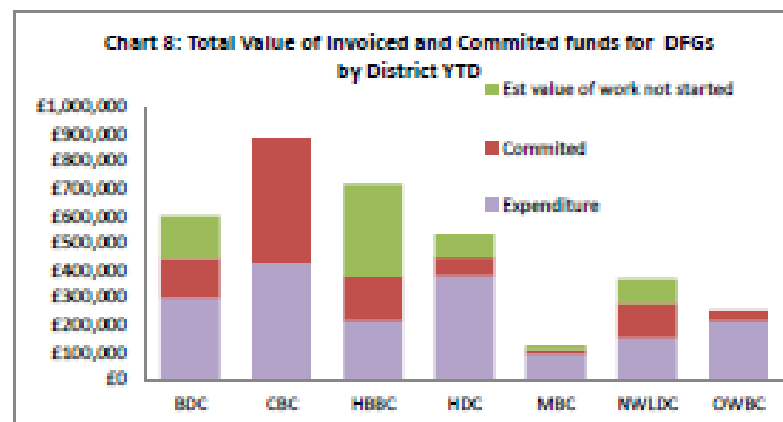
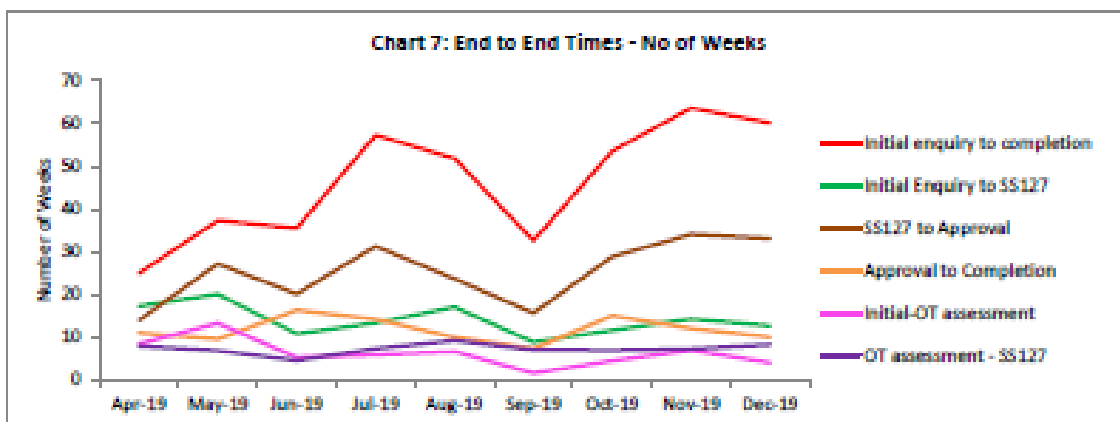
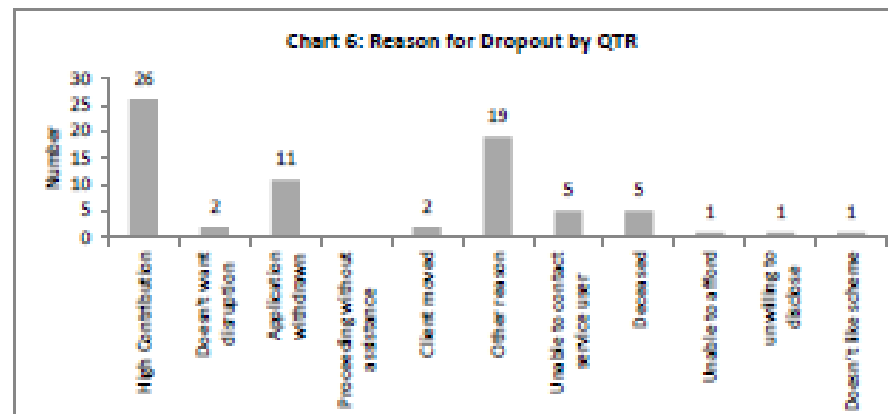
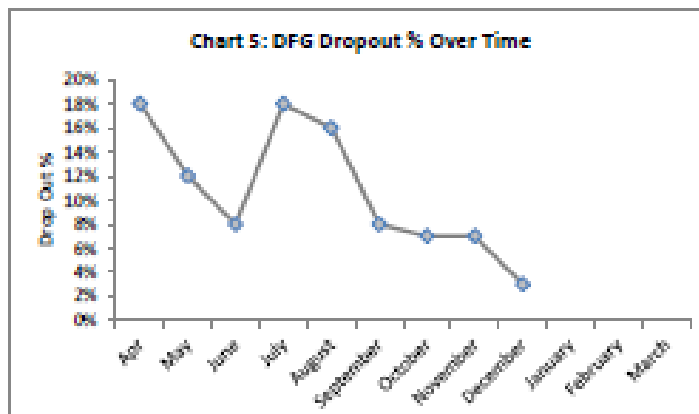
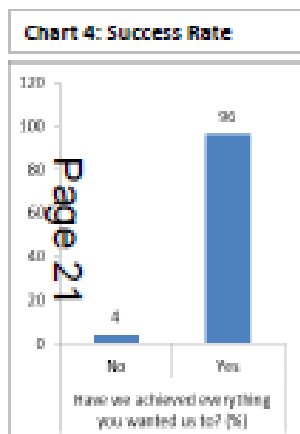
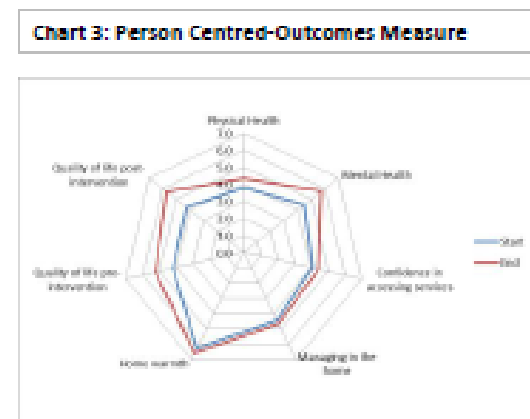
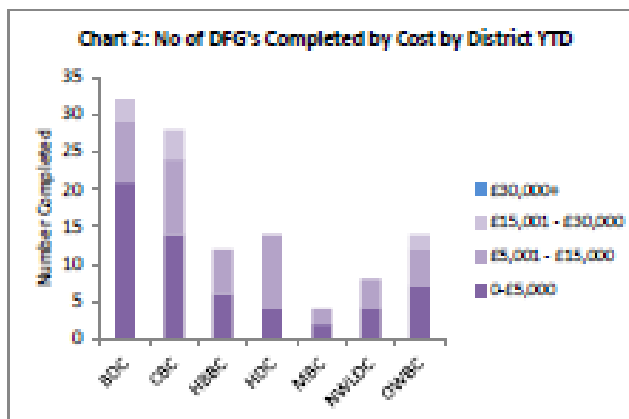
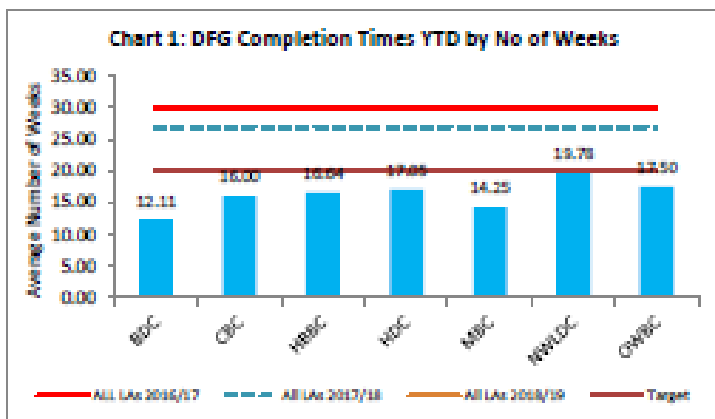


**Lightbulb Qtr 3 2019/2020 Performance Dashboard**



**Lightbulb Qtr 3 2019/2020 Performance Dashboard**



## Performance overview

Attached to this report is:-

- A dashboard showing actual data from Lightbulb October 2019 to the end of December 2019.
- Comparator data (baselines) where available and appropriate against the financial year

### Chart 1:

*\*Data taken from LAS system*

This Chart shows the total number of cases started by HSC's per month over all districts, per month. An average of 344 cases are being started per month, which is well above the 250 per month held by the CAT contract prior to Lightbulb. In total 3100 clients across Leicestershire have been helped this year so far by HSC's.

### Chart 2:

*\*Data taken from IAS*

Chart 2 shows the number of days a case is open for, on average this is 24 days for all cases including major, minor referrals, equipment, signposting and picking up cases that require a full housing MOT. The previous CAT contract was 42 days so this is a considerable decrease and much the same as the last quarter.

### Chart 3:

This Chart shows the performance measures for Housing MOT's, specifically:-

- The Referral to MOT time – average is 3.3 days in 18/19 and 3.5 days so far for 19/20.
- The start of an MOT to the when the MOT is complete had an average of 7.3 days in 2018/19 and so far in 19/20 the average has decreased to 5.7 days.

### Chart 4:

This Chart shows the breakdown of Major and Minor referrals by district for quarter 3. The cases are reviewed regularly to ensure that if several pieces of equipment are being ordered that due thought has been given to the benefit of an earlier bigger scheme.

### Charts 5

This Chart shows the referrals generated by the housing MOT and the number of pieces of equipment ordered. All together there are over 400 referrals generated for further services and equipment from the housing MOT's. The Senior HSC is looking into more training for the HSC's around Assistive Technology.

### Lightbulb Qtr 2 2019/2020 Performance Dashboard

