

Lightbulb Management Board Quarter 1 (April – June 2020/21) HSC Performance report

Purpose

This paper provides an overview of the Lightbulb HSC Performance dashboard for Quarter 1 2020/21. 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 April 2020 to the end of June 2020.
- Comparator data (baselines) where available and appropriate against the financial year
- All data in this report, may not reflect the new methods phone assessments, for more info this is available in item 4A

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 178 cases are, are being started per month. This is lower than normal due to Covid19 restrictions, however cases started starts to increase again in June.

**NB the reporting output isn't able to capture the work mentioned in the Highlight report.*

Chart 2:

**Data taken from IAS*

Chart 2 shows the number of days a case is open for, on average this is 27 days for all cases including major, minor referrals, equipment, signposting and picking up cases that require a full housing MOT.

Chart 3:

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

- The Referral to MOT time is 1.5 weeks
- The start of an MOT to the when the MOT is complete had an average of 2.6 days

This has significantly decreased as the MOT's are being completed by phone, whilst it has reduced the end to end times further, they are reliant on a customers or their family members feedback not the HSC. Also the call can take longer than a visit due to having to explain / talk through processes.

Chart 4:

This Chart shows the breakdown of Major and Minor referrals by district for quarter 1. The number of major's referrals has reduced significantly for a number of reasons

- COVID 19 and social distancing laws
- Finding new ways to carry out assessments suitable to individual customers
- Alternatives or temporary fixes found to avoid admissions as construction works have not been possible

Charts 5

This Chart shows the referrals generated by the housing MOT and the number of pieces of equipment ordered. This has significantly decreased in comparison to previous quarters for a number of reasons

- COVID 19 changes in hospitals meant that distribution of equipment was prioritised to ensure swift discharges
- Lack of access for physical assessments in homes
- Changing to a new method of working i.e video calls / phone assessments which do require more support from family / friends or longer appointments to support customers

Disclaimer:-

- *The attached dashboard has been designed for the Lightbulb Programme and has been presented to Delivery group on the 14th November 2019 for sign off*

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