

Date: 25 September 2012

Report of: Sophie Middleton/Contract Manager

Subject: PFI Extra Care Housing Annual Report 2011/12

1 Introduction

There are five PFI Extra Care Housing Schemes in Cheshire, all of which opened in 2009. Three of these schemes are in Cheshire East; Beechmere (Crewe), Oakmere (Handforth) and Willowmere (Middlewich). The other two are in Cheshire West; Hazelmere (Winsford) and Hollymere (Ellesmere Port).

Avantage runs the five Cheshire schemes and is the landlord. Care and Catering - originally commissioned by Cheshire County Council - is now managed separately by the two Councils.

This report deals directly with the PFI Contract with Avantage

A separate report from Finance deals with the PFI credits and contributions/costs to both Authorities.

During 2011/12, Avantage devoted significant resources to improving reporting. This report uses data sourced mainly from Avantage's monthly reports and covers the period from April 2011 to March 2012.

2 Unitary Charge and Deductions

The Unitary Charge for 2011/12 is shown in the table below together with the equivalent figures for 2010/11 for comparison.

	2011/2012		2010/2011	
	£	£	£	£
Gross Annual Unitary Charge		4,480,110.17		4,400,912.28
Deductions - East	(16,342.12)		(989.63)	
Deductions - West	(12,651.37)		(16,829.91)	
Total Deductions		(28,993.49)		(17,819.54)
Net Annual Unitary Charge		4,451,116.68		4,383,092.73

From the table, it can be seen that deductions in 2010/11 were significantly less than in 2011/12. This is mainly due to a time lag in the Authority and Advantage agreeing deductions which resulted in additional deductions from 2010/11 being deducted in 2011/12. The higher amount in 2011/12 also reflects better reporting procedures.

Deductions and penalties are incurred when a repair takes longer than the contractually agreed period or a contractual performance indicator is not met. With repairs, there are three "periods" in a day (day, evening and night) - a proportion of the unitary charge is deducted for each period over the agreed rectification time, depending on the contractual importance of the zone affected. A ratchet factor is in place so that if a repair is just out of the rectification period a minimal deduction is made, but if the repair is significantly outside of the rectification period, the relatively small period deductions are ratcheted up. This is the reason that relatively minor repairs can result in large deductions e.g. in April 2011, a broken towel rail resulted in a penalty of £277.90 whilst in October 2011, the Telecare intercom not working in two apartments was only a penalty of £36.74.

Performance penalties occur when Advantage does not meet the very specific list of 39 Key Performance Indicators. These Key Performance Indicators cover Contract Management, Building Maintenance, Cleaning & Waste Management, Emergency Planning, Energy Management, Front of House Services, Grounds Maintenance & Horticulture and Tenancy Management.

A month-by-month breakdown of 2011/2012's penalties and deductions is shown in Appendix 9.1.

3 Tenure

Originally, from the total of 433 apartments across all five schemes, 240 were designated for Rental, 81 were reserved for Shared Ownership and 112 for outright ownership. In April 2010, due to the state of the housing market, 57 additional apartments were temporarily transferred from Shared Ownership and Outright Sale to "Rental Apartments". These 57 apartments are subject to a similar repairs and maintenance agreement as the PFI apartments but are outside of the PFI contract and not monitored by the Authority. Since April 2010, some apartments have been transferred back to Shared Ownership or Sales, where there was a demand for them. The status of the arrangement at year end 2011/12 is detailed below.

	Scheme	Originally Transferred from Sales to Rental	Returned to Sales	Yet to be Returned to Sales
Cheshire East	Beechmere	20	2	18
	Oakmere	5	2	3
	Willowmere	7	0	7
	TOTAL	32	4	28
Cheshire West	Hazelmere	17	1	16
	Hollymere	8	2	6
	TOTAL	25	3	22
TOTAL		57	7	50

Under the agreement made with Advantage, they do not have to wait for the original apartments transferred across to become free before reclaiming them, they can "reclaim" any equivalent available apartment in lieu of a named transferred apartment.

The original and current tenure mix in each scheme is shown in the table below.

	Scheme	Rented Apartments		Shared Ownership/ Outright Sales		Total
		Original	Current	Original	Current	
Cheshire East	Beechmere	75	93	57	39	132
	Oakmere	32	35	21	18	53
	Willowmere	35	42	36	29	71
	TOTAL	142	170	114	86	256
Cheshire West	Hazelmere	57	73	49	33	106
	Hollymere	41	47	30	24	71
	TOTAL	98	120	79	57	177
TOTAL		240	290	193	143	433

The additional rented apartments are a combination of social rented and "Rent-to-Buy" apartments. They remain outside of the PFI Contract.

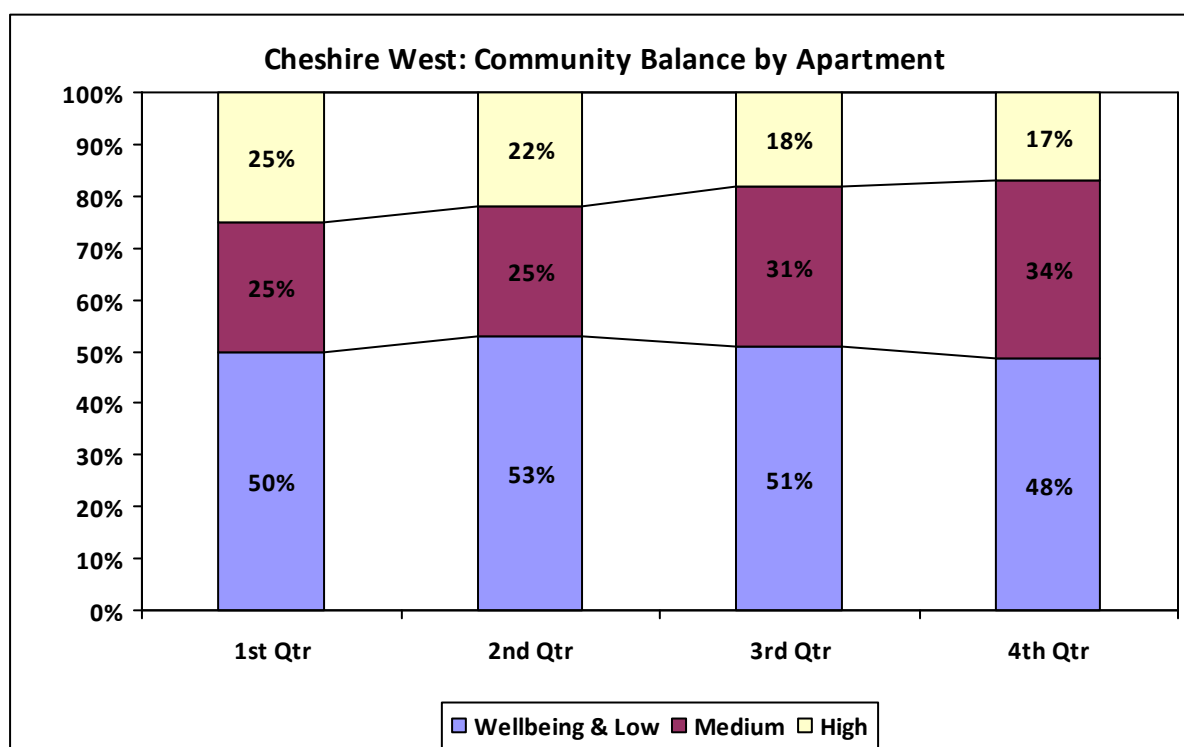
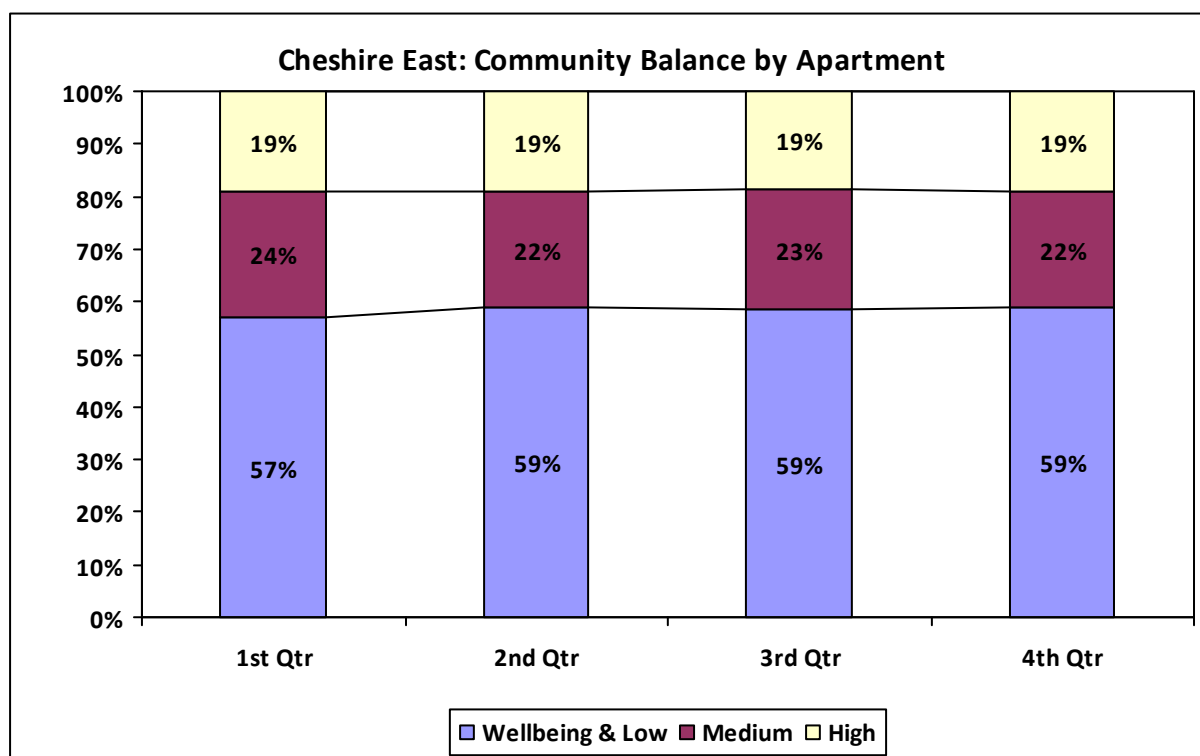
4 Community Balance

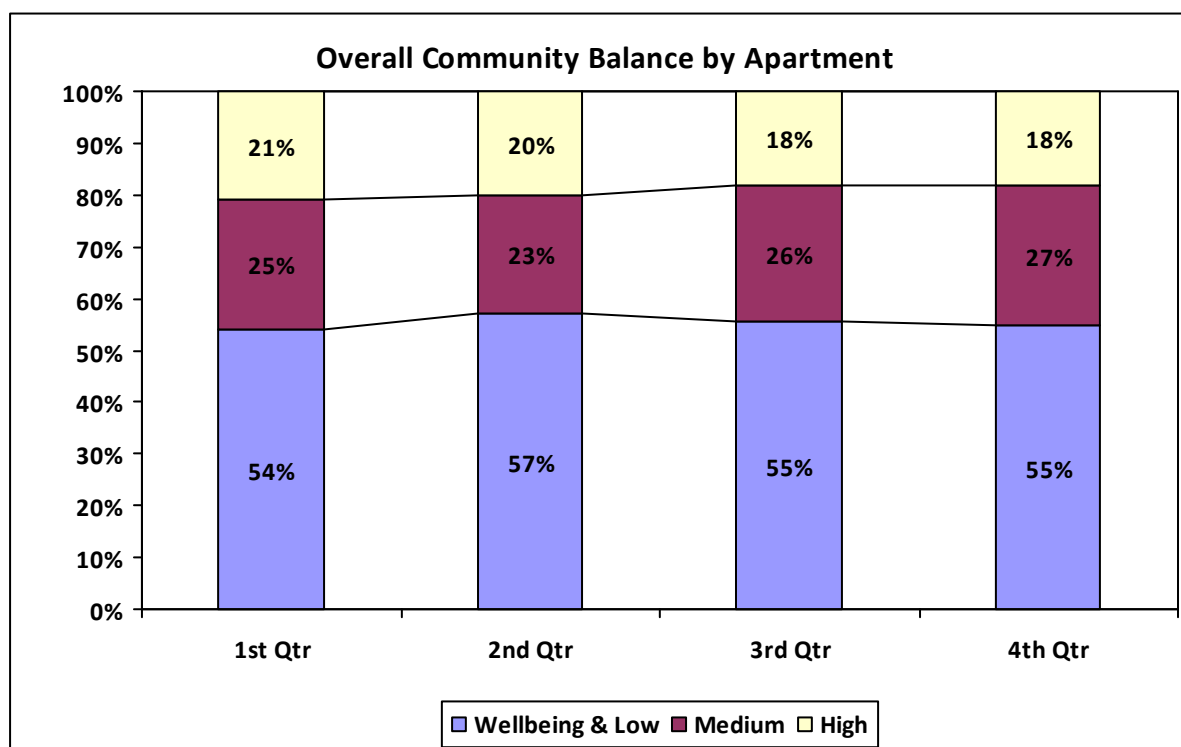
The schemes aim to achieve a "model of thirds"; one third of apartments occupied by Low Care Band residents, one third by Medium Band residents and one third by High Care Band residents.

The balance of the community by care band achieved is shown in the table and graphs below. Neither Cheshire East nor Cheshire West has achieved a balance, although Cheshire West is closer than Cheshire East. It is important to achieve the balance because the schemes were physically designed for a balanced community and care and housing management and staffing structures were also based on achieving the balance.

Percentage of Occupied Apartments		30/06/2011		30/09/2011		31/12/2011		31/03/2012	
Cheshire East	Wellbeing & Low	134	57%	138	59%	140	59%	139	59%
	Medium	56	24%	51	22%	54	23%	52	22%
	High	44	19%	45	19%	45	19%	45	19%
	TOTAL	234		234		239		236	
Cheshire West	Low	82	50%	86	53%	82	51%	79	49%
	Medium	42	25%	41	25%	51	31%	56	34%
	High	41	25%	35	22%	29	18%	28	17%
		165		162		162		163	
CHESHIRE TOTAL	Wellbeing & Low	216	54%	224	57%	222	55%	218	55%
	Medium	98	25%	92	23%	105	26%	108	27%
	High	85	21%	80	20%	74	18%	73	18%
		399		396		401		399	

These percentages are illustrated in the graphs below.





The community balance by resident is shown in Appendix 9.2. This tends to be biased towards lower bands reflecting that some High/Medium residents live with lower banded partners.

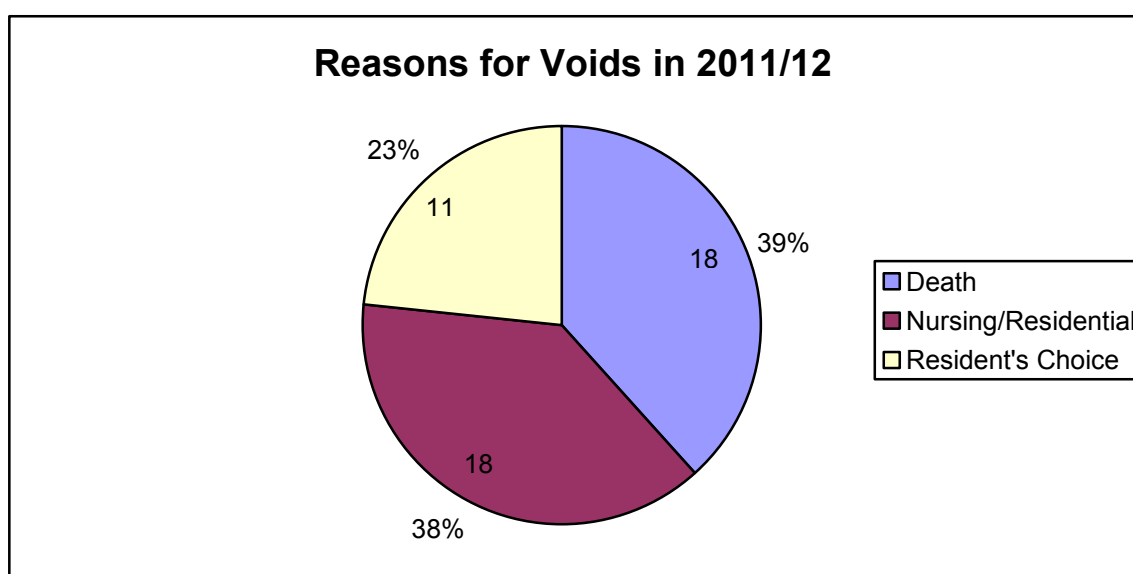
Both Councils' Social Care Departments have an important role in helping the schemes to achieve the Community Balance. Most people who self-refer to Avantage have low or no care needs. However, when a void occurs, the relevant Social Care Department is alerted and has 5 working days to identify a suitable potential resident with care needs. If the department is unable to put forward anyone suitable within that time, Avantage will offer the apartment to someone on their waiting list who may have no care needs at all.

5 Occupancy & Voids

The occupancy of the schemes at year end, by Council and for Cheshire, is shown in the table below.

RENTAL (incl transferred apartments)	Total Apartments	Occupied /Allocated Apartments	Occupied /Allocated %	Available Apartments
Cheshire East	170	170	100%	
Cheshire West	120	118	98%	Hollymere - 2
TOTAL	290	288	99%	
SHARED & OUTRIGHT SALES	Total Apartments	Occupied /Allocated Apartments	Occupied /Allocated %	Available Apartments
Cheshire East	86	80	93%	Beechmere – 3 Willowmere – 3
Cheshire West	57	51	89%	Hazelmere – 3 Hollymere - 3
TOTAL	143	131	92%	

During 2011/12, 47 apartments become void. The reasons for this fell into three categories; Death of the Resident, Resident has moved on to residential/nursing care and "Resident's Choice". Resident's Choice includes former residents who wished to move closer to or in with their families, residents who found living in Extra Care Housing too expensive and those who never settled in Extra Care.



A summary of where and why voids occurred can be found in Appendix 9.3.

6 Waiting Lists

The number of people accepted by an Allocations Panel and on the waiting list for Avantage Extra Care Housing is detailed below.

Waiting lists are not high, but individuals may be on the list for months, if not years. This is because voids depend upon people leaving the scheme and apartments are not allocated on a first-come-first-served basis but on the basis of achieving the Community Balance in the scheme. Therefore, if a void becomes available in any of the schemes, currently it is most likely that the person with the highest care needs will be offered the apartment, as Avantage tries to increase the number of Medium and High residents. Once the balance has been achieved, apartments will be offered to the individual that has the closest needs to those required to maintain the balance.

Rental Apartments		30/06/2011	30/09/2011	31/12/2011	31/03/2012
Cheshire East	Wellbeing & Low	5	10	8	6
	Medium	3	2	2	3
	High	1	2	4	2
	TOTAL	9	14	14	11
Cheshire West	Low	3	9	7	15
	Medium	1	0	0	0
	High	0	0	0	0
	TOTAL	4	9	7	15
CHESHIRE TOTAL	Wellbeing & Low	8	19	15	21
	Medium	4	2	2	3
	High	1	2	4	2
	TOTAL	13	23	21	26

Sales & Shared Ownership		30/06/2011	30/09/2011	31/12/2011	31/03/2012
Cheshire East	Wellbeing & Low	11	11	11	11
	Medium	0	0	0	0
	High	0	0	0	0
	TOTAL	11	11	11	11
Cheshire West	Low	0	0	0	0
	Medium	0	0	0	0
	High	0	0	0	0
	TOTAL	0	0	0	0
CHESHIRE TOTAL	Wellbeing & Low	11	11	11	11
	Medium	0	0	0	0
	High	0	0	0	0
	TOTAL	11	11	11	11

A breakdown of waiting lists by scheme may be found in Appendix 9.4.

7 Key Performance Indicators

Tables showing the Key Performance Indicators for each scheme can be found in Appendix 9.5.

7.1 Events Attendance - Residents

The number of residents attending each event is expressed as an average (total number of residents attending events/total number of events) and as a percentage of the total number of residents in the scheme.

Average Residents attending events per month	Beechmere	Oakmere	Willowmere	Hazelmere	Hollymere
	1077	401	459	746	755

Average Residents per event	Beechmere	Oakmere	Willowmere	Hazelmere	Hollymere
	14.2	4.7	5.2	5.8	7.7

Beechmere	Beechmere had the highest number of residents attending each event, averaging at just over 14 residents at every event. This is partly because Beechmere has the biggest target audience as it is the biggest scheme, but Beechmere also attracts between 9% and 12% of its residents to every event (on average). There was a noticeable increase in attendance at events in December.
Oakmere	Oakmere attracted around 8% of its residents to every event on average - this equates to 4.7 residents at each event. Again, November and December's events were very popular.
Willowmere	On average, approximately 7% of Willowmere's residents attended each event on the calendar - about 5 residents. Attendance was up in December but the highest average attendance for the year (7.07 residents per event) was in February when there was a very successful Valentine Supper and a high turnout for Shrove Tuesday celebrations.

Hazelmere	An average of 5% of Hazelmere's population attended each event at the scheme, equating to nearly 6 residents per event. This figure masks the fact that Hazelmere routinely arranges significantly more events than any other scheme and the timings of events often clash, meaning residents must choose which to attend. (March 2012 - Hazelmere 143 events, Hollymere 113, Beechmere 83, Oakmere 88 and Willowmere 90)
Hollymere	An average of between 9% and 10% of Hollymere's residents attended each event - 7.7 residents per event. This was more than in the similarly sized Willowmere. Again, attendance peaked in December.

7.2 Events Attendance - Non-Residents

The number of non-residents attending events is recorded and expressed as an average attending each event.

Average Non-Residents attending events per month	Beechmere	Oakmere	Willowmere	Hazelmere	Hollymere
	106	307	230	395	324

Average Non-Residents per event	Beechmere	Oakmere	Willowmere	Hazelmere	Hollymere
	1.4	3.6	2.6	3.1	3.3

Beechmere	From March 2011 to April 2012, an average of 1.4 non-residents attended each event at Beechmere.
Oakmere	An average of 3.6 non-residents attended each event at Oakmere - probably because Oakmere has close links with the local U3A, who hold bridge, craft and art classes at the scheme. These are open to residents as well as U3A Members.
Willowmere	On average, 2.6 non-residents attended each event at Willowmere. Willowmere's exercise classes - including Tai Chi, Pilates, Body Conditioning and Zumba - were all well-supported by non-residents.
Hazelmere	Three non-residents attended each of Hazelmere's events, on average. This reflects general support for activities at Hazelmere including U3A activities, but also a resident-run tea club, drawing and painting classes and exercise classes. Former "Dane Walk" day care users visit Hazelmere regularly and join in the activities available. It is possible that this has also boosted the number of non-residents recorded.

Hollymere	Again, an average of 3 non-residents attended each of Hollymere's events in 2011/12. Non-residents tend to visit Hollymere for exercise classes and special occasion functions. In addition, Age UK holds a day care session one day a week and in association with Hollymere hold an OPEL (Older People Enjoying Life) day as well. The former has a regular attendance of about six older people, whilst usually around 20 attend OPEL. Both of these "days" are open to residents, who often "pop in and out" as something of interest to them takes place (e.g. bingo, singsongs, etc.)
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7.3 Cost of Events

The cost of events to residents is measured - the percentage of events that can be attended free of charge (either because any costs are absorbed elsewhere or organisers ask for donations - but don't insist) and the percentage of events costing over £4.00. In general, events costing more than £4.00 have some added value, e.g. include food or something that has been made and can be taken away (e.g. jewellery or flower arrangements).

Per Month	Beechmere	Oakmere	Willowmere	Hazelmere	Hollymere
Average No of Events - Free	50	53	41	85	81
Average No of Events - £4+	1	0	6	8	1

Beechmere	At Beechmere, on average, two-thirds of the events and activities held were free and just over 1% cost more than £4. The percentage costing more than £4 went up to 6% in December because of four party nights (24 th , 26 th , 28 th and 31 st December) all of which included entertainment and a buffet.
Oakmere	Approximately 62% of Oakmere's events were free to residents, whilst 0.5% of Oakmere's events cost more than £4. Again, a higher than normal proportion of events cost more than £4 in December - due mainly to a trip to the Christmas Markets in Manchester which cost £5.

Willowmere	Nearly 47% of events were free at Willowmere, which also had a higher percentage (7%) of events costing more than £4. This higher percentage was generally due to a weekly event where residents are taken to one of several supermarkets and receive assistance whilst there to do their shopping. The costs are transport costs rather than for the assistance, which the supermarkets provide free of charge. Whilst some residents have assistance with shopping included in their care package, others do not need this but still value the assistance. Additionally, a patchwork class was being held twice monthly, targeted at non-residents, which cost both residents and non-residents £5 per session. Willowmere residents also paid for exercise classes that other schemes managed to attract sponsorship for and therefore did not charge.
Hazelmere	Again, two-thirds of events at Hazelmere were free to residents in 2011/12, whilst an average of 6.4% cost more than £4. Higher percentages of events costing more than £4 in the first quarter reflect Slimming World Classes which have now ceased. Hazelmere has a regular "big money" bingo session which costs over £4 per session and is popular with residents. Other schemes charge by the card (usually 30p-50p per card).
Hollymere	Approximately 82% of Hollymere's activities were free to residents, whilst 1.3% cost over £4. The main difference to other schemes is that Hollymere has been fortunate to find funding for most of its exercise classes and U3A also held some events that were free to residents.

7.4 Events Facilitator

The schemes are run by "Facilities & Events Managers" who have responsibility for the buildings as well as the activities and events held in them. This KPI measures who is facilitating events - is it Avantage, the residents or another organisation, such as Age UK? It is better to have more day-to-day events arranged by someone other than Avantage if possible, to allow Avantage's managers to concentrate on special events and running the schemes. It is also a sign of a healthy community if residents are running events.

Monthly Average No of Events run by:	Beechmere	Oakmere	Willowmere	Hazelmere	Hollymere
Avantage	21	30	9	14	48
Residents	37	11	30	61	11
Volunteers	4	11	1	8	0
Other Organisations	12	30	47	42	40

Beechmere	Avantage facilitated only 3 in 10 events in 2011/12. On average, residents ran just over half of the events which took place, including Gardening Club, Bingo, Film Nights, Bowling, Darts, Dominoes and Pool.
Oakmere	Approximately 36% of the events and activities at Oakmere were run by Avantage. Residents ran Bingo, Knit & Natter and Coffee Mornings accounting for around 14% of events. The rest of the events and activities were facilitated by organisations such as U3A, Spath Lane Residents Association and various exercise classes by Age UK.
Willowmere	On average, Avantage organise about 10% of events and activities at Willowmere. Again, residents organised events such as bingo, gardening, parties and a regular get-together and exercise classes were organised by external organisations. Avantage arranged for volunteers to run film afternoons and some craft classes whilst running quizzes, crossword club and co-ordinating everyone else.
Hazelmere	Only 1 in 10 events at Hazelmere were run by Avantage. Residents ran around half the activities including bowling, table tennis, gardening, craft clubs, bingo and a model aircraft club (members fly their model 'plans in the Village Hall). Other organisations facilitate exercise classes, some hobby classes (e.g. flower arranging and jewellery making) and the U3A are also heavily involved with Bridge, Singing, Art Appreciation and Mah-jongg classes.
Hollymere	Avantage organised about half the events that took place at Hollymere in 2011/12. Residents ran a card-making club and organised a take-away night once a week. Other organisations ran exercise classes, the local church was very involved and ran regular film nights "Films that Challenge" as well as holding communion regularly at the scheme. Avantage organised coffee mornings, gardening, Needles & Pins, IT classes, regular tea dances and special events.

7.5 Use of Gym

The Fitness Suite was designed to enhance residents' health and wellbeing. Non-residents over 40 can join the gym, which, for health and safety reasons, is only open during helpdesk hours.

Average Gym Sessions per Month	Beechmere	Oakmere	Willowmere	Hazelmere	Hollymere
Residents	35	10	51	11	0
Non- residents	16	15	13	11	19

The schemes with the highest resident usage have arranged for an instructor to visit and offer "circuit training" to residents. This has been particularly successful at Willowmere, where the circuit training class took part in a sponsored event for Sport Relief in March. Efforts continue at all schemes to encourage both residents and non-residents to use the gyms.

7.6 Use of Treatment Rooms

The Treatment Rooms were built and equipped to NHS standards and it was envisaged that they would be used by local GPs for consultations and specific clinics, e.g. for flu jabs. In reality, they are used by beauticians and natural therapists, as well as dentists, opticians and chiropodists/podiatrists.

Average Use of Treatment Room per month	Beechmere	Oakmere	Willowmere	Hazelmere	Hollymere
	46%	2%	31%	20%	56%

Beechmere and Hollymere both have a well-established beauty therapist who uses the treatment room 3-5 days per week. Usage falls when this therapist is on holiday. Willowmere and Hazelmere have a number of visiting alternative therapists offering reiki, Bowen Technique, aromatherapy etc. In addition, all schemes have visiting chiropodists/podiatrists.

8 Annual Survey

Residents were asked their opinions on the Events and Activities, the Gym and the Treatment Rooms in the Annual Survey for 2012. A summary of the full survey results is available in a separate report .

8.1 Events

Residents were asked about a number of aspects to do with events and responded as detailed in the table below.

Aspects of Events	Percentage of Residents Very Satisfied or Fairly Satisfied
Variety	86.8%
Times of Activities/Events	86.6%
Costs of Activities	90.6%
Suitability	88.4%
Support to Attend	79.9%
Frequency	87.2%

8.2 Gym

The percentage of residents who were either very satisfied or fairly satisfied with the Gym in 2012 was 76.8%.

8.3 Treatment Room

The percentage of residents who were either very satisfied or fairly satisfied with the Treatment Room in 2012 was 85.2%.

9 Appendices

9.1 Monthly Breakdown of Deductions/Penalties

9.1.1 April 2011 Invoice

	Amount	Date
Performance Deductions	None	
Unavailability Deductions	£1,102.93	February 2011
Adjustments	None	

Council	Scheme	Reason	Penalties
Cheshire East	Beechmere	Atrium roof windows won't close	£45.73
		Staff Room Toaster faulty	£54.14
	Oakmere	Bathroom Radiator would not turn off	£57.21
		Towel rail snapped off	£277.90
		TV Reception	£106.25
		Main light in bathroom – 3 apartments	£220.68
	Willowmere		
Cheshire East Total			£761.91
Cheshire West & Chester	Hazelmere	Faulty light fitting in Atrium coving	£52.26
		Faulty light fitting in Communal Lounge	£245.20
	Hollymere	Communal toilet missing two supports for seat	£43.55
Cheshire West & Chester Total			£341.01
TOTAL PERFORMANCE/UNAVAILABILITY DEDUCTIONS			£1,102.92

9.1.2 May 2011 Invoice

	Amount	Date
Performance Deductions	None	
Unavailability Deductions	£753.80	March 2011
Adjustments	None	

Council	Scheme	Reason	Penalties
Cheshire East	Beechmere	Assisted Bath	£14.53
	Oakmere	Apartment fire not fitted properly	£144.79
		Restaurant staff toilet leaking	£115.72
		Toilet lock in changing area	£21.70
		Lock in changing area	£21.80
	Willowmere	Heating not working in apartment	£190.03
Cheshire East Total			£508.57
Cheshire West & Chester	Hazelmere	Assisted Bath	£245.23
	Hollymere		
Cheshire West & Chester Total			£245.23
TOTAL PERFORMANCE/UNAVAILABILITY DEDUCTIONS			£753.80

9.1.3 June 2011 Invoice

	Amount	Date
Performance Deductions	None	
Unavailability Deductions	£137.39	April 2011
Adjustments	None	

Council	Scheme	Reason	Penalties
Cheshire East	Beechmere		
	Oakmere	Radiators in Apt not working	£8.89
	Willowmere		
Cheshire East Total			£8.89
Cheshire West & Chester	Hazelmere	Photocopier in resource room	£128.50
	Hollymere		
Cheshire West & Chester Total			£128.50
TOTAL PERFORMANCE/UNAVAILABILITY DEDUCTIONS			£137.39

9.1.4 July 2011 Invoice

	Amount	Date
Performance Deductions	£1,568.24	May 2011
Unavailability Deductions	£582.39	May 2011
Adjustments	None	

Council	Scheme	Reason	Penalties
Cheshire East	Beechmere	Corridor light out – performance penalty	£1,344.21
	Oakmere	Faulty pull cord in bathroom	£36.75
	Willowmere		
Cheshire East Total			£1,380.96
Cheshire West & Chester	Hazelmere	Fire Door not closing	£224.03
		Resident not able to open Patio Door	£349.10
		Coving light out in Village Hall	£58.74
	Hollymere	Apt windows too stiff to open	£137.80
Cheshire West & Chester Total			£769.67
TOTAL PERFORMANCE/UNAVAILABILITY DEDUCTIONS			£2,150.63

9.1.5 August 2011 Invoice

	Amount	Date
Performance Deductions	£594.67	June 2011
Unavailability Deductions	£2,949.38	June 2011
Adjustments	None	

Council	Scheme	Reason	Penalties
Cheshire East	Beechmere	Assisted Bath	£74.96
		Greenhouse Tap	£10.71
	Oakmere	Apt Balcony Door won't open	£71.12
	Willowmere	Photocopier	£91.02
Cheshire East Total			£247.81
Cheshire West & Chester	Hazelmere	Photocopier	£302.28
		External Bollard Lights faulty	£1,734.46
		Repair to Village Hall tables	£35.69
	Hollymere	Faulty Pendant	£216.81
		CCTV Camera not recording	£998.11
		Bed sensor	£8.89
Cheshire West & Chester Total			£3,296.24
TOTAL PERFORMANCE/UNAVAILABILITY DEDUCTIONS			£3,544.05



9.1.6 September 2011 Invoice

	Amount	Date
Performance Deductions	672.10	July 2011
Unavailability Deductions	£1,247.73	July 2011
Adjustments	None	

Council	Scheme	Reason	Penalties
Cheshire East	Beechmere	Apt light not working	£45.93
	Oakmere	Leak into Fitness Suite	£5.53
		Lamp replacement – communal areas	£448.07
	Willowmere	Carpet raised – H&S issue	£224.03
Cheshire East Total			£723.56
Cheshire West & Chester	Hazelmere	Oven in apt not working properly	£266.42
		Catering fridge not working properly	£303.16
	Hollymere	Window Handle broken off	£349.10
		Snoezelen projector bulb	£38.73
		Heating in apartment	£238.86
Cheshire West & Chester Total			£1,196.27
TOTAL PERFORMANCE/UNAVAILABILITY DEDUCTIONS			£1,919.83

9.1.7 October 2011 Invoice

	Amount	Date
Performance Deductions	£672.10	August 2011
Unavailability Deductions	£189.44	August 2011
Adjustments	None	

Council	Scheme	Reason	Penalties
Cheshire East	Beechmere	Telecare Intercom not working in 2 apt	£36.74
	Oakmere	Restaurant coffee machine	£80.77
		Telecare not working	£71.92
	Willowmere		
Cheshire East Total			£189.43
Cheshire West & Chester	Hazelmere		
	Hollymere		
Cheshire West & Chester Total			
TOTAL PERFORMANCE/UNAVAILABILITY DEDUCTIONS			£861.53

NB – Performance deduction was an error – adjustment made in November.

9.1.8 November 2011 Invoice

	Amount	Date
Performance Deductions	£3,252.12	September 2011
Unavailability Deductions	£85.50	September 2011
Adjustments	(672.10)	From October's Invoice

Council	Scheme	Reason	Penalties
Cheshire East	Beechmere		
	Oakmere		
	Willowmere		
Cheshire East Total			
Cheshire West & Chester	Hazelmere	Village Hall Light	£35.53
	Hollymere	Faulty light fitting in corridor	£3,252.12
		Hairdresser – water temperature	£49.97
Cheshire West & Chester Total			£3,337.62
TOTAL PERFORMANCE/UNAVAILABILITY DEDUCTIONS			£3,337.62

9.1.9 December 2011 Invoice

	Amount	Date
Performance Deductions	£1,120.17	Oct/Nov
Unavailability Deductions	None	
Adjustments	None	

Council	Scheme	Reason	Penalties
Cheshire East	Beechmere		
	Oakmere		
	Willowmere		
Cheshire East Total			
Cheshire West & Chester	Hazelmere		
	Hollymere	Replacement of corridor lamp	£1,120.17
Cheshire West & Chester Total			
TOTAL PERFORMANCE/UNAVAILABILITY DEDUCTIONS			£1,120.17

9.1.10 January 2012 Invoice

	Amount	Date
Performance Deductions	None	
Unavailability Deductions	None	
Adjustments	None	

Council	Scheme	Reason	Penalties
Cheshire East	Beechmere		
	Oakmere		
	Willowmere		
Cheshire East Total			
Cheshire West & Chester	Hazelmere		
	Hollymere		
Cheshire West & Chester Total			
TOTAL PERFORMANCE/UNAVAILABILITY DEDUCTIONS			

9.1.11 February 2012 Invoice

	Amount	Date
Performance Deductions	£900.58	December 2011
Unavailability Deductions	None	
Adjustments	£5,110.71	Various

Council	Scheme	Reason	Penalties
Cheshire East	Beechmere		
	Oakmere	Apt hob not usable	£91.87
		Apt heating not working correctly	£9.19
	Willowmere	Resources Area – Photocopier	£82.99
Cheshire East Total			£184.05
Cheshire West & Chester	Hazelmere	Assisted Bath	£486.87
		Apt fire not working	£229.67
	Hollymere		
Cheshire West & Chester Total			£716.54
TOTAL PERFORMANCE/UNAVAILABILITY DEDUCTIONS			£900.59

Adjustments made in February 2012

Council	Scheme	Reason	Penalties	
Cheshire East	Beechmere	Apt Bathroom Light	47.42	
		Apt Patio Door	97.99	
		Apt Telecare	18.08	
		Apt Telecare	18.08	
		Catering Kitchen - Drains	179.81	
		Res Laundry – ironing board	27.25	
		Greenhouse - tap	-10.71	
		Staff Laundry – iron	3.57	
		Apt – washing line	516.76	
		Apt – Washing line	88.90	
		Staff Room – Kettle	117.79	
		Assisted Bath	149.91	
		Oakmere	Winter Garden Main Light	10.90
			Winter Garden Standard Lamp	27.66
	Library – computer system		1,324.06	
	Apt – towel rail		49.04	
	Apts – bathroom lights		125.23	
	Res Lounge – Lamp		85.27	
	Kitchen Office – desk drawer		53.54	
	Kitchen – coffee machine		151.14	
	Garden – bollard light		58.90	
	Library – internet		60.86	
	Reception Light		35.53	
	Willowmere	Apt – electrical fault	35.56	
		Library – no internet	26.77	
		Apt – toilet	71.12	
		Apt – window not opening/closing	9.19	
		Resources Room – photocopier	91.02	
		Pamper Bathroom	837.57	
		Kitchen - light	81.44	
		Staff Laundry – Iron	72.19	
	Reception Lights	36.71		
Cheshire East Total			£4,498.55	
Cheshire West & Chester	Hazelmere	Snoezelen - Bubble Tube	16.60	
		Village Hall – lights	21.32	
		Staff Laundry – drier	9.84	
		Apt - door	542.95	
		Fitness Suite - bike	16.06	
		Apt - Heating	84.46	
		Fitness Suite - bike	16.06	
Cheshire West & Chester	Hollymere	Pamper Bathroom	11.07	
		Res Laundry – Washing Machine	59.79	
		Lift	-214.56	
		Apt - telecare	27.15	

	Pamper Bathroom – tap	10.71
	Staff Laundry – iron	10.71
Cheshire West & Chester Total		£ 612.16
TOTAL ADJUSTMENT		£5,110.71

9.1.12 March 2012 Invoice

	Amount	Date
Performance Deductions	£ 362.04	January 2012
Unavailability Deductions		
Adjustments	£ 8,364.30	Various

Council	Scheme	Reason	Penalties
Cheshire East	Beechmere		
	Oakmere		
	Willowmere		
Cheshire East Total			
Cheshire West & Chester	Hazelmere		
	Hollymere	Apt – TV link	£339.91
		Assisted Bath	£22.13
Cheshire West & Chester Total			£362.04
TOTAL PERFORMANCE/UNAVAILABILITY DEDUCTIONS			£362.04

Adjustments made in March 2012

Council	Scheme	Reason	Penalties
Cheshire East	Beechmere	Assisted Bath	£14.28
		Apt – Window Sticking	£384.37
		Apt – toilet not flushing	£35.56
		Assisted Bath	£128.50
		Assisted Bath	£21.80
		Assisted Bath	(£3.63)
		Library – Printer	£201.64
		Library – internet access	£49.05
		Communal Lounge	£65.33
		Apt – fire	£171.93
		Library - computers	£176.67
		Staff Laundry – iron	£67.82
		Telecare	£64.43
	Oakmere	Winter Garden – downpipe	£74.96
		Apt – window sticking	£133.36
		Kitchen – coffee machine	£101.05
		Apt – Telecare	£551.21

		Apt – faulty pull-cord	£137.80
		Apt – balcony door won't open	£817.33
		Apt – heating	£133.36
		Apts – bathroom lights	£364.01
		Apt – fire not installed properly	£9.05
		Communal WC – lock	£7.23
		Kitchen – dishwasher	£24.13
		Apt – heating	£162.88
		Staff Room – kettle	£84.73
Cheshire East	Oakmere	Apt – fire	£36.20
		Apt – extractor fan	£939.95
		Apt – flood detector	£938.49
	Willowmere	Village Hall – light out	£78.16
		WC - light sensor out	£341.08
		Apt – under-cupboard lights	£284.79
		Pamper bathroom	£188.11
		Apt – window won't close	£257.23
		Apt – light switch	£358.58
		Kitchen – light	£147.12
		Library – internet access	£66.45
		Apt – spot lights	£63.34
		Apt - extractor fan	£160.03
		Cheshire East Total	
Cheshire West & Chester	Hazelmere	Assisted Bath	£21.42
		Assisted Bath	£449.74
		Apt – washing line	£91.87
		Apt – leak form toilet	£64.31
		Fire Curtain	£88.11
		Snoezelen – Lava lamp	£38.73
		Apt – Telecare	£72.71
		Communal Lounge – light fitting	£23.35
		Apt – faulty sockets	£63.34
		Fitness Suite - bike	(£16.06)
		Village Hall – Light	(£42.64)
		Staff Laundry – leak	£47.24
		Hollymere	Apt – telecare
	Village Hall – table		£293.94
Cheshire West & Chester	Hollymere	CCTV not recording	(£962.78)
		Library – Internet Access	£71.92
		Apt – under-cupboard lights	£62.23
		Apt – leak	£140.12
Cheshire West & Chester Total			£525.92
TOTAL ADJUSTMENTS			£8,364.30

9.2 Community Balance - Residents

Percentage of Residents		30/06/2011		30/09/2011		31/12/2011		31/03/2012	
Cheshire East	Wellbeing & Low	178	64%	183	65%	181	64%	179	65%
	Medium	57	21%	52	19%	55	20%	55	19%
	High	44	15%	45	16%	45	16%	45	16%
	TOTAL	279		280		281		279	
Cheshire West	Low	111	56%	111	58%	104	56%	102	55%
	Medium	46	23%	45	24%	53	28%	57	30%
	High	42	21%	35	18%	29	16%	28	15%
	TOTAL	199		191		186		187	
CHESHIRE TOTAL	Wellbeing & Low	289	60%	294	62%	285	61%	281	60%
	Medium	103	23%	97	21%	108	23%	110	24%
	High	86	17%	80	17%	74	16%	73	16%
	TOTAL	478		471		467		464	

9.3 Voids

A summary of Voids by Care Band is below, followed by more detailed information on Cheshire East and then Cheshire West Schemes.

	Care Band	Low	Medium	High	Total
Cheshire East	Beechmere	5	8	6	19
	Oakmere	1		1	2
	Willowmere	4	2	7	13
	TOTAL	10	10	14	34
Cheshire West	Hazelmere	2	2	3	7
	Hollymere	2		4	6
	TOTAL	4	2	7	13
TOTAL		14	12	21	47

9.3.1 Cheshire East

Care Band	Low	Medium	High	Total
Rented	10	9	9	28
Shared Ownership			3	3
Outright Sale		1	2	3
Total	10	10	14	34

		Beechmere		Oakmere		Willowmere	
		Rented	Leased	Rented	Leased	Rented	Leased
Low	Death	2		1		1	
	Nursing/Residential	1				1	
	Resident's Choice	2				2	
Medium	Death	3					1
	Nursing/Residential	3				1	
	Resident's Choice	2					
High	Death	3				1	1
	Nursing/Residential	2	1	1		2	3
	Resident's Choice						

Leased=Shared Ownership & Sales Apartments

9.3.2 Cheshire West & Chester

Care Band	Low	Medium	High	Total
Rented	2	2	5	9
Shared Ownership	2		2	4
Outright Sale				0
Total	4	2	7	13

		Hazelmere		Hollymere	
		Rented	Leased	Rented	Leased
Low	Death				
	Nursing/Residential				
	Resident's Choice	1	1	1	1
Medium	Death	1			
	Nursing/Residential				
	Resident's Choice	1			
High	Death	2		2	
	Nursing/Residential		1	2	
	Resident's Choice				

Leased=Shared Ownership & Sales Apartments

NB - Void information does not necessarily reflect the number of people leaving Extra Care Housing - if someone remains in the apartment it is not void and the leaver is therefore not counted above.

9.4 Waiting Lists by Scheme

9.4.1 Cheshire East

Beechmere	30/06/2011		30/09/2011		31/12/2011		31/03/2012	
	Rent	Lease	Rent	Lease	Rent	Lease	Rent	Lease
Low	3	0	5	0	5	0	1	0
Medium	2	0	1	0	1	0	0	0
High	1	0	1	0	1	0	0	0
TOTAL	6	0	7	0	7	0	1	0

Oakmere	30/06/2011		30/09/2011		31/12/2011		31/03/2012	
	Rent	Lease	Rent	Lease	Rent	Lease	Rent	Lease
Low	1	11	5	11	3	11	2	11
Medium	1	0	1	0	1	0	3	0
High	0	0	0	0	2	0	5	0
TOTAL	2	11	6	11	6	11	10	11

Willowmere	30/06/2011		30/09/2011		31/12/2011		31/03/2012	
	Rent	Lease	Rent	Lease	Rent	Lease	Rent	Lease
Low	1	0	0	0	0	0	0	0
Medium	0	0	0	0	0	0	0	0
High	0	0	1	0	1	0	0	0
TOTAL	1	0	1	0	1	0	0	0

9.4.2 Cheshire West

Hazelmere	30/06/2011		30/09/2011		31/12/2011		31/03/2012	
	Rent	Lease	Rent	Lease	Rent	Lease	Rent	Lease
Low	2	0	6	0	7	0	15	0
Medium	0	0	0	0	0	0	0	0
High	0	0	0	0	0	0	0	0
TOTAL	2	0	6	0	7	0	15	0

Hollymere	30/06/2011		30/09/2011		31/12/2011		31/03/2012	
	Rent	Lease	Rent	Lease	Rent	Lease	Rent	Lease
Low	1	0	3	0	0	0	0	0
Medium	1	0	0	0	0	0	0	0
High	0	0	0	0	0	0	0	0
TOTAL	2	0	3	0	0	0	0	0

NB - Waiting Lists are only classified as Low, Medium and High. There is no Wellbeing category.

9.5 Key Performance Indicators

9.5.1 Beechmere

KPI Ref	Description	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
A01 Events Attendance	(a) Average number (%age) of residents at each event	14.66 (10%)	12.80 (9%)	13.02 (9%)	13.16 (9%)	13.87 (10%)	13.92 (10%)	16.09 (11%)	13.71 (9%)	17.84 (12%)	15.64 (11%)	14.12 (10%)	12.84 (9%)
	(b) Average number of non-residents at each event	1.40	0.64	0.94	1.12	1.99	1.85	1.98	0.87	2.31	1.66	0.87	1.35
A02 Events Costs	(a) Percentage of events free to residents	69%	66%	66%	66%	70%	71%	68%	61%	60%	66%	68%	62%
	(b) Percentage of events costing residents £4 or more	0%	1%	0%	1%	1%	1%	3%	0%	6%	0%	0%	1%
A03 Events Facilitator	Percentage of events led by an organisation or individual other than Avantage	71%	67%	75%	68%	71%	75%	79%	75%	72%	69%	71%	73%
A04 Events Survey		Not yet measured											
A05 Use of Gym	(a) Sessions per month by residents	31	38	48	41	36	42	36	32	21	29	32	34
	(b) Sessions per month by non-residents	39	28	40	18	22	14	4	3	1	6	4	11
A06 Use of Treatment Rooms	Percentage Use	53%	55%	63%	29%	29%	57%	55%	55%	42%	55%	57%	55%
A07 Repairs Service		Not yet measured											

9.5.2 Oakmere

KPI Ref	Description	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
A01 Events Attendance	(a) Average number (%age) of residents at each event	5.11 (9%)	4.08 (7%)	3.87 (6%)	3.28 (5%)	5.43 (9%)	4.29 (7%)	4.41 (7%)	6.18 (10%)	5.90 (10%)	4.95 (9%)	4.48 (8%)	4.69 (8%)
	(b) Average number of non-residents at each event	3.02	3.14	2.85	3.70	4.41	4.71	3.82	3.97	2.62	3.14	3.20	4.37
A02 Events Costs	(a) Percentage of events free to residents	65%	61%	61%	64%	60%	54%	59%	57%	55%	65%	70%	71%
	(b) Percentage of events costing residents £4 or more	0%	0%	0%	1%	0%	0%	0%	1%	3%	0%	0%	1%
A03 Events Facilitator	Percentage of events led by an organisation or individual other than Avantage	54%	56%	56%	63%	66%	74%	74%	70%	66%	66%	62%	65%
A04 Events Survey	Not yet measured												
A05 Use of Gym	(a) Sessions per month by residents	0	0	0	1	0	12	13	4	7	30	37	19
	(b) Sessions per month by non-residents	22	8	7	17	12	12	18	19	6	24	12	18
A06 Use of Treatment Rooms	Percentage Use	0%	2%	3%	3%	3%	2%	1%	2%	0%	5%	2%	2%
A07 Repairs Service	Not yet measured												

9.5.3 Willowmere

KPI Ref	Description	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
A01 Events Attendance	(a) Average number (%age) of residents at each event	6.81 (10%)	3.87 (5%)	4.11 (6%)	3.72 (5%)	5.54 (8%)	4.50 (6%)	3.68 (5%)	4.60 (6%)	7.07 (9%)	5.44 (7%)	7.99 (10%)	6.20 (8%)
	(b) Average number of non-residents at each event	3.53	1.47	3.41	2.53	2.35	2.46	2.55	3.81	1.09	2.78	2.93	2.25
A02 Events Costs	(a) Percentage of events free to residents	49%	46%	42%	48%	51%	46%	37%	43%	52%	43%	50%	55%
	(b) Percentage of events costing residents £4 or more	8%	6%	6%	6%	4%	7%	4%	9%	9%	11%	8%	6%
A03 Events Facilitator	Percentage of events led by an organisation or individual other than Avantage	88%	90%	91%	89%	93%	90%	97%	90%	79%	92%	92%	90%
A04 Events Survey	Not yet measured												
A05 Use of Gym	(a) Sessions per month by residents	22	30	41	23	129	102	57	63	63	21	57	0
	(b) Sessions per month by non-residents	5	11	16	4	19	20	7	8	8	16	19	19
A06 Use of Treatment Rooms	Percentage Use	63%	45%	47%	29%	34%	17%	23%	22%	21%	27%	22%	21%
A07 Repairs Service	Not yet measured												

9.5.4 Hazelmere

KPI Ref	Description	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
A01 Events Attendance	(a) Average number (%age) of residents at each event	5.78 (5%)	4.97 (5%)	4.21 (4%)	5.84 (5%)	5.23 (5%)	5.96 (5%)	5.32 (5%)	5.77 (5%)	9.49 (9%)	5.80 (5%)	6.50 (6%)	5.68 (5%)
	(b) Average number of non-residents at each event	4.69	6.09	5.43	3.10	2.28	1.73	1.75	2.49	3.85	2.17	1.49	2.37
A02 Events Costs	(a) Percentage of events free to residents	74%	65%	62%	68%	67%	65%	71%	67%	70%	64%	62%	61%
	(b) Percentage of events costing residents £4 or more	9%	9%	9%	7%	5%	5%	4%	4%	5%	7%	7%	6%
A03 Events Facilitator	Percentage of events led by an organisation or individual other than Avantage	86%	90%	88%	90%	89%	88%	90%	91%	84%	90%	89%	92%
A04 Events Survey	Not yet measured												
A05 Use of Gym	(a) Sessions per month by residents	11	7	19	6	14	13	23	4	8	13	14	3
	(b) Sessions per month by non-residents	17	19	10	8	10	15	12	1	2	11	19	10
A06 Use of Treatment Rooms	Percentage Use	20%	19%	28%	19%	23%	23%	21%	22%	21%	15%	16%	15%
A07 Repairs Service	Not yet measured												

9.5.5 Hollymere

KPI Ref	Description	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
A01 Events Attendance	(a) Average number (%age) of residents at each event	8.33 (10%)	7.89 (9%)	5.67 (7%)	9.33 (11%)	6.81 (9%)	7.77 (10%)	7.96 (10%)	7.87 (10%)	8.80 (12%)	7.70 (10%)	8.18 (10%)	6.10 (8%)
	(b) Average number of non-residents at each event	2.91	1.69	2.06	2.33	1.82	2.13	3.51	4.40	4.26	4.24	5.25	3.73
A02 Events Costs	(a) Percentage of events free to residents	76%	80%	78%	78%	82%	86%	88%	86%	84%	84%	86%	81%
	(b) Percentage of events costing residents £4 or more	4%	4%	4%	0%	0%	1%	0%	1%	2%	0%	0%	0%
A03 Events Facilitator	Percentage of events led by an organisation or individual other than Avantage	41%	40%	48%	40%	45%	53%	58%	61%	56%	51%	59%	58%
A04 Events Survey	Not yet measured												
A05 Use of Gym	(a) Sessions per month by residents	0	0	0	0	0	0	0	1	0	0	3	0
	(b) Sessions per month by non-residents	49	5	3	12	12	26	21	30	20	20	24	20
A06 Use of Treatment Rooms	Percentage Use	43%	42%	43%	48%	48%	50%	65%	67%	65%	65%	69%	65%
A07 Repairs Service	Not yet measured												