

REPORT TO: BEST VALUE SUB-COMMITTEE
REPORT ON: OLDER PEOPLE AND COMMUNITY SAFETY BEST VALUE REVIEW
REPORT BY: BEST VALUE REVIEW GROUP
REPORT NR: 422-2005

1.0 PURPOSE OF REPORT

- 1.1 To seek approval to implement the recommendations of the Older People and Community Safety Best Value Review Group.

2.0 RECOMMENDATIONS

- 2.1 Although no significant gaps were identified in the range of measures being taken forward by the Community Safety Partnership some areas were referred to most frequently during the consultation. It is recommended, therefore, that the following be approved.

- 2.1.1 That relevant contact numbers, as outlined in **Appendix 1**, be held by Helpline and that operators are instructed to relay these numbers to enquiries on any of the relevant subjects.
- 2.1.2 That relevant contact numbers, with additional explanatory information as outlined in **Appendix 1A**, be advertised in Libraries, Community Centres, Local Press and Dundee Senior Citizens Newsletter. The list should also be available on the Council's website.
- 2.1.3 That appropriate training be provided to all staff who provide a telephone enquiry service.
- 2.1.4 That appropriate training be offered to bus drivers on customer care but, in particular, the needs of the elderly and disabled, including the need to offer appropriate assistance and allow more time for accessing and disembarking from vehicles. The offer of additional training for Taxi Drivers should be referred to the Licensing Committee to determine how this can be progressed.
- 2.1.5 Extend Celebrate Age Network's and Age Concern Dundee's Befriending Project pilot with a view to increasing awareness of the project, the aim of which is to provide homebound older people with visitors.
- 2.1.6 Publicise the Dundee Trusted Trader Scheme to all householders with explanatory information.
- 2.1.7 Ensure that the Scottish Executive explanatory leaflets on Anti-Social Behaviour Orders (ASBO's) are mailed to all householders in Dundee. Timetable for completion is mid April 2005.
- 2.1.8 Offer clarification to older people whereby they can be enrolled with the Telephone Preference Service and Silent Call Guard Service to prevent unwanted calls from manufacturers etc.
- 2.1.9 Implement the Scottish Housing Quality Standards to Council tenants homes on a planned programme. This will address disrepair in buildings, energy efficiency, provide modern kitchen facilities, ensure homes are healthy, safe and secure and will provide funding for additional controlled entries and security lighting.

- 2.1.10 Raise awareness of the fact that the Council employs 3 City Centre Ambassadors and 28 Community Wardens whose duties include assisting people, when requested, and to identify youth type aggravation and acts of vandalism.
- 2.1.11 Ownership of the Best Value Review to monitor implementation, review of progress and updating of details should be undertaken by the Depute Chief Executive's Support Services nominated officer.
- 2.1.12 A further survey should be carried out in approximately 2 years to monitor progress and the survey should include identification of post code, definition of disability and request more information on areas of concern.
- 2.1.13 The recommendations detailed above should be implemented in accordance with the attached Action Plan at **Appendix 2**.

3.0 FINANCIAL IMPLICATIONS

- 3.1 The additional cost of implementing these recommendations is estimated to be £9,000 and will be funded from Department budgets and the General Contingency Fund. Other associated costs will be met from existing budgets.

4.0 LOCAL AGENDA 21 IMPLICATIONS

- 4.1 Resources are used efficiently and waste is minimised.
- 4.2 Local needs are met locally.
- 4.3 People live without fear of personal violence from crime or because of their personal beliefs, race, gender or sexuality.

5.0 EQUAL OPPORTUNITIES IMPLICATIONS

- 5.1 The recommendations identified in this Best Value Review have ensured that all sections of the community's views have been assessed, in the cross section which has been surveyed, and will address areas of concern relative to all groups.

6.0 BACKGROUND

- 6.1 This Best Value Review of Older People and Community Safety was undertaken by a Working Group with representatives from Housing, Communities, Social Work, Environmental Health and Trading Standards, Legal, Architectural Services, Information Technology, Tayside Fire Brigade, Tayside Police, Celebrate Age Network, Dundee Pensioners Forum, Age Concern Scotland. The group was chaired by the City Architectural Services Officer.
- 6.2 The group noted that 20% of the Dundee population is over 65, however it decided to target the age group of 50 and upwards. It was also recognised that some of the recommendations will increase awareness and improve communications for age groups below 50 and provide a benefit to the whole community.
- 6.3 The group prepared a questionnaire consisting of 12 questions and decided a target number of 300 citizens should be surveyed. 393 citizens were eventually surveyed. A copy of the Questionnaire is attached at **Appendix 3**.
- 6.4 The Surveys were carried out, through Community Centres and Libraries, Sheltered Housing complexes, City Centre outlets, Age Concern, Meals on Wheels customers, house bound citizens and lunch clubs. In each case assistance was available to those completing the questionnaire.

- 6.5 The review covered a cross section of citizens 35% male, 63% female, 36% with disability, 90% white, 3% mixed/Asian/black, 30% between ages 50-64, 47% between ages 65-79 and 20% aged 80 or over. Some citizens declined to answer this section of the survey therefore a 100% return was not recorded.
- 6.6 In general the responses were positive and indicated that 86% felt very secure/fairly secure in their home. 71% felt very secure/fairly secure out and about in the community. 76% considered they had the support of people they require to live a safe and contented life and 75% considered they had the support of the facilities they require to live a safe and contented life.
- 6.7 Various concerns were, however, raised and identified and the group considered these and agreed the recommendations at Section 2.0.
- 6.8 A full analysis of the questionnaire is attached at **Appendix 4**.

7.0 CONSULTATION

The Depute Chief Executive (Support Services, Depute Chief Executive (Finance, Assistant Chief Executive (Community Planning) and Assistant Chief Executive (Management) and all Chief Officers have been consulted on the contents of this report.

8.0 BACKGROUND PAPERS

None.

John Porter
City Architectural Services Officer (Chair, Older People and Community Safety Best Value Review Group)

16 March 2005.

OLDER PEOPLE AND COMMUNITY SAFETY BEST VALUE REVIEW**HELPLINE NUMBER****434800**

<u>SERVICES PROVIDED</u>	<u>CONTACT NAME</u>	<u>CONTACT NUMBER</u>
1 LIBRARY PUBLIC ACCESS COMPUTERS	FRANCES FOSTER	436360
2 LIBRARY AND INFORMATION SERVICE/ COMMUNITY LIBRARIES CENTRAL LIBRARY	FRANCES FOSTER JUDY DOBBIE	436360 431526
3 MONEY ADVICE	JOAN CONLIN-RAMSAY	431193
4 ARDLER INFORMATION POINT	BENNY MAHOAN	811867
5 COMMUNITY NEWSLETTERS	NEIL GUNN	435857
6 CITY CENTRE AMBASSADORS	LORNA MCKENZIE	434548
7 COMMUNITY SAFETY WARDENS	TONY BOFFEY	307464
8 TRUSTED TRADER SCHEME	KATHRYN ANNAND	436209
9 LEARNING CENTRE - OLDER/YOUNG PEOPLE PARTNERSHIP	LIZ BEGG	305745
10 TRANSFERRING VOCATIONAL SKILLS	LIZ BEGG	305745
11 BEFRIENDING PROJECT	LIZ BEGG	305745
12 SCOTTISH HOUSING QUALITY STANDARDS	ROGER SEAMAN	434387
13 ANTI-SOCIAL BEHAVIOUR ISSUES (ASBO's)	24 HOUR HELPLINE MARY McDONALD	0800 1693840 01312 445 569
14 AGE CONCERN SCOTLAND HELPLINE AGE CONCERN DUNDEE	HELPLINE IAN BORTHWICK AUDREY MCGARVA	0845 125 9732 433177 825624
15 DUNDEE PENSIONERS FORUM	MOIRA METHVEN	307463
16 CELEBRATE AGE NETWORK	LIZ BEGG	305745
17 CUSTOMER CARE (TAXIS)	TREVOR DOCHERTY	433305
18 CUSTOMER CARE (BUSES)	TREVOR DOCHERTY	433305
19 TELEPHONE PREFERENCE SERVICE	no named person	0845 070 0707
20 SILENT CALL GUARD SERVICES	no named person	0870 444 3969
21 SOCIAL WORK ACCESS TEAM	ADMIN CONTACT	435106 or 435107
22 SOCIAL WORK FIRST CONTACT TEAM	ADMIN CONTACT	435106 or 435107

DUNDEE CITY COUNCILBEST VALUE REVIEW - OLDER PEOPLE AND COMMUNITY SAFETY**SERVICES AVAILABLE AND CONTACT NUMBERS**

	<u>Services</u>	<u>Contact Name</u>	<u>Contact Nr</u>
	<p><u>Helpline</u></p> <p>This number will give access to one of the Helpline staff who will deal with your enquiry and direct you to the most appropriate person to deal with this. The Helpline Staff will monitor progress on responses to enquiries.</p>		434800
1.0	<p><u>Library Public Access Computers</u></p> <p>The 13 Community Libraries and Central Library provide free access to the Internet and the World Wide Web through the public access computers in the Libraries and Learning Centres. Staff are available to give support in the use of the computers and also offer basic training sessions in the use of Internet, E-mail and Microsoft packages.</p>	Frances Foster	436360
2.0	<p><u>Library and Information Services</u></p> <p>The Library and Information Services provide a wide range of information, materials and facilities to the citizens of Dundee. A list of libraries and opening hours can be found on the Council's webpage, www.dundee.gov.uk</p>	Frances Foster	436360
3.0	<p><u>Money Advice</u></p> <p>This area of support for older people is provided mainly by Dundee City Council, Social Work Department, Welfare Rights Service.</p> <p>The Welfare Rights Service undertakes a structured approach to income maximisation for all older people who are in receipt of social work services. Those older people who are not in receipt of social work services can access Welfare Rights services at four points across the city. They are :-</p> <ul style="list-style-type: none"> • Lochee Library on a Tuesday morning from 9.30am to 12.30pm - appointment only • Menzieshill Community Centre on a Wednesday morning from 9.30am to 12.30pm. 	Joan Conlin-Ramsay	431193
	<p><u>Services</u></p> <ul style="list-style-type: none"> • Stobswell Church on a Thursday afternoon from 2.00pm to 4.00pm and • Douglas Community Centre on a Friday morning from 9.30am to 12.30pm 	<u>Contact Name</u>	<u>Contact Nr</u>

	<u>Contact Name</u>	<u>Contact Nr</u>
<p><u>Services</u></p> <ul style="list-style-type: none"> and by calling the all day advice telephone line on 01382 431167. <p>Welfare Rights Assistants visit service users in their homes to complete benefit claim forms.</p> <p>Older people across the city who are in need of money advice - debt counselling are offered this on a one to one case work basis by Welfare Rights Officers who will work to prevent eviction, repossession and negotiate with creditors.</p> <p>The Voluntary sector agencies, Money Advice Support Team and Citizens Advice Bureau also provide money advice and income maximisation through contracts with Dundee City Council.</p> <p>Legal advice surgeries are provided to some areas of the city by Dundee North Law Centre.</p>		
<p>4.0 <u>Ardler Information Point</u></p> <p>Ardler Information Point provides assistance to the citizens of Dundee in respect of welfare rights, benefits or allowances with the intention of maximising income.</p>	Benny Mahoan	811867
<p>5.0 <u>Community Newsletters</u></p> <p>Community Newsletters are produced and distributed by local volunteers as an outlet for information and public opinion in a number of communities throughout Dundee. Communities Department staff have had the primary responsibility for the recruitment, training and support of volunteers. The Social Inclusion Partnership Small Grants Fund has supported the production of community newsletters in the areas of Whitfield, Mill O'Mains, Mid Craigie/Linlathen, Kirkton, Ardler and Charleston. The Communities Department has also supported the production of the first edition of the Craigiebank Association Newsletter. Most Community Newsletter Groups rely on grant aid to cover their production costs and others rely on the income generated through advertising.</p>	Neil Gunn	435857
<p>6.0 <u>City Centre Ambassadors</u></p> <p>Dundee City Council employs 3 Ambassadors to work within the City Centre. They wear red fleece jackets to make them easily recognisable. Their duties are to assist people when requested and walk/patrol the City Centre looking out for acts of vandalism.</p>	Lorna McKenzie	434548

	<u>Services</u>	<u>Contact Name</u>	<u>Contact Nr</u>
7.0	<p><u>Community Safety Wardens</u></p> <p>There are 28 Community Safety Wardens employed in the community who act as the eyes and ears of the community. They are making a good impact on youth type aggravation and acts of vandalism. Current areas of deployment are Camperdown West (Charleston, Lochee and East Dryburgh, Stobswell, Hilltown, Pitkerro, Whitfield and Douglas.</p>	Tony Boffey	307464
8.0	<p><u>Trusted Trader Scheme</u></p> <p>The Dundee Trusted Trader Scheme is a local business partnership scheme aimed at increasing consumer confidence, promoting good practice with local small business, and helping protect citizens from doorstep crime. The scheme is administered by the Environmental Health and Trading Standards of Dundee City Council and the services by member businesses are assessed by their own customers through a survey system. The customer survey information about member companies will be available to all local consumers.</p>	Kathryn Annand	436209
9.0	<p><u>Learning Centre - Older/Young People Partnership</u></p> <p>This is an Intergenerational project based at the Learning Centre within St Saviours High School. Young people from the XI programme assist older people with learning computers. The older people are thrilled at their own newfound skills and are now in touch via e-mail with relatives and friends abroad. They are in amazement with the whole world of Internet. The young people gain a sense of personal worth, they are tutoring and given respect by the older people. It is a time where both generations are listening, learning and having fun together.</p>	Liz Begg	305745
10.0	<p><u>Transferring Vocational Skills</u></p> <p>This project is in its infancy and there have only been a few meetings so far. For now it appears to be focusing on Baldragon Academy. Following the last meeting it was agreed that John Lannon would have meetings with young people who are struggling academically and find out what their interests are with regard to future work. This has the potential to be an exciting worthwhile project for young people and for older people to share their skills and experience.</p>	Liz Begg	305745
11.0	<p><u>Befriending Project</u></p> <p style="text-align: center;">Celebrate Age Network Age Concern Dundee</p> <p>This project is aimed at homebound older people who see no one during the day with the exception of their service providers. Age Concern Dundee and Celebrate Age Network are operating similar projects and any extension of this initiative will be jointly implemented by Celebrate Age Network and Age Concern Dundee.</p>	Liz Begg Audrey McGarva	305745 825624
12.0	<p><u>Scottish Housing Quality Standards</u></p> <p>Providing investment for improvements and major repairs.</p>	Roger Seaman	434387

	<u>Services</u>	<u>Contact Name</u>	<u>Contact Nr</u>
13.0	<p>These standards define housing quality criteria which local authorities must meet, over the next 10 years, in relation to the Council owned housing stock. The standards deal with serious disrepair, energy efficiency, modern facilities and services, health, safety and security. The standards will be implemented through a phased programme of works over the next 10 years by Dundee City Council's Housing Department.</p> <p><u>Anti-Social Behaviour Issues</u></p> <p>Anti-Social Behaviour Orders (ASBO's) is a tool to assist authorities in combating Anti-Social Behaviour. A leaflet from the Scottish Executive called "It's wrong your right" has been mailed to all households in Scotland with a view to clarifying issues surrounding ASBOs.</p> <p>A 24 Hour Helpline is available at :-</p>	Mary McDonald	01312 445569
14.0	<p><u>Age Concern Scotland</u></p> <p>The goal of Age Concern Scotland's Helpline is to ensure that every older person in Scotland is able to access high quality of information. It is dedicated to providing Older People with an effective answer to their questions or by directing them to other services that can help. The advice given is confidential and impartial.</p> <p><u>Age Concern Dundee</u></p> <p>Age Concern Dundee provides two day centres, one at Coldside and one at Brook Street, Broughty Ferry. They provide transport and meals and organise social outings and events. Home visits and a befriending service are also provided. They offer voluntary opportunities and provide student placement for the University.</p>	<p>Ian Borthwick Helpline (Mon-Fri 10am-4pm)</p> <p>Audrey McGarva</p>	<p>0800 169 3840</p> <p>433177 0845 125 9732</p> <p>825624</p>
15.0	<p><u>Dundee Pensioners' Forum</u></p> <p>The Dundee Pensioners' Forum is an organisation aimed at improving the quality of life of pensioners, in particular in relation to housing, benefits, transport and community safety. The Forum holds two meetings per year to discuss issues affecting older people and they regularly meet with Elected Members.</p> <p>Membership of the Forum is open to all Senior Citizens who are interested in furthering the objectives of the Dundee Pensioners Forum and are:-</p> <ul style="list-style-type: none"> • Individual Senior Citizens • Organisations for Senior Citizens • Any Voluntary, public or private sector organisation with similar objectives to those of the Forum 	Moira Methven	307463

	<u>Services</u>	<u>Contact Name</u>	<u>Contact Nr</u>
16.0	<p><u>Celebrate Age Network</u></p> <p>The aims of Celebrate Age Network (CAN) are:-</p> <ul style="list-style-type: none"> • To promote the involvement of older people in the planning, development and monitoring of services across different sectors. • To actively pursue consultation/involvement opportunities for older people by linking them with existing statutory and independent services and resources. • To explore how older people, including those who are socially isolated, want to 'have their say', i.e. forum/panel/action group/issue based, and develop a range of mechanisms to achieve this. • To build feedback loops for information to be relayed back to older people. • To improve socialisation and access to learning opportunities for older people, by enhancing activities and support, where appropriate to the project. 	Liz Beg	305745
17.0/ 18.0	<p><u>Customer Care (Buses)(Taxis)</u></p> <p>Planning and Transportation are continuing to raise with all transport providers the need for training of their drivers and front line managers on Customer Care and Disability Issues. Additional funding is awaited to raise the standard of training. Any feedback or complaints and any positive feedback should be given to Trevor Docherty.</p>	Trevor Docherty	433305
19.0	<p><u>Telephone Preference Service</u></p> <p>If you are fed up with people calling from call centres to offer home improvements, you can stop them by registering with the telephone preference service. Call the above number to register.</p> <p>This scheme is free of charge apart from the initial call to register.</p>		0845 070 0707
20.0	<p><u>Silent Call Guard Services</u></p> <p>For many people calls which are most disturbing are those when the phone rings but no one speaks when you answer it. Such calls can be generated by random dialling equipment employed by sales organisations to save time for their staff. As a result they can make more phone calls than they have employees to cope with and you are left wondering what prankster has disturbed you.</p> <p>Call the above number to register.</p> <p>This service is free of charge apart from the initial call to register.</p>		0870 4443969

	<u>Services</u>	<u>Contact Name</u>	<u>Contact Nr</u>
21.0/ 22.0	<p data-bbox="244 197 887 230"><u>Social Work Access Team and First Contact Team</u></p> <p data-bbox="244 291 944 566">The Access Team is the first point of contact for Social Work Services across the City of Dundee for people under 65 years of age (i.e. Children and Families & Adult Care). The First Contact Team deals with enquiries for older peoples services (65 plus). Both 'duty' teams are co-located and endeavour to provide a confidential and professional service as an initial point of contact for Social Work Services, direct access to specialist services, Advice, Information, Guidance and Advocacy.</p> <p data-bbox="244 600 944 902">We have a city centre location at Unit 7, Nethergate Business Centre, with disabled access, for ease of access, we operate an open door 'drop in', Monday - Friday 08:45 0 5:00 whereby any member of the public can access Social Work staff for assessments without appointments. If required, we also offer 'duty' appointments if this is more convenient for access to services. The Access Team and First Contact Team are also contactable via one shared telephone line 435106. The calls are then directed by our admin staff to the appropriate team.</p> <p data-bbox="244 936 944 1059">Once an assessment has been completed by either The Access Team or First Contact Team, and it is felt that longer-term work is needed, a referral will be passed to the appropriate section within the Social Work Department.</p>	Admin	435106 or 435107

APPENDIX 2**OLDER PEOPLE AND COMMUNITY SAFETY BEST VALUE REVIEW****ACTION PLAN**

NR.	RECOMMENDATION	ACTION BY	FUNDING/SOURCE	COMPLETION DATE
2.1.1	Ensure relevant contact numbers are held by Helpline	Support Services Admin	Nil	1 June 2005
2.1.2	Advertise contact numbers in Press, etc.	Communities	£4,000 Director of Finance	2 June 2005
2.1.3	Provide training to DCC staff.	Support Services Admin	£1,000	1 June 2005
2.1.4	Arrange Awareness Training for Bus and Taxi Drivers	Planning & Transportation	Awaiting Funding	31 October 2005
2.1.5	Extend befriending project	Celebrate Age Network/Age Concern Dundee	£4,000	March 2006
2.1.6	Publicise Trusted Trader Scheme	Environmental Health & Trading Standards	Funding In Place	31 March 2005
2.1.7	Issue information on Anti-Social Behaviour Orders ASBO's to all Dundee households	Scottish Executive	Nil	31 March 2005
2.1.8	Provide clarification on Telephone Performance Service and Silent Call Guard Service	Support Service Admin (Helpline)	Nil	1 June 2005
2.1.9	Implement Scottish Housing Quality Standards	Housing	Existing Budget	June 2005
2.1.10	Raise awareness on 3 City Centre Ambassadors and 28 Community Wardens	Communities	Existing Budget	30 June 2005
2.1.11	Identify nominated Officer for ownership of review	Support Services	Existing Budget	30 May 2005
2.1.12	Carry out follow-up survey	Support Services (nom. officer)	Existing Budgets	March 2007

APPENDIX 3

DUNDEE CITY COUNCIL

BEST VALUE REVIEW – OLDER PEOPLE AND COMMUNITY SAFETY

SCOPE

“Which responses to Community Safety create the best feeling of improved security for older people”

QUESTIONNAIRE

<u>Nr</u>	<u>Question</u>	<u>Response (Delete Where Appropriate)</u>
Q1	<i>How safe do you feel in your home?</i>	Very secure Fairly secure Neither secure/nor insecure Fairly insecure Very insecure
Q2	<i>Has anything happened in the last 12 months to make you feel unsafe in your home?</i>	Yes/No
	<i>If yes, what happened</i>	Trip/Fall Anti-Social Behaviour Vandalism Cold Calling/ Rogue Traders Victim of Crime House Condition/Environment Others
Q3	<i>How safe do you feel out and about in the community?</i>	Very secure Fairly secure Neither secure/ nor insecure Fairly insecure Very insecure
Q4	<i>Has anything happened in the last 12 months to make you feel unsafe when out and about?</i>	Yes/No
	<i>If yes, briefly describe the incident. i.e.</i>	Trip/Fall Anti-Social Behaviour Victim of Crime Traffic Transportation Travelling Distance to local amenities/shops etc Environment Others
Q5	<i>Do you feel you have the support of the people you require to live a safe and contented life</i>	Yes/No

Q6	<i>If you feel you lack people support to live a safe and contented life, briefly describe the kind of facilities that could make you feel safe and more content in your daily life</i>	<i>e.g. Emergency services Local Authority Health Board Neighbours Relatives Others</i>
Q7	<i>Do you feel you have the support of the facilities you require to live a safe and contented life</i>	<i>Yes/No</i>
Q8	<i>If you feel you lack facilities to live a safe and contented life, briefly describe the kind of facilities that could make you feel safe and more content in your daily life.</i>	<i>e.g. Shops Bank Post Office Doctor Hospital Public Transport Others</i>
Q9	<i>Gender</i>	<i>Male / Female</i>
Q10	<i>Disability</i>	<i>Yes/No</i>
Q11	<i>Ethnic Background</i>	<i>White Mixed Asian Black Other</i>
Q12	<i>Age –</i>	<i>50-65 65-79 80+</i>

Thank you for participating in this survey.

It is hoped to implement appropriate action when the survey results have been analysed.

Appendix 4

Best Value Review – Older People and Community Safety - Survey Analysis

1 – Safety in the Home

Question 1: How safe do you feel in your home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very secure	176	44.8	44.9	44.9
	Fairly secure	169	43.0	43.1	88.0
	Neither secure/nor insecure	29	7.4	7.4	95.4
	Fairly insecure	12	3.1	3.1	98.5
	Very insecure	6	1.5	1.5	100.0
	Total	392	99.7	100.0	
Missing	No Answer	1	0.3		
Total		393	100.0		

Comments for Question 1

	Frequency
No Comment	391
feels that entry control on outside door would help stop unwanted visitors	1
I don't feel safe knowing there is someone prowling the corridors, rattling the letter boxes and trying the handles during the night.	1
Total	393

Question 2: Has anything happened in the last 12 months to make you feel unsafe in your home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	93	23.7	25.5	25.5
	No	271	69.0	74.5	100.0
	Total	364	92.6	100.0	
Missing	No Answer	29	7.4		
Total		393	100.0		

Question 2a: The kind of event making you feel unsafe in the home:

	Count	Column %
(Q2a - 1/9 - Trip/Fall)	33	8.4
(Q2a - 2/9 - Anti Social Behaviour)	28	7.1
(Q2a - 3/9 - Vandalism)	15	3.8
(Q2a - 4/9 - Cold Calling)	9	2.3
(Q2a - 5/9 - Rogue Traders)	6	1.5
(Q2a - 6/9 - Victim of Crime)	12	3.1
(Q2a - 7/9 - House condition/Environment)	7	1.8
(Q2a - 8/9 - Other)	4	1.0
(Q2a - 9/9 - No Answer)	315	80.2

Please note that the column percentages in the table above do not add up to 100% as respondents had the option to tick more than one event

Comments for Question 2

	Frequency
No Comment	365
About 53 teenagers keep hanging about at car park in front of house(drunk and on drugs)	1
Children keep pushing the door bell at night. they leave rubbish on my doorstep and pull up my flowers.	1
Council workmen left path broken and holed when doing other repairs to building, outside lighting broken	1
Difficult to get rid of - cold calling for PVC eaves - but I did get rid of him with no sale	1
Fall on stairs phone calls selling double glazing etc.	1
Falls	1
Fell over badly mended hole at gate. dog box at gate thrown 3 times into garden.	1
Garage door vandalised	1
Have Alzheimer's feel insecure	1
Have fallen out of bed, couldn't get up no one to help at night. feel we should be able to contact a nurse	1
House broken into	1
Intruders in the garden	1
Junkies came into close under the pretext of being paperboy to make a deal	1
Kids hanging around, breaking windows, making a mess. house looks a mess, keep getting decanted	1
Man entered while we were in, got a fright	1
Man looking for B&B entered house but clients son was there	1
Neighbour was broken into	1
Neighbours knocking on walls, shouting and swearing abuse	1
New building at back of house not knowing just what it is for or who will be in it.	1
Not out a lot, sits downstairs in summertime.	1
People calling at door, kids messing up my garden, house broken into	1
Rise in house breaking	1
Small fall c/alarm/system	1
Someone entered my house and stole my bag	1
Upstairs flat is a short stay tenancy, a lot of coming and goings at all times of day and night	1
Uses Zimmer frame. has had a few trips and falls	1
Yes, a break in	1
Young people in a crowd, drinking at his premises	1
Total	393

2 - Safety in the Community

Question 3: How safe do you feel out and about in the community?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very secure	77	19.6	20.8	20.8
	Fairly secure	200	50.9	54.1	74.9
	Neither secure/nor insecure	57	14.5	15.4	90.3
	Fairly insecure	30	7.6	8.1	98.4
	Very insecure	6	1.5	1.6	100.0
	Total	370	94.1	100.0	
Missing	No Answer	23	5.9		
Total		393	100.0		

Comments for Question 3

	Frequency
No Comments	380
Doesn't go out	3
don't go out at night	1
housebound	1
lack of lighting outside	1
never out	1
not out a lot, sits downstairs in summertime	1
not out much	1
ok with someone else	1
only goes out with family or to the hospital using patient transfer	1
secure day insecure at night	1
when alone	1
Total	393

Question 4: Has anything happened in the last 12 months to make you feel unsafe when out and about?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	85	21.6	23.9	23.9
	No	271	69.0	76.1	100.0
	Total	356	90.6	100.0	
Missing	No Answer	37	9.4		
Total		393	100.0		

Question 4a: The kind of incident making you feel unsafe when out and about:

	Count	Column %
(Q4a - 1/9 - Trip/Fall)	21	5.3
(Q4a - 2/9 - Anti-Social Behaviour)	34	8.7
(Q4a - 3/9 - Victim of Crime)	10	2.5
(Q4a - 4/9 - Traffic)	14	3.6
(Q4a - 5/9 - Transportation)	1	0.3
(Q4a - 6/9 - Travelling Distance to local amenities/shops etc.)	8	2.0
(Q4a - 7/9 - Environment)	8	2.0
(Q4a - 8/9 - Other)	4	1.0
(Q4a - 9/9 - No Answer)	322	81.9

Please note that the column percentages in the table above do not add up to 100% as respondents had the option to tick more than one incident

Comments for Question 4

	Frequency
No Comment	370
bag snatch	1
Cars going too fast along Dickson Avenue. when its a 30mph limit	1
Cars speeding along Dickson Avenue. Hard to cross road	1
Fell coming out of taxi	1
Gangs hanging around, place looks a mess	1
Gangs of youths after dark	1
Have a heart and Myodil Arachnoiditis condition, inclined to fall, also diabetes	1
Kids hanging around and shouting abuse. bus starts off before old people have sat down, I fell on the bus.	1
Neighbours are noisy teenagers loitering at opposite houses	1
No particular incident - just generally aware of the world around, and the crime news etc in the papers.	1
Numbers of teenagers that hang about, they intimidate people and they know it.	1
Path to back door need transport thanks to wardens	1
Physical attack by young person	1
Teenagers hanging about post office and watching when we collect our money	1
Traffic parking on footpaths congestion in and around Albert St.	1
Travelling distance to local amenities pavement could be looked into	1
Trip: uneven pavements; Secondary pupils at lunch time occupy whole pavement regularly standing or moving, rude (Western Cemetery); also secondary pupils in Broughty Ferry (12) on bicycles shot across main road nearly causing an accident- not one after another	1
Try to avoid steps, had a fall once.	1
Uneven pavements, secondary school pupils at lunch time occupy whole of pavement regularly shouting or moving aside, also one incident 12 sec. school pupils on bicycles shot across main road, not one after the other, nearly causing an accident. Broughty Ferry. it is years since doctors stopped making house calls for illness. surgeries not near bus ranks - need 2 buses, supermarkets and shops do not deliver, used to be travelling shops, chemists do deliver now - give them a medal.	1
Unsavory characters hanging round on daily basis re drugs	1
Wallet stolen, all his cards etc. thief never caught client worrying.	1
You hear of old people getting attacked	1
Young people hanging around	1
Total	393

3 – Support from People

Question 5: Do you feel you have the support of the people you require to live a safe and contented life?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	296	75.3	76.3	76.3
	No	92	23.4	23.7	100.0
	Total	388	98.7	100.0	
Missing	No Answer	5	1.3		
Total		393	100.0		

Question 6: Lack of people support to live a safe and contented life from:

	Count	Column %
(Q6 - 1/7 - Emergency Services)	43	10.9
(Q6 - 2/7 - Local Authority)	47	12.0
(Q6 - 3/7 - Health Board)	15	3.8
(Q6 - 4/7 - Neighbours)	41	10.4
(Q6 - 5/7 - Relatives)	25	6.4
(Q6 - 6/7 - Other)	22	5.6
(Q6 - 7/7 - No Answer)	267	67.9

Please note that the column percentages in the table above do not add up to 100% as respondents had the option to tick more than one choice.

Question 6, "Other": Respondents who ticked (Q6 – 6/7 – Other) and gave details:

	Frequency
No Comments	389
more community wardens, they are very helpful	1
post office	1
safe	1
wardens	1
Total	393

Comments for Question 6

	Frequency
No Comments	371
Community alarm button would make a difference	1
Council - free meals, was billed Council Tax and housing benefit still awaiting.	1
Dealing with anti-social neighbours	1
Don't know	1
Feel drug users are the biggest threat.	1
Home help required	1
Housing	1
I live in sheltered housing	1
I would feel safer if someone was on duty all night. we desperately need new heating, my heating has been off eleven times. i don't have a sense of smell, shouldn't we have gas detectors in our houses otherwise I think this is a marvellous place and the warden and all the staff are the very best.	1
LA. could do more; never see many neighbours - family live in England.	1
LA need to clear areas up and police need to sort gangs and children out	1
More authority from the parents towards their children	1
More police	1
More police on the streets	1
More police patrols	2
Not enough care coming in daily	1
Not enough police support in community more police presence and harder sentences on unruly/unsociable tenants	1
Ok	1
Quite happy	1
Thanks to wardens	1
Yes live in sheltered housing	1
Total	393

4 – Support from Facilities

Question 7: Do you feel you have the support of the facilities you require to live a safe and contented life?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	272	69.2	75.3	75.3
	No	89	22.6	24.7	100.0
	Total	361	91.9	100.0	
Missing	No Answer	32	8.1		
Total		393	100.0		

Question 8: Lack of facilities to live a safe and contented life:

	Count	Column %
(Q8 - 1/8 - Shops)	30	7.6
(Q8 - 2/8 - Bank)	20	5.1
(Q8 - 3/8 - Post Office)	32	8.1
(Q8 - 4/8 - Doctor)	25	6.4
(Q8 - 5/8 - Hospital)	24	6.1
(Q8 - 6/8 - Public Transport)	43	10.9
(Q8 - 7/8 - Other)	30	7.6
(Q8 - 8/8 - No Answer)	292	74.3

Please note that the column percentages in the table above do not add up to 100% as respondents had the option to tick more than one facility.

Comments for Question 8

	Freq.
No Comments	369
A place where drug users would get the help they need, then maybe it would stop crime, get them off the streets	1
A policeman on the beat	1
All too far to walk	1
Bank: Incident; Hospital: too far away, too long to wait; Post office: new system for pensions difficult; Public Transport: Rail expensive; Doctor: years since doctors stopped making house calls for illness (not disabled). Surgeries not on bus route - need 2 buses; supermarkets and shops don't deliver, used to be travelling shops. Chemists do deliver now - give them a medal!	1
Better lighting on pathways	1
Bus service to Barnhill is very bad, especially in the evening	1
Don't know	1
Home help laundry	1
Lack of public transport to Broughty Ferry after 18:30 buses at 1 hourly intervals	1
Let down by police and the law system in general	1
Living near all facilities	1
Make warmer and more lights please	1
More police	1
More police on beat	1
More police on the streets	1
More wardens	1
Police	3
Police patrols in community	1
Regular bus service (15mins) especially in evenings.	1
Thinking about a home help	1
Too far away	1
Wardens	1
Total	393

5 – Respondent Profile

Question 9: Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	135	34.4	35.4	35.4
	Female	246	62.6	64.6	100.0
	Total	381	96.9	100.0	
Missing	No Answer	12	3.1		
Total		393	100.0		

Question 10: Disability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	143	36.4	38.9	38.9
	No	225	57.3	61.1	100.0
	Total	368	93.6	100.0	
Missing	No Answer	25	6.4		
Total		393	100.0		

Question 11: Ethnic Background

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	White	357	90.8	96.5	96.5
	Mixed	6	1.5	1.6	98.1
	Asian	6	1.5	1.6	99.7
	Black	1	0.3	0.3	100.0
	Total	370	94.1	100.0	
Missing	No Answer	23	5.9		
Total		393	100.0		

Question 12: Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	50-64	118	30.0	31.1	31.1
	65-79	183	46.6	48.3	79.4
	80+	78	19.8	20.6	100.0
	Total	379	96.4	100.0	
Missing	No Answer	14	3.6		
Total		393	100.0		

Opening Hours for All Dundee Libraries

Library	Day	Opening Hours	
Central Leisure Reading Arts Children's Reference & Information Local History	Monday	9.30am - 6.00pm	
	Tuesday	9.30am - 6.00pm	
	Wednesday	10.00am - 6.00pm	
	Thursday	9.30am - 8.00pm	
	Friday	9.30am - 6.00pm	
	Saturday	9.30am - 5.00pm	
Central Science and Business	Monday	9.30am - 9.00pm	
	Tuesday	9.30am - 9.00pm	
	Wednesday	10.00am - 9.00pm	
	Thursday	9.30am - 9.00pm	
	Friday	9.30am - 9.00pm	
	Saturday	9.30am - 5.00pm	
Central Learning Centre	Monday	9.30am - 8.30pm	
	Tuesday	9.30am - 8.30pm	
	Wednesday	10.00 am - 8.30pm	
	Thursday	9.30am - 8.30pm	
	Friday	9.30am - 8.30pm	
	Saturday	9.30am - 4.30pm	
Ardler, Arthurstone, Charleston, Coldside, Douglas, Fintry, Hub, Kirkton, Menzieshill, Whitfield	Monday	9.30am - 1.00pm	2.00pm - 7.00pm
	Tuesday	1.00pm - 7.00pm	
	Wednesday	10.00am - 1.00pm	2.00pm - 7.00pm
	Thursday	9.30am - 1.00pm	
	Friday	9.30am - 1.00pm	2.00pm - 5.00pm
	Saturday	9.30am - 1.00pm	
Blackness	Monday	9.30am - 7.00pm	
	Tuesday	9.30am - 7.00pm	
	Wednesday	10.00am - 7.00pm	

Thursday	9.30am - 1.00pm
Friday	9.30am - 5.00pm
Saturday	9.30am - 1.00pm

**Broughty Ferry,
Lochee**

Monday	9.30am - 7.00pm
Tuesday	9.30am - 7.00pm
Wednesday	10.00am - 7.00pm
Thursday	9.30am - 1.00pm
Friday	9.30am - 7.00pm
Saturday	9.30am - 5.00pm