

Contents

	Page
1.0 Introduction	4
2.0 Methods used for the review	5
3.0 Interventions accessing eligible individuals	7
3.1 First contact	7
3.1.1 Scheme definition	7
3.1.2 Delivery method	7
3.1.3 Quantitative performance evaluation	8
3.1.4 Qualitative evaluation	9
3.1.5 Financial aspects	10
3.1.5 Lessons from the pilot scheme	11
3.2 Community outreach advisors	13
3.2.1 Scheme definition	13
3.2.2 Delivery method	13
3.2.3 Quantitative performance evaluation	13
3.2.4 Qualitative evaluation	13
3.2.5 Financial aspects	13
3.2.6 Lessons from the pilot scheme	14
3.3 Resource centres	15
3.3.1 Scheme definition	15
3.3.2 Delivery method	15
3.3.3 Quantitative and qualitative evaluation	15
3.3.4 Financial aspects	16
3.3.5 Lessons from the pilot scheme	16
3.4 Preventative adaptations and handy persons schemes	17
3.4.1 Scheme definition	17
3.4.2 Delivery method	17
3.4.3 Quantitative performance evaluation	17
3.4.4 Qualitative evaluation	18
3.4.5 Financial aspects	18
3.4.6 Lessons from the pilot scheme	19
4.0 Information technology and systems interventions	20
4.1 Community computers	20
4.1.1 Scheme definition	20
4.1.2 Delivery method	20
4.1.3 Quantitative performance evaluation	20
4.1.4 Qualitative evaluation	20
4.1.5 Financial aspects	21
4.1.6 Lessons from the pilot scheme	21
4.2 Information technology champions	22
4.2.1 Scheme definition	22
4.2.2 Delivery method	22
4.2.3 Quantitative performance evaluation	23
4.2.4 Qualitative evaluation	23

4.2.5 Financial aspects	23
4.2.6 Lessons from the pilot scheme	23
4.3 Website	25
4.3.1 Scheme definition	25
4.3.2 Delivery method	25
4.3.3 Quantitative performance evaluation	25
4.3.4 Qualitative evaluation	25
4.3.5 Financial aspects	25
4.3.6 Lessons from the pilot scheme	26
4.4 Traders' register	27
4.4.1 Scheme definition	27
4.4.2 Delivery method	27
4.4.3 Quantitative performance evaluation	27
4.4.4 Qualitative evaluation	28
4.4.5 Financial aspects	28
4.4.6 Lessons from the pilot scheme	28
5.0 Transport Intervention	29
5.1 Scheme definition	29
5.2 Delivery method	29
5.3 Quantitative performance evaluation	29
5.4 Qualitative evaluation	31
5.5 Financial aspects	31
6.6 Lessons from the pilot scheme	31
6.0 Help at home interventions	33
6.1 The golden gardening scheme	33
6.1.1 Scheme definition	33
6.1.2 Delivery method	33
6.1.3 Quantitative performance evaluation	33
6.1.4 Qualitative evaluation	34
6.1.5 Financial aspects	34
6.1.6 Lessons from the pilot scheme	35
6.2 The shopping scheme	36
6.2.1 Scheme definition	36
6.2.2 Delivery method	36
6.2.3 Quantitative performance evaluation	37
6.2.3 Qualitative evaluation	37
6.2.5 Financial aspects	37
6.2.6 Lessons from the pilot scheme	38
6.3 Post intermediate care	39
6.3.1 Scheme definition	39
6.3.2 Delivery method	39
6.3.3 Quantitative performance evaluation	39
6.3.3 Qualitative evaluation	39
6.3.5 Financial aspects	40
6.3.6 Lessons from the pilot scheme	40
6.4 Activity friends (senior peer mentoring)	41
6.4.1 Scheme definition	41
6.4.2 Delivery method	41
6.4.3 Quantitative performance evaluation	41
6.4.3 Qualitative evaluation	41

6.4.5 Financial aspects	42
6.4.6 Lessons from the pilot scheme	42
6.5 Volunteer development	43
6.5.1 Scheme definition	43
6.5.2 Delivery method	43
6.5.3 Quantitative performance evaluation	43
6.5.3 Qualitative evaluation	43
6.5.5 Financial aspects	43
6.5.6 Lessons from the pilot scheme	43
7.0 Generic findings and recommendations	44
Appendices	45
References	154

1.0 Introduction

Nottinghamshire County Council has, in recent years, gained a reputation for innovative approaches to the provision of wellbeing to the older community within its borders. The Department for Work and Pensions (DWP), recognising this work encouraged the Authority to take part in a pilot project designed to: *"move towards earlier intervention to make communities safer and more supportive, provide earlier and more appropriate support and care to enable older people to remain independent for longer, reduce social isolation and exclusion, maximise income and the ability to work, and encourage healthier, more active living."* (Warwick University on behalf of the DWP, 2008, p.12)

The above mentioned pilot programme, *LinkAge Plus*, built upon earlier schemes designed to assist older people. *The linkAge Plus* programme was a £10 million scheme designed to pilot projects in a number of authorities in England: Devon, Gateshead, Gloucestershire, Lancaster, Leeds, Nottinghamshire, Salford and Tower Hamlets. Authorities were invited to bid for funding for projects that would satisfy the main tenets of the *LinkAge Plus* Scheme. Nottinghamshire put forward an ambitious programme of activities, which was accepted (*LinkAge Plus Memorandum of Understanding*: Nottinghamshire County Council 2006) and comprised the following schemes, which are reviewed in this report.

- First contact scheme
- Community outreach advisors scheme
- Resource centres
- Preventative adaptations and handy persons schemes
- Community computers scheme
- Information technology champions
- Website
- Traders' register
- Transport scheme
- The golden gardening scheme
- The shopping scheme
- Post intermediate care scheme
- Activity friends (senior peer mentoring) scheme
- Volunteer development scheme

The above schemes provide a wide variety of interventions which were: ambitious in the timescale given (two years); complex; and were to meet the core principles of LinkAge Plus. The six core principles of LinkAge Plus project were as identified below.

- To engage and consult: older people should be involved in the design and development of how services and relevant information are provided and their opinions sought on the quality of delivery.
- To reflect the needs and aspirations of current and future generations of older people: the diversity of the local older peoples' population should directly inform services provided for them and anticipate their changing requirements over time.

- To enable access by an increasing range of customers: a 'no wrong door' approach should provide information and access to, and services from, an initial or single point of contact. Signposting or referral processes should ensure all relevant services are made available.
- To ensure that isolated or 'difficult to reach' older people are enabled to access information and services: positive steps should be taken through outreach to identify and engage with isolated older people. Joined-up customer contact facilities should be flexible to meet different needs and include face-to-face, visiting, telephone and electronic media.
- To ensure that services promote independence, well-being and active ageing: services should focus on early intervention and a preventative approach which goes beyond traditional health and social care functions; encouraging respect and social inclusion for older people as citizens should be a primary consideration.
- To maximise opportunities for efficiency and capacity building: efficiencies should be sought through joint working with partner organisations and improving outputs through capacity building.

The total funding allocated to Nottinghamshire was approximately £1.04 million (Appendix N).

This report reviews, where possible, each of the pilot schemes identified above in terms of the quantitative, qualitative and financial performance. The key lessons from each of the pilot schemes have been identified and these have been summarised and discussed at the end of the report. A description of the scheme and the method of delivery is also provided for each scheme under the appropriate section.

2.0 Methods used for the review

The review has been undertaken by staff from Nottingham Business School (NBS), Nottingham Trent University, and Nottinghamshire County Council (NCC). Basic financial, output and some qualitative information has been primarily collected by staff funded from the project, within NCC, and staff from Nottingham Trent University have primarily been involved in the analysis of information and the collection of qualitative data from the managers of the various projects concerning the managerial problems associated with delivery.

A combination of methods has been employed by the research team to enable triangulation of the different methods to obtain a balanced view of each of the schemes in terms of outputs, outcomes, financial efficiency and managerial lessons that can be learned from the pilots. The methods have ranged from statistical analysis to semi-structured interviews.

This report is based upon monitoring information produced for the DWP and information provided by in-house monitoring reports produced by the staff of NCC as well as joint qualitative information produced in conjunction with NBS personnel. Information sources drawn upon for this

report have been referenced or included as an appendix to the document. All sourced documents are as provided by the originator.

Finance information is that provided by the finance professionals of the NCC. It should be noted that the cost data provided from the above source identifies direct incremental costs only of the schemes under review. The cost information, therefore, used within this document may not be the full costs of the pilots. It is a recommendation that a full costing exercise is undertaken to identify the full costs of these services should they continue.

3.0 Interventions accessing eligible individuals

3.1 First Contact

3.1.1 Scheme definition

First Contact enabled older people to access services through a single point of contact. One simple checklist enabled people aged over 50 (60 was the lower age limit used within Nottinghamshire) to receive vital services to stay safe and independent in their own homes. An older person could receive a whole host of services without going to the trouble of contacting all of the various different organisations themselves. The pilot was therefore designed to promote independence, well-being and active ageing by reflecting the needs of the older person and enabling access to services, particularly for those identified as 'isolated' or 'difficult to reach'.

3.1.2 Delivery method

The service was initiated when an agent from one of the partner organisations visited an eligible member of the client population in their home. During the course of the visit the representative of the partner organisation completed a 'needs checklist'. This checklist (appendix Aa) is a tool that enables assessment of the visited individual's additional needs beyond those identified for that particular service's visit. Examples of additional areas of investigation, beyond the purpose of that particular visit, which were included within the remit of the partner organisations, are identified below.

- Fire safety checks.
- Home security checks.
- Home repairs or mobility adaptations.
- Energy saving improvements to keep warm and reduce energy bills.
- Confidential advice on money entitlements and assistance in claiming.
- Signposting to local voluntary and community groups and clubs.
- Advice on types of housing accommodation that may be available.
- Guidance to the Preventative Adaptation Scheme.

The checklist was developed in consultation with the major providers to ensure that suitable questions were being asked to obtain the appropriate intervention.

The completed checklists were forwarded to a central point of contact where responses were co-ordinated with the aim of engaging the partner organisations as requested. A representative from the appropriate partner organisation(s) would then visit the individual and advise on appropriate potential action(s). The outcomes of these visits were then forwarded to the central point of contact to be recorded.

The scheme has successfully been rolled-out over the seven districts within the County. It is interesting to note that this scheme was in the process of being implemented before the introduction of the *LinkAge Plus*

pilot and was operational within the Rushcliffe District for approximately 18 months prior to the start of the countywide scheme. Much of the organisational infrastructure had been established, however, the advent of pilot funding greatly assisted in the roll-out and development of the scheme. The original planning, pre-LinkAge Plus, was for the scheme to be available to those in the population over the age of 60 years and not 50 years as was the intention of the LinkAge Plus scheme. The issues arising from this will be discussed under those sections dealing with evaluation.

3.1.3 Quantitative performance evaluation

The number of checklists exceeded those expected at the project inception by 84%, as at 30th June 2008, and the number of referrals exceeded those expected by 103%, as at 30th June 2008 (Appendix Ab). There is evidence of an upward trend in the development of this service in terms of the number of completed checklists (Appendix Ab).

It is interesting to note that the average number of referrals per contact is 2.20¹ identifying that multiple issues are being identified at each visit. This is an average, however, there is considerable case study (Appendix Ac) evidence to indicate that there is a high degree of dispersal around this average. There is evidence of an upward trend in the number of referrals on average per contact per month (Appendix Ab), which may indicate that a larger number of those with a greater need are now being accessed by the scheme. The agencies receiving the majority of the contacts were as follows in order popularity:

Referrals	
Pension Service	1400
Fire Service	1114
No Service	483
Community Safety	457
DYNAH	403
Crime Reduction	397
Energy Agency	359
CVS Transport	332
CVS Clubs	322
N&SH Inc Maintenance	289
OT Dept	268
Falls	240
BCCS	214
CC/Occupational Therapy	192
Social Care & Health Adaptations	170
Older Persons Team	167
SPA	150
Retford Action Centre	148
A1 Housing	106
SNHIA Repairs	94

¹ Cumulative number of referrals as at 31st March 2008 ÷ cumulative number of checklists at 31st March 2008 (Appendix Ab)

Gedling Community Voluntary Service	82
Housing Options Accommodation	74
Gedling Voluntary Transport	71
Staying Put Handyman's Scheme	63
Housing Dept	60
Greater Nottinghamshire Healthy Housing	59
EEAC	56
Rushcliffe Voluntary Transport Service	56
Rushcliffe Community Voluntary Service	48
Adult Social Care and Health	41
Care and Comfort	39
Other	33
Beeston Volunteer Centre	30
County Contact	25
Stapleford Bureau	25
Gedling Borough Council	13
CCP	8
Broxtowe Borough Council	5
Out of Area	5
Spirita	4
First Contact Co-ordinator	3
A1 Alarms	2

As at ?

It appears that the most 'successful', in terms of contacts, is the Fire and Rescue Service, which is supported by anecdotal qualitative investigation as discussed in Appendix Ac.

3.1.4 Qualitative evaluation

There are numerous examples of case studies which illustrate the positive effects of the scheme on the participant's wellbeing. Examples of these can be examined at Appendix Ac and individual scheme reports produced by Nottinghamshire County Council.

The main points of interest from these case studies, with respect to the benefits of the scheme, as identified by older persons, were as follows.

- The concept of one point of access to a variety of services was praised by recipients of the scheme as it demonstrated the range of services available to them and allowed easy access.
- In some cases the service recipients were exposed to potential services for which they had a complete lack of awareness.
- The outcomes of the scheme appeared to be a stated feeling of wellbeing, independence and safety, which is at the core of the *LinkAge Plus* philosophy.

Interviews were conducted with a number of individuals from both public sector and third sector organisations. The main points of interest arising from these interviews were as follows.

- There were initial problems with co-ordinating the completed checklists and ensuring the partner agencies received the referral and communicated the outcomes.
- There were also concerns that the actual costs of the scheme are not reflected in the allocated funds since management time was given to the scheme on a goodwill basis.
- The interviewees stated that the starting age of 50 was too young and they supported the starting age range within Nottinghamshire at 60.
- There was general agreement that the scheme was successful but acknowledgement that there were already pilots of a similar nature in development or in place.
- Recognition that First Contact has helped in enabling a more targeted approach to services and therefore enabled synergy on the achievement of targets. Interviewees identified that they were accessing previously 'hard to access' individuals through the introduction facilitated by other service providers.
- There was general agreement that the scheme has helped to build more effective partnerships with both the private sector providers and providers across the public services
- The interviewees identified that, on the whole, The Data Protection Act (1998) had not proved to be a barrier: thus indicating willingness for joined up working. This point is particularly interesting given that interviewees acknowledged that they have experienced problems in the sharing of data between organisations in their roles previously.
- Withdrawal of the scheme was not to be countenanced as it is viewed as an essential service. Comments such as: "we must find the money for this scheme" were common.

3.1.5 Financial aspects

The original budget for this scheme amounted to £186,500 (Appendix N) (revised budget now £237,281: Appendix O). £201,242 has actually been committed/spent (Appendix O) until the end of August 2008, 15% less than the revised profile.

Using the actual spend (£201,242: Appendix O), actual number of checklists (7,376: Appendix Ab) completed and the cost of an individual hip fracture (£25,425: Parrott 2000) the break-even point for this spend has been established as 7.92² saved fractures. The cost of a completed checklist has been established at £27.28³. Therefore the service can provide 932⁴ checklists for the same cost as providing one hip replacement.

Although the decrease in falls cannot be quantified, based on the number of checklists, quoted above, prevention of an individual hip fracture in just 0.107%⁵ of the service recipients would offset the cost of providing this service.

² Actual spend (Appendix O) ÷ cost of an individual hip replacement (Parrott 2000)

³ Actual spend (Appendix O) ÷ cumulative number of checklists (Appendix Aa)

⁴ Cost of an individual hip fracture (Parrott 2000) ÷ cost of a completed checklist (footnote 3)

⁵ Break-even number of fractures saved (footnote 2) ÷ cumulative number of checklists (Appendix Aa)

The same rationale for calculations can be applied to the Fire and Rescue Service (refer to footnotes 2-5 below) using the cost of a domestic fire of £24,900 (OPDM 2006, p.4) the break-even for this spend can be established as 8.08 saved fires and 913 checklists can be completed for the same cost of dealing with one fire. Although the authors cannot quantify the number of fires prevented we can establish that prevention in just 0.11% of the service recipients would offset the cost of providing this service.

Home Office (2005, p.7) identifies the cost of a burglary in a dwelling (net of defensive expenditure and insurance administration) has been calculated as £2,870. The breakeven point of this service, in terms of numbers of burglaries prevented is 70.12. Therefore 105 checklists could be completed for the same cost of dealing with one burglary and prevention of burglaries in 0.95% of the service recipients would offset the cost of providing this service. The above calculations have used the same rationale as identified in footnotes 2-5 on page 10.

When one compares the relatively small cost of providing this scheme to the costs that may be avoided as a result of accessing the service(s), together with the qualitative assessment, this would indicate that there are considerable benefits to be gained by continuing with this scheme. The consequences of the scheme could have possible long-term financial benefits such as the prolonged independence of an older person, which as per the initial work on costs/benefits would indicate a significant saving (Watt, Blair, Davies & Ritters, 2007).

3.1.6 Lessons from the pilot scheme

The following lessons have been gleaned from this scheme.

- Access to service(s) were greatly increased and simplified by the single point of entry, ensuring all relevant services were made available.
- Individuals that specific service providers would have termed 'isolated' or 'difficult to reach'⁶ were engaged by gaining access

⁶ The term "hard to reach" is used to mean those older people who are less likely to respond to media advertising or direct mailings, e.g. the recent Pension Credit and Council Tax Benefit marketing campaigns, or to actively seek advice on possible benefit entitlement. The reasons for this may be physical, psychological or geographical, but, the common factor is isolation; social isolation, i.e. little or no contact with family, friends or neighbours - as debilitating in a densely populated urban environment as in a sparsely populated rural area.

Older people in any of the following circumstances are likely to be "hard to reach":

- Aged 75 or over
- Ethnic minorities, including those whose first language is not English
- Disabled or housebound
- Sensory impaired, i.e. visually or hearing impaired
- Living in rural or remote areas
- Homeless
- Travellers
- Living in areas of urban deprivation; or

Resistant to the idea of needing state assistance

through other partnership organisations: a good example of joined-up working.

- The scheme outcomes were a stated feeling of wellbeing, independence and safety demonstrating the achievement of the aims of the scheme.
- Cross agency working has been encouraged through this scheme and reduced the previously experienced problems of sharing data across service providers.
- The scheme has been successful as evidenced by its continual out-performance of its targets.
- The Community Outreach Advisors are a perfect companion for the First Contact Scheme.
- This scheme was targeted at the over 60 age group and not that of the 50 and over group as specified by the project. This was in part due to the planning of the scheme which was designed before the *LinkAge Plus* funding, however, managers stated that, in respect of this scheme, the over 60s were a good target age group because of the benefits and entitlements that this group attached. There was a shared view expressed that the age for *LinkAge Plus* started a too low a threshold for this particular service.
- Such schemes appear to be cost effective.

3.2 Community outreach advisors

3.2.1 Scheme definition

The Community Outreach Advisors' (COAs) role was to reach people who were isolated or socially excluded (hard to reach) and would otherwise not be able to access the services available for those individuals aged 50 and over. The COA's were employed by third sector organisations and concentrated on linking with hard to reach users within the community. This scheme is closely linked to First Contact since the COAs will work through the First Contact checklist with clients.

COAs provided short term support for vulnerable people and provided information, advice and support to access services within the County of Nottinghamshire. Advisors provided information on: voluntary groups and their services; local lunch clubs; benefit advice; social services; transport information; health services; and other adhoc services.

3.2.2 Delivery method

COAs were recruited to access difficult to reach potential recipients within the County. The aims of the COAs were to: ensure that people, who were historically difficult to help, were contacted to enable appropriate support provision; act as community 'eyes and ears' supporting these vulnerable people; and liaise with and maintain information on local community groups and activities.

3.2.3 Quantitative performance evaluation

4,603 individuals who have been defined as difficult to reach (Appendix Ba) have been contacted over a period of six months, exceeding monitoring requirements.

The number of contacts have exceeded those expected at the project inception by 109%, as at 31st August 2008 (Appendix Ba). There is evidence of a steady progression in the number of contacts. This is in spite of staffing difficulties at the start of the pilot.

3.2.4 Qualitative evaluation

There are some examples of case studies which illustrate the positive effects of the scheme on the participant's wellbeing. Examples of these can be examined at Appendix Bb.

In addition this pilot has also enabled: connections with police community support officers, Asian communities and strong links with White (Eastern European) ethnic minorities and lunch clubs for black minority ethnic groups in the City of Nottingham; forging connections and working in partnership with a whole range of community groups; and playing a major role in supporting the First Contact pilot scheme.

3.2.5 Financial aspects

The original budget for this scheme amounted to £139,156 (Appendix N) (revised budget now £173,252: Appendix O). £98,460 (Appendix O) has

actually been committed/spent until the end of August 2008: short of the revised profile by 43%.

The cost per potential service recipient is £21.39 (calculation as per footnote 3, p.10). This scheme is closely linked to the First Contact pilot scheme and therefore the benefits accrued are expected to be similar to that scheme. The above cost represents the supplement to achieve access to harder to reach clients.

This service provides an essential adjunct for the First Contact pilot scheme to achieve access to difficult to reach potential recipients of services. As such the financial benefits accruing for this service are those identified under the First Contact pilot scheme, above.

3.2.6 Lessons from the pilot scheme

Anecdotal evidence, (including those in the case studies: Appendix Bb) suggests that this is an important scheme, particularly when used in conjunction with other services and pilot schemes. The other lessons for this scheme are those identified for the First Contact pilot scheme, above.

Kit 4/11/08 11:44

Comment: There is a large negative expenditure from March to May 08 and this is skewing all of the figures. Is this correct?

3.3 Resource centres

3.3.1 Scheme definition

Resource centres provided a place for people aged 50 and over to go to access information and services. The centres typically provided information and advice on services and provided exercise classes to enable the older people to keep active and healthy. The centres enabled older persons to meet and socialise with the aim of reducing social isolation, and to share skills and expertise. Eligible persons could call-in for information and advice, or stay longer and enjoy the opportunities and activities on offer.

3.3.2 Delivery method

The 4 centres were provided in an appropriate building, with the necessary equipment, within the community. The Centres were designed to be places where older people could go to:

- for information, advice and services;
- to keep active and healthy;
- to meet other people; and
- to share skills and expertise.

Resource Centres were 'one stop shops', run by older people for older people, which made provision for regular activity as well as providing information for new people who popped into the centres. Older people could just call in for information and advice, or stay longer and enjoy the opportunities and activities on offer. Light refreshments and a freshly cooked two course lunch were available at a low cost. Activities and services were provided at least once per week with service providers being invited to come and offer a surgery or activity on a regular basis, according to demand.

3.3.3 Quantitative and Qualitative evaluation

Anecdotal evidence suggests that attendance at these resources centres is consistently achieving or exceeding targets. It should be noted that there are very few instances of attendance of those in the 50 to 60 age range (Appendix C).

Examples of qualitative evaluation are contained in the Analysis of findings from the Older People as Researchers Project contained in Appendix C. This research indicates that a valuable contribution is being made to the wellbeing of older persons. This service is primarily being accessed by those older persons over the age of 65.

3.3.4 Financial aspects

The original budget for this scheme amounted to £249,000 (£70,000 capital spend and £179,000 revenue spend). The revised budget is £259,073 (£62,569 capital spend and £196,504 revenue spend). The actual spend to March 2008 is £204,163 (£37,653 capital spend and £166,570 revenue spend).

Kit 4/11/08 11:52

Comment: Still only have the information up to March on this scheme

The above calculations are based on information provided by NCC's finance function.

3.3.5 Lessons from the pilot scheme

The following points have been identified.

- Anecdotal evidence suggests that many older people prefer to get information by face to face contact from someone they trust.
- Resource centres were perceived to be the local hub for the provision of information, advice and a place to have access to services and activities for those who attend.
- Provision of a hot meal was stated as very important to those people attending the resource centres.
- The centres were identified as a good resource to enable meeting others and therefore reducing isolation as well as delivering services although transport to the centres was often an issue.
- The Centre not owned by the NCC did receive some criticism in terms of infrastructure.
- This scheme is an example of the findings by the evaluators that the most successful schemes were those which already had pilots of a similar nature in development or in place.

3.4 Preventative Adaptation Scheme

3.4.1 Scheme definition

The Preventative Adaptation Scheme enabled older people to retain their confidence in living independently and prevent accidents by undertaking minor adaptations in their homes. The scheme included the installation of safety features such as grab rails, stair rails, half steps and other safety features.

The pilot, therefore, was designed to promote independence, well-being and active ageing by focussing on early intervention and prevention.

3.4.2 Delivery method

The scheme was managed by the South Nottinghamshire Home Improvement Agency (SNHIA), with a dedicated point of contact for the scheme, and provided to all older people aged 70 or above within the districts of Broxtowe, Gedling and Rushcliffe.

The scheme could be accessed through self assessment via a standard application form available at a number of public venues, including health centres or via a telephone call to the SNHIA where the co-ordinator would complete the assessment form for the telephoneee. In addition, the scheme could be accessed through a number of public services staff including: social care staff; National Health staff and housing and environmental health staff. The co-ordinator within SNHIA screened the applications and identified other needs via the First Contact Signposting Checklist. A contractor, able to carry out the adaptations, was then contacted by the co-ordinator. A process map for this process is contained at Appendix Da.

The scheme's commencement was delayed by 6 months, due to lack of resources and commitment, with a resultant decrease in the number of adaptations to be completed by the 31st August 2008.

3.4.3 Quantitative performance evaluation

Originally this pilot project had a target of 750 completed adaptations: the delay in commencement reduced this target number to 450 completed adaptations (Appendix Db).

In the 6 month period to 31st August 2008, 630 adaptations have been completed. This number has exceeded the revised targets, as at 31st August 2008, by 40% (Appendix Db).

A customer satisfaction survey (Appendix Dc) has been completed on this scheme and the responses from those using this scheme between the 5th October 2007 and 13th February 2008 are detailed below.

- 63% of users responded that they felt more confident about getting around their own home;
- 57% responded that they felt safer and more secure in their homes; and

- 100% responded that they would recommend the PAS scheme to another individual.

Bassetlaw district reported, in their second quarter report (Appendix P), that the modal class for age for applications to the PAS pilot project is 75-79 and that 70% of the applicants are female. 97% of the applications are from the white British population with no Black minority ethnic (BME) applications.

3.4.4 Qualitative evaluation

Case study evidence illustrates the positive effects of the scheme on the participant's wellbeing contained at Appendix Dd.

The main points of interest from the case study, with respect to the benefits of the scheme, as identified by older persons, were as follows.

- The adaptations to the home environment have created a stated feeling of increased safety.
- The recipients have stated that they have been able to voice their own opinions on adaptations required for their needs.
- The outcomes of the scheme, which are similar to those of First Contact, are stated feelings of wellbeing and independence, created through the increased feeling of safety, which is at the core of the *LinkAge Plus* philosophy.

The feedback to this scheme is very positive and demonstrates the determination of Nottinghamshire County Council to engage and consult with its service recipients. In addition the case study, detailed at Appendix Dd, also demonstrates that this scheme is providing access to other service through a single point of contact. These correspond to two of the core principles of *LinkAge Plus*.

Although there is evidence to show that home safety interventions/ home hazard modifications do reduce the incidents of falls amongst those who have a history of falling (NICE 2004, p.67) this evidence relies on a health professional assessing the hazards and providing advice on where to position safety feature such as grab rails.

There is research evidence however to suggest that supporting people to remain in their own homes promotes a sense of independence (Secker *et al* 2003). The provision of a Preventative Adaptation scheme would therefore seem to fit into the category of 'support that enables an individual to stay in the community' (Secker *et al* 2003, p.386). This research evidence, together with the case study evidence, suggests that the provision of this service has promoted the independence and wellbeing of the service recipients.

Initial concerns expressed by the researchers, regarding the suitability of the adaptations without the input of an appropriate health professional, were allayed by the project manager who specified that only alterations approved by the College of Occupational Therapists that it qualified as

safe to be completed outside an Occupational Therapist assessment were undertaken.

3.4.5 Financial aspects

The original budget for this scheme (Appendix N) amounted to £127,996 (revised budget £35,653: Appendix O) with the scheme due to end at the end of August 2008. £71,995 (Appendix O) has actually been committed/spent until the end of August 2008. This actual spend represents a 102% overspend on the revised budget but a 44% underspend on the original budget figure.

Using the actual spend (£71,995: Appendix O), actual number of adaptations (630: Appendix C) completed and the cost of an individual hip fracture (£25,425: Parrott, 2000) the break-even point for this spend has been established as 2.83 saved fractures. The cost of an adaptation has been established at £114.27. Therefore the service can provide 222 adaptations for the same cost as providing one hip replacement. Although the authors cannot quantify the decrease in the number of falls, based on the number of adaptations, quoted above, prevention of an individual hip fracture in just 0.45% of the service recipients would offset the cost of providing this service. The above calculations have used the same rationale as identified in footnotes 2-5 on page 10.

The UK's population is aging, therefore, the number and consequent total cost of falls is expected to escalate (Parrott 2000). It has also been established that in the year following a fracture, 13% of those who were living within the community will be institutionalised (Nurmi *et al* 2004). One of the core principles of *LinkAge Plus* is to promote independence and wellbeing and this is evidently seriously undermined by a fall. Therefore, although the authors cannot quantify the number of falls prevented by this scheme, they can determine that the cost of providing adaptations is minor when compared to the likelihood of a person within this age range falling. The Department for Trade and Industry (1993) estimated that one third of over 65 year olds living in the community would fall each year with Nevitt *et al* (1989) predicting that 60-70% of those people falling were likely to fall again in the following 12 months (Vernon, 2000).

3.4.6 Lessons from the pilot scheme

The following lessons have been gleaned from this scheme.

- This scheme enables greater independence within the home and provides people with quick, provision of simple adaptations without the requirement of an in-depth assessment.
- It is believed that the scheme may have reduced the number of hospital admissions due to falls within the home.
- The scheme promotes the core principles of *LinkAge Plus*.

4.0 Information technology and systems interventions

4.1 Community Computers

4.1.1 Scheme definition

The Community Computers pilot provided access to internet equipped computers for third age people in residential care homes and extra care supported accommodation. A third age person was provided with an electronic portal to the outside world, improving social inclusion and mental and physical stimulation. The scheme is therefore to promote independence, wellbeing and social interaction by the provision computing facilities and acquisition of computing skills.

4.1.2 Delivery method

Private and council residential homes bid for internet connected computers for the use of their residents. The homes were selected following a bidding process in which the details of the anticipated use were provided. The computers were provided to the selected homes on the understanding that their staff would support residents to use the computers. Each of these homes agreed to pay the maintenance and running costs of these computers for at least two years.

There was a delay in the initial provision of the computers.

4.1.3 Quantitative performance evaluation

50 computers have been placed in residential and day care settings in the period to the 31st August 2008 (Appendix E). This is 50% below the target of 100 computers (Appendix E). This is owing to a funding restriction to the scheme.

4.1.4 Qualitative evaluation

There is anecdotal evidence to suggest that there is a much wider interest in computers than was originally anticipated at the pilot project inception and that the bids for the computers have included some innovative ideas for usage, for example:

- homes which have patients with Alzheimer's making effective use of video telephone calls;
- the provision of cheap calls to friends and relatives abroad using 'Skype' ; and
- obtaining 'Wii' units for interactive game play such as indoor bowls, golf and tennis: following these suggestions the Council have decided to install a 'Nintendo Wii' into every day care provision within the County area.

The residents within these homes are therefore benefiting from the provision of these computers in a number of ways as follows.

- The use of on-line shopping facilities has increased the choices available to residents and therefore their sense of independence.
- The computers have provided access to easy communication especially for those residents whose family do not live in the near vicinity and who therefore do not visit often.
- The provision of a 'window to the world' and the ability to keep up with the news and current affairs.
- Access to support hobbies such as photography.
- The ability to engage in team games encouraging social interaction.

In addition to the above, Shapira *et al* (2007) conducted research to test the psychological impact on the elderly of learning how to use a computer and the internet. The results from this research suggest that using computer facilities contributes to an older person's independence and wellbeing by positively effecting their interpersonal relations.

4.1.5 Financial aspects

The original budget for this scheme amounted to £118,000 (Appendix N). £101,336 (Appendix O) has actually been spent to the end of August 2008. The average cost of providing each computer is therefore £2,026.72⁷. This cost may initially seem high, however, it has to be appreciated that there are a number of people benefiting from each computer provided. The average cost per computer is almost double that expected at the schemes inception. This may identify an issue of the speed of the bidding process for *LinkAge Plus*.

4.1.6 Lessons from the pilot scheme

The following lessons have been gleaned from this scheme:

- The scheme reflects the needs and aspirations of current and future generations of older people, a core principle of *LinkAge Plus*.
- The scheme has had a positive effect on the stated wellbeing, independence and social inclusion of the recipient residents.
- The scheme has helped to build more effective partnerships with private care homes.
- The scheme has opened a debate on older people and the benefits of I.T. that was previously not in existence.
- The speed of the *LinkAge Plus* bidding process may have been detrimental to scheme costing accuracy.

⁷ Cumulative cost to the end of February 2008 (Appendix O) ÷ cumulative number of computers provided (Appendix D)

4.2 Information Technology Champions

4.2.1 Scheme definition

Information Technology (I.T.) Community Champions was a pilot project, which provided bespoke I.T. training to people aged 50 plus living in Nottinghamshire.

The project recruited and co-ordinated volunteer I.T. Champion Trainers and gave them training and support to enable them to use their skills and knowledge to train other individuals or groups wishing to learn IT and web based skills. Training was delivered to small groups of up to six people.

Expectation were that the I.T. Champions (people who received training) would pass on their skills and knowledge to other people aged 50 plus.

The I.T. Champions' training sessions offered learners a 6 week programme covering basic I.T. skills. To support this training a learning pack was issued to guide them through the process. Training was delivered locally to learners through venues such as libraries, I.T. suites, resource centres, nursing and residential homes, using volunteer I.T. Champion Trainers.

There were many benefits to acquiring these skills including:-

- Increasing accessibility of I.T. and web based information.
- Helping people aged 50+ to empower themselves to stay independent.
- Promoted mental stimulation.
- Provided the social benefits of being computer literate by giving older people alternative means of communication with relatives and friends.
- Ensured older people had access to services and interests which allowed them to take the initiative in living their lives the way that they wanted.
- Promoted a positive culture to ageing.

The scheme was therefore to promote independence, wellbeing and social interaction by the acquisition of computing skills.

4.2.2 Delivery method

Volunteers were recruited via advertisements in locations known to be accessed by people aged 50 and over. The volunteers were provided with a training course, specifically designed for the needs of the I.T Champion, within local amenities such as libraries and community centres.

The timescales on this pilot project slipped by 6 months due to an initial inability to appoint a service provider to administer the project; however, Nottinghamshire Rural Community Council were appointed to administer this project and the first I.T Champion was trained within the quarter January to March 2008.

4.2.3 Quantitative performance evaluation

In the period to 31st August 2008, 105 I.T Champions have been trained (Appendix Fa). This is slightly above (9%) the projected target of 96 I.T. Champions (Appendix Fa).

4.2.4 Qualitative evaluation

There are examples of case studies which illustrate the positive effects of the scheme on the participant's wellbeing contained at Appendix Fb and individual scheme reports produced by Nottinghamshire County Council.

The main points of interest from these case studies, with respect to the benefits of the scheme, as identified by older persons, are as follows.

- A stated feeling of increased confidence in the use of a computer with the ability, and intention, to pass on these skills to other individuals.
- An increase in independence due to the ability to shop and bank on-line.
- A decrease in social isolation due to the use of e-mailing technology.

In addition feedback has also indicated that there is growing demand for the I.T Champions; older people require one-to-one support; access to a computer is required if the individual is not to lose the skills acquired and individuals like being trained in a safe environment such as a library.

4.2.5 Financial aspects

The original budget for this scheme amounted to £40,000 with the scheme ending at 31st August 2008 (Appendix N). £30,150 has actually been spent until the end of August 2008 (Appendix O). Since 105 I.T. Champions have been trained this represents an average cost of £287⁸ per trainee: this is 31% less the anticipated average cost over the life of the project (£417)⁹. This is an example of a scheme that would benefit from economies of scale. The evaluation team cannot identify the unit cost of those trained by those I.T. Champions at present, however, the eventual role-out of skills is likely to be cost-effective.

4.2.6 Lessons from the pilot scheme

The pilot highlighted the following issues.

- Owing to the innovative nature of this scheme it took a long time to become established since an infrastructure for delivery was required.
- This scheme has helped in forging partnerships with libraries as they have been identified as a safe place to learn and have been used as the training venues for the I.T. Champions.

⁸ Cumulative cost to the end of February 2008 (Appendix O) ÷ cumulative number of trained individuals (Appendix E)

⁹ Total budget (Appendix N) ÷ Target number of trainees (Appendix E)

- Those best suited to receive training have ready access to a computer.
- Demand for the scheme is growing and there is a need for a greater number of I.T Champions to meet this need on a one-to-one basis.
- Financially the service needs to demonstrate a greater volume in terms of outputs of I.T Champions.
- The project took a few months to build up the numbers of people trained.
- The fees required by certain venues for the provision of training has prohibited their use e.g. collages.
- The volunteers on this scheme were younger than the average age of volunteers across the sector.
- Discussions identified that no professional trainers were engaged to train the volunteers or develop the training materials. Professional involvement may have improved the outcomes of this scheme.

4.3 Website

4.3.1 Scheme definition

The aim of this scheme was to provide web access to information for the target age-group via web based technology. The web portal provides information on services, activities and organisations for people who are aged over 50 and living in Nottinghamshire and can be found at www.notts50plus.co.uk. The web presence was designed to inform older people, their carers and service providers about the availability of services and activities for older people.

The target age group, via initial research, informed council officers that they required easy access to information that was relevant to their particular needs. The site provided and continues to provide information concerning help that is available to enable the target age-group stay active, independent, healthy and part of the community.

4.3.2 Delivery method

The delivery of the scheme is by the creation and updating of the following website: www.notts50plus.co.uk.

4.3.3 Quantitative performance evaluation

The method of identifying the take-up of this scheme is the number of times the site has been accessed, which, between the period 1st July 2008 and 30th September 2008, was 2,997. This indicates a significant amount of activity for the site, however, the age group of those accessing the site cannot be determined, owing to the limited data that can be obtained by users due to the privacy afforded those using the site.

4.3.4 Qualitative evaluation

Anecdotal evidence appears to indicate that the scheme has been found to be useful by those accessing the site.

Kit 11/11/08 14:21

Comment: Awaiting comments from Website, requested 11/11/08 from Jessica

4.3.5 Financial aspects

The scheme costs for the website are £?, and the annual running costs of the scheme are expected to be £?. The cost to date therefore of each individual access to the website is £?. Considering the information that can be accessed and the potential that this information can have on the independence and wellbeing of the target age group it is suggested that this scheme is providing a necessary service for relatively little outlay in terms of set-up costs and particularly in terms of annual running costs. It is an expectation of officers of the County Council that as the site develops and future generations move into the target age groups that this method of accessing information for services will grow in importance.

act3greenkn 15/9/08 11:14

Comment: Sam says "I've emailed John about this, and he's said that he'll email me back about this budget." 12/08/08

4.3.6 Lessons from the pilot scheme

The following lessons have been identified from this scheme.

- A website is key to partnership working as it is the most effective source of information on rapidly changing resources for older people.
- Older people have stated that that many websites are too complex for them to use.
- Staff resources must be available to keep the site up to date and relevant.
- Considerable development time and the time to negotiate web links with service providers was required.
- It is difficult to generate outcome information for monitoring purposes on a website owing to the need for user confidentiality.
- Recognition of the need for a single source of up-to-date information on services and activities for older people is key to partnership working.

4.4 Traders Register

4.4.1 Scheme definition

The aim of the scheme was to provide good information and advice to the target age group so that they could use local trades persons with a degree of confidence. The pilot has also been referred to as the "*Buy with Confidence*" scheme. The Scheme was set up as a partnership between Age Concern, Trading Standards in both Nottinghamshire and Nottingham City Councils.

The aims of the scheme were to: provide an extensive list of reputable traders that will undertake jobs around the home for fair price; and promote and reward good practice among local traders. The scheme was therefore to promote independence and wellbeing by the provision of information concerning housing and home.

4.4.2 Delivery method

The scheme has been actualised by the mediums of the "*Buy with Confidence*" website and by a telephone service. The traders can be searched for by location and trader type using the above mentioned methods.

The work undertaken to establish the pilot has included the following identified below.

- Publicity of the Approved Traders scheme.
- Recruitment of Traders.
- Evaluation and monitoring.
- Traders checked for quality of work by reference; lack of complaints; the holding relevant insurance; and police checks.

4.4.3 Quantitative performance evaluation

The performance information for the project is provided at Appendix G. Unfortunately the project was delayed because of delays in funding approval and also to allow for an increase in the scope of the pilot by joint working with the Nottingham City Council and also to increase the potential for project sustainability. The initial project plan did not allow sufficient time to account for the training of auditors and the approval of the traders, which also accounted for part of the delay. The site has been accessed 1,848,478 times within the project period.

The total of new users of the traders register was to remain at 1300 (Appendix G) in the project life with 260 in each of the remaining five quarters of the project. This change was submitted as a Schedule 5 variation to the Memorandum of Agreement targets and budget.

There are now 166 registered traders on the scheme with a further 82 awaiting approval via Criminal Records Bureau (CRB) check. This information was provided by the service manager.

This pilot identified problems in collecting data of the numbers of people using the register. Traders were asked to leave a card when they completed work, which the end user was to complete and return to the council. The issue that arose from this system was that there was no assurance that the traders or the end user of the service would appropriately complete this task. The accuracy of the data captured, therefore, against this target is doubtful.

It is therefore unlikely that the number of users of the service, because of the nature of the scheme, will be identified accurately, however, the number of hits to the "Buy with Confidence" website have more than met the targets. Information of the number of hits on the website show it has been accessed in excess of half a million times. While there are limitations in collecting data in a project which gives users access via a website. The project is popular with traders and users with 166 traders currently register with 82 waiting processing. The project has been promoted via business rates and local radio this quarter.

4.4.4 Qualitative evaluation

Feedback from customers who have used the site and then a trader is, on the whole, positive as was the interview with providers of the service.

4.4.5 Financial aspects

The original budget for this scheme amounted to £58,900 (Appendix N) with the scheme ending at the 31st August 2008. £34,559 (Appendix O) has actually been spent at the end of August 2008 (Appendix O).

It is difficult, as with other schemes, to quantify the benefits accruing from the scheme in terms of finance with regard to well being and the limitations of the output measures identified above, however, once the traders register had been established the running costs were minimal, comprising: assessment of new traders to the register; and information delivery sources updated. The cost per electronic enquiry is minimal with high potential benefits in terms of wellbeing.

Detailed examination of the working of the scheme identified governance issues that will eventually need addressing, which will require additional resources.

4.4.6 Lessons from the pilot scheme

The following lessons have been gleaned from this scheme.

- Traders find the scheme is positive and effective for their business, thus developing economic partnerships in the local community.
- The scheme has been successful as evidenced by its expansion throughout the East Midlands.
- The scheme is sustainable with Trading Standards support.
- Monitoring of such a system requires care.
- There are governance issues attached to such schemes which need to be resolved.

5.0 Transport Intervention (Transport voucher scheme)

5.1 Scheme definition

The Transport voucher scheme allowed residents who are aged fifty years and over, living within the County and unable to access or undertake services due to difficulties in accessing appropriate means of travel, to obtain a voucher to assist in the cost of travelling by taxi or the County Dial-a-Ride service (DAR). This allowed the older person to access the services previously unavailable to them, have a better quality of life and become more independent.

The aims of the scheme are to promote independence, health, wellbeing and social inclusion by providing better access to transport.

5.2 Delivery method

The service was made available when a client had demonstrated, to a member of the NCC transport department, that:

- they were struggling to use public transport;
- had no access to a car or were unable to drive one;
- a voluntary car driver was unable to help and
- they were not regular Dial-A-Ride users

When the client had satisfied the above criteria they were registered with the scheme and were issued with two £5 vouchers per month to use towards the cost of a return taxi journey. These vouchers could be used with 39 taxi companies across the 7 districts of Nottinghamshire. The taxi journeys must start in Nottinghamshire but could go out of the County. Only one £5 voucher was to be used per journey.

The scheme was delayed for some time to allow for an increase in the scope of the scheme and an increased chance of sustainability with a wider range of partners: this impacted on the financial implications during the shortened life of the pilot. In addition the transport vouchers were also revised to include an expiry date to encourage both service recipients to use the vouchers within a specified time and for the taxi companies to return the used vouchers in a timelier manner.

Unfortunately the criteria set out to establish whether a potential service recipient was eligible proved to be unenforceable and the project evaluators became concerned about the project's governance and its sustainability, within the funding available.

5.3 Quantitative performance evaluation

In the period to the 31st August 2008, 15,482 journeys have been made by those registered with the scheme (Appendix Ha). In excess of 3,000 individuals were registered with the scheme by the 31st May 2008 (no further information available).

The number of travel vouchers issued exceeded those expected at the project inception by 416%, as at 31st August 2008 (Appendix Ha). There

has been an incredibly high take up of this scheme: far in excess of expectations. The pattern of usage, however, is not reliable due to the adhoc nature of the returns by the taxi companies (Appendix Ha).

The registered users on the scheme were issued with a questionnaire at the end of February 2008. There were 2,024 questionnaires distributed and the survey achieved a 54% return rate. Of those who returned the questionnaire; 51% responded that the scheme had helped them become more independent; 58% responded that they were more able to access medical treatment; 35% said that they were able to visit family and/or friends; 22% responded that they were more satisfied with their lives; 21% responded that they were more able to attend leisure/social events and 4% responded that they were more able to take part in any employment/voluntary activities (Nottinghamshire Transport Voucher pilot Scheme report (NTVPSR) 2008).

As a note of caution though, only 13% indicated that without the transport vouchers they would not have made the journey (NTVPSR 2008). Therefore 87% of those surveyed would have made the journey using some form of transport: 51% of this 87% identifying that they would have used taxis (NTVPSR 2008). This finding is concerning since it implies that only a small percentage of the voucher recipients have undertaken a journey that they would otherwise have been unable to take. When this finding is coupled with another, that only 27% of the service recipients actually increased their number of journeys as a result of receiving these vouchers (NTVPSR 2008), one could conclude that the main benefit of these transport vouchers has been to ease the financial burden of these journey's: indeed figures provided by Nottinghamshire County Council indicate that an individual using their full entitlement on the scheme could save 2.54% of their state pension in a year (NTVPSR 2008). Whilst it can be argued that there is only a small increase in the voucher recipients' independence and wellbeing (the overall aim of the project), since most individuals would have undertaken these journey's anyway, one can argue that the easing of the financial burden in this aspect of their life may enable a better quality of life, and increased wellbeing, in other areas.

A large percentage (39%) of the voucher recipients identified that they used the vouchers for health related journeys (NTVPSR 2008). There are already a number of health related travel schemes in place both locally and nationally including Medilink (www.nottinghamcity.gov.uk) and the Healthcare Travel cost scheme (2008). The use of the travel vouchers for health purposes may therefore demonstrate a lack of awareness of these schemes and may be leading to duplication of the services available.

Only 9% of the users of the scheme are aged between 50 and 59. This finding appears to support the views of some of our interviewees that 50 may be too young an age, in most cases, to be included under the *LinkAge Plus* umbrella.

5.4 Qualitative evaluation

A summary of the responses to the transport voucher scheme questionnaire can be examined at Appendix Hb.

The main points of interest from the survey, with respect to the benefits of the scheme, as identified by older persons, are as follows.

- The scheme has had an impact upon those aged 50 and above, helping them to become more independent, bringing greater satisfaction to their lives, enabling them to access medical treatment, visit family and/or friends and enabling them to attend leisure/social events.
- The transport voucher scheme provided a much needed service to those who are frail, have mobility problems and to those living in rural areas with limited access to public transport.

5.5 Financial aspects

The original budget for this scheme amounted to £70,000 (Appendix N). £60,776 has been spent to the end of August 2008 (Appendix O).

The transport survey identified that 33% of the recipients use their vouchers to access hospital or general practitioner services (Nottinghamshire Transport Voucher pilot Scheme report 2008). Although this may lead one to believe that the National Health Service (NHS) travel schemes will be benefiting from a reduction of costs this may not be the case. Services like the Medilink service are provided regardless of the number of patients using them and providing transport vouchers that are used for health purposes may be duplicating a service already provided: however, data is not available to accurately assess the financial impact on the NHS. If the scheme were to continue, there would be a transfer of funds required from the NHS to part fund this scheme.

The nature of this scheme, given the criteria set and the restraining mechanisms utilised, has resulted in this scheme being difficult to control financially. Estimates provided by the County Council, and reviewed by the assessors, indicate that potentially this scheme requires a budget of between £300,000 and £500,000 annually.

5.6 Lessons from the pilot scheme

The following lessons have been gleaned from this scheme.

- Although the scheme appears to have met its aims in qualitative terms the authors have a number of concerns over the viability of the project (detailed below).
- The scheme has proved difficult to regulate with the inability to verify the satisfaction of the stated criteria.
- There are governance issues relating to this project.
- The scheme has opened up the debate about the transport needs of older people in general, specifically for those who cannot make use of their concessionary bus passes due to poor health or location.
- Demand for the scheme has exceeded expectations.

- There may be duplications of services with other public sector organisations

6.0 Help at home interventions

6.1 The Golden Gardening Scheme

6.1.1 Scheme definition

The Golden Gardening Scheme aimed to help those persons aged 50 years and above to maintain their gardens and therefore enable them to live in their own homes longer, improving independence, health and well-being. Gardeners carried out jobs such as grass cutting, weeding and low hedge cutting. The scheme promoted community safety and crime prevention through the regular maintenance of gardens. It also helped improve a sense of pride in a local community. The pilot, therefore, was designed to encourage and enable independence and well being.

6.1.2 Delivery method

This scheme was delivered in the Mansfield District and service users were charged a subsidised rate of between £6.50 and £10.00 per job, dependent upon the size of, and therefore the time required to complete, the job.

The scheme was beneficial to both the service recipients and service providers. The service providers were individuals with a disability and they received training and experience within a horticultural project which supplied basic educational skills and social learning. The scheme was advertised within the local area.

6.1.3 Quantitative performance evaluation

1,323 gardens have been maintained in the period from the 1st September 2006 to the 31st August 2008: this is 65% greater than the projected target of 800 gardens (Appendix Ia).

Seasonality has affected this project and whilst this was anticipated within the quarterly targets the actual figures have exceeded those expected within the Spring, Summer and Autumn seasons but have been fewer than expected in the Winter period (Appendix Ia).

A waiting list has been created for this scheme due to its popularity and at the 31st November 2007 there were 100 clients on this list.

The registered users on the scheme were issued with a questionnaire in June 2008. Of the 179 questionnaires distributed 83 persons responded giving a 54% return rate. This questionnaire identified that 73% of the respondents who used the scheme lived in the Mansfield District, 13% in Ashfield District and 13% Gedling District (Appendix Ib). In addition 75% of those using the scheme were female; this percentage is representative of the gender split within Nottinghamshire (Appendix Ib). The majority (96%) of the respondents identified themselves as White British with only 3% of the respondents describing themselves as BME; again this percentage is representative of the resident population within Nottinghamshire (Appendix Ib). The majority of the respondents (60%)

own their own homes, 28% reside in council accommodation and 8% in private/rented accommodation.

Respondents were asked why they chose to use the Gardening scheme and 66% identified that they were no longer able to tend their gardens. 80% of respondents identified that they were either more satisfied or much more satisfied with how they felt about their life as a result of the scheme with 72% responding that they were more able or much more able to stay in their own home as a result of the scheme.

6.1.4 Qualitative evaluation

There are examples of a number of anecdotes, received in response to the issued questionnaire, which illustrate the positive effect of the scheme on the wellbeing of the schemes recipients. Examples of these can be examined at Appendix Ic and individual scheme reports produced by Nottinghamshire County Council.

The main point of interest from these anecdotes, with respect to the benefit of the scheme, as identified by older persons, is that it has taken away the worry over tasks that can no longer be completed by the recipient.

Secker *et al* (2003) refer to research completed by Csikszentmihalyi and Rochberg-Halton (1981 p.133) in identifying that the home is important to provide for the 'continuity of memories and experiences the home represents' and conclude that: 'support that enables a person to remain in the community wherever possible is therefore central to a sense of independence' (Secker *et al* 2003, p.386).

The provision of a gardening service would therefore seem to fit into the category of 'support that enables an individual to stay in the community' (Secker *et al* 2003, p.386). This research evidence, together with the anecdotal evidence, suggests that the provision of this service has promoted the independence and wellbeing of the service recipients.

6.1.5 Financial aspects

The original budget for this scheme was £30,000 (Appendix N) (revised budget £46,049: Appendix O) with the scheme due to end at the end of August 2008. £38,892 has been spent as at 31st August 2008 (Appendix O).

Using the actual spend (£38,892: Appendix O), actual number of gardening jobs (1,323: Appendix Ia) and the cost of an individual hip fracture (£25,425: Parrott 2000) the break-even point for this spend has been established 1.53 saved fractures. The cost of a gardening job has been established at £29.40. Therefore the service can provide 865 gardening jobs for the same cost as providing one hip replacement. Although the authors cannot quantify the decrease in the number of falls, based on the number of gardening jobs completed, quoted above, prevention of an individual hip fracture in just 0.12% of the service recipients would offset the cost of providing this service. The above

calculations have used the same rationale as identified in footnotes 2-5 on page 10. The average cost per gardening job (£29.40) therefore appears to be a relatively small cost for the perceived benefits received.

6.1.6 Lessons from the pilot scheme

The pilot highlighted the following issues.

- The pilot has demonstrated a need for this type of service, which offers qualitative benefits to the recipients of the service.
- Financially the service is provided at a relatively small cost but allows the service recipient to remain in their own home, promoting independence and wellbeing.
- This service requires continual provision to a service recipient throughout the year.
- There are a number of people on the waiting list suggesting that the resources provided are insufficient to cover demand.
- The seasonal nature of the project makes it difficult to engage staff on permanent contracts. Resourcing this project should be investigated and should look at both the seasonal nature of the demand and the number of people on the waiting list.

6.2 The shopping scheme

6.2.1 Scheme definition

The aim of the pilot was to provide assistance to the target group with shopping. This was to be in two broad formats: either a full shopping service or assistance for the recipient of service to undertake the shopping themselves. The service provided therefore was as follows.

- Practical help to arrange shopping deliveries.
- Shopping with an individual.
- Shopping on behalf of an individual
- Developing a database and providing information on healthy eating, general well-being and other essential goods and services

The pilot, therefore, was designed to encourage and enable independence and well being. The scheme in the pilot zones was delivered via Age Concern, thus promoting the use of the third sector.

6.2.2 Delivery method

Age concern used volunteers to provide the service. The volunteers were recruited within the two Districts of Mansfield and Ashfield in Nottinghamshire to offer a shopping service to support people aged 50 years and over who either had:

- no family, friends or other potential helpers who are able to help;
- a partner/carer in hospital or going away therefore requiring a fixed amount of help required over set period or one off shop;
- a loss of confidence due to ill health, bereavement or through being a victim of crime;
- mental health issues;
- illness – such as stroke, heart attack etc;
- mobility issues or were house-bound; or
- vulnerable or socially excluded individuals due to their rural location, partially sighted, registered blind or deaf/hard or hearing, bereavement or medical reason – e.g. depression, agoraphobic.

All volunteers received full training, induction and on going training as indicated below.

- Recruit volunteer: develop new contacts and process awareness.
- Healthy eating.
- Practical support with shopping needs.
- Confidence building: increasing independence.
- Information provision

6.2.3 Quantitative performance evaluation

At the schemes completion targets had been exceeded by 7% (Appendix Ja). In total 643 shopping contacts, since June 2007, have been made, which is 107% of the initial target.

There were difficulties in the early stages of the project, the major issue being that it proved more difficult for the scheme manager from Age Concern to attract volunteers for the scheme and once attracted there was a delay in the appropriate CRB reviews undertaken. The manager stated that once the scheme started with a small number of volunteers then further volunteers were encouraged to join the scheme after they had seen it in action. It was this phenomenon that enabled the relatively quick development of the service in the later months of the pilot.

6.2.3 Qualitative evaluation

Anecdotal and case study evidence (Appendix Jb) indicates that the scheme has been successful in aspects of *LinkAge Plus* identified by the DWP. This is particularly so in the following areas identified below.

- Providing advice and information, particularly in terms of mobility and healthy eating.
- Providing an opportunity for social interaction.
- Housing and home issues, particularly in terms of independence provided via the opportunity to shop.
- Volunteering opportunities for third age persons.
- It has taken away the worry over tasks that can no longer be completed by the recipient.

The scheme, as per the evidence gathered appears to have made a significant difference to the wellbeing of participants to the schemes. A note of caution for this particular scheme is that emphasis should be placed on encouraging participants to be accompanied to shop instead of having the shopping done for them and delivered to their home. This approach, which is at the core of this scheme, would promote greater independence.

6.2.5 Financial aspects

The original budget for this scheme was £88,000. £28,804 has been spent to the end of August 2008 (Appendix O). The failure to use funds was a result of the initial delay in the commencement of the scheme.

The scheme was delivered through Age Concern and the following costs were present.

- A coordinator/administrator
- Management support
- Publicity costs
- Care costs – expenses for volunteers.

Based on the costs incurred for the pilot, some of which will be non-recurrent in nature, the cost per intervention (£44.80: calculation as per footnote 3, p.10) would appear relatively expensive, however, the qualitative assessment would indicate that there are considerable benefits to be gained qualitatively, as identified above, which could have possible long-term financial benefits such as the prolonged independence of an older person, which as per the initial work on costs/benefits would indicate a significant saving (Watt, Blair, Davies & Ritters, 2007). The unit cost for each intervention will undoubtedly reduce as the number of interventions

inevitably increases with the increased take-up of the service and the appointment of further volunteers to the scheme.

6.2.6 Lessons from the pilot scheme

The pilot highlighted the following issues.

- The pilot has demonstrated a need for this type of service, which offers qualitative benefits to the recipients of the service.
- Financially the service needs to demonstrate a greater volume in terms of outputs, however, the financial benefits of the promotion of independence should not be underestimated.
- The project took a few months to build up the numbers of people using the service.
- The appointment and the development of volunteers was a considerable issue in the development of the scheme.

6.3 Post intermediate care

6.3.1 Scheme definition

The aim of the pilot was to offer support, on a short term basis, for those in the target age group who had returned home after a medical intervention. The main objectives of the scheme were those identified below.

- Supporting people after a spell of illness or institutional care to enable them to remain at home.
- Recruit, train and support volunteers.
- Link with Social Services and Hospitals to reduce the possible isolation felt by those aged 50 years and over after they leave a period of care.

Core themes of the *LinkAge Plus* philosophy have therefore been addressed by the development of this scheme.

6.3.2 Delivery method

The Post Immediate Care scheme recruited volunteers to provide a short term support service for people who were over 50 years of age in Bassetlaw following a stay in hospital or illness after "Intermediate Care". Volunteers were trained to offer practical support such as help with shopping, taking people for appointments to the hospital or GP or simply sitting with a person and having time to talk. The following were the key activities provided by the volunteers.

- Face to face assessments.
- Safe and well checks.
- Practical home support.
- Active signposting.
- Prescription collection.
- Assisted shopping.
- Supporting self care.
- Assisted food preparation.
- Social Transport.
- Take home and settle.

6.3.3 Quantitative performance evaluation

Over the life of the project 26, volunteers have been recruited and trained, which is 104% of the original target (Appendix Ka). There were 121 scheme users with 71% of these scheme recipients being female.

6.3.3 Qualitative evaluation

Anecdotal and case study (Appendix Kb) evidence for the pilot scheme has identified that increased wellbeing has been the main benefit from this particular scheme as well as the following issues, which are as identified by the DWP.

- Providing an opportunity for social interaction.

- Housing and home issues, particularly in terms of independence provided via the opportunity to shop.
- Volunteering opportunities for third age persons.
- It has taken away the worry over tasks that can no longer be completed by the recipient.

6.3.5 Financial aspects

The original budget for this scheme was £52,000 (Appendix N). £22,317 (Appendix O) has been spent to the end of August 2008.

The main costs associated with the pilot were:

- one co-ordinator;
- publicity and training;
- administrative support; and
- support of volunteers.

As with other schemes the difficulty in the appointment of volunteers has hindered the development of the scheme and the reduced financial requirements accordingly.

Based on the costs incurred for the pilot, some of which will be non-recurrent in nature, the cost per intervention (£184: calculation as per footnote 3, p.10) would appear relatively expensive, however, the qualitative assessment would indicate that there are considerable benefits to be gained qualitatively, as identified above, which could have possible long-term financial benefits such as the prolonged independence of an older person, which as per the initial work on costs/benefits would indicate a significant saving (Watt et al., 2007). The unit cost for each intervention will undoubtedly reduce as the number of interventions inevitably increases with the increased take-up of the service and the appointment of further volunteers to the scheme.

6.3.6 Lessons from the pilot scheme

The pilot highlighted the following issues.

- The pilot has demonstrated a need for this type of service, which offers qualitative benefits to the recipients of the service.
- Funders, particularly the Primary Care Trusts (PCTs), have become interested in expanding the scheme across the County, therefore, offering evidence of its perceived success.
- Financially the service needs to demonstrate a greater volume in terms of outputs, however, the financial benefits of the promotion of independence should not be underestimated.
- The project took a few months to build up the numbers of people using the service.
- The appointment and the development of volunteers was a considerable issue in the development of the scheme.
- The importance of using an organisation with experience of using volunteers and working with older people

6.4 Activity friends (senior peer mentoring)

6.4.1 Scheme definition

The concept of this scheme was to train people over the age of 50 years as an "Activity Friend". These were volunteers who were supported in their local community to encourage and develop third age persons in participating in some form of physical activity. The main aims of this intervention were as identified below.

- Reduce mortality rates by 2010 from heart disease, stroke and related diseases
- Tackling obesity: helping people who want to lose weight
- Improving mental health and wellbeing: expanding help for people with mental illness; services to improve mental and emotional well-being.
- Promoting healthy and active lifestyles amongst older people
- Improved quality of life.

Core themes of the *LinkAge Plus* philosophy have therefore been addressed by the development of this scheme.

6.4.2 Delivery method

Activity friends, also known as Senior Peer Mentoring, was modelled on a American programme designed to help people aged 50 years and over to achieve a healthier lifestyle by making decisions about incorporating more physical activity into their lives. The schemes run in five areas of Nottinghamshire: Rushcliffe, Bassetlaw, Broxtowe, Mansfield and Ashfield.

Persons over 50 years of age were recruited and trained as Activity Friends: volunteers who reach out to their peers in their local community to encourage and support them in participating in some form of physical activity.

Through promotion and publicity active older people were recruited across the County. Each volunteer was trained using a training pack and they are also responsible for collating information on physical activity in their locality. Local Activity Friend organisations encouraged referrals from partner organisations; assessed each individual's needs and matched each referee to their Activity Friend.

6.4.3 Quantitative performance evaluation

In total 45 new Activity Friends have been recruited and trained. The number of interventions achieved to the end of February 2008 is 61 in total, which is 24% of the target (Appendix La).

6.4.3 Qualitative evaluation

Anecdotal and case study evidence (Appendix Lb) for the pilot scheme has identified that increased wellbeing has been the main benefit from this particular scheme as well as the following issues, which are as identified by the DWP.

- Providing an opportunity for social interaction.
- Volunteering opportunities for third age persons.
- Information provision on healthy lifestyle options.
- Increased physical fitness: opportunities to keep active.

6.4.5 Financial aspects

The original budget for this scheme was £32,000 (Appendix N). £42,689 (Appendix O) has been spent to the end of August 2008.

Based on the costs incurred for the pilot, some of which will be non-recurrent in nature, the cost per intervention (£700: calculation as per footnote 3, p.10) would appear expensive, however, the qualitative assessment would indicate that there are considerable benefits to be gained qualitatively, as identified above, which could have possible long-term financial benefits such as the prolonged independence and physical condition of an older person, which as per the initial work on costs/benefits would indicate a significant saving (Watt et al., 2007). The unit cost for each intervention will undoubtedly reduce as the number of interventions inevitably increases with the increased take-up of the service and the appointment of further volunteers to the scheme.

6.4.6 Lessons from the pilot scheme

The pilot highlighted the following issues.

- Increased partnership working with PCT's, Adult Social Care, District Councils and the voluntary sector is encouraged and is necessary for the scheme to function well.
- Volunteers gain transferable skills. Increased awareness of health and well-being issues is encouraged.
- Greater take up of local exercise activities benefiting the local economy and local authority organisations. Recognition of wider health benefits.
- Users often become Activity Friends. Social activity in the first instance maybe a means to engage the older person but then should lead onto participation in more physical activity.
- The importance of good quality publicity.
- Partners in the local PCT's believe in the Effectiveness of the Activity Friends programme and are willing to part fund schemes. The importance of good quality publicity.
- Partners in the local PCT's believe in the Effectiveness of the Activity Friends programme and are willing to part fund schemes.

6.5 Volunteer Development

6.5.1 Scheme definition

The scheme was designed to provide for the recruitment of volunteers that would deal with any aspect of the *LinkAge Plus* activities, therefore providing input over the whole range of expected outputs and outcomes.

6.5.2 Delivery method

The recruitment and training of the volunteers was managed through a third sector organisation.

6.5.3 Quantitative performance evaluation

The pilot project was expected to deliver 90 new volunteers. The number achieved was 82 volunteers (91% of target). Owing to staffing issues in the partner organisation the profile through the life of the project was not as expected: Appendix Ma. An end of project report is also provided at Appendix Mb.

6.5.3 Qualitative evaluation

Anecdotal evidence and information provided within the final report (Appendix Mb) suggest that the recruitment of the extra volunteers has contributed to all aims of the *LinkAge Plus* project.

6.5.5 Financial aspects

The scheme, although experiencing managerial difficulties, recovered well and achieved 91% of its target did so within the expected budget for the pilot: Appendices N and O. Based on the costs incurred for the pilot, some of which will be non-recurrent in nature, the cost per volunteer for the period (£1,081: calculation as per footnote 3, p.10) would appear expensive but within the target costings for the scheme. The qualitative assessment, however, would indicate that there are considerable benefits to be gained, as identified above, which could have possible long-term financial benefits such as the prolonged independence and physical condition of an older person, which as per the initial work on costs/benefits would indicate a significant saving (Watt et al., 2007).

6.5.6 Lessons from the pilot scheme

The main issue concerning this pilot was the unexpected staffing issues associated with the provider of the pilot service.

Generic findings

The main generic findings from the schemes are set-out below and each has their genesis in the individual project evaluations.

- All schemes engendered, to some degree, well being amongst the target groups.
- Financially the schemes appear to offer value for money base upon the analysis achievable for this report.
- Set-up times were problematic with scheme complexity underestimated. It is recommended that in future for pilot programmes adequate time is allowed for the development of the schemes and enough time post completion of the schemes to allow for adequate review.
- Difficulties encountered in the recruitment and appointment of volunteers. This delayed the start of many of the schemes and hinders the continuation of these schemes at a capacity which makes them viable.
- Criticism of bureaucracy. The bureaucracy of the NCC and the DWP hindered the speed of some of the schemes' development. The use of third sector organisations, however, alleviated this issue. The reduced bureaucracy, when achieved, was not itself without problems: governance and audit issues were the result when the bureaucracy was reduced.
- Governance issues were found to be an issue with some of the schemes, particularly the Transport Voucher Scheme.
- Monitoring processes were found to be difficult for partner organisations to complete on time for the monitoring and final evaluation of the schemes. This point emphasises the fine balance between over bureaucracy and adequate governance.
- Recognition that the most successful schemes were those that already had pilots of a similar nature in development or in place. This is particularly evidenced by the resource centres and the First Contact schemes.
- The actual full cost of the schemes is not reflected within the costing processes of the NCC. It is suggested that the full cost of the schemes is identified and that for future pilot studies this becomes an essential aspect of the monitoring process.
- Concern regarding the target age. There was much concern expressed that perhaps the target age for many of the schemes was too low.
- Withdrawal of the majority, of the schemes not to be countenanced as they are viewed as essential services. Comments such as "we must find the money for this scheme" were common;
- Data protection act not a barrier: indicating willingness for joined-up working.
- Schemes enabled synergy on achievement of targets for many partner organisations. *LinkAge* encouraged the various voluntary organisations to work together on the various schemes and to strengthen and develop networks.

First Name	Date of Birth	M/F
Tel No.	Ethnicity	
Mobile	First Language (please state)	
No phone available <input type="checkbox"/>	Communication Needs (please state)	
Lives Alone?		
<input type="checkbox"/> Yes <input type="checkbox"/> No		

complete all sections as appropriate)

Rented Accommodation Shared Ownership

FY HOUSING PROVIDER

Does first		Refer	Pathway
Working smoke alarm on each floor of your house?	YES	NO	NFRS
Repairs that need doing to the home?	NO	YES	SNHIA
Do you arrange repairs?	YES	NO	or RBC
Adaptations to the home?	NO	YES	SSD/RSL
Is your home warm?	YES	NO	GNHH / RSL
Have you injured yourself in the last 12 months?	NO	YES	SSD Falls Prev
Do you complete GP information overleaf?	NO	YES	CRM
Do you receive advice on crime reduction and home security?	NO	YES	PS/WR
Do you receive information about community transport?	NO	YES	RVTS
Do you know more about local voluntary and community	NO	YES	RCVS
Do you receive advice on different types of accommodation that may be	NO	YES	HO

.....
the questions overleaf, has the client any further concerns/needs YES NO If yes, what are
is been referred this to? If the client has fallen and injured themselves in the past 12 months provide GP detailsGP name
.....Surgery

.....Tel No.....
.....ents? (including any health and safety issues)

ompleting form: **PRINT NAME** Organisation: Phone No: Signature Date Form Completed This form is designed to help you
it you need. Your consent is needed to contact the agencies identified. Information provided on this form will be held
Connect Database. Under the Data Protection Act 1998 you have the right to access this information. Under this act
s form may be shared with partner organisations listed on page one.

being made to the partner agencies listed on page one and agree to you keeping my details on your database:
..... Date:.....

these services, but agree to you keeping my details on your database:
..... Date:.....

via telephone with client permission)

eted form to: Notts Connect:

4216 Minicom: 01623 436657

58 Email: contact.centre@nottsc.gov.uk

Year 1								Year 2							
1st Contact signposting scheme				4000		8000									
Year 1 ending Sept 2006	Q2 Year 1 ending Dec 2006		Q3 Year 1 ending March 2007		Q4 Year 1 ending June 2007		Q1 Year 2 ending Sept 2007		Q2 Year 2 ending Dec 2007		Q3 Year 2 ending March 2008		Q4 Year 2 ending June 2008		
Checklists	Referrals	Checklists	Referrals	Checklists	Referrals	Checklists	Referrals	Checklists	Referrals	Checklists	Referrals	Checklists	Referrals	Checklists	Referrals
50	250	500	500	500	1000	625	1250	650	1300	650	1300	650	1300	650	1300
468	421	671	674	1339	1547	3488	1490	3292	1491	3292	1181	2906	305	746	
468	421	671	674	1339	1547	3488	1490	3292	1491	3292	1181	2906	305	746	
468	688	1139	1362	2478	2909	5966	4399	9258	5890	12550	7071	15456	7376	16202	
936%	153%	134%	87%	134%	248%	279%	229%	253%	229%	253%	182%	224%	47%	57%	
936%	250%	207%	176%	160%	208%	213%	215%	226%	218%	232%	211%	231%	184%	203%	
6%	17%	14%	34%	31%	73%	75%	110%	116%	147%	157%	177%	193%	184%	203%	

First Contact case studies

These case studies have been completed by the local community outreach advisors with a number of service recipients over the life of the project. The case studies illustrate the benefits that have been derived from the First Contact pilot scheme by the service recipients and their responses help form the qualitative evaluation of the scheme.

"The sun was shining on me the day I walked into ... I can't believe how my life has changed. You really made me happy". These were the comments made by a 67 year old woman living on her own who was contacted after an outreach in the foyer of a small supermarket in Mansfield town. As a result referrals were made via the First Contact Signposting Scheme. This resulted in her getting Pension Credit and Attendance Allowance. She obtained information about transport to make her more independent, as well as input from the Fire Service (smoke alarm and HRA) and advice from the Police regarding home security. Her independence and well being were sent soaring as a result of the help she received.

A Cotgrave couple have received a free Home Safety Check by firefighters as part of the services offered to them through First Contact.

The couple were visited by firefighters from East Leake, who checked they had an escape plan in place, gave advice on avoiding fire in the home and replaced their old smoke alarms with new ones, complete with 10-year batteries.

Mrs R, who is registered disabled, was referred through First Contact when she applied for Carers' Allowance. Other services offered to her through the scheme include 'Smartwater' security marking, door security chains and advice on pensions, allowances and healthcare.

Mrs R said: "It's been brilliant! They contacted us, so we've had no running around to do, no phone calls to make and it's all free. I would definitely recommend it!"

Mrs S from Cotgrave was very pleased with the service she received when she completed a First Contact checklist during a visit from the Pension Service. She was finding it difficult to keep her property warm and through the Warm Front scheme free cavity wall insulation and free loft insulation have now been installed in her home. She also received a home safety check from the Fire and Rescue service and smoke alarms with 10 year batteries. As a result of the visit by the Pension Service Mrs S has been awarded Pension Credits and Disability Living Allowance of £45 a week.

Mr & Mrs D from Tollerton were delighted with the services and support they have received from First Contact. Grab rails have been fitted to their home to help them both to get about and they were very pleased with this service from the Preventative Adaptations Scheme operated by South Notts Home Improvement Agency "Alan who installed the rails was very helpful and efficient" said Mrs D. They have also been issued with a Home Pendant Alarm and received a visit from the Fire & Rescue Services in West Bridgford when a thorough fire safety check was carried out. As a result new smoke alarms with 10 year batteries have been installed, and a replacement deep fat frier and electric blanket are being supplied to the couple. As Mr D is hard of hearing, the Fire and Rescue Service are looking into the provision of a vibrating smoke alarm. Mrs D commented "The fire crew were real gentlemen and we now feel so much safer in our home – we love our home and don't want to have to leave it. I had no idea this kind of help was available – it is a wonderful scheme" Information was also provided on community transport schemes and local community groups.

Following a telephone enquiry to Rushcliffe Borough Council Mr P was referred to South Notts Home Improvement Agency for advice on repairs to his home. A visit from the agency by project worker Jane Goddard followed and Mr P has now been allocated a grant to replace windows in his house.

During the visit a First Contact Signposting Scheme checklist was completed and Mr P received: Referral to Handy Person Scheme to help clear his loft; Referral for free loft insulation (this will be carried out after the loft is cleared); Adaptations including grab rail in the bathroom via Preventative Adaptations Scheme; Free home safety check and fitting of free smoke detectors via Notts Fire & Rescue Service

Mr P and his wife were very impressed that just one telephone call to Rushcliffe Borough Council resulted in so much help and assistance that they did not know they could get. The both said that they feel safer and more comfortable in the home and more confident to seek help in the future. They commented that everyone was so helpful, especially Jane Goddard who was wonderful.

During a visit from Fire fighter Dean Gillen of Nott's Fire & Rescue's Arnold station, Mrs G received a Home Safety Check and fitting of free smoke detectors.

She also completed a First Contact Signposting Scheme checklist and received: An assessment by Adult Social Care & Health resulting in adaptations including bathroom aids and grab rails in and outside of the house; Falls assessment via Nottinghamshire County PCT;

Fitting of a Lifeline response alarm via Gedling Borough Council; Details on local transport schemes and voluntary groups via Gedling Community and Voluntary Services; Details on supported housing which she will keep for the future; Attendance allowance of £43.15 per week.

Mrs G said that she hadn't known about these services before the visit by the Fire Service and is very grateful for all the help she has received. She said that she feels much safer with the adaptations and lifeline alarm. She has contacted a local voluntary group and hopes to attend very soon. In her words "thank you I am thoroughly pleased and grateful".

Mr S lives in the Chilwell area of Broxtowe Borough. Following a visit from the Local Pension Scheme he received the following: Home safety check and free smoke alarms fitted by Notts Fire & Rescue Service; Free loft insulation via Greater Nottingham Healthy Housing; Benefit outcome £109.50 per week Disability Living Allowance (for wife) and £1752.00 arrears).

Mr S commented that the services he had received had been a tremendous boost to him and that he hadn't realised that so many things were available. The advice and information he received has made him feel safe and secure, especially advice from the fire service on the safe use of oxygen which he has in the home. Also receiving help to complete the DLA forms was very welcome as this was a daunting task.

Mr P from Bramcote completed a First Contact checklist during a visit from the Local Pension Service. He found the advice and information he received extremely helpful both for now and the future especially as they were from trusted sources. He has since received advice from health services regarding recent falls and has information on the Lifeline Alarm. With information on South Notts Home Improvement Agency (SNHIA) he will be having the exterior of his house repainted and was very impressed with SNHIA Handy Persons scheme.

Due to his personal circumstance he asked for information on supported housing and has received an assessment from the Housing Options team at Broxtowe Borough Council. He stated that he and his wife have now feel more informed about choices available to them and he was amazed that he got all of this through just one visit. He had nothing but praise for Jane Ward of the Local Pension Service and from this service was awarded benefit outcome £45.11 per week pension credit and £653.88 arrears.

	Year 1				Year 2			
ets	3. Community Outreach Advisors			2205				
reach sulted ach he	Year 1 Q1	Year 1 Q2	Year 1 Q3	Year 1 Q4	Year 2 Q5	Year 2 Q6	Year 2 Q7	Year 2 Q8
	Sept - Nov 06	Dec - Feb 07	Mar - May 07	June - Aug 07	Sept - Nov 07	Dec - Feb 08	Mar - May 08	June - Aug 08
			0	441	441	441	441	441
				443	451	1118	1529	1062
				443	451	1118	1529	1062
				443	894	2012	3541	4603
nst				100%	102%	254%	347%	241%
				100%	101%	152%	201%	209%
nst				20%	41%	91%	161%	209%

		Comments
	Q1 Year 1	<ul style="list-style-type: none"> • 4 Community Outreach Advisors recruited • Each advisor to reach 315 hard to reach customers during the life of the project • Launch of COA January 2007 • COA awarded quality mark October 2007 • See table for targets by numbers.
	Q2 Year 1	<p>Achievements</p> <ul style="list-style-type: none"> • 7 Community Outreach Advisors recruited May 2007 with additional funding from Supporting People • See table for achievements by numbers and proposed variations • The first set of outcomes and outcomes by service user will now be available in September 07. <p>Explanatory notes</p>
	Q3 Year 1	The Project Board agreed that the recruitment of Community Outreach Workers should be subject to a grant aid competition in the voluntary sector. This caused some delay. The advertising and appointment were also delayed to allow for agreement on further funding through Supporting People. Seven new workers have now been appointed having taken up their posts in April and May 2007. The budget and targets will be adjusted to allow for the later start but the full budget will be still be required as the COA will work for more hours to achieve their original targets. This change will be submitted as a Schedule 5 variation to the MoU targets and budget.
	Q4 Year 1	
	Q1 Year 2	Schedule 5 completed to amend the success criteria, should have been completed June 07. Seven outreach advisors in place, targets have been achieved for the last 2 quarters. Targets monitored by quarterly meetings, case studies and feedback reports from each of the 6 outreach worker providers. Hard to reach customers as defined by the original service spec.
	Q2 Year 2	Project continues to grow with good customer satisfaction. Figures are now comfortably exceeding targets. Good integration with First Contact. Figures have increased since the last 2 quarters following a return to work from staff who have been sick
	Q3 Year 2	
	Q4 Year 2	

Community Outreach Advisors case studies

These case studies have been completed by the local community outreach advisors with a number of service recipients over the life of the project. The case studies illustrate the benefits that have been derived by the service recipients and their responses help form the qualitative evaluation of the pilot scheme.

A 74 year old woman with a need for adaptations was thrilled with the help that she received through the First Contact Signposting Scheme as a result of being contacted on an outreach operation. She also had a fire safety check through the fire service. Although this lady was still able to drive her mobility scooter had become severely restricted and she wanted to apply for a blue badge. She was in desperate need of new clothes and found that mail order ones did not always fit well. She received the forms but nearly gave up when she realised that she needed some passport type photos and thought she would not be able to get them easily because of her mobility problems in getting around in the town centre. The COA found out that she could more easily access the photographic facilities at an edge of town supermarket with a short walk to the machine. This gave her a positive reason to continue with her application for the blue badge. This lady was thrilled when she had been able to go into town on a quiet day and buy some new clothes. There had been an improvement in her quality of life and confidence through the COA contact.

Mr. and Mrs. Y are 73 and 74 years old respectively. They are white British home owners with no stated religious beliefs. They were referred to the Community Outreach Advisor (COA) by Age Concern's Advocacy team. The COA, following a telephone contact with Mrs. Y, traveled to meet the couple at Kings Mill hospital where Mr. Y was an in-patient.

Mr. Y had been in hospital for the previous six months. He had originally been admitted for a below-knee amputation and had high blood pressure. Since being in hospital he had contracted an infection in his remaining foot. Recovery was delayed because the foot tissue was debilitated by diabetes.

During Mr. Y's lengthy stay in hospital, Mrs. Y had been staying at her son's house as she did not wish to stay at her bungalow alone. After visiting her at her son's and discussing things with Mrs. Y, whose mobility was restricted by arthritis, it was agreed that a home safety check would be sought and arranged for when she went back to her own home. She said the access at the rear of her home was too small to get a wheelchair in. The matter was further complicated by there being steps up to both the front and the back entrances.

Mrs. Y explained that she and her husband wished to move to sheltered housing as their bungalow was not wheelchair-friendly and this caused her a great deal of worry as to how she and her husband would cope once Mr. Y was home. The COA agreed to refer Mrs. Y, who is often breathless following earlier heart valve replacement surgery, to the PAS scheme for the installation of small adaptations to her home. She then supported Mrs. Y's completion of housing assessment forms and confirmed that the associated council forms had also been filled out. The COA agreed to write a supporting letter to be sent off with the forms and advised that another letter of support be sought from Mr. Y's consultant surgeon. In the meantime Mrs. Y said she would like a Senior Link pendant-alarm fitted with a door alert. Mrs. Y also requested a referral to Age Concern's shopping service.

The COA further agreed to send lady information by post on community voluntary transport services and contact information for the disability living centre.

Details of activities for older people in the area were also researched and given to Mrs. Y for her and her husband to explore when he came out of hospital.

Information about how to access the English Churches Housing Association (ECHA) services revealed that clients need to ring themselves in order to register for housing. Mrs. Y said she felt able to do this. Other local sheltered and supported housing providers were contacted but had no current availability.

The COA wrote a supporting letter to (ECHA) for the couple which she gave to their son who, with Mrs. Y's agreement, wished to have signposting directed through him.

Speaking later to Mrs. Y's son, he told the COA that his mum was still staying with him and though she was due to go home the following week, she was very reluctant to do so. The COA offered to visit Mrs. Y at home, once she had returned there for which the family were very grateful and felt reassured.

On visiting as arranged the COA found Mrs. Y alone, very tired and rather tearful. She said she did not want to stay alone in the house and had not had any sleep the night before. The family was then given support through some decision making and it was arranged that since Mrs. Y had two hospital visits of her own to manage, she would invite her brother, who was glad to help his sister, to stay with her for a short time.

It further emerged, once Mrs. Y's brother arrived, that she had fallen a number of times in past six months. She agreed to a falls team referral. The lady's son then called, saying the housing provider had reported the loss of the COA's supporting letter. This was re-issued.

When following up later it transpired that Mrs. Y was in hospital after passing out during a routine appointment. The COA requested prioritising the Senior Link provision as Mr. Y was immanently due home and would be there alone.

In a call from the son, he confirmed the receipt of local activities' details and was pleased that a housing appointment had been received. He also said he had been contacted by hospital staff who said his parents were both coming out of hospital on the same day.

The COA made a home visit to find the couple back. After discussions they accepted a home foods supply brochure and Information and Advice details. The COA called the shopping service to finalise details.

Mr. Y, who sounded optimistic and well, telephoned the COA service. He said he and his wife were "on the mend" and were expecting a satisfactory resolution of their housing difficulties.

He expressed his thanks for the help received during the difficult recent weeks.

In a follow-up call to Mr. and Mrs. Y's son, he also expressed his thanks and said, "I do not know how I would have coped if you had not helped mum and dad."

Reason for referral:

Mrs C was referred to Stapleford Bureau and the COA services via her Social Worker. The underlying reasons were to do with Mrs C's poor living conditions and lack of social inclusion due to cultural and religious factors. The client's family live some distance away and have busy lives of their own but are concerned for their mother's welfare.

Action taken.

It was arranged, via Mrs C's Social Worker and me, to visit the client at her home. The Social Worker could not attend so I spoke with the client one on one and registered her with Stapleford Bureau.

Although Mrs C had a limited command of English we conversed very well and I was able to assist her on a number of issues.

On speaking with Mrs C I found that, although her property was in disrepair, her main concern was her lack of community involvement. I suggested a local group for Asian Elders in her direct

locality. Unfortunately this group was not of Mrs C's religion and she wished to meet with community groups of the Muslim faith.

Mrs C's property is her own but it is in need of some repair. I therefore discussed the options that we, as a Bureau, could offer. The client was most distressed about not having a doorbell and due to poor hearing cannot hear visitors at the front door. She is also in need of her garden being tidied up and her front fence being re-erected. Mrs C was immediately placed on the register for a visit from our Odd Job service.

Mrs C was also in need of some cosmetic decorating throughout the property. I therefore placed her on the Bureaus register for decorating work. Mrs C did express a concern that she could not afford all this work at one time so I told her that the work would be staggered on her request and she would be placed on our waiting lists.

During this visit Mrs C expressed an interest in applying for Disability Living Allowance, which had been suggested from a previous visit from the DWP. I contacted Mrs C's social worker and left the clients request for a follow-up visit with her.

Mrs C is now also in receipt of an additional benefit recently awarded from the Warm Front Trust to assist with home insulation.

Outcome:

Concerning Mrs C's cultural requirements I was able to source two Muslim Groups meeting on a regular basis within Nottingham City. I spoke with one of the leaders of the group most accessible to Mrs C and was told she would be very welcome. I passed this and the other group's information onto the client and she was very appreciative of the help and advice. I also advised she could use the Stapleford Bureau's transport scheme to attend such meetings as she was tentative about using public transport. Mrs C stated that she feels much happier and informed of the opportunities available to her.

As regard to practical services, (Odd jobs & Decorating) offered by Stapleford Bureau, our Co-ordinator followed up on these referrals and spoke with Mrs C's son on both occasions. Unfortunately both these options have been delayed at this time and Mrs C's son has stated that he will be in touch with the Bureau once these services are required. No reason for the delay was forthcoming.

Following my initial visit I contacted Mrs C's Social Worker and was told that the client was very happy with the help and advice she received from Stapleford Bureau. Mrs C's Social Worker was also very happy with the information we provided considering she could not attend the meeting herself.

As requested the pensions advisor did return and completed the Disability Living Allowance form with Mrs C with her son present.

Mrs C is now registered with the Stapleford Bureau and may access any of our services on her request.

Mr. W is a 72 year-old Mainland Chinese-born British citizen living in the Carlton area of Nottingham who accessed the Community Outreach Advisor (COA) service at a lunch meeting co-organised with the Nottinghamshire Chinese Welfare Association (NCWA). His first language is Mandarin and he has only a very rudimentary use of English

Rather timid at first, but responding well to and with some humour (due to the pronunciation) to the COA team member's use of conversational Chinese, Mr. W agreed to discuss his needs in a quiet part of the NCWA office suite after hearing a general presentation about the COA service which was kindly translated by the NCWA organiser.

It was established through further interpretation from the organiser that Mr. W was worried about how to finance journeys to forthcoming hospital appointments, which he could not afford. He had thought that there might be help available but had been unable to make himself understood when he had called the citizens advice bureau himself. He had, therefore, given up trying to find the help he needed.

For similar reasons he had also given up trying to clarify whether the benefits he was receiving were providing all that he was entitled to.

Mr. W. also had a number of odd jobs that had been piling up around his home, which he was unable to tackle due to ill health. These, he explained, were making him feel depressed and inadequate. He said he was willing to pay a handyman but was concerned that with so many to choose from, he could not be sure that they were honest and reputable. Also he anticipated difficulties with making himself understood in terms of communicating the detail of what he wanted done. The NCWA organiser agreed to assist with this by helping Mr. W compile a list to give to prospective traders. He would then choose who he wanted to do the work after having got quotes back.

After further (translated) discussion, Mr. W agreed to be referred to the pensions service who would be made fully aware of his ethnicity and translation needs.

The NCWA manager broadly agreed to help with any such needs arising from the COA referrals and from any signposting. She

agreed to translate any letters from us detailing services if he brought them into his regular NCWA meeting.

The COA referred Mr. W to the Pensions service and sent him a detailed letter with contact information for the voluntary transport scheme, for transport vouchers and for the Buy with Confidence scheme, explaining the exact procedure for accessing these services.

She also gave a brief explanation of how the pension service worked.

A gentleman was referred to the Community Outreach Service by his Health Visitor.

He lives in the Newark and Sherwood District, alone, in a 2 bed semi-detached home which he rents from his local housing association.

This gentleman was in the 65-70yr old age group and was not married. He had lived with his parents up until his mother had died a year and ago and his father one month ago.

He had had a partner but unfortunately she had died 6 months ago.

This gentleman appeared to be very lonely, isolated and was suffering from ill health. It was also noted this man seemed very shy and withdrawn.

The COA completed a First contact form and requested smoke alarms, handyman service and information regarding clubs and groups from the Newark CVS. Travel arrangements were also a big issue for him travelling to and from his many appointments at the hospital and a benefits check.

Activity Friends was talked about at great length as the COA felt this may be of benefit to him to meet like minded people. He was very interested. A referral was made to the relevant co-ordinator. I.T. Champions was also suggested and this was also met with eagerness.

The COA gave information on the Transport voucher scheme and enquiries made to the transport driver scheme (subsidised fares) to enable hospital visits.

He is now a regular visitor to a local group which has boosted his confidence. He also uses the transport voucher scheme and driver scheme. Smoke alarms have been fitted and he is awaiting news on Activity Friends activities in his area.

Analysis of findings from the Older People as Researchers Project

Resource Centres

Introduction

The Resource Centres

There are four Resource Centres within Nottinghamshire funded through the LinkAge Plus scheme. The Resource Centres are based in Retford, Stapleford, Kirkby and Forest Town and are open one day a week, providing a range of activities and services for older people. The Centres are designed to be places where older people can go to:

- for information, advice and services
- to keep active and healthy
- to meet other people
- to share skills and expertise
- run by older people for older people

Resource Centres are one stop shops which make provision for regular activity as well as providing information for new people who pop in. Older people can just call in for information and advice, or stay longer and enjoy the opportunities and activities on offer. Light refreshments and a freshly cooked two course lunch are available at low cost.

The Project

The Older People as Researchers project within LinkAge Plus involved the training of older people to interview their peers about their experiences of the other LinkAge Plus funded projects. Self Help Nottingham were recruited to manage this process. The older people were recruited and trained, and then undertook their research. All of the older people who were interviewed were service users of one or more of the LinkAge Plus projects.

The research was not undertaken by Nottinghamshire County Council, however the following is a brief report based around the statistics¹⁰ provided to Nottingham County Council by Self Help Nottingham.

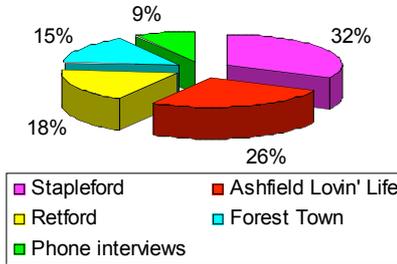
Commentary by Self Help Nottingham

In June 2008, the volunteers who were taking part in the Older People as Researchers Project interviewed 127 older people who attended the four Resource Centres which are part of the Link Age Plus/Invest to Save initiative.

¹⁰ Raw data was provided by Self Help Nottingham which NCC analysed and presented in this report. Where figures do not add up to 100% it is assumed that interviewees did not answer the question. All percentages have been rounded up.

Four centres were visited and face-to-face interviews were conducted by volunteers. The centres were as follows:

Where the people who were interviewed were from



Stapleford	41 face-to-face interviews took place
Ashfield, Lovin' Life	33
Retford	23
Forest Town	19
Phone interviews	11
A total of	127 interviews

At some of the centres everyone arrived mostly at the same time and took part in activities such as a quiz, exercises or craft or were provided with a service such as aromatherapy, podiatry etc. Morning coffee and lunch were also provided. At other centres there was more of a mixture of people calling in for morning coffee or lunch as well as those there for the activities as well as a meal. It was more difficult to catch those who only called in for lunch because they were away as soon as they had eaten the meal.

People didn't always know the difference from the Linkage supported projects and other lunch clubs/activities they attended so it was difficult to extract the precise information.

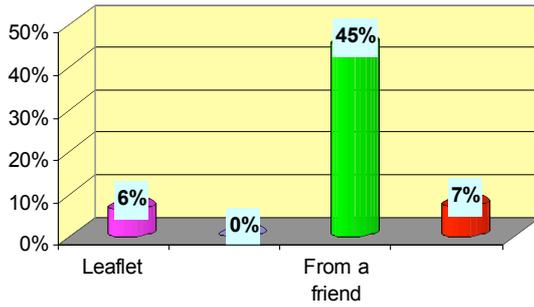
All the volunteers conducting the research were aged 50 plus, and conducted face to face interviews with service users attending the Resource Centres.

The questions asked by the older people

How did you find out about the service?

The overwhelming majority – 45% of those responded said that they found out about the service from a friend, which indicates the reputation the resource centres have amongst older people, and the importance of this reputation in attracting service users.

How did you find out about the service?

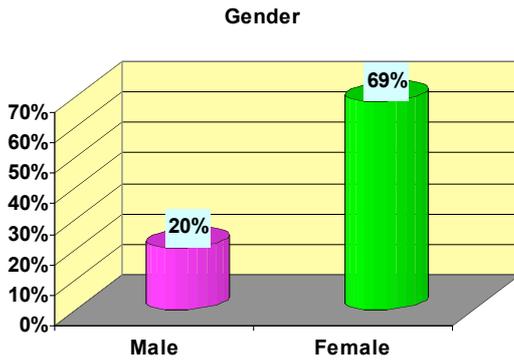


- 45% of those who responded said that they found out about the service from a friend.
- 9% found out about the service from a GP or other professional.
- 8% found out about the service from a leaflet they had seen.

Demographics of those using the Resource Centres

Gender

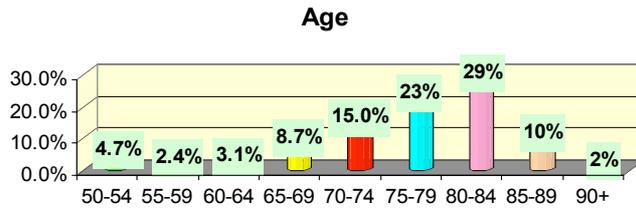
In line with county and national figures for usage of such services amongst older people, those that responded, split into gender was:



- 69% of those using the Resource Centres were female
- 20% of those using the Resource Centres were male

Age

The age of those that took part in the interviews, as perhaps can be expected, is towards the older end of 50+ spectrum.



- 79% were aged 70 and above
- 41% were 80 and above
- 12% of those that responded were in their 60s
- 7% were in their 50s

Health

The overwhelming majority responded that their health is either good or fairly good, which complements the one stop shop and drop in nature of the Resource Centres, and it’s preventative agenda to keep people as active citizens.



- 73% of those interviewed responded that their health is good or fairly good
- 13% of those interviewed responded that their health is not very good
- 13% of those interviewed responded that they have an illness or health condition which limits their life.

Did this service have a positive effect on your wellbeing?

- 67% of respondents said that they had a better understanding of the help that is available as a result of the service
- 65% said that they felt better able to make choices about their health and their life generally
- 8% of people said that they didn’t feel that the service had a positive effect on their wellbeing. Below is a sample of reasons given for this. All responses are given in the appendix.

“Only just started being involved as centre only just opened (in the Buttermarket)”

“There is little general information available - really just a social club”

“Do not really need further help”

Has this service helped you to make more positive changes to your life? Do you feel happier as a result of this service? – if so, how?

Unfortunately, there is no statistical data for this question; however there is a plethora of anecdotal information, a selection of which follows. All comments received are given in the appendix.

Overall, the comments received show unequivocally that the majority of those attending the Resource Centres do so because of the opportunity to interact with other people.

“Meeting people and making friends – knew nobody in Retford prior”

“Meeting people – I’ve just lost my husband, it’s company”

“Meeting people and discussing problems”

“Makes me happy – living on own can be depressing – it’s good to have a chat. It’s the best thing that’s happened to this place”

“I think it’s brilliant, it’s good, sometimes when you live on your own you don’t see a soul”

“The company is most important”

Additionally, those interviewed have an appreciation for the physical and mental agility offered by activities at the Resource Centres.

“I like the line dancing, we get to craft work, it keeps our fingers supple”

“Taking part in the exercises and crafts”

“We like exercise”

“Like the quizzes; it keeps our brain supple”

“Dancing helps to feel better”

Also important is the fact that a freshly cooked, affordable hot meal is provided.

“Helps with the cooking (at home) – come here twice a week”

“No washing up”

“Saves cooking dinner”

“We go to other places, but only this one provides a meal”

Did this service help you to continue to live at home?

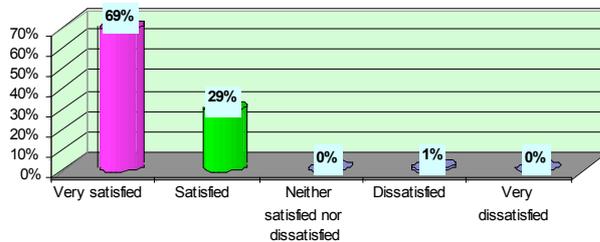
Very few of those interviewed appeared to answer this question. However, this question was asked to people via a phone questionnaire only, rather than during the face to face interviews. Unfortunately, the older volunteers for the organisation undertaking this survey did not fully explore this question.

Therefore there are no figures available for how many people were asked whether the service helped them to continue to live at home, so it is impossible to work out a percentage response. It does appear that the majority don't see a connection between their attendance at a Resource Centre and helping them to live at home; however this assumption can't be quantified with the data available.

- 9 respondents said that this question does not apply
- 4 respondents said that the resource centre does help them to continue to live at home
- There is no further data to suggest whether anybody responded negatively to this question or not.

Which of the following best describes how satisfied you are with the service?

Which of the following best describes how satisfied you are with the service?



- 69% said that they were very satisfied with the service
- 29% said that were satisfied
- 1% said that they were dissatisfied
- Nobody answered to say that they were neither satisfied or dissatisfied or very dissatisfied.

Typical comments include:

“Good food/lunch”

“It’s not as friendly as it used to be; it’s changed”

“Get information on Fire Service/check on smoke alarms at home

“Staff/everyone very friendly/helpful”

“Because they do so much for us and it is essential to meet people. I wouldn’t see anybody if the resource centre was not available.”

“Has more friends than at any other time in her life”

“Nice events and trips to look forward to”

How do you think the service could be improved?

Again, there is no statistical information in response to this question, but a selection of comments is given below. All comments are listed in the appendix, but broadly they fall into the following categories:

- A large proportion of the people who responded said that they couldn't think of any way that service could be improved – this was said in different ways as can be seen in the comments below.
- There was some dissatisfaction with the facilities on offer. Several people who responded felt that the facilities at Stapleford could be improved. This may be, in part, because the County Council don't own the building in which the Resource Centre is housed; and there have been a range of problems because of this. In a similar vein, several people mentioned that they thought there could be better toilet facilities at Retford.
- Several people mentioned food; indicating again how important the provision of a hot meal is for those that attend the Resource Centres.
- Two people felt that transport to the Centres were an issue, with a further six mentioning community transport.
- Two people were interested in a computer course or an internet café; a further two would like the mobile library service to visit.

“None needed can't think of any”

“Better toilet facilities”

“It's alright offering people free bus passes, but they can't walk to the bus stop.”

“More activities – movement and exercise”

“Better venue.”

“Meals are good and good value, but it would be nice to be offered more healthy options if budget allows.”

“I don't think the service can be improved. Please don't take this away as it is my life line. I have 3 friends, all in their late 80s and we meet there every Thursday.”

“Theatre outings and day trips”

Findings from the research

- It is clear that the Resource Centres have an excellent reputation amongst older people. This can be evidenced by the high number who found out about the service from a friend, and from the range of positive comments included in this survey.
- The majority of those using the service were in their 80s, followed closely by those in their 70s. Moreover, 74% of those interviewed responded that their health is good, or fairly good. As stated earlier in the report this finding does support the aims of the Resource Centres, and it's

preventative agenda to keep people as active citizens. Indeed, comments from respondents indicate the value they place on taking part in exercises and crafts to keep them physically and emotionally agile.

- The majority of respondents said that the Resource Centres do have a positive effect on their wellbeing. However, because the formulation of this question was outside of our control, we have lost an opportunity for further analysis on this point.
- Respondent's comments about facilities demonstrate the importance of either the County Council owning the resource or of establishing effective working relationships with the owners of the property.
- The Resource Centres provide a valuable solution to the problem of social isolation and loneliness.

Appendices

How did you find out about the Service?

Driver of transport

Saw advertising board outside Resource Centre/venue x 5

From a befriending service

From attending a class run by the Council
Retford Times – only just started coming, has just opened up (in the Buttermarket) but will be coming again
Been coming (to the centre) for years
In the paper
CVS
From Angela from Stapleford & Beeston
From Carers Group/carer x 2
Can't remember x 3
From the Volunteer Bureau x 2
I came to the hall for an interview
Through Stapleford Bureau x 3
Walked past
Came to the hall for another event (tea dances) and saw the details x 2
Advert in Roundabout
I work for the bureau x 2
Next-door neighbour
my daughter/my son/ a relative x 4
Joined walking group (attached to the centre) first x 3
Through Evergreens x 8
Member of Senior Forum x 2
Visually Impaired Group x 2
the organiser x 2
An ad in County Contact at Sutton
Ashfield Forum
Husband was involved in setting up the service
Church magazine
Age Concern
The Resource Centre
The housing complex where I live
Through Village Hall Committee – asked for help to set it up and run it

Poster

How did you get in touch with the service?

Turned-up x 6
Visit the Action Resource Centre for more information
Called in to see what was on offer
Saw it passing by the centre
The befriending scheme made the arrangements
Through Retford Times

Somebody rang me at home
Came with a friend
Through the bureau x 2
Via the library
my son
Evergreen Club x 6
Age Concern x 2
A carer
Ashfield Forum
Came with a friend
Information in the local paper x 2
Called in to see what was on offer
The Resource Centre
The Housing complex where I live

Did this service have a positive effect on your wellbeing?

No - please tell me why not (write in box)

Only just started being involved as centre only just opened (in the Buttermarket)
It does (all these things) for a lot of people
Not sure what other services are available
Don't get information – never had anyone come to see me
Do not really need further help
If you don't need help you don't ask
No to pt 3 – not well at the moment
Never heard of other services x 2
There is little general information available – really just a social club

Has this service helped you to make more positive changes to your life? Do you feel happier as a result of using the service? – if so, how?

Helps to lead a more sociable and active life
Only 2nd time attended
Happier x 3
Quite happy, improving lifestyle
Make new friends and meet up with old friends
A lifeline especially for somebody who has difficulty with mobility
Meeting people and making friends - knew nobody in Retford prior
Enjoy the craft group, the exercise group and the speakers
Meeting people and chatting
Meeting people – I've just lost my husband, it's company
Meeting people/friends x 16
Meeting people. Made lots of friends.
Make friends x 6
Meeting friends of own age

Friends – keeps you young
Meeting & talking to more people
Enjoy the opportunity of meeting other people for a cup of tea and ‘natter’ – often play Bingo
Getting out and meeting people x 3
Get out more x 7
Enjoy the company x 7
The company is most important x 2
Mixing with people and having a laugh
Made lots of new friends x 2
Mixing with friendly people x 3
It’s good to meet friends, get to know them and they to get to know me
Enjoys the company and the food x 2
By meeting people and joining in various activities, you get to know about other activities available.
Support and friendship when required
Get involved in activities x 2
Another interest x 2
Enjoy the social life provided x 7
Involvement with the group
Go to the club mainly for the social contacts and outings. Have enjoyed the talks given occasionally by the Police etc.
No washing-up
Good lunch x 13
Good value meal x 4
Meeting people and discussing problems
Enjoy the social side and having a good meal at a reasonable price
Not having to make a meal and meeting friends – makes an improvement of life
Give an interest especially the craft work
Something to look forward to x 2
Moved to Retford to be near family and have made new friends
No information or communication given until today (2nd attendance)
Involvement with people and involvement with activities
Taking part in the exercises and craft x 3
Taking part in the exercises
I join in with the bingo
I’m quite positive as it is; I like the company
Better lifestyle
Helps with the cooking (at home) – come here twice a week
Gets us out when we don’t feel like it
Makes a change, motivates me to get out of the house regularly
Gives a break from sitting at home all day, meeting old and new friends
Saves cooking dinner x 4
After my wife passed away, a friend brought me to get me out
Everyone is friendly x 2
Always handy, always laughing
Does help – gardening is looked after, my daughter does my cleaning. This is company – passes the day.
Makes me happy – living on own can be depressing – it’s good to have a chat. It’s the best thing that’s happened to this place.

Takes me out of myself. I spend a lot of time alone. Gives me somewhere to go.
Not particularly x 2
Made friends with the staff
Staff are excellent/dedicated x 2
Helpful staff, friendly people to talk to x 2
Staff are helpful and very professional, nothing is too much trouble
Just lost my husband – my friend asked me to come and it's been great coming here.
The outings are great.
Trips/Outings x 5
I feel much happier.
Look forward to each session
They have trips out, I enjoy the meal
Gets to know about trips and other activities
Better informed about services e.g. keeping warm in winter x 3
Look forward to coming on Wednesday x 2
People live on their own and don't see anybody, this helps them socialise
No worries, meet lots of people to talk through problems
I only come for the food
I've only been here 6 weeks
Joined the walking group first which then led to other activities
Information and communication x 2
Being able to help regularly
Would miss these days out
Dancing helps to feel better
Walking activities
Enjoyable for the few visits made
Enjoyable – very involved with the activities
Not changed way of life, but have met new people and made friends
Taxi cheap with bus pass
Play cards and games
Very much enjoy the social aspect and the cooking and craft demonstrations
Information, communication improving my way of life. Happy using the service and to be involved with activities.
Was pleased to know from leaflets available at club what help was available
Found the leaflets on offer very useful
Found it helpful to know what help was available if required x 2
I go every Thursday. I live in a small village and it gets me out. I could have lunch there, but my bus goes every 2 hours, so I can't stay. They organise trips out which are very enjoyable.
Found that helping other people improved my own life and I became more aware of what help was available. Very much enjoy the social aspect of the club.
It's the best thing that's happened to us
It's somewhere to come
We go to other places, but only this one provides a meal
It's nice to meet people and get talking
Everybody is friendly
The trips are good, we went to Bakewell on Monday
I like the line dancing, we get to do craft work, it keep our fingers supple
Like the quizzes it keeps our brains supple

I think it's brilliant, it's good, sometimes when you live on your own you don't see a soul
I catch 2 buses to get here – it's worth it. You could just sit in, so it's a good thing
The food is quite good, the dinners are good.
We like the exercise.

Why do you say you are satisfied or dissatisfied with the service?

Pleasant atmosphere x 4
Happy atmosphere x 2
Meeting Friends/people x 9
Mixing with people and having a laugh
Like to meet people and get out
Meeting & making new friends x 2
Good company x 3
Enjoy companionship and activities provided
Enjoy the social aspect x 2
Clean premises, friendly staff x 3
Get information x 2
Nice to be held on Market Day so can combine both - Retford
Has more friends than at any other time in her life
No rush
The food is good and reasonable x 3
Price of meal very reasonable
Good cup of tea
Happy meeting people and communicating with others
Present certain activities
Staff/everyone very friendly/helpful x 9
People care
Good food/lunch x 15
Pleased to have a snack at a convenient place that 's not expensive x 2
Attention to special diets
Prefer to eat here among friends (compared to a restaurant)
Very pleasant and meeting people
Getting out of the house, being in different company and a change of food
Get out more x 3
Staff and people so helpful, try to please – lovely people to mix with x 5
Friendly greeting
Very welcoming staff, treat me with utmost respect
Staff make it nice - Stapleford
They work very hard
Very friendly staff and volunteers x 5
Everyone very helpful. If they don't know an answer they will find out for us.
Everyone so helpful & kind x 2
Getting involved with activities and other people
Lots of activities
Nice events and trips to look forward to x 3
It's not as friendly as it used to be, it's changed – Stapleford

New workers - Stapleford
Company is good
Feel happy being here
Can borrow books
Can go on trips x 3
I've always been active and this gets me out
It's (the lunch) brought to you
Very friendly x 2
No complaints about anything – we get information here about things that can help us, like pensions. Got information about the mobility place and got a chair to help me at home.
No complaints, I wouldn't keep coming if I didn't like it!
More than satisfied, very friendly.
The food is cheap
Don't have to cook
Here for 2-3 hours, very sociable
Give a social life x 3
We get transport cheaper than we would for trips
It's a meeting place. We learn different things that happen in Stapleford.
Have met friends – same people tend to come each week
Really like coming here to meet friends and having nails done
Creates community spirit
Because there isn't a problem the organisers can't solve
They do your nails & toe nails – it's great
Enjoy the facilities
Information and communication available, group involvement and social life
Provide useful information
Suiting your lifestyle
Got information on Fire Service/check on smoke alarms at home
Enjoy the opportunity of expressing own choices
Walking activities
Enjoy the talks occasionally give by the Police etc.
Enjoyable
Very happy with the service
Involved with outings and activities x 2
Very enjoyable, cannot fault
Would like other people to treat it as more than a lunch club – some just don't join in
Enjoy the social aspect and the cooking and craft demonstrations
Enjoy the social contact
Services available, very helpful
Enjoyed social contact but generally speaking quite happy living with husband's help
Because they do so much for us and it is essential to meet people. I wouldn't see anybody if the resource centre was not available.
Support
Found that helping other people improved my own life and I became more aware of what help was available. Very much enjoy the social aspect of the club.
Feel content with what is provided
It's very good
No complaints
Most people are volunteers

The food is nice
We'd be lost without this
You only pay for your dinner
It's old age and poverty, it's nice to have different things coming off

They try to please folk

How do you think the service could be improved?

It is excellent
None needed/can't think of any x 40
It is satisfactory/quite satisfied x 10
Not at all, although can be a bit noisy with 70+ people attending
Don't know x 2
Don't know – it's fine as it is, nothing needs altering x 2
Sign for toilets (Retford Resource Centre) x 3
Access to toilets – Retford
Better toilet facilities - Retford
Better toilets/mens toilets – Stapleford x 6
More sessions x 3
A mobile library would be nice - Retford
By attending the centres peoples services are improved
None – it is very good now – Retford
Finding the toilets difficult – Retford
Not involved as yet (2nd attendance)
Not at the moment, quite satisfied
More variety of dinners on offer – Forest Town/Ashfield x 4
Meals are good and good value, but it would be nice to be offered more healthy options if budget allows.
A different layout of the tables to encourage more contact – Forest Town x 3
Community transport for those who need it/for some activities x 6
With a bit of dancing – I enjoy dancing
If there was better co-ordination. The one before was more positive. These new ones, got to give them a chance – Stapleford
Microphone – Forest Town
Require a hearing loop – Forest Town x 2
Require more information – Forest Town
Perhaps a few more chairs – can get quite full, only now and again – Stapleford
More interaction needed from Stapleford Bureau Manager – she is unapproachable
Plenty of other facilities available during the week
Haven't thought about it, but hairdressing wouldn't go amiss – Stapleford
Better venue – Stapleford x 3
Bigger kitchen - Stapleford
I stopped coming last year because the good cook left – but it's got better again.
Facilities could be a bit better with a bit more money – Stapleford
More activities – movement and exercise - Stapleford
Can be a bit tight if one or more staff can't be there. Could do with a few more.x 2
It's alright offering people free bus passes, but they can't walk to the bus stop.
Drop off on the bend is very dangerous, especially for wheelchairs - Stapleford

Continued funding

More music facilities - Ashfield

Car parking poor – Ashfield

Programme of events to be sent to home - Ashfield

Would be interested in a computer course

More publicity

Perhaps bingo would appeal to more people if it was in the morning – Ashfield

Theatre outings and day trips – Ashfield

Need to attract more men – card games/competitions – Ashfield

With the addition of an internet café

More information required

It would be nice to have a mobile library visit

I'm not very mobile and taxis are expensive. Would be helpful if subsidised transport could be arranged – am sure more people would go to club if this facility was available.

Have found Council very helpful if any repairs required

I don't think the service can be improved. Please don't take this away as it is my life line. I have 3 friends, all in their late 80s and we meet there every Thursday. (lady whose bus only runs every 2 hrs)

To date have received funding from the County Council to pay rent for the hall – wouldn't be able to continue if this wasn't available. Members pay for the services of a qualified instructor.

Do Bingo, Line Dancing and keep fit

More free chiropody

It used to be longer, we could do with more time for craft work

Stapleford Bureau

Name : Link Age Plus - 60 in South Broxtowe

Description :

60 in South Broxtowe offers a range of activities and services for older people including nail cutting, complementary therapies, exercise classes, games, bingo, arts displays and plays. The centre is also a useful point of information and has regular talks and presentations on local services. A hot two-course meal and tea or coffee are provided, for which there is a small charge.

The centre is run by Stapleford Volunteer Bureau, and clients are free to use as many of the services as they want to, on a regular or one-off basis.

Funded through the Link Age Plus scheme.

Address : Maycliffe Hall, Toton Lane, Stapleford

Phone : Janice Knight - 0115 9491175

Areas Served:

- Broxtowe

Opening Times : Wednesdays 10.00am-3.00pm

Our Centre

Name : Link Age Plus - Lovin' Life Resource Centre

Description :

The Resource Centre is run by Kirkby Volunteer Centre, and is available for anyone over the age of 50 living in Ashfield. There is no entrance charge, but there is a freshly prepared hot two-course lunch for £3.

A variety of guest service providers visit the centre, a walking group has been formed, and various trips are planned.

Funded through the Link Age Plus scheme.

Address : Evergreens Community Centre, Urban Road, Kirkby-in-Ashfield

Phone : Sandra Musson - 01623 753192

Areas Served:

- Ashfield

Opening Times : Fridays 10am-2pm

Retford Action Centre

Name : Link Age Plus - Retford's Resource for Older People

Further information can be found at : [the Retford Action Centre website](#)

Description :

Open every Thursday from 10.00 a.m. to 3.00 p.m. Anyone aged over 50 can drop into Retford's resource for older people, and there is no charge to attend. You can take part in a craft group, seated exercise class and other activities including bridge, dominoes and scrabble. You can find out about services of interest to you in a friendly atmosphere, we have a range of leaflets and regular guest speakers.

Light refreshments are served throughout the day, with a freshly cooked and locally produced meal at lunchtime (12.00 noon – 1.00 p.m.). A small charge is made for refreshments.

A voluntary transport scheme is available for travel to and from the centre.

Funded through the Link Age Plus scheme.

Address : Riverside Centre, 26-32 Bridgegate, Retford, Notts (next door to New Life Christian Church bookshop)

Postcode : DN22 6AA

Email : olderpeople@retfordactioncentre.org.uk

Phone : 01777 709650 or 01777 862745 (Thursday only)

Areas Served:

- Bassetlaw

Opening Times : Thursdays, 10.00am - 3.00pm

Link Age Plus - Forest Town Friends Resource Centre

Description :

Forst Town Friends is a free drop-in facility for people over 50 and includes services like toe-nail cutting, complementary therapies, community safety advice and falls prevention.

Forest Town Friends is part of the Kingsway Community Project, which runs a number of activities for older people including daycare on a Monday and Thursday, a befriending service, and movement to music sessions.

Anyone can attend, and if you want to get involved either as a member or a volunteer you would be very welcome.

The centre is open from 10am until 2pm, but some services (e.g. chiropodist, legal advice) do require an appointment.

Contact Norma Sparkes.

Funded through the Link Age Plus scheme.

Address : Kingsway Hall, Clipstone Road West, Forest Town, Mansfield

Postcode : NG19 0DU

Phone : Norma Sparkes - 01623 422161

Areas Served:

- Mansfield

Opening Times : Thursdays 10.00am - 2.00pm

Preventative Adaptation Schemes (P.A.S.) in South Notts

1. INTRODUCTION

Aims of the Service

The service will aim to provide a quick installation of low cost, minor adaptations to older people to reduce the risks of falls and improve self-confidence to remain in their own homes. This service is available to older people aged over 70 of any tenure who live within the South Nottinghamshire Home Improvement Agency (SNHIA) area (Broxtowe, Gedling and Rushcliffe).

Location of the service

The service will be located at SNHIA, Rushcliffe Homes at Rushcliffe Civic Centre, Pavillion Road, West Bridgford, Nottinghamshire NG2 5FE

2. SERVICE SPECIFICATION

Management of the Preventative Adaptation Schemes

The SNHIA will manage and co-ordinate the Preventative Adaptation Schemes across the whole of South Nottinghamshire.

Targeting the client group

PAS will be available for use by residents who are 70 years of age and over.

PAS will be actively promoted and the level of service monitored. Steps will be taken to ensure that it is accessible, by various means, to all of the targeted client group(s). The service can be accessed through self assessment via a standard application form and this will be available through a number of public venues, such as health centres. The service can also be accessed through a variety of different professionals such as social care staff, health staff, housing and environmental health staff. The application form will be available in different formats and languages. The steering group will monitor the scheme to ensure it is accessible and SNHIA will take any appropriate action to target the scheme to disadvantaged groups.

Referral Procedure/Access to the service

The service will be accessed through the SNHIA with a dedicated point of contact for PAS within the agency. The SNHIA will ensure clients are referred to the most appropriate service (see process mapping document).

Referrals for preventative adaptations can be made by a 'professional', client or carer. A referral can be made by telephone to the co-ordinator/admin at SNHIA who will complete the written assessment form. Alternatively, the client or carer can complete the self assessment form, which enables a person

to self assess needs. Similarly, the professional can complete a written assessment of need. There are two ways of recording the self assessment/written assessment; electronically or on paper form.

The co-ordinator is responsible for screening referrals and identifying other needs. The First Contact Signposting Checklist could be used to identify other needs.

Where cases are clear, simple and straightforward the co-ordinator should be able to arrange service through PAS or the handyperson scheme, and/or signpost on without further intervention. The contractor would be contacted by the co-ordinator to undertake the work.

In cases where further information is required, the co-ordinator would contact the client/carer. The methods of assessment include phone or a visit and this would depend on the person's situation and needs identified. Following the co-ordinator's assessment, if appropriate, the co-ordinator would proceed to arrange for the low level adaptation to be carried out by the contractor and/or signpost on to other services.

At any point where a person's needs are identified as potentially higher or more complex than the remit of the PAS or handyperson scheme, the co-ordinator would liaise with SSD/NHS to determine whether the user/carer would benefit from a full Community Care Assessment or specialist assessment, such as the Falls Prevention Assessment.

Services to individual clients

The service will carry out works in respect of low cost minor adaptations. The financial limit on minor adaptations is £250.00.

Examples of the types of works across the schemes include:

- Grab rails
- Stair rails
- Half steps
- Extra safety and security measures (Rushcliffe only)
- Other work as agreed by Steering Group

Where clients are eligible for alternative assistance they will be given appropriate advice by the SNHIA or referred else where as necessary.

Cost of service to individual clients

A fee of £10.00 per hour or part thereof will be charged in respect of eligible works for services provided within Broxtowe and Gedling. Where a charge is appropriate the client will be informed when the referral is accepted.

Under certain financial circumstances hardship funding may be available.

Standard and quality of work

Reliable technical advice will be available from the suitably competent contractor providing the service.

All clients will be asked to complete a service satisfaction questionnaire on completion of works which will be assessed by the SNHIA.

The customer satisfaction survey results will inform service review outcomes and will be a tool to ensure completed works meet the required standards. If there is any dissatisfaction with the service, there is a responsibility to follow this up with a visit and/or action where appropriate.

Management Arrangements

SNHIA, the funders and a representative from Nottinghamshire Older People's Advisory Group will meet every three months at the PAS Steering Group to assess performance of PAS; review complaints and actions taken by SNHIA; to consider opportunities for service development, expansion and to review the arrangements as necessary. Additional meetings can be called by any party to address any urgent issues, which may arise.

Performance, Tracking And Reporting

All information will be required on an individual Local Authority basis.

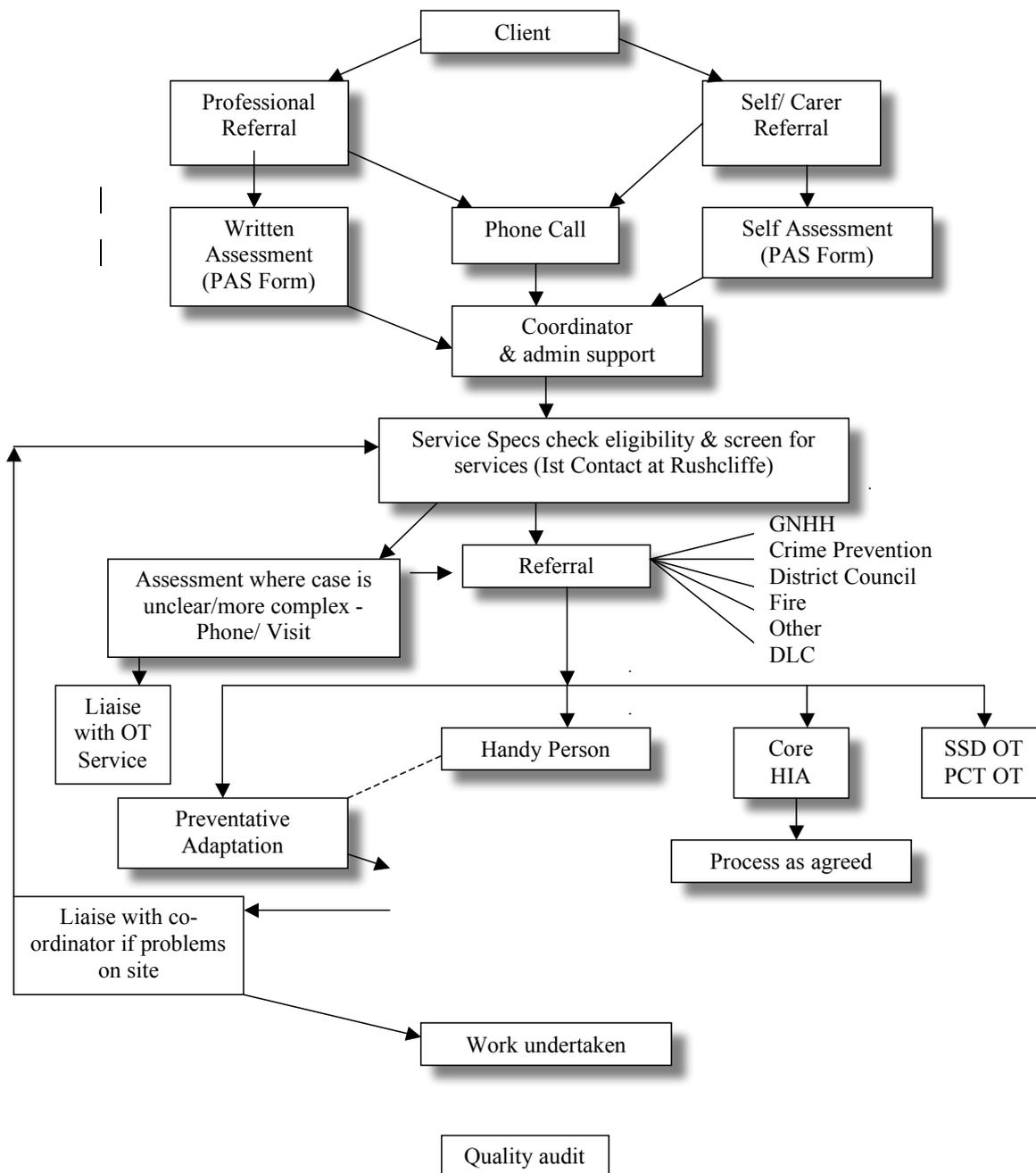
1. Age of clients broken down by age group (census data categories)
2. Number of BME clients as a percentage of total number
3. Number of clients broken down by borough
4. Number and % of self assessment forms completed
5. Source of referrals
6. Number and % of cases meeting target time of xx days from when the client agrees to works to the actual completion of the work
7. Average time in hours to complete per job.
8. Average cost of case
9. Number and % of works by type
10. Number and type of ineligible works requested
11. Number and % of referrals made to other schemes/agencies by name
12. Number and % of clients in each tenure
13. Number of First Contact Checklists completed
14. Number and percentage of customers satisfied with the service
15. Amount spent quarterly

A customer satisfaction survey will be carried out, which will include a question around future charging.

The format of the questionnaire shall be approved by all funders prior to use.

Review

The service will be reviewed annually with provision for the first review to be held no later than six months after the start date of the service. The age limit set for the service will be reviewed at the first review.



	Year 1				Year 2			
	7. Preventative Adaptations				450			
or ations the	Year 1 Q1	Year 1 Q2	Year 1 Q3	Year 1 Q4	Year 2 Q5	Year 2 Q6	Year 2 Q7	Year 2 Q8
	Sept - Nov 06	Dec - Feb 07	Mar - May 07	June - Aug 07	Sept - Nov 07	Dec - Feb 08	Mar - May 08	June - Aug 08
					40	105	150	155
					100	193	151	186
					100	193	151	186
					100	293	444	630
nst					250%	184%	101%	120%
					250%	202%	151%	140%
nst					22%	65%	99%	140%

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		Comments
	Q1 Year 1	Project delayed but it is anticipated it will be able to meet reduced targets and budget. We now anticipate a total of 450 cases during the project life rather than 750 with a consequent reduction in the budget. This change will be submitted as a Schedule 5 variation to the MoU targets and budget.
	Q2 Year 1	
	Q3 Year 1	
	Q4 Year 1	
	Q1 Year 2	Total target reduced, now aiming to complete 450 adaptations over the remaining life of the project. Schedule 5 completed to reflect the changes.
	Q2 Year 2	Performance increased as word has spread that the service is available. The Preventative Adaptation Scheme is very popular and demand is growing. This scheme will continue after the expiry of the project as it meets the needs of the PCTs and Adult Social Care and Health.
	Q3 Year 2	
	Q4 Year 2	

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Customer satisfaction survey feedback from PAS surveys returned October 2007 to 13th Feb 2008

70 forms returned

Where did you find out about the service?

Leaflet	Press	Personal recommendation	Other
5	41	12	12
7.14%	58.57%	17.14%	17.14%

How would you describe our service?

Arrangements for carrying out the work

Very good	Good	Satisfactory	Fair	Poor
63	5	1	1	0
90.00%	7.14%	1.43%	1.43%	0.00%

Quality of workmanship

Very good	Good	Satisfactory	Fair	Poor
68	2	0	0	0
97.14%	2.86%	0.00%	0.00%	0.00%

Punctuality of contractor

Very good	Good	Satisfactory	Fair	Poor
66	3	1	0	0
94.29%	4.29%	1.43%	0.00%	0.00%

Tidiness of contractor

Very good	Good	Satisfactory	Fair	Poor	Unanswered
68	0	1	0	0	1
97.14%	0.00%	1.43%	0.00%	0.00%	1.43%

Time Taken to complete work

Very good	Good	Satisfactory	Fair	Poor
69	1	0	0	0
98.57%	1.43%	0.00%	0.00%	0.00%

Quality of customer service from PAS staff

Very good	Good	Satisfactory	Fair	Poor
64	4	2	0	0
91.43%	5.71%	2.86%	0.00%	0.00%

Would you use PAS again or recommend it to someone else?

Yes	No
70	0
100%	0%

Do you feel that the work has helped you feel more confident getting around your home?

Yes	No	Not Applicable	Unanswered
63	6	1	1
90.00%	8.57%	1.43%	1.43%

Do you feel that the work completed has helped you to get into your home without tripping or falling?

Yes	No	Not Applicable	Unanswered
47	0	18	5
67.14%	0.00%	25.71%	7.14%

Do you feel that the work completed has helped you to feel safer and more secure at home?

Yes	No	Not Applicable	Unanswered
57	0	11	2
81.43%	0.00%	15.71%	2.86%

Preventative adaptation scheme case study

The case study below is derived from a monitoring form submitted by the scheme recipient.

Mrs X 2 half steps (front and back doors) and 5 grab rails (bathroom and front and back doors) were provided. Via First Contact referral Mrs X has also been seen by the police, the falls prevention scheme and the Mansfield Voluntary Services.

Consequences of action taken, which *may* include (if appropriate to that particular service user):

Mrs X stated that she feels very happy to know she is able to access so many services via PAS. Mrs X stated she feels the level of care shown to her is wonderful. Mrs X stated she feels able to voice her opinion on health issues and was able to say what her needs were and have them met directly without need for lengthy assessment.

Mrs X stated she feels able to get out easier and feels safer using the bath. Mrs X stated she feels that this is something she feels will benefit her more in the longer term once the things she finds **difficult...** This is something which will enable Mrs X to remain independent in her own home, thus helping to maintain her health and life expectancy.

Material wellbeing in respect of:

Mrs X states sometimes she cannot afford to go out and states this free service has helped her to enjoy community activities more due to the extra money. Previously Mrs X states she purchased her own adaptations.

Psychological well-being

Mrs X stated the PAS scheme has made her feel very happy and no negatives at all.

Support and Care.

Mrs X stated her health is not the level where this is a concern. However Mrs X stated she feels the adaptations will help her to be safe at home in the future which is very good for peace of mind.

Fairness in work and later life. Was there any impact on:

There was an impact on inactivity in that Mrs X was able to use the money she saved to enjoy community activities.

Independence in supportive communities. Were they helped to have:

Voluntary Services, Police crime liaison officer, Falls prevention team, adaptations.

	Year 1				Year 2			
	4. Communities Computers			100				
Identity	Year 1 Q1	Year 1 Q2	Year 1 Q3	Year 1 Q4	Year 2 Q5	Year 2 Q6	Year 2 Q7	Year 2 Q8
	Sept - Nov 06	Dec - Feb 07	Mar - May 07	June - Aug 07	Sept - Nov 07	Dec - Feb 08	Mar - May 08	June - Aug 08
	0	0	20	20	20	20	20	20
						50		
						50	0	0
						50	50	50
nst						250%	0%	0%
						83%	63%	50%
nst						50%	50%	50%

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		Comments
	Q1 Year 1	<p>There was a delay in providing new computers; however, this delay is not fundamental to the project success or outcomes and we will revise the success criteria to provide 20 computers in the fourth, fifth, sixth and seventh quarter and eighth quarter of the project. This will allow us to meet the project target of 100 computers given to hard to reach groups within the project life and to use the full budget. . This change will be submitted as a Schedule 5 variation to the MoU targets and budget.</p>
	Q2 Year 1	
	Q3 Year 1	
	Q4 Year 1	
	Q1 Year 2	
	Q2 Year 2	To date 50 computers have been provided, we are inviting applications for a further 50 which will be provided before the end of the project.
	Q3 Year 2	We will invite a further round of bid for new computers in the final two years and complete the monitoring.
	Q4 Year 2	Due to funding constraints we are now unable to invite bids for the remaining 50 computers we hoped to distribute during the lifetime of the project

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	Year 1				Year 2			
	5. I.T. Champions				96			
	Year 1 Q1	Year 1 Q2	Year 1 Q3	Year 1 Q4	Year 2 Q5	Year 2 Q6	Year 2 Q7	Year 2 Q8
	Sept - Nov 06	Dec - Feb 07	Mar - May 07	June - Aug 07	Sept - Nov 07	Dec - Feb 08	Mar - May 08	June - Aug 08
					0	25	35	36
nter					1	20	42	42
					1	20	42	42
					1	21	63	105
nst					#DIV/0!	80%	120%	117%
					#DIV/0!	84%	105%	109%
nst					1%	22%	66%	109%

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		Comments
	Q1 Year 1	We could not appoint a service provider to administer the IT champions project in our first grant aid exercise so our timescales have slipped. We have now appointed a third sector partner – Notts Rural Community Council and they will spend the entire budgeted sum over the remaining project life and will meet the success criteria of training a minimum of 96 IT champions over the life of the project. The revised project outcomes are 16 IT champions for the six quarters from the forth to the eighth quarter of the project. The outcomes will remain the same but compressed over a shorter period. This change will be submitted as a Schedule 5 variation to the MoU targets and budget.
	Q2 Year 1	
	Q3 Year 1	
	Q4 Year 1	
	Q1 Year 2	One champion trained, volunteers waiting for training but there are delays with CRB checks. Targets reprofiled as no work done to appoint any champions.
	Q2 Year 2	Opportunities with libraries and nursing homes are developing very well. We are now confident we shall exceed our targets. Although Rachel will not see the project to its conclusion we are fortunate to have recruited Jane Jackman from within RCAN who will continue where Rachel leaves off.
	Q3 Year 2	
	Q4 Year 2	

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I.T. Champions case studies

These case studies have been **completed by ...** The case studies illustrate the benefits that have been derived by the service recipients and their responses help form the qualitative evaluation of the pilot scheme.

Jean is aged 63, lives with her husband and is retired. When she retired she bought herself a laptop and printer in an attempt to try and "keep up with the modern world" as she puts it.

Before undertaking the computer training, one of Jean's biggest problems was confidence, she found using her computer a little daunting. Jean heard about the IT Champions training in a local newspaper and persuaded her husband to join her on the training course.

Following the training Jean reported feeling increased confidence. With her new skills, she plans to use the internet to shop on-line and now that she has an email address she plans to contact family and friends by email. She's also thinking of doing her banking on-line.

Jean was helped to gain computer skills in a group environment and is now even showing her 9 year old grandson a few tips. She also plans to pass on her new found computer skills to her sister Glenda by helping her to set up an email address of her own. Since undertaking the IT champions training she has purchased a mouse to use with her laptop. Jean says "before I went on the training I didn't even know that you could attach a mouse to the laptop". Jean suffers from Rheumatoid Arthritis and has found using a mouse rather than the touch pad on the laptop much easier.

Jean commented: "I really wasn't making the most out of my computer. I hadn't a clue how to print things off and my young grandson knew it all which really didn't help my confidence levels much. I really enjoyed the class and have made new friends, I plan to meet up with one lady from the class on a regular basis. I've been on holiday recently and plan to book my next one online-hopefully!"

"I've also found out where to access a cheap chiropodist for the over 60's from someone in the group which is an added bonus!"

Ralph is aged 80, and lives alone. Due to long term health issues he has difficulties getting out doing his weekly shopping. He also cares for his elderly Mother -in -Law who still lives independently herself.

Before undertaking the computer training, one of Ralph's biggest issues was being unable to tackle the step hill on which he lives

when going off to do his shopping. Carrying heavy bags and walking the hill back to his home were major obstacles due to his disability. Ralph's new skills allow him to use the internet to shop on-line for both himself and his mother-in-law, making the task of doing the weekly shop much easier. He now also does his banking on-line, shops for household appliances and other goods and uses the internet to send gifts to family and friends. The ability to shop on line has really made a difference to Ralph and has without a doubt bought him greater independence.

Ralph was helped to gain computer skills in his own home and now has his own computer. Because Ralph also suffers from a visual impairment due to his illness, he was shown how to alter the settings on his computer to allow a large font size which makes using the screen much easier.

Ralph commented "I had never used a computer. Now thanks to someone showing me the ropes I shop online for myself and my 97 year old mother-in-law. I play bridge and speak to my friends on SKYPE".

Year 1					Year 2			
6. Traders Register					1300			
0 in	Year 1 Q1	Year 1 Q2	Year 1 Q3	Year 1 Q4	Year 2 Q5	Year 2 Q6	Year 2 Q7	Year 2 Q8
	Sept - Nov 06	Dec - Feb 07	Mar - May 07	June - Aug 07	Sept - Nov 07	Dec - Feb 08	Mar - May 08	June - Aug 08
					200	250	275	275
ers					Not applicable, see text below			
					0	0	0	0
					13	13	13	13
nst					0%	0%	0%	0%
					3%	2%	1%	1%
nst					1%	1%	1%	1%

Comments	
Q1 Year 1	This project has been delayed because of delays in funding approval but also to allow for an increase in the scope of the scheme and to introduce joint working with the Nottingham City Council to increase the scope of the project sustainability. The initial project plan also did not allow sufficient time to account for the training of auditors and the approval of the traders. The scheme will now be launched in to traders in July with an award ceremony and launched to the public formally in the Autumn. The total of new users of the traders register will remain at 1300 in the project life with 260 in the remaining five quarters of the project life. This change will be submitted as a Schedule 5 variation to the MoU targets and budget.
Q2 Year 1	
Q3 Year 1	
Q4 Year 1	
Q1 Year 2	Delays in starting this project caused by needing extra time to set up the traders register, CRB checks have to be completed on all tradespeople. Also identified problems in collecting data of the numbers of people using the register. The traders are asked to leave a card when they complete any work which the end user should complete and return to the council. However, there is no assurance that the traders always do this, neither is there assurance that the end user employed the tradesperson as a result of consulting the trades register as opposed to any other media where the tradesperson might be listed such as Yellow Pages, local paper etc. Therefore the accuracy of the data captured against this target is doubtful. Traders register is currently held by trading standards but there are no plans in place for long term sustainability of the maintenance and updating of the register but it is expected. We will never know the number of customers because of the nature of the scheme; however if we measure the number of hits to the Buy with Confidence website we have more than met the targets. The figures for the hits on the website are available, if requested.
Q2 Year 2	Stats for the number of hits on the website show it has already been accessed in excess of half a million times. Feedback from customers who have used the site and then a trader is mainly positive. John / Sam to follow up what action is taken when a customer provides feedback that a trader provide a poor service.
Q3 Year 2	While there are limitations in collecting data in a project which gives users access via a website. The project is popular with traders and users with 100 traders currently register with 112 waiting processing.. The project has been promoted via business rates and local radio this quarter.
Q4 Year 2	

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	Year 1				Year 2			
	9. Transport Voucher Scheme				3000			
	Year 1 Q1	Year 1 Q2	Year 1 Q3	Year 1 Q4	Year 2 Q5	Year 2 Q6	Year 2 Q7	Year 2 Q8
	Sept - Nov 06	Dec - Feb 07	Mar - May 07	June - Aug 07	Sept - Nov 07	Dec - Feb 08	Mar - May 08	June - Aug 08
				600	600	600	600	600
				690	708	2753	4705	6626
				690	708	2753	4705	6626
				690	1398	4151	8856	15482
nst				115%	118%	459%	784%	1104%
				115%	117%	231%	369%	516%
nst				23%	47%	138%	295%	516%

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Comments	
Q1 Year 1	<p>Achievements</p> <ul style="list-style-type: none"> • Taxi voucher scheme launched July 2006 • Second quarter December 2006 – February 2007 No vouchers distributed. • Third quarter March – May 2007 - Organise, print and distribute vouchers to voluntary car driver scheme
Q2 Year 1	
Q3 Year 1	<p>Explanatory note</p> <p>The project has been delayed to allow for an increase in the scope of the scheme and an increased chance of sustainability with a wider range of partners. The scheme will now be launched in the third rather than the second quarter while the targets and overall budget will remain the same. The targets will be adjusted to 600 taxi journeys a quarter starting from the fourth quarter. This change will be submitted as a Schedule 5 variation to the MoU targets and budget.</p>
Q4 Year 1	
Q1 Year 2	<p>Delays in getting the vouchers back to the council from the taxi companies. This means that although the council knows how many vouchers were issued, it is unclear how many have actually been used. The scheme is now under review, the vouchers will be stamped with an expiry date, this will prevent end users stockpiling vouchers indefinitely but will not address the problem of taxi drivers not submitting their vouchers promptly. Agreed with the council that this target will be measured based on the number of taxi vouchers submitted to the council for payment, not based on the number of vouchers issued.</p>
Q2 Year 2	<p>Large increase in performance data as the council contacted taxi companies and requested all outstanding vouchers for claiming cash be submitted before the end of the financial year. This project is very successful and has been the subject of recent user evaluation which proves its popularity. The demand exceeds demand and the issue is how to ration services fairly and targeting services on those most in need. Targets are exceeded.</p>
Q3 Year 2	
Q4 Year 2	

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Transport voucher scheme anecdotes

The transport voucher scheme has benefited from a questionnaire sent to 2,024 scheme users. This questionnaire received a 54% return rate and these responses included a number of comments from users. A selection of these comments is included below.

"The scheme has let me feel and want to be a little more independent and enables me not to want to rely on other people as much."

"The scheme has been of great help to me. Without a taxi, I would be virtually housebound. I have no close family living near to me. I am grateful to have been granted the vouchers to help towards my taxi fares."

"I have a serious heart condition which requires me to visit my GP every week and hospital every two weeks, as my vouchers do not cover my journey's I go on the bus which goes into the hospital grounds when I don't have a voucher."

"I have completed this form on my husband's behalf. He suffers from Alzheimer's so these vouchers allow him to go out as trying to use public transport is extremely difficult."

"I have to attend hospital monthly and my transport was provided via my doctor by the hospital. This service has now been stopped and I will have to use taxis to and from the hospital. I cannot walk very far so I have not been on a bus for four years."

"My husband and I are grateful for the voucher scheme but we both have disabilities which public transport is difficult with. My husband has dementia and Parkinson's."

"My wife is in a nursing home which is two bus trips away. As I am 83 years old and disabled it is hard to get there. More vouchers would be a great benefit to me to allow me to visit more especially in the winter."

"I am disabled and totally dependent on taxis as there is no bus stop near me and I am using a walking frame. Your scheme is a great help for me and I would like to thank you. Why start the scheme with 50? Why not 65 plus and help the elderly more?"

"I think its fantastic, it has made a wonderful difference to me. It means that I can carry heavy bags from the supermarket which I cannot do on the bus because I have arthritis in my legs."

"I think that the scheme is fine. I was able to do my shopping at Tesco and have a taxi home with my bags otherwise I have to wait for my grandson to have a day off work because I couldn't carry my bags into Mansfield to catch a bus."

"I have recently been divorced and my income has been halved so I find the vouchers very useful. My GP isn't near and the bus service isn't very good being lonely it helps to get out to see a friend now. Thank you."

"I really appreciate the vouchers, as I have only to rely on family / friends to taxi me one way to appointments or shopping. It is so important to be given some independence. I have arthritis and breast cancer and I live too far from the local bus stop. Thank you so much for your help and courteous help on the phone."

	Year 1				Year 2			
	8. Golden Gardening Scheme				800			
os	Year 1 Q1	Year 1 Q2	Year 1 Q3	Year 1 Q4	Year 2 Q5	Year 2 Q6	Year 2 Q7	Year 2 Q8
ct.	Sept - Nov 06	Dec - Feb 07	Mar - May 07	June - Aug 07	Sept - Nov 07	Dec - Feb 08	Mar - May 08	June - Aug 08
	0	50	75	125	140	110	150	150
	11	34	175	262	235	35	249	322
	11	34	175	262	235	35	249	322
	11	45	220	482	717	752	1001	1323
nst	#DIV/0!	68%	233%	210%	168%	32%	166%	215%
	#DIV/0!	90%	176%	193%	184%	150%	154%	165%
nst	1%	6%	28%	60%	90%	94%	125%	165%

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		Comments
	Q1 Year 1	
	Q2 Year 1	
	Q3 Year 1	
	Q4 Year 1	
	Q1 Year 2	Already achieved 90% of target, scheme is over subscribed, there is a waiting list of over 100 people.
	Q2 Year 2	Numbers dropped dramatically in this quarter due to the seasonal nature of the service with very little gardening work done over Christmas or through January. This scheme is very popular. Our only issue is how to ration the scheme so that it reaches those most in need in future. The scheme will continue to be funded. We will meet our targets.
	Q3 Year 2	
	Q4 Year 2	

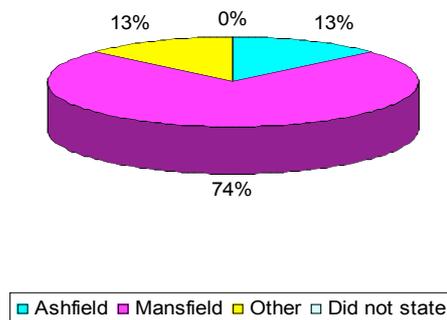
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Nottinghamshire County Council's Golden Gardening Scheme Questionnaire

The Golden Gardening Scheme questionnaire has provided a high response rate of returns. Of the 179 questionnaires distributed in June 2008, 83 were returned providing a representation of 46% of those aged 50 plus past and presently registered with the scheme.

The predominant users of the scheme live in the District of Mansfield (73%) with a small proportion of respondents residing in the Districts of Ashfield (13%) and Gedling (13%). Those respondents residing in Ashfield and Gedling live on the borders of Mansfield enabling them to access the Gardening Scheme.

Which District do you live in?

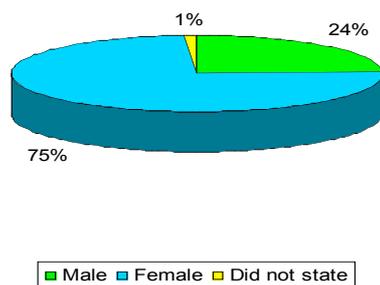


Usage of the scheme by gender

The results of the questionnaire show that the predominant users of the scheme are women with 75% of them currently or previously registered to use the Golden Gardening scheme. The mid 2006 Nottinghamshire population estimates show that there are a balanced proportion of men and women within the County within the younger age groups. Estimates from 2006 depict that “46% (127.900) of the resident population of Nottinghamshire are over the age of fifty are male and 54% (148.400) are female”¹¹.

Are you?

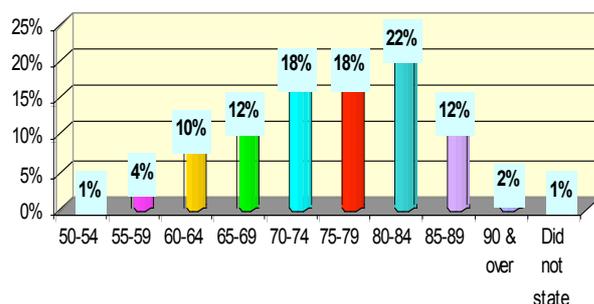
¹¹ Moraz, Maria – Population Estimates (www.nottinghamshire.gov.uk/home/business-economy/econdata/populationestimates-2/latestestimates.htm)



However, figures from the Office for National Statistics depict that there is a significant difference between the number of men and women aged 74 and above in Nottinghamshire, the age range of respondents shows that the main users of the scheme are predominantly between the ages of 75 to 89 years old (74%). Of those aged 74 years and above within Nottinghamshire, “60% of this age group are female and 39% male”¹². Therefore, the gender split of those using the scheme is representative of that in Nottinghamshire.

The age ranges of those that access the scheme the least are those aged between 50 and 59 and over 90 years old (8%). This may be due to the life expectancy of people aged 90 years old plus and the number of people in employment under the age of 60.

Age



The results of the questionnaire show that the predominant users of the scheme are White: British with 96% of respondents describing themselves in this way. Only 3%

¹² Office for National Statistics- Website (www.statistics.gov.uk)

of respondents described themselves as Black minority ethnic (BME). (See **Annex Seven for usage of scheme by ethnic groups**).

Although there appears to be a small number of BME groups utilising the scheme, when compared to the County's population statistics (2007) in the 'Improving Nottinghamshire Corporate Assessment Peer Review' it was stated that "the County's population is predominantly white with less than 3% being from the black and minority ethnic (BME) population"¹³. The questionnaire results clearly identify that 3% of respondents are from BME groups.

Indeed the Mansfield District Council Neighbourhood Profile clearly shows that the District of Mansfield has a slightly different proportion of BME group's resident than the County of Nottinghamshire. Mansfield's White British population is "96.9%"¹⁴ with a BME resident population of "3.1%"¹⁵. The findings of the questionnaire are in the line with the districts population make up.

The majority of Golden Gardening Scheme customers own their own home (60%) with 28% residing in Council accommodation and only small numbers of people living in private / rented accommodation (8%) or Shared Ownership (1%).

The statistical results of the type of property people live in who have either accessed or presently access the gardening scheme are in line with the accommodation types that the Gardening scheme is aimed at under Strand one of the Nottinghamshire Community Strategy. Under Strand one – 'Promoting Independence for older people' it states "Housing and the home. This section is of relevance to those in rented accommodation, residential accommodation, owner occupiers and those living with family and friends"¹⁶. Under section one older people in Nottinghamshire identified the following that would help them to remain in their home; "Keeping the house and garden in good order and having help with cleaning, household and garden maintenance and small scale help in the home"¹⁷. Golden Gardening is, therefore, clearly engaging with the householders that the scheme was intended to engage with.

¹³ Improving Nottinghamshire Corporate Assessment Peer Review (October 2007)

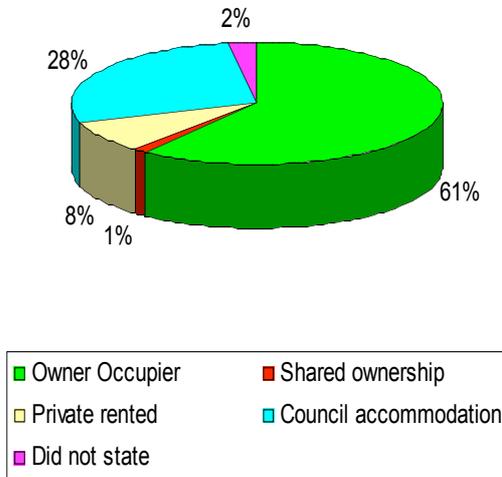
¹⁴ Etches, Gemma & Hall, Kate, Mansfield District Council – Neighbourhood Profiles, Mansfield. Page 7

¹⁵ Etches, Gemma & Hall, Kate, Mansfield District Council – Neighbourhood Profiles, Mansfield. Page 7

¹⁶ Opportunity Age in Nottinghamshire 2006-2009, Ageing for the future in Nottinghamshire, A Countywide Strategy. Page 16

¹⁷ Opportunity Age in Nottinghamshire 2006-2009, Ageing for the future in Nottinghamshire, A Countywide Strategy. Page 16

What type of property do you live in?



These figures reflect the figures from Mansfield District Council’s Neighbourhood Profile, compiled from all households within the District. The profile states that “69.5% of households within the District are owned either outright or with a mortgage”¹⁸. “16.4% rent their home from the Council”¹⁹ with “0.4% living in Shared ownership”²⁰

Reasons for usage of the Scheme

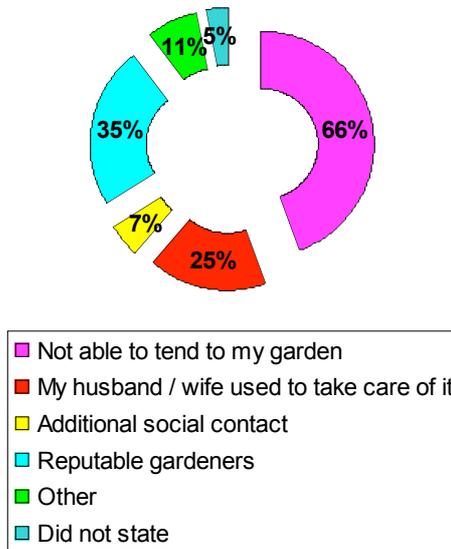
Respondents were asked why they chose to use the Golden Gardening Scheme and were asked to tick the statements that they felt applied to them the results are shown on the chart overleaf:

¹⁸ Etches, Gemma & Hall, Kate, Mansfield District Council – Neighbourhood Profiles, Mansfield. Page 11

¹⁹ Etches, Gemma & Hall, Kate, Mansfield District Council – Neighbourhood Profiles, Mansfield. Page 11

²⁰ Etches, Gemma & Hall, Kate, Mansfield District Council – Neighbourhood Profiles, Mansfield. Page 11

We would like to know why you chose to use the Golden gardening scheme:



66% of respondents reported that they chose to use the Golden Gardening Scheme because 'I was not able to tend to my garden due to ill health / disability'. Given that 62% stated that they have, both, health which is not good and a disability, the results demonstrate that the scheme is important to those people with a large percentage of people utilising the scheme for these reasons.

How well would you say you are these days?



Do you have a disability?



■ Yes ■ No ■ Did not state

Respondent's comments show that if they did not have help tending to their garden, then they would either not be able to manage the gardening themselves or struggle.

“Arthritis makes bending, lifting etc difficult. After the death of my husband I was totally depressed and despondent about the state of my garden”

“I do suffer with back trouble i.e. fractured spine and I am on benefit”

“My back garden is very big. I could not mow my front three lawns. My asthma makes life difficult in the summer”

The gardening scheme has had an impact upon promoting independence for older people under strand one of the Nottinghamshire Community Strategy. Older people in Nottinghamshire stated that “keeping the house and garden in good order and having help with cleaning, household and garden maintenance and small scale help in the home”²¹, would help them to remain independent at home. Given that 66% of respondents chose to use the gardening scheme because ‘I was not able to tend to my garden due to ill health / disability’ the scheme can be seen to be helping older people to remain independent at home, by undertaking gardening work that cannot be carried out by the resident.

Of those people registered with the scheme, 35% chose to use the scheme because ‘The scheme uses only reputable gardeners that I felt I could trust’, one respondent commented that they felt:

“More safer knowing the Council are employing people they record”

The importance of having reputable traders carry out gardening work is highlighted in a 2008 BBC Nottinghamshire News Report warning against rogue gardeners in Nottinghamshire.

²¹ Opportunity Age in Nottinghamshire 2006-2009, Ageing for the future in Nottinghamshire, A Countywide Strategy. Page 16

“Rogue traders are carrying out unwanted gardening work then pressuring homeowners for payment, Nottinghamshire police have warned.

One recent incident saw a 77-year-old disabled Granby man charged £410 for a series of unnecessary jobs after being cold-called by men in a van.

In East Leake, a householder refused a demand for £180 after two men trimmed his hedge without permission.”²²

Incidents such as those overleaf can have a wide ranging impact on the person/s involved, affecting a persons confidence, self esteem and over all well-being. Indeed, Liverpool City Council’s report on Doorstep Crime states that rogue traders can cause the following problems;

- “Deposits taken and work not done
- Work only partly completed, have to pay again to finish the job
- No guarantees or warranties
- Can’t trace the trader after the event
- The consumer can feel embarrassed or stupid which can affect their self esteem”²³

A study carried out by Victim Support on the effects of crime states that “people can develop long term problems such as depression or anxiety-related illnesses and post traumatic stress disorder”²⁴.

The gardening scheme has had another impact on Strand One – Promoting independence for older people, within the Nottinghamshire Community Strategy. Older people in Nottinghamshire identified the following that would help them to remain independent at home: “lists of reputable and reliable trades people”²⁵. By promoting reputable gardeners that are fully qualified to undertake the work that they do and charge subsidised prices, the gardening scheme, therefore, contributes towards older people’s independence in the home.

25% of respondents stated that the reason they chose to use the Golden Gardening Scheme was because ‘My husband / wife used to take care of the garden and was no longer able to do this’.

“Since we had the gardeners my husband has passed away and the garden is too much for me to do. I do try and cut the lawns”

²² **BBC Report, Rogue Traders –**
www.news.bbc.co.uk/2/hi/uk_news/England/Nottinghamshire/7308719.stm

²³ Liverpool City Council, Doorstep Crime, www.liverpool.gov.uk/business/trading

²⁴ Victim Support, How crime can affect you,
www.victimsupport.org.uk/vs_england_wales/coping_with_crime/effects_of_crime/index.php

²⁵ Opportunity Age in Nottinghamshire 2006-2009, Ageing for the future in Nottinghamshire, A Countywide Strategy. Page 16

“I have always maintained my own garden (cutting lawns, tending flower beds etc) but with the help of my friend who died in December 2006 this task was much easier. This was why I sought the help of your scheme regarding cutting the lawns”

“The gardeners have made a very great difference to my life since my husband died. I do not have to worry about my garden now”

The difference that the gardening scheme has had on people whose husband / wife used to take care of the garden but is no longer able to do so is evident from the Case Study below.

Case Study

Mr X has been a customer of the garden scheme since it started in November 2006. He has a disability and his age is between 70-79 years. He lives alone, recently losing both his wife and son.

The garden service was recommended to him by a neighbour who has also used our service. He accessed the service via telephone call to the office.

The service has made a great difference to Mr X as both his wife and son did all of the gardening. Mr X says “it was one of the greatest worries and the difference and relief it has made cannot be described” (His own words). It has greatly helped his independence as he no longer has to worry about getting his garden done. Mr X is highly satisfied with the service and the work which has been carried out, he would recommend the service to others.

11% of respondents chose to use the scheme for other reasons with 7% utilising the scheme for additional social contact.

“I am so grateful for the gardening scheme, the two boys are so busy, I wish they could visit every week”

“The gardeners are very polite and hard working and I look forward to them coming”

“I look forward to them coming every two weeks”

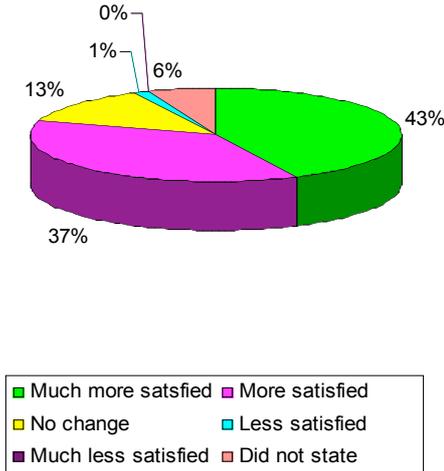
The gardening scheme has had an impact upon older people’s Social Inclusion, under strand four of the Nottinghamshire Community Strategy. Older people in Nottinghamshire stated that “older people may face social exclusion for a variety of reasons, for example geographical isolation, disability, residential status, mental ill health, ethnicity and age”²⁶. Older people also stated that “loneliness is a contributing

²⁶ Opportunity Age in Nottinghamshire 2006-2009, Ageing for the future in Nottinghamshire, A Countywide Strategy. Page 22

factor to social exclusion”²⁷. The gardeners tend to gardens once every two weeks and from the comments provided by respondents they clearly have a good relationship with the schemes customers (**Annex two**). The gardeners can, therefore, be seen to be providing some social interaction for those registered with the scheme on a regular basis combating some of the social exclusion the schemes customers may face.

Satisfaction with the Golden Gardening Scheme

Respondents were asked ‘How satisfied do you feel about your life as a result of the gardening scheme?’. The chart below shows that 80% felt either much more satisfied or more satisfied with their life as a result of the gardening scheme.



Comments from respondents show that the gardening scheme has helped people to feel satisfied with their lives in a number of different ways.

“Excellent scheme for someone like me who likes to stay independent but then I have got some jobs which are too strenuous for me. E.g. Luckily I can still manage to mow my lawns but cannot cut back large bushes and shrubs”

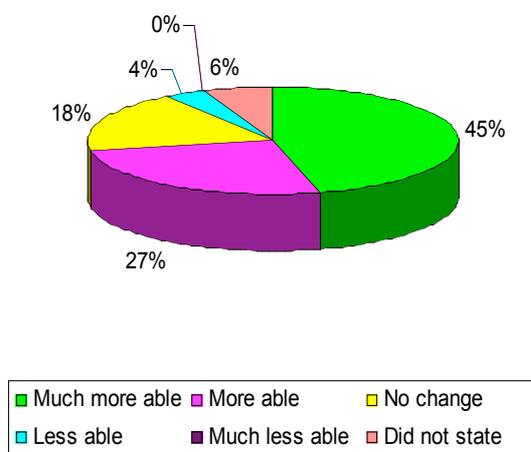
“They helped put my husbands mind at rest, while he was ill. He died in November 2007”

“It is very good to know HELP is there with jobs you cannot do, so thanks a lot”

²⁷ Opportunity Age in Nottinghamshire 2006-2009, Ageing for the future in Nottinghamshire, A Countywide Strategy. Page 22

72% of respondents stated that they felt much more able or more able to stay living in their own home since utilising the gardening scheme.

How do you feel about continuing to stay living in your own home?



A small number of respondents commented that they had moved since being registered with the gardening scheme.

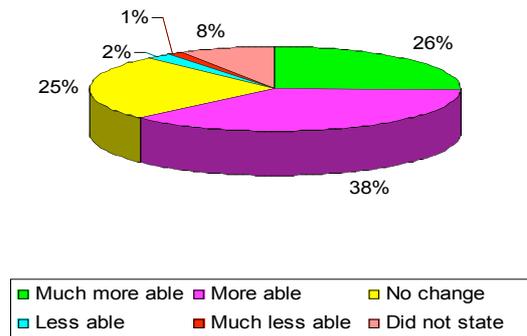
“I am now in a Brunt’s Charity Bungalow in Patchill’s and enjoying life much more thank you and the team for all the effort in looking after my garden”

“Since using the scheme we have moved to live with our daughter”

62% of respondents stated that they had a disability and their general health was not good which may explain why 4% of respondents felt that they were less able to continue to stay living in their own home. The care and support that a person who has a disability, or whose health deteriorates may need, may be beyond what can be provided within their home making them feel unable to continue to stay living in their own home.

64% of respondents felt that they were more able to cope as a result of registering with the Golden Gardening Scheme.

Do you feel that you are more able to cope?



Respondent's comments show that the gardening scheme helps those registered with the scheme to cope in a number of different ways.

“As someone who lives alone but works full time to fit gardening in with everything else is a struggle so this is great, really appreciated the work done. Thank you”

“During the period I was less mobile the scheme was very helpful to my wife and I. Many thanks”

As previously stated 62% of people registered with the scheme have a disability and the same percentage stated that their general health is 'not good'. The gardening scheme enables those with poor health / a disability to cope more in their home environment.

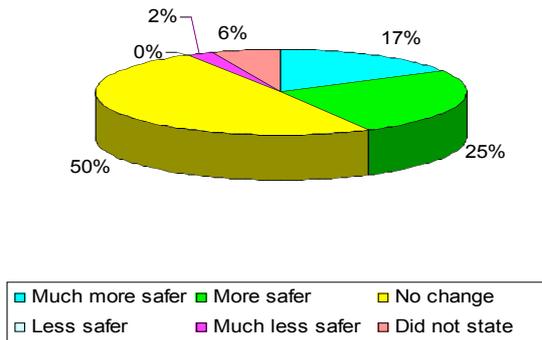
“I am very pleased, both last year and this year so far this year with the work carried out by my two gardeners who make a very good job of the time allowed here. I do have a large garden which is impossible for me to do so I am very grateful”

“During the period I was less mobile the scheme was very helpful to my wife and I. Many thanks”

“My back garden is very big. I could not mow my front three lawns. My asthma makes life difficult in the summer”

The results of the survey show that respondents feel that the gardening scheme has had a minimal impact on how safe they feel in their own since they registered with the scheme.

How safe do you feel in your own home now?



50% of respondents stated that the gardening scheme had not changed how they feel about their safety in the home. Only 42% stated that they felt much more safer or more safer than they had previously.

Interestingly a number of respondents did not feel that by having their garden tended to on a regular basis would make a difference to how safe they felt in their home.

“I cannot see how having your garden done can make you feel any safer in your home, unless you mean by putting fencing up”

“I don’t think that any one can be too sure of their safety when living alone at this time when you hear and read of what happens to some old people. Though I live in a nice area with lovely neighbours, I know they watch out for me”

“Due to the several recent happenings in the area, I should point out that I have only used this service once”

However, police advice highlights that a well kept garden prevents thefts and burglaries.

“Along with the usual advice of locking doors and windows, police say that a well-maintained garden will also help to deter thieves”²⁸

A similar gardening scheme operated by Gateshead Council backs up the claims that well kept gardens deter thefts etc.

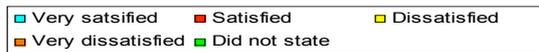
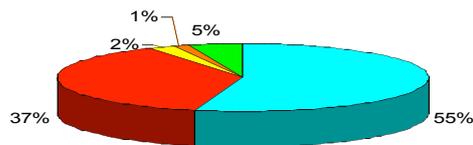
“By reducing the number of untended gardens it is anticipated that the risk of opportunist crime against vulnerable tenants in the scheme will be reduced”²⁹

²⁸ BBC News, www.news.bbc.co.uk/1/hi/england/oxfordshire/3931399.stm

Crime rates in the District of Mansfield are higher than the average for England and Wales at “34.1 offences per 1000 of the population in to 24.9 offences for England and Wales”³⁰. Crime and the appearance of gardens in Mansfield is, therefore an important issue.

92% of respondents commented that they were either very satisfied / satisfied with the arrangements for carrying out the work, i.e. the initial telephone call made to Brook Farm, consultation and quote

The arrangements for carrying out the work:



Interestingly of those people that were either dissatisfied or very dissatisfied (3%) the problem was not actually with the arrangements for carrying out the work as such. Dissatisfaction occurred with respondents trying to either register with the scheme or arrange a time for the gardeners to come out to assess for a quote due to the popularity of the scheme in the District.

“I tried to get my neighbour in it, but they were told that they did not have enough time and were too busy! Gardeners that is”

“Employ more gardeners, then I would have had my garden done in the spring as promised”

“I cannot fill this in as they came once and said they would come back once a month – never came again. When I made enquiries they said they were fully booked and not continue”

“Very satisfied the first time. The second time they phoned and said they were too busy and didn’t come”

²⁹ Gateshead County Council – www.online.gateshead.gov.uk/docushare/dsweb/getrepr/document-5878/html

³⁰ Mansfield District Council, Neighbourhood Profiles, Mansfield, Page two

“One of the gardeners told me to ring back after Christmas, which I did in March. You were booked up, but put me on a list. I’m still waiting”

“The time taken to actually carry out the work was fantastic. I only scored satisfied because the delay was from the original phone call to appointment for quote and work to be carried out. Obviously not their fault as they are very busy due to demand on this good service”

The Gardening scheme currently has 20 people on its waiting list which continues to expand with the Gardeners fully booked up to the end of the growing season at present demonstrating the need and popularity of the scheme in the District

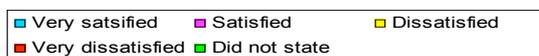
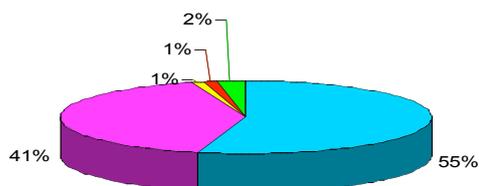
The chart and comments below clearly show respondents to be either Very Satisfied or Satisfied with the work that was carried out by the gardeners with a 96% satisfaction rate.

“Thanks for a good job well done”

“Within their limits I was very satisfied”

“The best part for us was the disposal of rubbish and garden refuse”

The work carried out:



Comments from respondents also show that although people are satisfied with the work that has been carried out there is both some confusion over the work that the gardeners can undertake and the work that people wish that the gardeners could undertake when they come out to tend to their gardens.

“I have used this scheme for two years fortnightly and I am very satisfied. One thing that would improve this service is raking lawns, it would be very helpful”

“Not being allowed to cut a hedge which is more than five feet high is ridiculous in my opinion. We have a lot of land and my husband is disabled so

there is no way we can do it ourselves. Please accept our thanks for what is done, but wish it could be a little more”

“One problem is that they are limited in what they are allowed to do, no fence painting etc”

“The first time I was very pleased, they worked hard and did an excellent job. The second time a man turned up and said that he could not dig borders etc and did not do anything”

“I have told plenty of people about the service. I wish they would cut hedges and see to gravel”

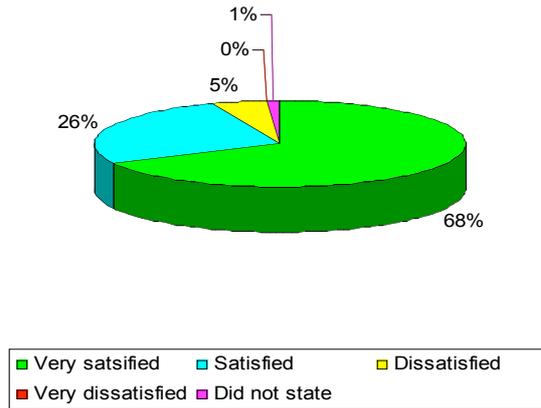
Confusion over the jobs that the gardeners can undertake appears to have led to some dissatisfaction amongst those registered with the scheme. Interestingly, again, it is not the actual work that was completed that people appear to be concerned with it is the jobs that the gardeners do not undertake. As previously stated the gardeners undertake the following jobs:

- **Mow lawns**
- **Weeding**
- **Trim hedges under five feet in height**
- **Pruning**
- **Planting**

The time constraints that the gardeners are under when they go to a customer’s house may answer the comments why the gardeners have not undertaken certain jobs which they can do. Further work would need to be carried out to ascertain this.

Respondents were asked to rate the workmen who carried out the work. 94% of respondents reported that they were either very satisfied or satisfied with the workmen who carried out the work.

The workmen who carried out the work



Respondents comments highlight how well thought of the gardeners are and that those who have accessed the scheme are, in general, pleased with the work undertaken. This could be a major reason as to why people use the service.

“Eric and his team are pleasant, hard working and always co-operative in doing any of the jobs that need doing”

“The workmen are very polite and obliging”

“Workmen, very tidy and do a good job and are polite”

“Good workers, reliable and pleasant. Good service all round”

“The two boys work the whole time they are here. Thank you”

“Very satisfied, the workmen are gentlemen”

“Eric and Ian are excellent workers and polite at all times. Once again thank you. It is a blessing to have all garden rubbish taken away”

“I have ticked two boxes in one question because two workmen come here, one is obliging and the other is not. The work carried out is good but I can't seem to get any hand weeding done”

“Brilliant scheme, very professionally carried out”

“Very good at their work and very polite”

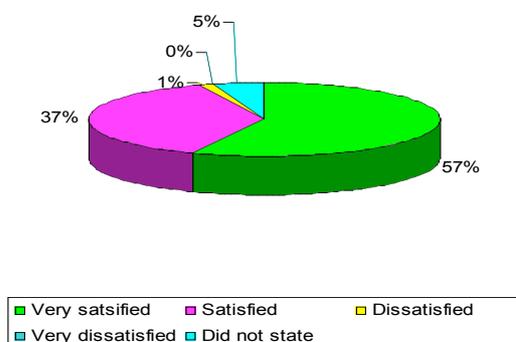
“They are both nice and like a laugh but still work very hard all the time they are here”

The comments show that those registered with the scheme feel that the gardeners are very hard working, approachable, polite and easy to talk too. This is particularly

important for some people if the gardeners are one of a few periods of social interaction that they have over the course of a week.

Interestingly 94% of respondents stated that they were either very satisfied or satisfied with the time taken to complete the work (See chart below).

The time taken to complete the work



In contradiction to the statistics above a number of respondents commented on the fact that the gardeners could only come out to tend to their garden for one hour every two weeks

“The foreman informed me they would only be able to give me one hours time, as they were so busy. Therefore they will not be able to cut the lawns and cut the hedge on the same day, this means lawns one week and hedges the next”

“Since having the scheme they become popular with an increase of clients and gardeners having to be more rushed when they come which takes away the time for pleasantries, and when they come not having time to do the odd little jobs”

“I think the gardeners should be allowed more time. One hour per fortnight isn't very long to keep a garden in good order, especially if you have a back and front garden as I have”

“The difficulty arises I gather because of the popularity of the scheme. I am allocated only one hour per fortnight and although the gardeners can see the amount of work needing to be done, they have time to do only one job”

“In recent weeks, because of the extra work, the workmen have not been able to do the amount of time required by users of this service. If the problem can be sorted out I am sure everyone will be happy that they are able to receive this sort of help”

“When I signed up for the scheme it was 1 ½ hours, I was told I could only have one hour, I was quite satisfied. But lately, the past two / three times I have had them for ½ hour. The men are very polite and friendly and I cannot fault them”

“Eric and Ian do very well in the time they are allocated. I have a very large garden i.e. lawn, bushes, hedge and borders. When they are limited to one hour every two weeks they are unable to do little more than cut the grass. Consequently the rest goes neglected. Being disabled I am unable to cope”

“The men work hard during their visit but are not allowed sufficient time. My lawns are quite big and most of their time is taken up with the task of cutting them. The rest of the garden is becoming overgrown with weeds and shrubbery”

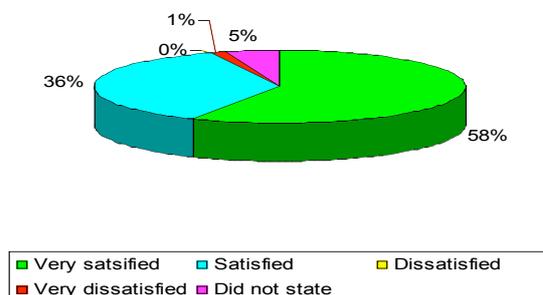
“There have been problems with the amount of time they were with me (one hour, with a 20 minute tea break). I think this could be improved”

“A bit longer than the hour”

The comments largely show that respondents are not dissatisfied with the time it takes to carry out the work, but with the jobs that cannot be started due to the gardeners being only able to tend to each garden for one hour every two weeks.

94% of respondents stated that they were either very satisfied or satisfied with the value for money of the service.

Value for money of the service



The results of the Golden Gardening Survey provided only one comment on the value for money of the service.

“Value for money provided the estimate and the full job done are stated”

As previously alluded to, the time that the gardeners spend tending to a garden is limited to one hour due to the demand of the scheme. Therefore, sometimes the full job cannot be completed in the hour allocated and may be completed on the next visit.

A small number of respondents commented that they would be happy to pay more for the gardening services they receive.

“This is a very large garden, most grass to cut, but I also have a square in front of my windows with plants from the farm, and I would like to be able to see them without weeds, also it could do with a hoe round it to look tidy and I am willing to pay extra for Ian being able to come for 1 ½ hours, from time to time”

“I would like to pay more money for the service, £10 per hour”

The website ‘Landscape Juice’ states that the amount a person can expect to be charged for gardening work carried out is dependent upon a number of factors’

- “The experience of the person/s undertaking the work
- How many people would undertake the work
- If the gardener has transport to run
- If the gardeners are contractors or operate independently”³¹

An Odd Job Gardener i.e. a person that can undertake “cleaning up the garden and weeding but not necessarily knowing plant names and not being able to truly identify a weed from a desired plant. You should not expect to pay below £8 per hour”³².

An experienced and competent Gardener would be expected to be paid between “£10 to £18”³³. “A good day rate for a one man band, who, is running a single van with just hand tools and a mower would be £12 to £16 per hour”³⁴. The rate for a Contractor i.e. “an established firm with a small fleet of vans, 3-20 men is £18-£30 per hour”³⁵.

The two gardeners employed under the Golden Gardening Scheme run a van, have a number of garden tools and hold an NVQ in Horticulture. At a charge of £6.50 per hour for a small gardening job the rate is 35% cheaper than that of the actual average minimum price paid for an experienced gardener. (demonstrated overleaf).

$$\begin{aligned} &\underline{\underline{\pounds 6.50}} \\ &\pounds 10.00 \times 100 = 65 \end{aligned}$$

$$100 - 65 = 35\%$$

³¹ Landscape Juice, www.landscapejuice.com/2008/04/what-does-a-gar.html

³² Landscape Juice, www.landscapejuice.com/2008/04/what-does-a-gar.html

³³ Landscape Juice, www.landscapejuice.com/2008/04/what-does-a-gar.html

³⁴ Landscape Juice, www.landscapejuice.com/2008/04/what-does-a-gar.html

³⁵ Landscape Juice, www.landscapejuice.com/2008/04/what-does-a-gar.html

When the rates charged by the Golden Gardening Scheme are compared to the average rates charged by a One Man Band and a Contractor the difference in price is even larger.

One Man Band

Golden Gardening Scheme charge £6.50 - £10.00 per hour

One Man Band £12.00 - £16.00 per hour

Percentage difference between the lowest price **46%**

$$\frac{\underline{\underline{£6.50}}}{\underline{\underline{£12.00}} \times 100 = 54$$

$$100 - 54 = 46\%$$

Percentage difference between the highest price **37.5%**

$$\frac{\underline{\underline{£10.00}}}{\underline{\underline{£16.00}} \times 100 = 62.5$$

$$100 - 62.5 = 37.5\%$$

Contractor

Golden Gardening Scheme charge £6.50 - £10.00 per hour

Contractor charge £18.00 - £30.00 per hour

Percentage difference between the lowest price **64%**

$$\frac{\underline{\underline{£6.50}}}{\underline{\underline{£18.00}} \times 100 = 36$$

$$100 - 36 = 64\%$$

Percentage difference between the highest price **67%**

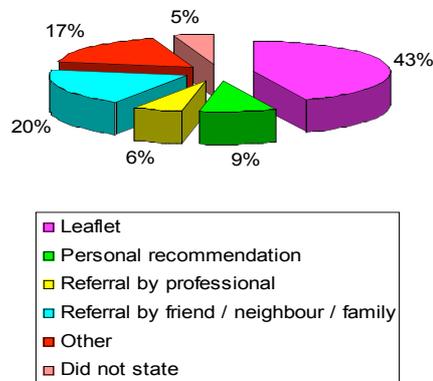
$$\frac{\underline{\underline{£10.00}}}{\underline{\underline{£30.00}} \times 100 = 33$$

$$100 - 33 = 67\%$$

The subsidised rate charged by the Golden Gardening Scheme in comparison to the rates charged by independent gardeners and contractors is clearly value for money when compared to the average fees charged for garden work.

How did people find out about the gardening scheme?

Respondents were asked 'how they found out about the Golden Gardening Scheme'. As can be seen from the chart below the most prevalent form of how people found out about the service was via a leaflet (46%).



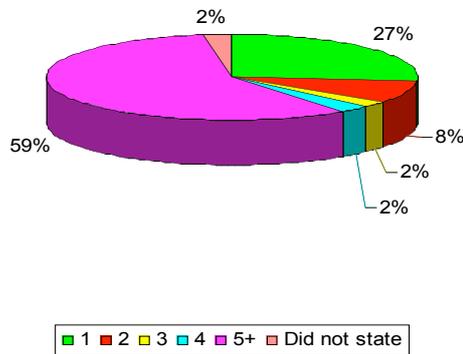
Alternative ways that respondents found out about the Scheme were referral by friend / neighbour / family (20%). The number of people being referred by a friend etc was evident when the questionnaires were sent. 29% of garden scheme users live on the same street, are neighbours, or live in a cluster area where a number of streets near to each other all have households that access the gardening scheme. Interestingly, when the number of people accessing the scheme living on the same street, neighbouring another user or living in a cluster area are compared between those past and presently registered there is a considerable difference. 29% of service users registered with the scheme in the past lived near to one another, while 45% of new service users live near to one another.

A number of respondents, 18%, found out about the Golden Gardening Scheme through other methods, this may be through information in newspapers, newsletter etc (see appendix for an example) that are distributed throughout the District of Mansfield. To find out how people that stated 'other' found out about the service further analysis work would need to be undertaken.

Interestingly only 10% of people stated that they had heard about the scheme due to a personal recommendation, given that so many of those registered with the scheme live near to each other or even on the same streets it would be expected that this figure would be higher. However, it may be that people have simply seen the gardeners van in the street and contacted Brook Farm about the service or as previously stated, been referred by a friend / neighbour / family.

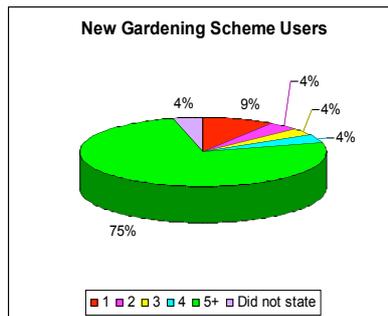
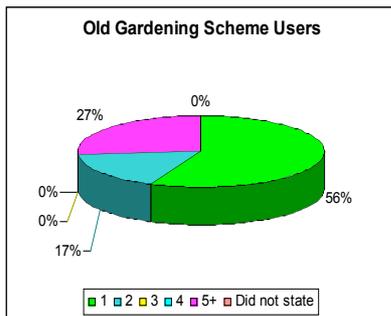
Respondents were asked how many times they have used the Golden Gardening Scheme since they registered.

How many times have you used the gardening scheme?



59% of respondents stated that they had used the Gardening Scheme five plus times with 27% stating that they had used the gardening scheme just one time.

When comparing the old and new gardening scheme users usage of the scheme there is a marked difference between how many times people in each of these groups have accessed the service.



75% of new gardening scheme users accessed the service five plus times with only 27% of old gardening scheme users utilising the service more five or more times. A number of comments from those registered with the scheme initially stated that although they had used the service one or more times they were unable to register again once demands on the service grew.

“I cannot fill this in as they came once and said they would come back once a month – never came again. When I made enquiries they said they were fully booked and not continue”

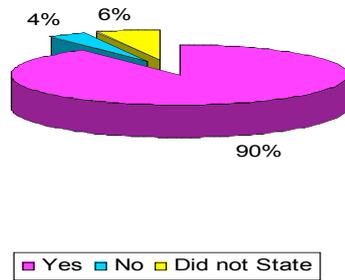
“One of the gardeners told me to ring back after Christmas, which I did in March. You were booked up, but put me on a list. I’m still waiting”

The inability of old service users to access the scheme the next year may explain why they have not been able to use the gardening scheme more. Also a number of old service users highlighted that they used the service for limited amount of time whilst their husband / wife was ill / incapacitated which would account for why some people have not used the scheme five times or more.

New respondents registered with the scheme may use the scheme once every two weeks so that they do not lose their place which would explain why they have used the scheme five plus times since they registered with Brook Farm

How respondents feel about the scheme is clearly shown in the response to the question “Would you recommend the gardening scheme to someone else?” with 90% of respondents stating that they would recommend the scheme to another person.

Would you recommend the gardening scheme to someone else?



Word of mouth usually a good indicator of a service if people have received good service then they are more likely to tell people they know which is the same as people who have received bad service.

Suggested improvements to the Golden Gardening Scheme

A number of respondents commented that although they may have had their garden tended too previously by the schemes gardeners they found that when they tried to book the gardeners again they were unable to do so. Other people wishing to get friends / neighbours registered with the scheme commented that they have been unsuccessful. The reason reported by all respondents is that the gardeners were just too busy to fit them in

“I tried to get my neighbour in it, but they were told that they did not have enough time and were too busy! Gardeners that is”

“Employ more gardeners, then I would have had my garden done in the spring as promised”

“I cannot fill this in as they came once and said they would come back once a month – never came again. When I made enquiries they said they were fully booked and not continue”

“Very satisfied the first time. The second time they phoned and said they were too busy and didn’t come”

“One of the gardeners told me to ring back after Christmas, which I did in March. You were booked up, but put me on a list. I’m still waiting”

The comments above show that there is a demand for the gardening scheme but that the scheme cannot meet the demand with people still waiting to have their gardens tended to due to only two gardeners being employed.

Respondents commented that they were not satisfied with the fact that the gardeners are now only able to spend one hour every two weeks tending to their gardens. It was felt that one hour is not enough to weed, mow a garden/s, trim hedges back sufficiently and that only one task could be undertaken in the allocated hour that the gardeners are the person's house and therefore the rest of the garden quickly becomes overgrown. Subsequently respondents ask if they could have the gardeners for longer when they visit.

"The foreman informed me they would only be able to give me one hours time, as they were so busy. Therefore they will not be able to cut the lawns and cut the hedge on the same day, this means lawns one week and hedges the next"

"Since having the scheme they become popular with an increase of clients and gardeners having to be more rushed when they come which takes away the time for pleasantries, and when they come not having time to do the odd little jobs"

"I think the gardeners should be allowed more time. One hour per fortnight isn't very long to keep a garden in good order, especially if you have a back and front garden as I have"

"The difficulty arises I gather because of the popularity of the scheme. I am allocated only one hour per fortnight and although the gardeners can see the amount of work needing to be done, they have time to do only one job"

"In recent weeks, because of the extra work, the workmen have not been able to do the amount of time required by users of this service. If the problem can be sorted out I am sure everyone will be happy that they are able to receive this sort of help"

"When I signed up for the scheme it was 1 ½ hours, I was told I could only have one hour, I was quite satisfied. But lately, the past two / three times I have had them for ½ hour. The men are very polite and friendly and I cannot fault them"

"Eric and Ian do very well in the time they are allocated. I have a very large garden i.e. lawn, bushes, hedge and borders. When they are limited to one hour every two weeks they are unable to do little more than cut the grass. Consequently the rest goes neglected. Being disabled I am unable to cope"

"The men work hard during their visit but are not allowed sufficient time. My lawns are quite big and most of their time is taken up with the task of cutting them. The rest of the garden is becoming overgrown with weeds and shrubbery"

"There have been problems with the amount of time they were with me (one hour, with a 20 minute tea break). I think this could be improved"

“A bit longer than the hour”

A number of respondents stated that they would like the gardeners to do more than weed, mow lawns and trim small hedge rows, which they felt would help them maintain their gardens better.

“I have used this scheme for two years fortnightly and I am very satisfied. One thing that would improve this service is raking lawns, it would be very helpful”

“Not being allowed to cut a hedge which is more than five feet high is ridiculous in my opinion. We have a lot of land and my husband is disabled so there is no way we can do it ourselves. Please accept our thanks for what is done, but wish it could be a little more”

“One problem is that they are limited in what they are allowed to do, no fence painting etc”

“The first time I was very pleased, they worked hard and did an excellent job. The second time a man turned up and said that he could not dig borders etc and did not do anything”

“I have told plenty of people about the service. I wish they would cut hedges and see to gravel”

The comments from the questionnaire highlight the point that at the present time there is no provision for the gardeners to rearrange an appointment if they have to cancel due to bad weather or problems with their equipment / van. Therefore a person's garden can be left for a further two weeks until the gardeners are scheduled to come again.

“Also there appears to be no back up arrangements for times when they cannot come for my hour i.e. heavy rain, van breaking down etc. Unfortunately my garden does not stop growing at these times and so the amount of work doubles for the next visit”

“With the weather being unpredictable, if they cannot cut the lawns because of the rain, they have to leave it for a further two weeks. Which means it's sometimes 12 inches high. They are on scheduled days and areas only which makes it a problem for them”

Respondents stated that they felt that they would like a change in the way that the gardeners are booked as they are required to phone in every time they would like to book the gardeners.

"I feel booking on a regular basis would be better instead of having to phone in every time. Some of the mower's they use don't do a very professional job"

"I would prefer to have a booking every three weeks but I have to ring in and hope that they are not too busy. This makes mowing hard, the grass has to be left loose and is very messy"

"I cannot remember what's paid or if it's paid. I don't know if I have to phone each time I need the gardeners or if it's permanent. They came twice last year, the second time they came my Grandson had cut the grass two days earlier because he wanted a little pocket money. I do need my hedge cutting from time to time. Thank you"

The vast majority of respondents gave positive comments about the scheme and stated that they felt that the scheme was well run and especially that they wished the scheme would continue in the future.

"The scheme is fine"

"The gardeners are very polite and do a very good job. I am pleased with their work"

"Cannot do better will recommend"

"The scheme is run effectively"

"This scheme is perfect for me and I cannot think of nothing that could improve the service. Congratulations on providing a service which is reliable and well carried out"

"Very good and I am grateful for this scheme"

"It is the best thing that has happened for me. Please keep it going it is a very, very good scheme especially for people of my age"

"Very satisfied and will employ them at a further date"

"Cannot fault it at the moment"

"I think the scheme works excellently in its present form"

"Hope the scheme continues to be available for a long time"

"Yes, I would recommend to anyone else"

"I think that the whole idea of the scheme is excellent"

"I don't think the scheme could be any better. I used the scheme last year and was very satisfied with the work done. The man said he would contact me again for further work, but he never has"

“At the moment I feel able to cope, should the time come it is nice to know there’s someone to turn to. Thank you”

“More availability by increasing numbers if possible. Excellent scheme for someone like me who likes to stay independent but then I have got some jobs which are too strenuous for me. E.g. luckily I can still manage to mow my lawns but cannot cut back large bushes and shrubs”

The comments below highlight that there has been some confusion over jobs that the gardeners can undertake with people not fully aware of what they can and cannot do.

“I asked early on in 2008 for lawn weeding and hedge cutting, they didn’t get out until June 2nd and I was given a price for all of it. I never got the weeding done and paid the full price estimated in the beginning. I had to get someone else to do the weeding and also cut the lawn the week after it had been cut. I think that most lawns want cutting fortnightly, but were told that they were too busy”

“Do you trim hedges? What other services do you provide, have you leaflets with this information?”

“I have asked twice for a fruit tree to be given a cut back but so far this has not been carried out, and it looks a right mess, and had no fruit last year”

The statistics and comments already alluded to within this report have shown that the gardening scheme is extremely popular. Respondents were clear that they would like the scheme to continue and also to expand if possible into different Districts and Boroughs.

“Make the scheme available in Gedling! Please don’t exclude us again”

“I have marked this page for the year 2007. This year no one could help me because I live in Gedling”

Conclusions

- The Golden Gardening scheme is an extremely popular scheme with a high demand for the gardeners to come out and tend to people's garden's in the District of Mansfield.
- The majority of respondents are extremely happy with the service that the gardeners provide.
- A large number of people with either a disability or in poor health access the scheme. The scheme is very important to these people as they would either not be able to manage their garden or struggle to do the work needed to maintain it.
- The Gardening scheme has had an impact in contributing to help people to remain independent at home.
- There is no provision for the gardeners to come out another day if the weather is bad, or their van or equipment breaks down on the day. This can cause concern for some people as things grow quite rapidly during early spring through to autumn. If the gardeners only have time to complete one job when they come this can also mean that things get more overgrown.
- A number of people raised the issue about having to ring up every time they required their gardens tending. Some people were confused as they clearly thought that once they had had their garden tended to once then the gardeners would come again without the need of them having to call anyone. Other people simply objected to having to call every time they needed their garden tending to as, as far as they were concerned they were registered with the scheme.
- Clients would like the gardeners to undertake a more varied number of tasks when they come out to tend to their gardens such as fence painting, hedge trimming of hedges over 5ft tall, garden raking etc.
- It is important to people that the gardeners employed are reputable. This is another factor which enables older people to remain independent at home.
- The gardening scheme has made a difference to people whose husband / wife used to take care of the garden but who are no longer able to do so.
- The gardening scheme has had an impact upon older people's social inclusion due to the gardeners tending to gardens on a regular basis. People registered with the scheme are therefore seeing others on a regular basis providing them with social interaction.

- The results of the survey show that the scheme has enabled people to cope in a variety of different ways. The scheme has helped people from those with short term mobility problems and people working full time to those with a disability or poor health.
- On the whole respondents did not feel any safer in their own home since they had their garden tended to. However, reports highlight the importance of having a tidy garden as this prevents crime.
- Respondents showed a high level of satisfaction with the arrangements for carrying out the work, the gardeners and the work undertaken.
- There is an issue with the amount of time that the gardeners spend at a person's house. The amount of time has had to be reduced as the scheme has grown in popularity to one hour. Many people commented that the time scale is only long enough to undertake one job as many of the people utilising then scheme have large lawns which take all of the allotted time to mow.
- There is confusion over the jobs that the gardeners can and can't undertake.
- When compared to the average prices for gardening work undertaken throughout the Country the gardening scheme is value for money.
- A large percentage of people accessing the scheme live on either the same streets as one another, are neighbours or live in a cluster of streets near to one another. The number of people accessing the scheme and living in close proximity has grown.
- The majority of those people accessing the scheme have used it five or more times. However, some old service users have been unable to access the scheme this year due to its popularity.
- There is a need for the scheme to operate in other areas, with respondents stating that they would like the scheme to continue and expand into other Districts / Boroughs within the County.

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The Golden Gardening Scheme anecdotes

The Golden Gardening scheme has benefited from a questionnaire sent to the scheme users. A selection of these comments is included below and these responses help form the qualitative evaluation of the pilot scheme.

"Made life a lot easier, my lawns and hedge has never looked so good since my husband died."

"Vast improvement. Nice and tidy"

"It will make a great difference to the appearance of the garden. Taken away the worry over tasks I cannot now do myself"

"We have a very large garden, and the help given has taken a weight off my mind"

"Easier on my back"

"Saving time and energy and not having aches and pains"

"Very big help. I have a back problem thank you"

		Year 1				Year 2			
		8. Shopping Scheme				600			
Contacts	Year 1 Q1	Year 1 Q2	Year 1 Q3	Year 1 Q4	Year 2 Q5	Year 2 Q6	Year 2 Q7	Year 2 Q8	
	Sept - Nov 06	Dec - Feb 07	Mar - May 07	June - Aug 07	Sept - Nov 07	Dec - Feb 08	Mar - May 08	June - Aug 08	
ct.				30	122	152	153	143	
				32	61	111	191	248	
				32	61	111	191	248	
				32	93	204	395	643	
nst				107%	50%	73%	125%	173%	
				107%	61%	67%	86%	107%	
nst				5%	16%	34%	66%	107%	

Comments

	Q1 Year 1	<p>Shopping Scheme</p> <p>Targets</p> <ul style="list-style-type: none"> • 600 people helped through information, signposting or service over lifetime of project • Second quarter recruitment of provider. Launch of Home Shopping Scheme • Third quarter 50 people received help <p>Achievements</p> <ul style="list-style-type: none"> • Second quarter provider commissioned. • Third quarter contract signed and recruitment of staff <p>Explanatory notes</p> <p>Project delayed but expect overall targets will be met through the appointment of two members of staff. Targets need to be adjusted over the quarters to reflect delay. Match funding granted from supporting people. Overall budget will need to be adjusted and will be submitted as a Schedule 5 variation to the MOU budget.</p>
	Q2 Year 1	
	Q3 Year 1	
	Q4 Year 1	
	Q1 Year 2	3 volunteers awaiting CRB checks causing a delay. Schedule 5 completed for the change to the budget for this target as a result of match budgeting by Supporting People (see David)
	Q2 Year 2	Performance increased as more and more volunteers started work (volunteers were ready to start work but were awaiting CRB check clearance which took some time. We are not meeting targets because of the limited availability of volunteers. The scheme is however popular with users. The big issues are how to target the scheme on those who need it most and sustainability as Supporting People may not continue to fund the scheme. we intend that this scheme will continue.
	Q3 Year 2	
	Q4 Year 2	

The Shopping Scheme Case study

This case study has been completed by ... The case study illustrates the benefits that have been derived by the service recipients and the responses help form the qualitative evaluation of the pilot scheme.

Mrs X is 63 years old, white British and lives with her husband in the Ashfield area. She suffers from a range of health problems including depression and agoraphobia.

Mrs X was referred to the shopping service via a community outreach advisor for assistance with shopping collection.

Mr X had been admitted to hospital to have an operation, he is the main carer and Mrs X was therefore feeling vulnerable, alone and worried about herself and her husband's health.

Mrs X felt relieved to be able to access the service, as not only did she have herself to feed but several pets. Due to her health problems Mrs X never left the house alone and suffered panic attacks when she did go out. She felt anxious about the predicament she found herself in.

After receiving a home visit from the Shopping Service Mrs X felt more informed of the services and help available and as her anxieties lessened, her quality of life improved. She felt less confused and calmer, she even felt she may one day be able to go out alone, for the first time in two years.

Mrs X felt happier about her situation as a result of accessing the Shopping Service, a huge weight was lifted from her and she could focus on her well being and her husband. Without the service Mrs X would have struggled to access goods and services.

	Year 1				Year 2			
	10. Post intermediate Care Support				25			
ruited of the	Year 1 Q1	Year 1 Q2	Year 1 Q3	Year 1 Q4	Year 2 Q5	Year 2 Q6	Year 2 Q7	Year 2 Q8
	Sept - Nov 06	Dec - Feb 07	Mar - May 07	June - Aug 07	Sept - Nov 07	Dec - Feb 08	Mar - May 08	June - Aug 08
					5	10	10	0
eers					5	10	10	1
					5	10	10	1
					5	15	25	26
nst					100%	100%	100%	#DIV/0!
					100%	100%	100%	104%
nst					20%	60%	100%	104%

Comments	
Q1 Year 1	<p>Achievements</p> <ul style="list-style-type: none"> • Second quarter 0 volunteers recruited • Third quarter 0 volunteers recruited <p>Explanatory Note</p>
Q2 Year 1	<p>WRVS were selected to run this scheme, through a grant aid competition and they have been offered funding, however there have been delays in the acceptance of this funding by WRVS headquarters. This matter has now been resolved and the MoU will be rewritten to reflect the new compressed targets. We will still recruit 25 volunteers throughout the lifetime of the project and the budget will be adjusted to reflect the shorter project timescale. This change will be submitted as a Schedule 5 variation to the MoU targets and budget.</p>
Q3 Year 1	
Q4 Year 1	
Q1 Year 2	<p>Delay in starting the project due to agreeing the contact with WRVS. Start up was during year one quarter four. Monthly targets revised to meet the overall pilot target. Schdule 5 completed to reflect the change in targets and the adjusted budget (see David)</p>
Q2 Year 2	<p>The project is very successful. WRVS are able to attract and retain volunteers. The project is popular with users and will be sustained through Adult Social Care and Health and Primary Care Trust funding with the likelihood of expansion. Targets are met.</p>
Q3 Year 2	
Q4 Year 2	

Post Intermediate Care Support Scheme

CASE HISTORY 1.

Consent given for information to be published

Gladys is 90 years of age and lives in a village called Elkesley close to the market town of Retford. She lives in council rented accommodation, and has lived in this property for some 50 years. Gladys was referred to H from H via a Community Care Officer at The Social Care Department at Bassetlaw District General Hospital. Gladys was widowed over 30 years ago and now lives alone, although she has children/grandchildren who visit her she felt extremely vulnerable and lonely post her accident.

We first visited Gladys in November when she came out of hospital. She was in hospital because she had fallen and fractured the neck of her femur. Gladys also had recently suffered a fractured hip. At this point her confidence levels were at an all time low.

Gladys has been supported by WRVS H from H on 2 occasions, initially we first visited Gladys post her time in hospital, at this point she felt she only practical support for shopping purposes etc. But following further monitoring by ourselves we ascertained that Gladys needed both practical help and emotional support for her to retain her independence.

Post the initial 6 week period when Gladys was provided with support by one of our volunteers we then provided her with continued and extended support. We completed a signposting form called 'First Contact' which allows the service user a more direct pathway to other providers of care. In Gladys's case we (in conjunction with other support providers) have ensured Gladys now has a lifeline – a pendent which has direct access to a 24hr telecom service, giving her reassurance for her to feel safe in her own home.

DIRECT OUTCOMES:

- Following on from our first visits to Gladys we are now providing a booster support to allow her to become more independent.
- From the second assessment on Gladys we are now alerting the appropriate agencies for further safety measures in her home.
- Gladys is equipped with amenities in her home including support/grab rails and a lifeline.
- Gladys has said she has really enjoyed the visits made by our volunteer and is very grateful for all the support she has received.
- Gladys will be signposted to a local Befriending scheme ensuring that she will continue to have the emotional support she needs.

Case History:

Jack was born on 29/3/30. He lived in Worksop with his wife Joan.

He was referred to us through the local hospital's social work department. Jack was suffering from Lung Cancer, and when he was referred to us he was very weak and only able to walk a few steps. Jack had a dog called Ben that he was extremely attached to. He wanted to be able to keep his dog but obviously was unable to. The CCO requested our support to do this as Jack's wife Joan understandably, did not like to leave Jack. We were asked to support Jack by walking his Dog.

A volunteer was assigned to do this task and managed to walk the dog several times.

When we visited Jack it was apparent that Joan also needed emotional and practical support. Joan requested if our service could potentially support her. Consequently we did and Joan became a self-referral. During the latter stages of Jack's life Joan was supported and sign posted to various agencies advising her of the financial implications relating to her husband's imminent passing.

Jack sadly passed away in January 2008, but was visited by our service 3 days before he passed away. At this point Jack was appreciative of our service and other providers supporting not only himself but his wife as well.

Direct Outcomes:

- Our service responded to Jack's practical and emotional need
- His wife was supported through an extremely traumatic time.
- Our service helped toward Jack being able to stay at home.
- As a consequence to our service being assigned to Jack we were able to offer support for Joan
- Joan was so appreciative of our service, she is considering becoming a volunteer for Home from Hospital

	Year 1				Year 2			
	11. Senior Peer Mentoring			250				
to 1 the	Year 1 Q1	Year 1 Q2	Year 1 Q3	Year 1 Q4	Year 2 Q5	Year 2 Q6	Year 2 Q7	Year 2 Q8
	Sept - Nov 06	Dec - Feb 07	Mar - May 07	June - Aug 07	Sept - Nov 07	Dec - Feb 08	Mar - May 08	June - Aug 08
				50	50	50	50	50
ring				16	25	10	10	
				16	25	10	10	0
				16	41	51	61	61
nst				32%	50%	20%	20%	0%
				17%	28%	26%	25%	21%
nst				6%	16%	20%	24%	24%

Comments	
Q1 Year 1	<p>Achievements</p> <p>The target figures have been met in each quarter. We need to clarify our definition of a “contact” however. We have not therefore quoted exact figures on this occasion.</p>
Q2 Year 1	<p>Ashfield and Mansfield have recruited a new co-ordinator who is employed by a volunteer bureau thus establishing excellent local links and an established support mechanism. Bassetlaw has held a number of group sessions with a view to recruiting both mentors and mentees. Gedling has begun the recruitment and training of mentors and has had an overwhelming response to the first recruitment. Newark and Sherwood has established a steering group of partners, selected a delivery agency and is hoping to begin recruiting mentors in October. Rushcliffe has completed its research phase and recruited and trained some mentors and are working towards a programme for the year.</p>
Q3 Year 1	
Q4 Year 1	
Q1 Year 2	
Q2 Year 2	<p>Project successful with users. It is not meeting targets but it is popular with both PCTs and Adult Social Care and Health who will continue to fund the schemes. There appears to be a limited capacity to expand the number of peer mentors and it is likely that the targets have been set too high. In spite of this and its low profile the project is a big hit with funders.</p>
Q3 Year 2	
Q4 Year 2	<p>Due to delays in receiving final monitoring figures we are unable to add the final quarter figure</p>

Activity Friends (senior peer mentoring) case study

This case study focuses on a mentor and mentee who were matched together in September 2007 and is **provided by...**

Carol G is a volunteer who joined the scheme in September. She is a person who lives alone in Retford and wanted to share her time through volunteering. Her interests mainly focussed around walking and she became a volunteer both for Activity Friends and the Befriending Scheme.

Shirley moved into the Retford area around 4 years ago with her husband, who passed away shortly after moving to the area. She subsequently had a gentleman friend with who she shared time and common interests with. He too unfortunately passed away about 2 years after she moved to Retford and this took away her confidence to meet new people and try new things. Shirley was also a big lover of walking and took to taking long walks alone around Retford but ideally she wanted someone to have walks with and to provide some company for each other.

Having the same love of walking Carol and Shirley were matched together at the end of September. They first met in town for coffee and chat and planned what they would like to do together. Obviously they agreed on their love of walking and started this activity on a weekly basis.

Neither of these ladies drive so they started walking and meeting in town and then walking mainly along the canal on a regular basis and have also, on occasions, joined the organised walking club which meets at Retford Leisure Centre on a weekly basis.

These ladies are of a similar age, have similar interests and enjoy one another's company.

		Year 1				Year 2			
		12. Volunteering development				90			
s ut the	Year 1 Q1	Year 1 Q2	Year 1 Q3	Year 1 Q4	Year 2 Q5	Year 2 Q6	Year 2 Q7	Year 2 Q8	
	Sept - Nov 06	Dec - Feb 07	Mar - May 07	June - Aug 07	Sept - Nov 07	Dec - Feb 08	Mar - May 08	June - Aug 08	
		12	12	12	12	12	15	15	
eers		18	0	20	9	24	11		
		18	0	20	9	24	11	0	
		18	18	38	47	71	82	82	
nst		150%	0%	167%	75%	200%	73%	0%	
		100%	60%	90%	87%	108%	101%	85%	
nst		20%	20%	42%	52%	79%	91%	91%	

Comments

		Comments
	Q1 Year 1	<p>Achievements Volunteering Nottingham has employed a Project Worker from November 2006 and the number of volunteers has comfortably exceeded the Targets with the total number of volunteers recruited until the end of March 2007 being 237 above our baseline or 207 above the targets with the certainty that more volunteers will be reported for April and May. Their have been some delays in collecting the April and May figures as the postholder has taken maternity leave although a temporary maternity leave replacement has now been appointed.</p>
	Q2 Year 1	
	Q3 Year 1	
	Q4 Year 1	
	Q1 Year 2	Performance for the quarter 2 and quarter 4 reported cumulatively. Slightly under target due to staffing issues but the provider is confident that target will be met.
	Q2 Year 2	This project suffered from staff and structural changes with the original worker going on maternity leave and the replacement worker taking a while to settle in. He then left his post and was not replaced until the original worker returned from maternity leave. The employing organisation meanwhile changed substantially leaving only two project workers employed and responsible to a voluntary management committee. It is unlikely that we will continue to support volunteers in this way in future.
	Q3 Year 2	
	Q4 Year 2	

End of project report (August 2008)**Older persons volunteering development officer – Volunteering Nottinghamshire****Volunteer Numbers**

Volunteering Nottinghamshire has worked toward supporting an increase in the quality, quantity, impact and accessibility of volunteering for people aged over 50 years in Nottinghamshire.

Target - 90 volunteers to be recruited over the life of the project.

Quarter	Number of volunteers
1&2 Nov 2006 – March 2007	18
3&4 April 2007 – August 2007	20
After August Notts CC changed reporting requirements from 6 mthly to quarterly.	
5. September 2007 – November 2007	9
6. December 2007 – February 2008	24
7. March 2008 – May 2008	11
8. June – 31 st August 2008	15
TOTAL	97

Volunteers recruited are a combination of; volunteer ambassadors recruited as part of the project with the remit of encouraging their peers to volunteer (27); Pen-pals recruited as part of the projects intergenerational work (6); volunteers recruited by the volunteer ambassadors (34) and volunteers recruited directly by the older persons development worker on behalf of volunteer involving organisations through help with capacity building, publicity campaigns or other events (30).

Volunteers' Stories

Case studies requested by Nottinghamshire County Council to be submitted as part of the reporting process have been attached in appendix 1.

Volunteer Ambassadors

The Volunteer ambassadors have worked successfully throughout the life of the project to promote the benefits of volunteering to their peers, and between them have recruited 34 volunteers. Following a period of visiting groups, clubs and societies some of the ambassadors attended Volunteer Centres' Nottinghamshire's own events to promote volunteering, and periodically have appeared in the press. The volunteer ambassadors continue to support the promotional activities of their local volunteer centre. Some of the volunteer ambassadors have appeared in the 'Give a little time' campaign in the Nottingham Evening Post. See appendix 2.

Pen Pal Project

Integral to the Link-Age Plus pilot for Nottinghamshire County Council was an intergenerational volunteering initiative which might include grandparents and a skill exchange. It was imperative that rather than being a one-off promotional activity Linkage Plus worked to develop a sustainable and inclusive intergenerational volunteering project.

Research into established charities working with children in Nottinghamshire put me in touch with the Literacy Volunteers. The literacy volunteers help on average 1000 children with reading difficulties, in 114 schools in the county (per week) overcome their problems and find that reading can be fun.

We decided to collaborate on a pilot project to broaden the remit of the literacy volunteers/children to include letter writing.

The pilot project launched in September 2007 ran until June 2008. The aim of the project was to help improve writing skills of primary school children and encourage older people who do not formally volunteer, because of limited mobility or ill health to volunteer. This pilot project was spearheaded by the Literacy Volunteers in Nottinghamshire Schools and St Andrews primary school, Skegby.

The premise of the project was topic based letter writing covering topics such as; childhood, favourite toys, holidays, transport etc and has had full support from the head of Nottinghamshire Literacy Team who said that it would be a great help to children in many ways including improving communication skills, writing skills, knowledge of the past, which fits into the curriculum, and provide an understanding of the older generation.

Linda Deakin (pictured with her pen-pals) said that she loved sending and receiving letters, and enjoyed being taken back to her past childhood along with finding out what it is like to be a child today.

Since the end of the project other schools, and care homes for children in the city of Nottingham have shown interest in the project and it is hoped that appropriate funding can be secured to enable the project to be rolled out over Nottinghamshire.

Linda Deakin and her pen pals



Pen-Pals



Outcomes

Evaluation of events, projects and volunteers' own experience identified that overall the project has achieved the following outcomes.

Improved management of older volunteers. indicators are of this outcome are; confidence of volunteer managers in their ability to manage older volunteers; volunteer managers reporting that as a result of using information passed to them from the development worker they have improved systems and procedures for managing older volunteers.

Improved volunteering experience for older volunteers. Older volunteers reported receiving induction, training and support from volunteer involving organisations which recognise their value and contribution. Older volunteers felt that their needs were being met by volunteer involving organisations and reported incidences of improved health, well-being, confidence and self esteem along with being better informed about what was happening locally.

Older people are represented in a diverse range of volunteering opportunities and older people are more involved in their local communities.

More older people are aware of the positive impact could have on their lives, this is evidenced in the positive response to the volunteer ambassadors, the number of older people reporting health and well being benefits from volunteering and the number of people attending promotional events put on as part of the project.

Some of the volunteers recruited as part of this project have agreed for their photographs to be used as part of promotional campaigns these have been attached in appendix 3.

Original budget position

	2006/07		2007/08			2008/09			
	Q1 Sept - Nov 06	Q2 Dec - Feb 07	Q3 Mar - May 07	Q4 June - Aug 07	Q5 Sept - Nov 07	Q6 Dec - Feb 08	Q7 Mar - May 08	Q8 June - Aug 08	TO
Profile	£14,750.00	£14,750.00	£14,750.00	£14,750.00	£14,750.00	£14,750.00	£14,750.00	£14,750.00	£118
Actual									
Profile	£5,000.00	£5,000.00	£5,000.00	£5,000.00	£5,000.00	£5,000.00	£5,000.00	£5,000.00	£40,0
Actual									
Profile	£8,750.00	£8,750.00	£8,750.00	£8,750.00	£8,750.00	£8,750.00	£8,750.00	£8,750.00	£70,0
Actual									
Profile	£5,333.00	£5,333.00	£5,333.00	£5,333.00	£26,666.00	£26,666.00	£26,666.00	£26,666.00	£127
Actual									
Profile	£23,312.50	£23,312.50	£23,312.50	£23,312.50	£23,312.50	£23,312.50	£23,312.50	£23,312.50	£186
Actual									
Profile	£10,551.00	£10,551.00	£10,551.00	£10,551.00	£24,238.00	£24,238.00	£24,238.00	£24,238.00	£139
Actual									
Profile	£10,000.00	£6,133.33	£6,133.33	£6,133.33	£7,625.00	£7,625.00	£7,625.00	£7,625.00	£58,8
Actual									
Profile	£0.00	£0.00	£5,000.00	£5,000.00	£5,000.00	£5,000.00	£5,000.00	£5,000.00	£30,0
Actual									
Profile	£11,000.00	£11,000.00	£11,000.00	£11,000.00	£11,000.00	£11,000.00	£11,000.00	£11,000.00	£88,0
Actual									
Profile	£6,500.00	£6,500.00	£6,500.00	£6,500.00	£6,500.00	£6,500.00	£6,500.00	£6,500.00	£52,0
Actual									
Profile	£4,000.00	£4,000.00	£4,000.00	£4,000.00	£4,000.00	£4,000.00	£4,000.00	£4,000.00	£32,0
Actual									
Profile	£12,077.00	£12,077.00	£12,077.00	£12,077.00	£12,077.00	£12,077.00	£12,077.00	£12,077.00	£96,6
Actual									

Actual Spend to revised budget

E		Q1 Sept - Nov 06	Q2 Dec - Feb 07	Q3 Mar - May 07	Q4 June - Aug 07	Q5 Sept - Nov 07	Q6 Dec - Feb 08	Q7 Mar - May 08	Q8 June - Aug 08	TOTAL
s	Profile	0.00	0.00	0.00	0.00	0.00	95,401.00	6,000.00	0.00	101,401.00
	Actual	0.00	0.00	0.00	0.00	0.00	95,401.00	5,935.00		101,336.00
ining	Profile	0.00	0.00	0.00	0.00	0.00	20,000.00	10,000.00	10,000.00	40,000.00
	Actual	0.00	0.00	0.00	0.00	0.00	20,000.00	10,150.00		30,150.00
port	Profile	0.00	0.00	1,595.00	1,891.00	5,509.00	29,229.00	8,750.00	8,750.00	55,724.00
	Actual	0.00	0.00	1,595.00	1,891.00	5,509.00	29,229.00	22,552.00		60,776.00
	Profile	0.00	0.00	0.00	2,000.00	6,008.00	15,313.00	6,166.00	6,166.00	35,653.00
	Actual	0.00	0.00	0.00	2,000.00	6,008.00	15,313.00	48,674.00		71,995.00
	Profile	3,500.00	3,079.00	50,386.00	5,261.00	27,095.00	58,882.00	44,539.00	44,539.00	237,281.00
	Actual	3,500.00	3,079.00	50,386.00	5,261.00	27,095.00	58,882.00	53,039.00		201,242.00
h	Profile	6,000.00	6,750.00	69,730.00	14,868.00	30,626.00	-3,198.00	24,238.00	24,238.00	173,252.00
	Actual	6,000.00	6,750.00	69,730.00	14,868.00	30,626.00	-3,198.00	-26,316.00		98,460.00
	Profile	0.00	0.00	0.00	7,940.00	9,432.00	17,187.00	7,999.00	8,000.00	50,558.00
	Actual	0.00	0.00	0.00	7,940.00	9,432.00	17,187.00	0.00		34,559.00
	Profile	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	Actual	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00
3/	Profile	0.00	0.00	1,941.00	1,573.00	16,229.00	13,806.00	6,250.00	6,250.00	46,049.00
	Actual	0.00	0.00	1,941.00	1,573.00	16,229.00	13,806.00	5,343.00		38,892.00
/	Profile	0.00	0.00	0.00	27,770.00	0.00	1,034.00	13,880.00	0.00	42,684.00
	Actual	0.00	0.00	0.00	27,770.00	0.00	1,034.00	0.00		28,804.00
	Profile	0.00	0.00	0.00	10,120.00	0.00	12,120.00	5,517.00	5,517.00	33,274.00
	Actual	0.00	0.00	0.00	10,120.00	0.00	12,120.00	77.00		22,317.00
o-	Profile	4,770.00	5,000.00	-3,176.00	6,560.00	2,500.00	18,990.00	8,817.00	8,816.00	52,277.00
	Actual	4,770.00	5,000.00	-3,176.00	6,560.00	2,500.00	18,990.00	8,045.00		42,689.00
	Profile	15,320.00	14,000.00	16,820.00	0.00	0.00	42,513.00	12,077.00	12,077.00	112,807.00
	Actual	15,320.00	14,000.00	16,820.00	0.00	0.00	42,513.00	0.00		88,653.00
	Profile	29,590.00	28,829.00	137,296.00	77,983.00	97,399.00	321,277.00	154,233.00	134,353.00	980,960.00
	Actual	29,590.00	28,829.00	137,296.00	77,983.00	97,399.00	321,277.00	127,499.00	0.00	819,873.00

Bassetlaw District Council
Preventative Adaptation Scheme
Quarter 2 – Updated Performance Report

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