

Celebrate Age Network

# Achieving Better Services For Older People Results

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## Introduction

Celebrate Age Network (CAN) is a project within Dundee Voluntary Action (DVA). CAN works with anyone living in Dundee who is age fifty and over.

## Aims of Celebrate Age Network (CAN)

- To promote the involvement of older people in the planning, development and monitoring of services across different sectors.
- To actively pursue consultation/involvement opportunities for older people by linking them with existing statutory and independent services and resources.
- To explore how older people, including those who are socially isolated, want to 'have their say', i.e. forum/panel/action group/issue based, and develop a range of mechanisms to achieve this.
- To build feedback loops for information to be relayed back to older people.
- To improve socialisation and access to learning opportunities for older people, by enhancing activities and support, where appropriate to the project.

If you are an older person living in Dundee, of 50 years or over, and would like to become involved in the work of CAN, contact Liz Begg on 01382 305745.

This research was based on work previously completed by Highland Senior Citizens Network. The Dundee Partnership Community Plan 2005-2010 themes were used to create the themes of the questionnaire. These are Building Stronger Communities, Community Safety, Environment, Health and Care, Lifelong Learning and Work and Enterprise.

Once the questionnaire was compiled the Celebrate Age Network Reference Group, which is made up of older people and professionals in the field, gave advice on changes that could be made to improve the questionnaire and make it easier to fill out. Once the Reference Group approved the questionnaire it was piloted with members of a Sheltered Housing Complex.

The questionnaire could be filled out by anyone over the age of fifty years and living in Dundee. The questionnaires were distributed throughout Dundee to Sheltered Housing Complexes, existing groups around Dundee, Community Centres, Day Care Centres, Lunch clubs, Libraries, distributed within two supermarkets and was advertised in The Courier, Dundee Voluntary Action newsletter and on the Gay Men’s Health Tayside website with contact details so individuals could request a copy of the questionnaire to fill in.

### Demographics

In total, seven hundred and twenty six questionnaires were distributed and two hundred and eighty four residents of Dundee over the age of fifty took part in the research resulting in a thirty-nine percent return rate. There were 170 females and 88 males with 26 unknown. Age ranges were

50 – 59	33
60 – 64	35
65 – 74	99
75 – 84	73
85 and over	25
Unknown	19

Participants came from areas across the city of Dundee covering all but two postcode sector areas.

Unknown	38
Charleston, Menzieshill, Gowrie Park	28
Logie, Pentland, Dryburgh	22
Hilltown, Clepington	19
Broughty Ferry, Forthill, Balgillo	16
Douglas, Mid-Craigie, Linlathen, Happyhillock	14
Fintry, Mill o’ Mains, Trottick	14
Fairmuir, Downfield	13
St Mary’s, Downfield, Brackens	12
Hilltown, Glens, Law Hill, Dudhope	11
Blackness Road, Magdalen Yard Road	11

Craigiebank, Baxter Park	10
East Broughty Ferry, Barnhill	10
Blackness Road, Polepark	9
Stobswell	9
Dundee	8
West Broughty Ferry, West Ferry	7
Ardler, Beechwood, Lochee	5
Invergowrie (using Dundee Services)	5
City Centre	4
Perth Road	3
Downfield, Strathmartine	2

The two postcode areas not covered were Docks and Stannergate and Whitfield although 38 postcodes are unknown.

This table shows the wide range of Ethnicity collected in the questionnaire.

Scottish	219
Unknown	20
English	14
Chinese	9
Scottish and English	6
Indian	4
Pakistani	2
Canadian	2
British	2
Scottish and Italian	1
Sri Lankan	1
European	1
English and Welsh	1
Egyptian	1
Scottish and Welsh	1

This table shows the sexual orientation of participants.

Heterosexual	188
Lesbian	1
Gay	1
Unknown	92

This table shows the religion of participants.

Church of Scotland	161
Roman Catholic	54
Unknown	19
None	11
Baptist	6
Episcopalian	5
Church of England	4
Muslim	3
Hindu	2
Spiritualist	2
Sikh	2
Scottish Episcopal	2
Buddhist	1
Congregational	1
Christadelphian	1
Catholic	1
Agnostic	1
Unitarian	1
Spiritual Being	1
Christian Buddhist	1
Methodist	1
Jehovah's Witness	1
Quaker	1
Humanist	1
Episcopal Church of Scotland	1

This table shows the living arrangements of the participants.

With spouse or partner	128
Alone	93
Sheltered Housing	36
With relatives	12
Unknown	12
Special Needs Home	1
Carer for Relative	1

When asked about the number of times the person went out and if they felt lonely and isolated, it was found that:

	Regularly	Occasionally	Never	Unknown
Go out	230	39	2	13
Feel lonely	11	104	153	16
Feel isolated	9	47	157	71

This table shows that more feelings loneliness is higher than feelings of isolation.

#### Additional Comments

- I force myself to socialise
- Since I am a widower I feel I need to meet other people more often. I have attended Royal Victoria hospital some time ago, I do not go out unless my family take me
- I go out a lot to escape constant noise by teenagers
- I have been encouraging activity at the complex
- Very active in hobbies
- I do a lot of outdoor activity
- I only go out during the day
- I have a disability, do not get out
- I would like more opportunities to get out of the house, going to shops, walks, hairdressers, cinema etc.
- I just go to the complex
- Lack of work makes loneliness and isolation worse

- I'm never in
- I have lots of visitors
- I am not able to go out due to disability
- I only go out to get food
- I only go out on occasions when I am taken out by ambulance to medical centres specified by the doctor
- I am reluctant to go out if it is a late at night return
- I would like to go out more often to meet people but have difficulty on my own

Disabilities reported by participants are:

No disability	101
Wheelchair User/Mobility Difficulties	57
Unseen Disability	41
Deaf/Hearing Impaired	35
Personal Care Support	15
Blind/Partially sighted	14
Multiple Disabilities	10
Mental Health Difficulties	9
Heart Problems	8
Dyslexia	3
High Blood Pressure	2

Respondees Highlighted Additional Disabilities:

- Trapped nerves
- Agoraphobia
- Back problems
- Bad circulation
- Balance problems
- Bi-Lateral mastectomy
- Chronic obstructive pulmonary disease
- Endocrine
- Fibromyalgia
- Joint replacements
- Learning difficulties
- Multiple Sclerosis
- Nervous Disposition
- Pain
- Parkinson's

- Cervical spondylitis
- Severe spinal wear and tear
- Debilitation
- Spina Bifida

When the participants were asked about services or support they receive they highlighted the following:

	Being Received	Required	Do not Need	Unknown
Visits from friends, family or neighbours	131	2	82	69
Telephone calls to check all is well	100	8	95	81
Home help	15	8	162	99
Attendance at a Day Centre	9	4	164	107
Meals on Wheels	3	3	169	109
Attendance at a Lunch Club	19	5	160	100
Respite Care	4	4	171	104
Installation of an Alarm (Help Call)	48	2	131	97
Visits by an Occupational Therapist	9	6	154	115
Visits by a Chiropodist/Podiatrist	24	21	142	97
Visits by a Social Worker	14	2	162	106
Visits by Nursing Services	16	2	159	107
The provision of aids/adaptations to house	29	9	147	99
Help with personal care, bathing/dressing etc	20	3	158	103

#### Additional Comments

- I have difficulty getting in and out of the bath, I did receive wall holders but I still strain a great deal both getting in and out of the bath. I have a shower but find a bath more beneficial for my arthritis.
- I have a cleaner 3 times a week

- I would like social visits particularly at the weekend as my family lives in France and London
- I tried to get a home help but Dundee City Council would not provide one, I had to arrange private help
- As my family are so far away I have no frequent visits from them. The loneliest time is Saturday and Sunday. I could normally visit the lounge downstairs using my walking aid but as my arthritis is bad at the moment any movement is very painful

Older people were asked what the best way to receive information was:

Letter	141
Newspaper	110
TV	75
Newsletter or Circular	63
Telephone	53
Radio	36
Internet or Email	30

This table shows that letter is the best way to receive information and internet or email is the least favoured.

Additional ways highlighted by responses to receive information were:

- Ardler 50+ group
- Church
- Family Members
- Library
- Word of Mouth

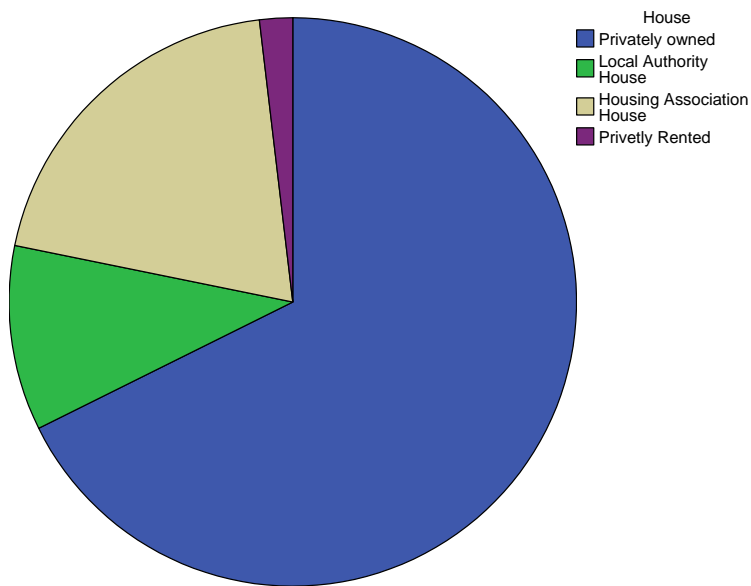
## Building Stronger Communities

Objective: to regenerate communities and create stable, attractive and popular neighbourhoods throughout the city.

The Building Stronger Communities theme was created to improve the quality of life where people actually live impacting on physical infrastructure, the environment and the services that make up communities.

### Housing Services

When asking about people's accommodation, 266 people answered and it was found that:



This graph shows that 180 people privately owned their homes, 28 people lived in a Local Authority accommodation, 53 lived in a Housing Association accommodation and 5 people privately rented their accommodation.

Respondents were asked the suitability of their accommodation against a range of criteria.

Housing suitability for location for shops, services etc

Good	176
Average	70
Unknown	23
Poor	15

Housing suitability for access to and around house

Good	195
Average	54
Unknown	32
Poor	3

Housing suitability for heating

Good	201
Average	50
Unknown	27
Poor	6

Housing suitability for insulation

Good	177
Average	48
Unknown	39
Poor	20

Additional comments made by respondees

- Would like a walk in shower as cannot get in and out of the bath.
- The supermarket close by was closed.
- Stairs poor.
- Security poor

- Radiator in the bathroom when on full does not get temperature above two degrees – always chilly.
- Ideal for Ninewells Hospital.
- I open my front door and climb fourteen steps to reach my flat. I would prefer ground floor.
- I am comfortable because I worked hard to afford this.
- My house is extremely cold in the winter, with only gas fire to heat whole house.
- Heating and rent expensive.
- Heating costs have been doubled although no extra use.
- Have trouble with new boiler, which is pressurised, and also tend to drop pressure resulting in no heat or hot water.
- Have adaptations for disabled person.
- Draughty.
- Do not have double-glazing.
- Could not have double-glazing.
- Boiler over three years old.

Respondents were asked about access problems they have to their accommodation and it was reported that:

Stairs	41
Parked cars	28
Security	18

This table shows that stairs are the biggest access problem followed by parked cars and then security.

Additional access problems were reported as:

- Access from back area of council property with mobility scooter
- Cars parked on pavement
- Housing is a problem because there is limited stock, elderly people are housed in top floor flats with no lifts so cannot get out of their houses.
- If I lost my keys I would not know how to get in
- Insufficient parking

- Need help going places as I do not read
- Too deep steps, no handrails may prove a problem later in life both front and back.
- Too many cars.
- Too many cars parked on pavement.
- Too much uploading and disabled parking.

Respondents were asked to indicate whether they would require assistance when decorating, gardening and doing repairs. It was found that:

The number of people that felt they needed help with decorating was:

Yes	118
No	105
Unknown	73

The number of people that felt they needed help with gardening was:

Yes	82
No	129
Unknown	73

The number of people that felt they needed help with repairs was:

Yes	116
No	107
Unknown	61

This table shows the number of people that felt they have problems meeting the costs of:

Rent/Mortgage	Repairs/Maintenance	Council Tax	Heating	Water Rates
6	27	42	40	21

Other issues found with meeting costs were:

- Two comments were received about not being able to afford to replace windows and the draft is currently being blocked out with towels and cling film.
- Food

There were also concerns about payment of bills in the future. One comment mentioned that there was no problem paying bills whilst they were in employment, and there were also concerns about the prices of bills rising in the future:

- May have problems if costs continue to rise
- Heating bills are increasing rapidly
- Every year all the costs become more expensive and the buying power of OAP's pension becomes less
- I find all of the above except rent / mortgage very expensive and worry about the future
- Cost of heating is increasing all the time, as well as council tax and water rates. Something should be done about it! Alternative sources of heating should be explored.
- As value of pension reduces and the costs increase, these are more likely to be a problem.
- Means tests denies and deprives people getting assistance
- No great problem in payment but the amounts charged are exorbitant compared to other local authorities
- Council Tax too high for pensioners
- Council Tax is extortionate especially for OAP living alone
- Council Tax annoys me – there are fairer ways of collecting the money for amenities etc.
- Council tax banding unfair

However, two respondents did not have issues with paying bills as they were receiving help from the council with regards to council tax and housing benefits.

## Community Safety

Objective: to create a city where crime is reducing and where people are safe and feel safe.

This table shows how safe people feel in different situations.

	During the Day	After Dark	Travelling on bus/train	Collecting Pension or using the bank	Home at night
Very Safe	105	15	60	60	134
Fairly Safe	145	75	139	118	111
A little Unsafe	17	95	26	49	20
Very Unsafe	2	70	6	6	2
Unknown	15	29	53	51	17

This table shows that most people feel either fairly safe or very safe most of the time except after dark.

### Additional Comments

- At work I feel fairly safe
- Feel very unsafe in city centre car parks
- The dark
- Especially when the warden is off duty from 4.40pm - 8.30am
- Buses take little consideration for frail people
- Car vandalism
- Do not go out after dark
- Would feel unsafe at night if I lived alone
- Gangs congregate in parks, drinking and creating noise, Police cars should patrol
- Groups of youths hang around the shop entrances
- I had my handbag snatched one evening at 5.35pm close to where I live I do not go out in the evenings

- I would not walk in Broughty Ferry or Dundee alone after 8pm
- If and when in town centre after dark for example going to the theatre I would feel very unsafe
- Much of the anxiety is caused by the media and probably the statistical dangers are grossly overstated
- Never go out after dark
- No police patrol in this area
- Not sufficient policing, they only come to the area when something happens, no patrol during the day, occasionally some at night
- Very unsafe if out after dark in an unknown area
- Particularly going to meetings in fairly uninhabited parts of the city when offices are closed
- Passing crowds who are often blocking paths, areas to shops etc.
- Vandalism (teenage) is an ever constant nightmare
- When police presence is conspicuous by its absence
- While driving road rage unsafe

The respondents were asked what things they are most afraid of:

Assault and mugging	132
Gangs	106
Bogus Callers	97
Doorstep Sellers	78
Young People	64
Verbal Abuse	53
Intimidation	51
Too dark as bad street lighting	49
Neighbours	4

Along with the above, these are additional things respondents are afraid of:

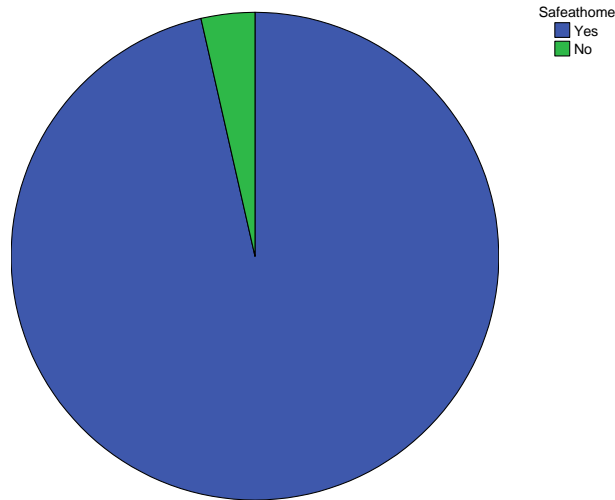
- All the pot holes in the roads and pavements especially in the dark
- Drunk people late at night and at weekends ring the security entry buzzer looking for prostitutes
- Dogs

- Dark
- Drivers driving too fast, too close, overtaking regardless of oncoming traffic
- Falling on rough pavements
- Intimidated by groups of young people
- Roads
- People in hoods
- Vandalism cars
- Being burgled
- Failure of services supposed to help
- Accidents
- Falling
- Frightened of falling on buses and pavements
- Ghosts
- Judges are so out of touch with modern society
- People setting fire to property on purpose
- People trying to get into secure housing
- The amount of dogs in the area, even though they are in their front gardens. They unexpectedly rush to the fence barking loudly. Could give you a heart attack if you had a heart condition.
- The centre of town at night
- Unhappy with lack of consideration of neighbours
- Vandalism
- Internet crime
- Telephone scams
- Intrusion
- Identity theft
- Windows being smashed from constant street football
- Being alone

### Other Comments

- As I am a car driver and I do not go out in the evening so I am quite relaxed
- We now live in a more violent society than I was brought up in
- My burglar alarm does not include the back of the building

### Safe at Home



This graph shows that 244 people felt safe at home while 9 people did not. Thirty one people did not answer this question. Reasons for not feeling safe at home were

- Fear of young children breaking windows
- Feel safe if not alone, but have had stones thrown at windows in the past
- I felt safe until recently when windows were broken by air pellets and stones were removed from back walls and put through sky lifts of business next door
- I live alone and have been burgled five times, three times in broad daylight and two when on holiday
- Living in Sheltered Housing you cannot have bolts or chains on the entry door and only have a Yale lock, which is easy to break into.
- Door entry system is not 100% secure
- Withdrawal of relief warden

### Additional Comments

- Always try to take precautions in respect to burglary and break ins
- I lock and bolt the door and I do not answer the door to anyone who does not have the password
- I would feel safe with a security main entrance

## Environment

Objective: to develop Dundee in ways in which safeguard the future of the environment in the city.

Improvements to the local environment have resulted in improving: health, social cohesion, economic prosperity and general well being. The aim is to protect and enhance the environment in ways that will enable further develop, both economically and culturally, to improve the quality of life for the citizens.

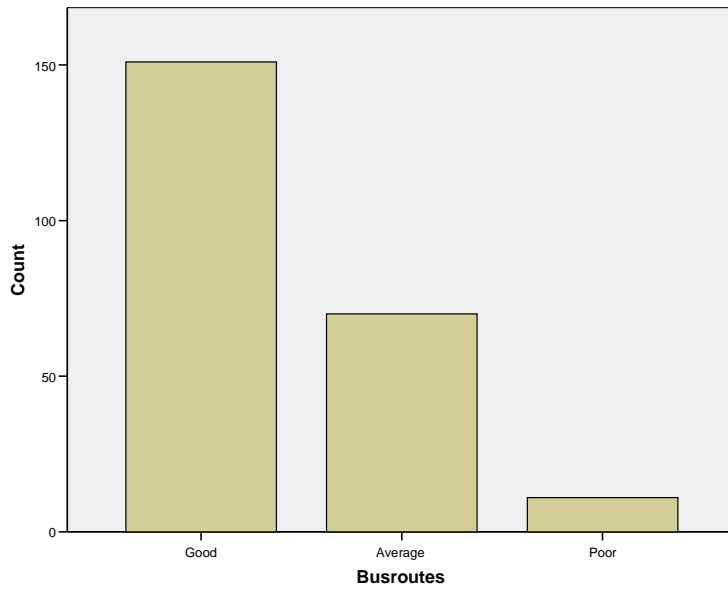
## Travel Services

This table shows the method of transport used:

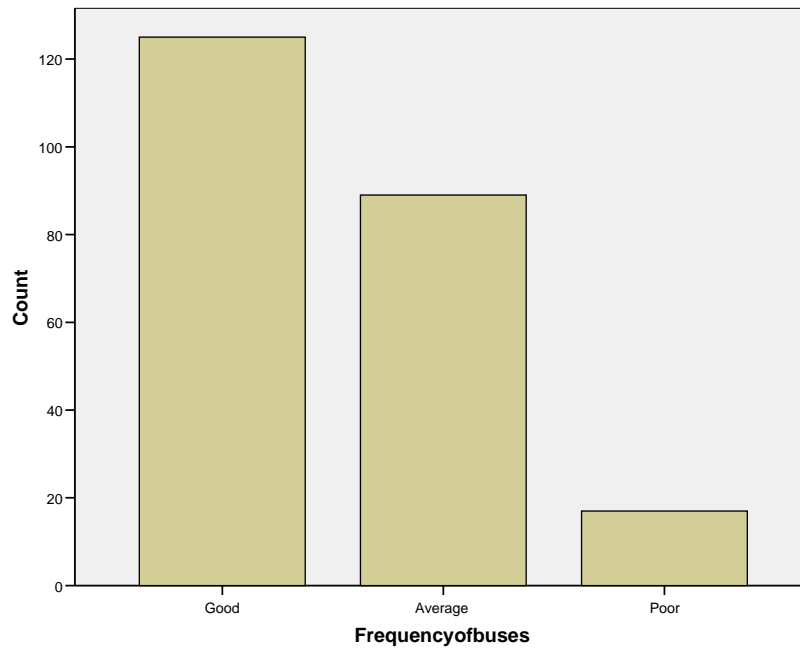
	Yes	No	Unknown
Drive	134	127	23
Own Car	135	124	25
Taxi	96	144	44
Friends or relatives assist with transport	118	116	50
Buses	223	49	12
Trains	105	129	50
Concessionary Travel Scheme	203	54	27

This table shows that the most used method of transport is the bus and the least used method of transport is the train.

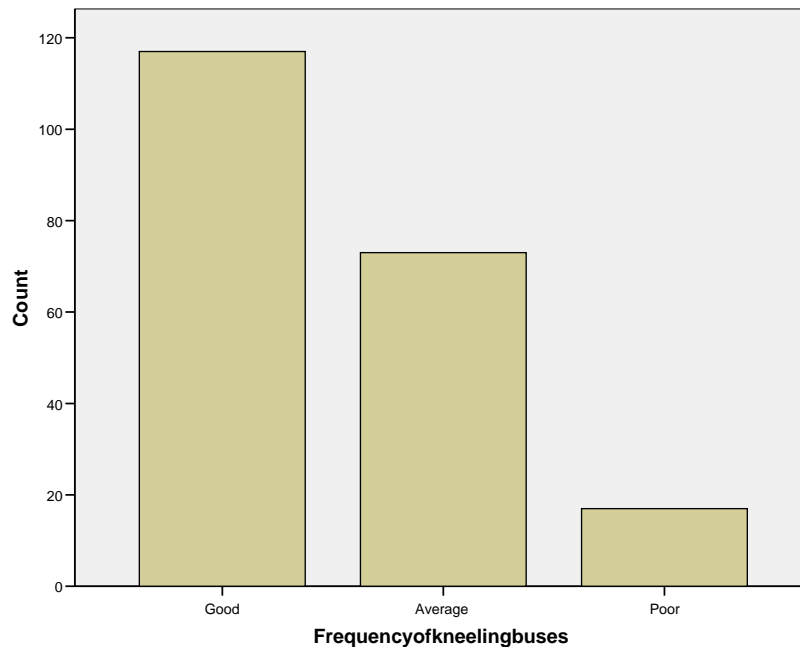
The respondents were asked how satisfied they were with the routes of buses, the frequency of buses and the frequency of kneeling buses.



This graph shows that 151 people felt that bus routes are good, 70 people felt that bus routes are average and 11 people felt that bus routes are poor. Fifty-two people did not answer this question.



This graph shows that 125 people rated the frequency of buses as good, 89 people felt that the frequency of buses is average and 17 people felt that the frequency of buses is poor. Fifty-three people did not answer this question.



This graph shows that 117 people felt that the frequency of kneeling buses is good, 73 people felt that the frequency of kneeling buses is average and 17 people felt that the frequency of kneeling buses is poor. Seventy-seven people did not answer this question.

#### Additional Comments about Transport

- Buses go too fast, it is difficult to walk along the bus
- Bus services poor in the evening.
- Information unreliable on boards
- Cannot get buses to stop
- Drivers very rarely lower the step to get on and off,
- Buses are never on time
- Sometimes buses cannot get into bus stops because of parked cars, so step is very high to get wheelchairs on

- Would like the 1c to run on a Sunday, more services after 6pm as over 40mins between
- Drivers do not always lower the bus,
- 10X service is excellent,
- 14 routes' was changed and the replacement Strathtay bus is hopeless and not as regular
- Frequency of buses is poor in the evening
- Number 1c buses after 6pm or on Sundays, very handy bus
- Rubbish all over the buses, seats covered with wrappers, sweets and juice
- Half the time-lowered floors do not work
- Routes not very good
- Bus every hour not good
- Drivers do not wait for older people to sit down, don't always use the lowered floors
- Some areas have no buses in the evenings; kneeling buses are often not lowered
- Buses often dirty- used tickets lying on floor/seats; empty drink cans rolling around; often smell as if they have been washed/mopped with a dirty/smelly cloth
- Often they don't run to timetable
- Not everyone is helpful with wheelchair users
- Drivers do not always put kneeling buses down
- Too many people from Ninewells, very rarely a seat
- Timekeeping of late buses is dreadful, last buses always leave early, contacted travel Dundee but unsatisfied
- Electronic timetables are either unreliable or do not work
- Do not use buses because only runs every hour last bus from the town is at 2.30 pm
- Would use more buses in the evening if there were more
- Prefer train travel but too expensive if you just want to travel that day and buy your ticket. Some older people cannot rely on being able to

travel on the pre-booked day because of illness (ongoing) so it is important travel on the 'good' days

- Cleanliness of buses leaves a lot to be desired. Drivers need to take more control regarding noise and bad language. But in this day and age they fear for their life. It's a pity they do not have inspectors like the old days.
- Transport should be applied to cover more areas with the bus pass also the pass should cover train travel and transport around Scotland
- Certain bus drivers seem to forget older people have a difficult time getting to their seat and leaving it when the bus is in motion. Also quite a few ignore the Thistle Travel Card.
- Some buses stop in the early evening i.e. 7,8,14 so can be difficult to get to for example the Odeon cinema
- More transport to out of centre shopping centres e.g. City Quay, Gallagher Retail Park, Tesco, plus leisure complexes and cinemas
- Do not think we should book buses for out of town travel and pay fee. Scottish Executive already subsidise it
- It says no eating, smoking. Why do people come on with McDonald take away and eat it on the bus especially at the buggy part also drink juice, nobody cares
- Road-rail-air link
- Inner roots of private estates not served
- Drivers of buses should be courteous. They should drive buses gently for the comfort of their passengers.
- A central area in town from which all the buses leave, would be more convenient, rather than scattered all over the town centre as it is at the moment
- Needs to be more joined up. New bus station near railway station
- I would be pleased if the 1c bus was available on a Sunday even if it was an hourly service as it is inconvenient on a Sunday if you have to visit the Retail Park at the Kingsway if you don't have a car
- Buses often do not keep to the timetable and cause problems for appointments

- We only have an hourly service after about 6.30pm so, getting about in the evenings is impossible
- Buses are 1 per hour and stop at 6pm and none on Sunday. When they come, they go out and in schemes and take 34 to 36 minutes to get to town. At present I usually drive via busy roads to park at Stobswell and ride. I dread the day I am unable to drive.
- Concessionary should include trains
- A lot of the staff are pleasant but many drivers are rude, you find it hard to believe they are working for the public, they don't know how to work with the public
- Plenty of buses, drivers need to be better trained at lowering the bus step
- Sometimes they don't lower the bus even if you ask the driver some just ignore you
- Getting on and off, do not get time to sit before driver starts, jerky starting and stopping
- Not sure of all the routes, might use more if knew / better publicised and faster I would use the car less / should be a simple and straightforward entry in the phone book BUS and TRAIN as they keep changing their names
- 18/19 cannot get into the city centre from Kirkton on a Sunday until 1.30pm. The 36/37, which I could use, has no service at all on a Sunday, neither does the 55. Other areas have buses running before 1pm
- Evenings and weekends are lacking in services. Free travel is much appreciated
- Since change in routes 13 and 14 service is not good. An urgent review is needed. Replacement service (72) is inadequate and irregular
- Extremely poor transport service after 6pm
- No transport for lunch club (Ashram)
- Some drivers seem to be averse to lowering the step especially when the bus is not close to the kerb

- Arthritis means suffer from locked knee and cannot travel by bus, have to take taxi to appointments, appreciate at my age a taxi pass so I can be more mobile
- Have a mobility scooter but fail to use it as the pavements at Forthill Drive are shocking, had met with local councillor and was promised they would be fixed 2 years ago
- Buses could be kept cleaner
- Would like to be part of a travel concessionary scheme but do not know how to be a part of
- I only travel sometimes on buses from Broughty Ferry to Dundee because parking can be difficult in town
- Number 17 bus is very poor service, often very late, only other bus I can get on it the number 12 every hour
- Timetables are such that there are 3 buses one behind the other all going into town and then a gap of 15 minutes. Sometimes double-deckers are empty maybe single-deckers would be more economical
- Live in area where buses to certain areas stop about 6.30pm limiting any evening activities
- Half the number 21's stops at 6.20, number 18 hourly on a Sunday
- Flights from Dundee to London too expensive
- They are excellent at present
- Will use concessionary when turns 60
- Is it possible to use a community bus?
- Did not ask about ability to get to bus stop and getting to destination after leaving the bus
- Too many frozen faced drivers on the 28 and 29
- Not enough buses for wheelchairs
- Kneeling bus is not guaranteed so don't know if husband will be able to get on the bus
- Buggies are not put in spaces properly and drivers do not do anything about it
- Staff unwilling or unable to give information
- Poor supervision of driving and cleanliness of vehicles.

- Complaints ignored.
- No central point in city to make complaint to responsible person
- I would like to be allowed to use my taxi card because I cannot use a bus
- I am disabled and need an ambulance preferably with an escort, which I provide myself e.g., Cross Roads
- I wish rail transport was cheaper, more consideration given to users who did not want to be bombarded with constant use of mobile phones; more mobile free coaches would be a relief and incentive to travel by rail
- Taxi card no longer useable because of bus card, it would be better for me if I could still use my taxi card for any company but it has been confined to only one company.
- Reduce speeding in Victoria Street or Road

These comments highlight issues about: poor services of buses in the evenings and at weekends, kneeling steps not being used, information being incorrect and buses not being clean. Although there are a number of negative comments about buses, the graphs above show that most people are satisfied with the routes, frequency of buses and frequency of kneeling buses.

### Waste Disposal

This table shows the number of people satisfied with removal of rubbish:

Yes	243
No	12
Unknown	29

This table shows the number of people that recycle:

Yes	199
No	52
Unknown	33

This table shows the number of people who have recycling bins.

Yes	153
No	93
Unknown	38

This table shows the number of people with each type of recycling bin:

	Yes	No	Unknown
Paper Bin	176	71	37
Compost Bin	135	106	43
Plastic, Glass Bin	123	116	45

This table shows the number of people that have a recycling centre close by?

Yes	97
No	74
Unknown	113

When asked how satisfied people are with mobility for wheeled vehicles and disabled parking, it was found that:

	Mobility for wheeled vehicles i.e. dropped kerbs	Disabled Parking
Satisfied	76	56
Neither satisfied nor dissatisfied	28	23
Dissatisfied	21	29
Do not use	85	94
Unknown	74	82

This table shows that more people are satisfied with both mobility for wheeled vehicles and disabled parking than are dissatisfied.

## Health and Care

Objective: to promote and protect the physical and mental health of communities, provide effective care to those who need it, and challenge health inequalities.

This table shows how satisfied people are with services they are receiving.

	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Do not use
Home Help	18	0	1	196
Day care	11	0	1	205
Meals on wheels	2	2	2	207
Lunch Club	19	1	1	190
Respite Care	2	0	2	200
Alarm system	59	3	2	159
Occupational Therapist	20	0	1	182
Social Worker / Care Manager	24	5	3	180
Handy Person Service	13	0	3	189
Care and Repair	16	2	5	186

When asked what other services they receive, the following were highlighted:

- Grey Lodge
- Scheme Manager Service
- Princes Royal Trust for Carers Stroke Club

Reasons why people are not satisfied with the above services are:

- Refused grant to replace back door
- I am only entitled to respite care 8 weeks in one year
- Care Manager only twenty hours a week on premises
- Lack of consideration for the elderly
- No day care for Asians
- Occupational Therapist discontinued
- We do not get full cover when the Care Manager is off, we get four half days a week (full hours are 8am until 4pm), the rest of the time we are covered by a call centre in Glasgow.

Additional Comments:

- Physiotherapy service is wonderful
- I did not know about Handy Person Service and Care and Repair
- I would like to know more about getting to clubs or somewhere I can meet other people. I do not have any in my area of Menzieshill. I am a widow living on my own.

This table shows how satisfied older people are with:

	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Do not use
GP	206	35	8	5
Physiotherapist	48	17	3	127
Dentist	148	23	17	45
Podiatrist	95	13	12	99
Chemist for prescriptions	240	14	1	4

Reasons why people are dissatisfied with the above services are:

Doctor

- Seldom able to get a doctor appointment on the day
- Making appointment is impossible between 8 and 8.30am, nobody answers phone and when they do no appointments
- Having to make appointment to see the doctor
- General Practitioner service is appalling after 5pm and over the weekend. My flat is connected to Careline - but it takes an hour and a half for them to make contact with the nurse who decides if one can speak to a doctor
- Cannot always get an appointment when you want it, if you want a particular GP you may have to wait a week
- Difficulty getting appointments
- Booking system at doctors. Everyone is told to phone in for an appointment on the day. Can take 2 - 3 calls before appointment can be arranged
- Travelling distance to GP, doctor not always convenient appointments
- Appointment method now apparently in common usage in many medical centres makes it very difficult to have a consultation with one's own practitioner
- Appointment service (i.e. 8am) to get same day appointment, advanced appointments no longer available
- Doctor: you really cannot get an appointment at short notice; it is very difficult for anyone to get an appointment anyway. It is a disgrace.
- GP appointment takes day/week.
- GP have to wait too long for appointment
- GP difficult in reserving an appointment takes time to get through when attempting to reserve a same day appointment
- Long periods when services of own GP are not available
- Doctor you have to phone on the day for appointments and sometimes it takes ages to get through
- Difficult to access GP of choice,
- Bad press for NHS24. If worried I'd go to a + e or call an ambulance

## Dentist

- Cannot get a dentist, my dentist went private
- Cost of Dental Care, so few NHS dentists now
- Long wait for appointment, has now gone private, have to pay more
- Dental services not really available without expense.
- Dentist have gone private, prices are really expensive
- Dentist long waiting lists
- Lack of NHS dentists
- Too few NHS dentists
- Should be more on NHS
- NHS Dentists: I am disgusted with the way, progressive governments have eroded and tampered incessantly with what was on the whole, a very good service,
- I paid privately for dentures before retiring, thereafter I paid a normal sum towards new dentures and they have never fit satisfactory. I now have to wait up to one year for treatment at the Dental hospital in Dundee.
- Not enough NHS dentists
- Dental services within the dental school no longer available unless emergency
- Lack of getting appointment with the NHS seems they all want private users to pay
- NHS dentists scarce

## Physiotherapy

- Have not been referred to Physiotherapy or Chiropractor
- Physiotherapist - often long wait to deal with the problem, good service when you get there though.
- Physiotherapy is not easy to access and the time wait. There would be a lot less need for GP if had Physiotherapist available

### Podiatry

- No choice of appointment, time or date with Podiatry, new system computerised no longer a person, only a number
- There is a payment charge for my age group
- Would like chiropody from home
- Could do with more frequent appointments
- Podiatry appointments not frequent enough, prescriptions have been mistakes made
- Length of time it took to see one and the fact that they no longer are taking on elderly patients for regular chiropody checks
- I attend Podiatry once every 3 months. I do not think it is frequent enough and I am in constant foot pain
- Chiropody: have to wait too long between appointments

### Chemist

- Often chemists take prescriptions but cannot provide all items, necessitating further visits and waiting in queues
- Chemists should only dispense and not sell other products for profit

### General

- Difficulty in obtaining service when required. Fobbed off by excuses, call again next day, might be lucky

When asked whether respondents have concerns about getting to Ninewells Hospital or other hospitals around Dundee, it was found that:

	Yes	No	Unknown
Ninewells Hospital	52	196	36
Other Hospitals	24	174	86

This table shows that 52 people had concerns about getting to Ninewells Hospital and 24 people had concerns about getting to other hospitals around

Dundee. Along with the concerns about getting to the hospitals, respondents had additional concerns. They are:

### General

- Hospital acquired infection
- Very poor local transport service for other hospitals
- Competency of staff
- Transport
- Only when I'm having trouble with my legs
- They are quite a distance and it involves two buses each way which takes a considerable time
- Transport
- Need help reading bus number and getting there on time
- Need to arrange transport
- Travel by bus or taxi
- I get transport to get to the hospital
- I would take my car to Kings Cross but no way I would attempt to take my car to Ninewells Hospital - parking and cost the reason.
- On one occasion sought the help of the after-hours service. After my phone call was told I would I would be called back. 3/4 hour later I was told to go to Ninewells Hospital and get my head stitched - this after telling them the loft ladder had come down on my head.
- Mixed wards are a disgrace and should not be tolerated. Further problems created by super bugs in dirty areas created by healthy hygiene practices
- Time it takes to get to the hospital especially if it is early AM appointment
- Transport and distance involved
- Parking is a problem, distance to a clinic is too far for walking if one is disabled or find difficult to walk
- Transport
- Takes nearly an hour to get to Ninewells
- Need a taxi

- Such a hassle to get there, and so many people get MRSA bugs.
- Finding way to wards needs a bus inside. A lot of working, Ninewells is so impersonal
- Distance
- Frightened
- Distance and unavailability of transport
- Time taken
- Transport to and from
- I require an ambulance on each occasion and always a carer with me
- Transport
- Mixed sex wards are difficult for someone at my age, I have never shared a room with anyone since I was a student

### Bus

- It takes an hour on the bus
- Not good bus services
- Buses take too long
- Length of wait for public transport and necessary to use two or more routed. More direct service would help
- Not sure what buses take you there
- No direct bus to Ninewells
- No direct bus, need daughter to take me
- Bus service dreadful
- Getting there on time using bus service
- If going by bus it takes forever
- If bus is running late you can be late for your appointment
- Bus fares increased,
- The time taken and only hourly buses
- I don't know what buses go there and where to pick these up
- The long journey by the bus to Ninewells; taking 40 minutes. Alternatively I have to journey to the city centre (taking 20 minutes and then another bus (taking 20 minutes)
- Bus service is so far away

## Taxi

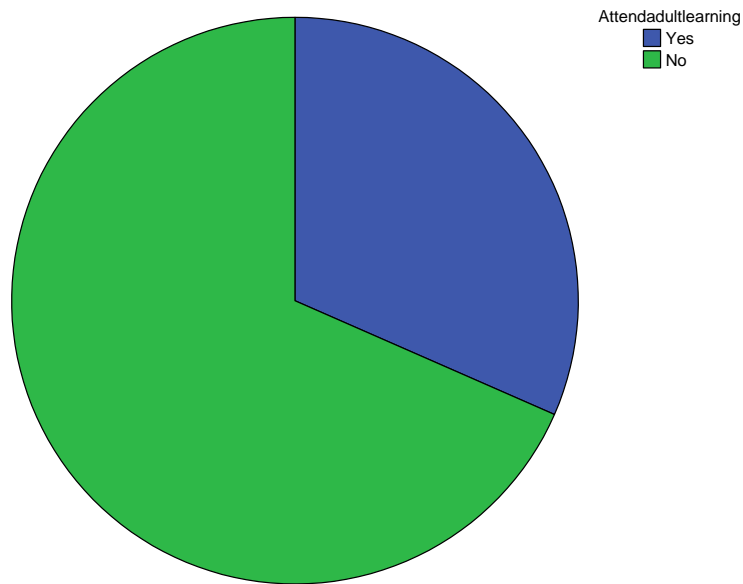
- Taxi fare is steep
- Taxis are too costly
- Availability of parking and cost, waiting for taxis
- Cost of taxi

## Parking

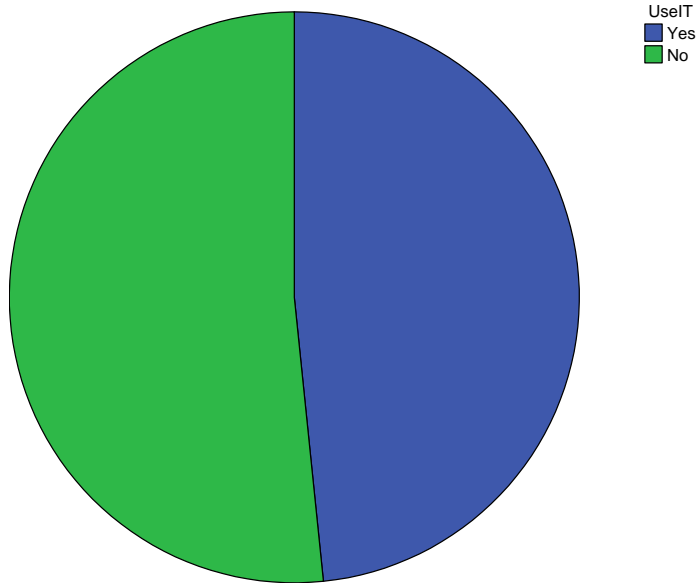
- Getting parked and I always have to have someone with me sometimes have to take taxi
- Disabled car park is quite far to walk from to get into the hospital and to the clinic or ward you are looking for
- Car parking charges are unjust
- Parking
- Pay for parking,
- Disabled parking can still be a problem
- Parking
- Finding parking far away and having to drive when I've had treatment
- No problem getting there the problem is paying for the parking
- Parking is a lottery
- Lack of parking spaces
- Its not getting there, it's the parking
- Parking very inconvenient, too far to walk
- Ninewells is a fair distance - parking for check-ups is a ten-minute walk from the entrance
- Parking

## Lifelong Learning

Objective: to promote learning opportunities, which prepare people for life, employment and learning for its own sake.



This graph shows that 84 people attended adult learning opportunities and 182 did not attend adult learning opportunities. If the person answered no to attending adult learning opportunities they were asked if they would like to attend, 41 people said yes and 115 people said no.



This graph shows that 119 people used IT and 127 people did not use IT. If the participant answered yes to using IT they were asked if they found IT useful. 110 people found using IT useful and 52 people did not find using IT useful. It was found that 48 people would like to learn about IT while 90 people would not. However 76 people would like to attend an IT class while 109 people would not.

When asked about variety of topics in adult learning opportunities 107 people thought there was enough variety, 33 thought there was not enough variety and 102 did not know.

This table shows the number of people who thought that adult learning classes are convenient for location and time.

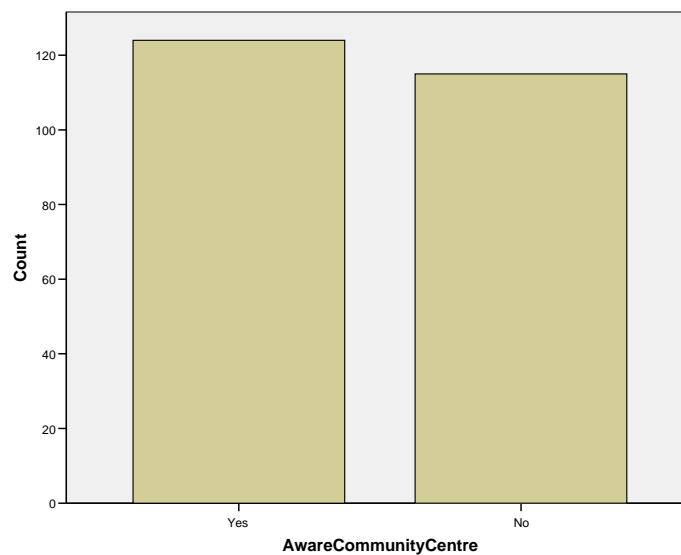
	Yes	No	Do not know
Convenient Location	108	34	85
Convenient for Time	106	27	91

38 people thought that other topics should be available, 35 thought that there should not be other topics available while 111 did not know whether there should be other topics available. Suggestions for additional topics were:

- Art: watercolour and Oil Painting
- Woodwork
- Ballroom dancing
- Dance
- Discussion groups
- English classes
- Foreign languages
- Generally a much wider range of subjects
- Holiday Greek conversation
- Just more choice
- Knowledge and tutoring in various musical instruments
- Languages
- Local history
- Genealogy
- Money matters
- Language classes
- Needlework
- DIY
- Non-digital photography
- Plain cooking
- Public speaking
- Assertiveness
- Social history
- Swimming lessons
- Confidence
- Investment
- Pension regulations
- Dressmaking

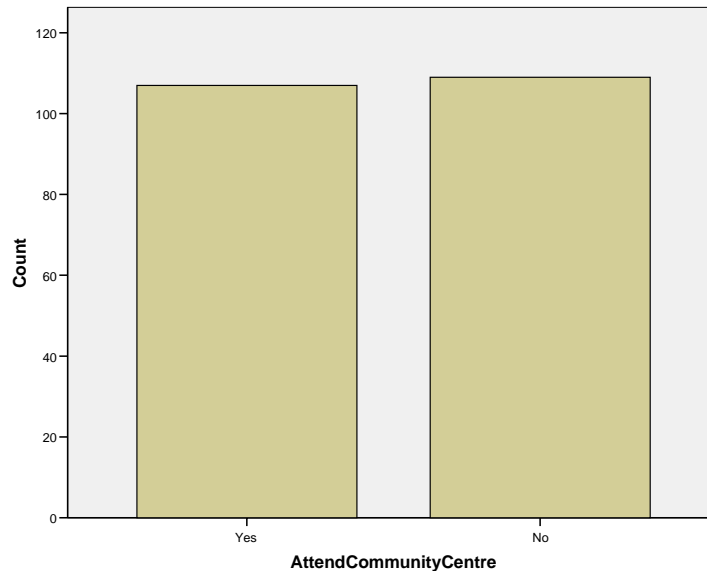
- Healthy lifestyle activities
- Incorporate walk around visit to site and incorporating wildlife
- More convenient language classes in local area
- Psychology
- Support groups
- Psychotherapy
- Subjects combining social and learning
- Decoration and repairs
- Drama
- Further education i.e. Post Grad courses, Parenting classes
- Health topics
- Finance
- Insurance
- I would like to know what is available
- Our biggest concern must be the current threat of Dundee University and courses

Respondents were asked if they were aware of what goes on at their local Community or Neighbourhood Centre. It was found that:



This graph shows that 124 people were aware of what goes on at their local Community or Neighbourhood centre and 115 people were not aware.

Respondents were asked if they would attend an adult education class at their local Community or Neighbourhood centre. It was found that:



This graph shows that 107 people would attend an activity at their local Community or Neighbourhood centre while 109 people said they would not attend an activity at their local Community or Neighbourhood centre.

Reasons for not attending classes at local Community Centres were

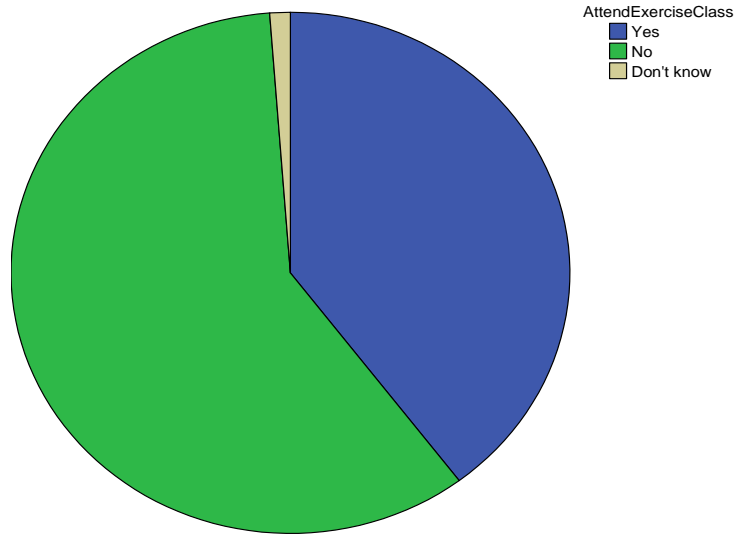
Do not want to attend	53
Nothing on I want to attend	24
Disability and cannot go alone	23
Nobody to go with	16
Confidence	15
Care responsibilities	11
Work responsibilities	2

Additional reasons were

- Not interested
- The centre too far to walk to
- Too old
- Course I am doing is not available in Dundee
- Do not read or write

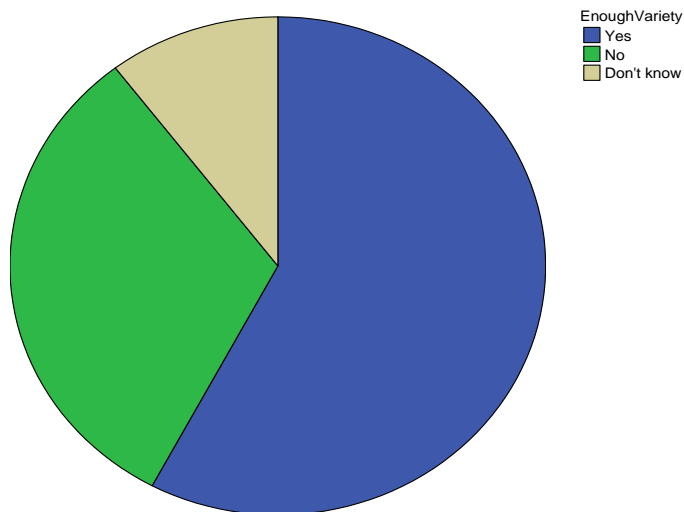
- No community centre in locality
- Already have lots of interests
- Kept busy with woodturning, bowling and golf
- Do not have the time
- Too busy
- Health matters
- Cannot stick to anything
- Variable fitness levels
- Political interests
- Do not have one
- Already fully occupied
- Transport
- No transport
- Local community centre is not conveniently close to where I live
- Volunteer commitments
- Too afraid to go out at night
- Not in walking distance
- Have too many commitments
- Depend on what was on offer
- Busy with cooking and cleaning, no time
- Too busy with other interests

Respondents were asked if they attend any exercise classes. It was found that:



This graph shows that 100 people attended exercise classes while 149 people did not attend exercise classes, 3 people did not know if they attended exercise classes and 32 people did not answer this question.

Respondents were asked if they think there is enough variety in exercise classes that are being provided. It was found that:



This graph shows that 78 people felt that there is enough variety provided in exercise classes, 43 people did not felt that there was enough variety in the

exercise classes provided and 14 people did not know. Suggestions were made for additional classes that could be provided. These were:

- Aerobics for over 50's
- Belly Dancing
- Dancing to music
- Exercise taking into account age and capability
- Keep fit (3)
- Line dancing
- Mixture of dancing
- Modern ballroom dancing i.e. Foxtrot, quickstep etc.
- Positive thinking
- Swimming (3)
- Tai Chi (3)
- Tennis
- Walking / Rambling
- Walking as a group
- Yoga (3)
- Meditation
- Ice Skating
- Other dance classes
- I am currently pressing this issue with relevant agencies. Broughty Ferry is not considered a deprived area and does not receive funding for healthy walks but I am hopeful.

115 people reported that if there were trial or taster sessions of new activities they would attend, 61 reported that they would not attend and 55 did not answer the question.

## Work and Enterprise

Objective: to create a thriving economy where prosperity, job opportunities and employability are developed across the city.

This table shows the number of people who were retired and the number of people who were at the time of the study working.

	Yes	No	Unknown
Retired	233	33	18
Working at the moment	23	203	58

This table shows the number of people who were at the time of the study volunteering and the number of people who would be interested in finding out more about volunteering opportunities.

	Yes	No	Unknown
Volunteering	70	163	51
Find out more about volunteering	40	161	83

Reasons for not working were:

Retired	210
Disability	50
Care Responsibilities	11
Lack of Qualifications	2
Cannot find a job	1

Other reasons provided were

- Depression
- General Mobility Problems
- Ill Health
- Other Responsibilities
- Stroke
- Too busy Volunteering

This table shows the number of people who would like to work, who would use the job centre to find a job and who would like to learn new skill, which may lead to a job.

	Yes	No	Unknown
Like to work	18	183	83
Use the job centre	2	116	166
Learn new skills	17	107	160

At the end of the questionnaire there was an opportunity to write any additional comments. These comments were collected:

- I am a carer in the community with 20 years experience although I do not require services at present I do work with people who do. I feel the services are excellent but more could be given to clients on visits
- I feel concerned about infections in hospitals; it is not acceptable for patients to be allowed to go to the main door of the hospital to smoke. It looks awful seeing patients in dressing gowns, slippers and drip stands smoking at the entrance. Nurses and anyone wearing a uniform not wearing a coat over the uniform outside, brings infection into the hospital
- As a carer if my daughter could get the services she requires then my way of life would be greatly improved. I.e. would be able to attend classes etc for example as it is I can only go out when her needs are being cared for
- I would like foot person to come to my home.
- Chiropodist: new system of appointment by letter but when chiropodist can't come through illness or otherwise no method of letting you know she isn't coming.
- Put in for DLA because of Spina Bifida and heart condition. I have had 2 heart attacks but have been rejected

- Main concern is that if I had a stroke or accident at home and I was incapacitated I could lie for days before I was found.
- I am very independent although registered severely disabled I do what I can to help myself. I feel sometimes its not such a good idea as I would like more help from my surgery on occasion
- Poor service in hearing aid section, I was 15 minutes late and I was given a new appointment 2 and a half months later - what can poor hearing people think of such unfriendly treatment.
- Medication for arthritis does not suit me due to side effects so have to pay privately for acupuncture which is very expensive, a reimbursement would be useful
- My daughter helps with most of my letters and any other problems. I had a leg operation last year and this has left me with a sore leg. I do get about still do everything else for myself and son.
- Tried many times to read and write and have never been able to. I am alright just now but worry about when my mum is not here anymore as she helps keep me right also my sister helps
- The term 'sheltered housing' leaves a lot to be desired
- I feel the big supermarkets are taking over selling too many goods and small shops and some post offices closing down that some elderly people had good service from. Too much seems to be moving to on-line websites and you cannot get through on the phone to local banks and train times etc
- Talking books delivered 3 weekly, which I very much enjoy
- Last bus leaves early. I use this twice a week when out for a drink and instead of being dropped right at my door I am forced (unnecessarily) to walk half a mile. A solution would be great.
- Dread the time when I do not have a car if the frequency and length of service of buses is not improved
- I feel that non disabled drivers should be fined on the spot for parking in disabled bays
- Information about free travel concessions I.e. a blue cross card?
- Not enough disabled parking spaces

- Living in sheltered housing is a great asset and being an active member of the church is also beneficial
- Lots of people depend on the telephone to keep in touch. However due to the cost of talking during the daytime it can be expensive and not utilised. It would be helpful for a scheme to allow older people a concession or cheaper usage of phone during the day.
- I live as independently as is possible at my age.
- There appears to be a lack of communication of what is available for the elderly unless you live in Sheltered Housing or attend lunch clubs or similar
- Generally regard Dundee as a caring Community.
- I live in sheltered housing anyone superannuated or having savings pay extra after working all your life and anyone over 60-65 living outside complex can join in complex can join activities without paying
- Lost all faith in council officers and directors
- There are not so many opportunities for or services for people like me who have a comfortable income. I have to pay for most things
- Live beside a play park but the children cannot play ball games in it so cars get hit when they play in the cul-de-sac
- Like to see more policemen walking on beat, would make me feel safer at night out alone

## Conclusion

The survey collected the views of a broad cross-section of the over 50 population in Dundee. This is shown in the demographics of the respondents. A reasonable response rate was achieved and as well as the quantitative data gathered. The qualitative data provides additional information and opinions from those responding. This report presents comprehensive results so that service providers can access the findings in full and can use them to inform appropriate responses. The CAN Research Working Group (comprised of older people) will drive the findings of the research forward with the support of the Celebrate Age Network Co-ordinator.

## Acknowledgements

I would like to thank:

Liz Begg, Celebrate Age Network Co-ordinator

Morna Wilson, Dundee Voluntary Action Chief Executive

Christine Lowden, Dundee Voluntary Action Deputy Chief Executive

Everyone else at Dundee Voluntary Action

CAN Reference Group

CAN Forum Steering Group

CAN Research Working Group

And, everyone who returned a questionnaire, without their participation the research findings and report would not have been possible

## **CELEBRATE AGE NETWORK**

Trying to achieve better services for older people in Dundee.

A study to identify, the important concerns for older people living in Dundee, who are fifty years and over.

### **WHAT IS THE STUDY ABOUT?**

Celebrate Age Network (CAN) are carrying out a study to identify important concerns in:

Work and Enterprise

Lifelong Learning

Environment

Building Stronger Communities

Community Safety

Health and Care

... for older people living in Dundee, with a view to influencing the planning and provision of services at a local and national level. By undertaking this survey, CAN are hoping to achieve a better understanding of your concerns and help inform service providers of older people's needs.

### **WHAT WILL I HAVE TO DO?**

We would be very grateful if you could complete the enclosed questionnaire, and return it in the enclosed Stamped Addressed

Envelope. Please return the questionnaire by **Thursday 1<sup>st</sup> of March 2007.**

#### CONFIDENTIALITY

All information will be kept in confidence. No one will be identifiable in the production of the research findings or presentation.

#### CAN

If you wish to become a member of CAN (membership is free) please provide your personal details on the back page and detach it from your questionnaire. Your contact information will only be used to keep you informed of CAN events and initiatives relating to older people, e.g. meetings, information seminars, citywide conferences, etc. That page will be kept separate from your completed questionnaire.

#### RESULTS OF THE STUDY

Anonymous case studies may be looked at in the final report, but for the most part, the results of all the older people who take part will be combined together.

If you have any questions, any further information, or are having difficulty in completing the questionnaire, please do not hesitate to contact:

Felicity Easton

Postgraduate Community Education Student

University of Dundee (on placement with CAN)

Telephone: (01382) 305745 Email: [felicityeaston@number10.org](mailto:felicityeaston@number10.org)

**THANK YOU FOR TAKING PART IN THIS STUDY – IT IS MUCH APPRECIATED**

The supervisor for this study is Liz Begg, CAN Co-ordinator.

Liz can be contacted on:

Telephone: (01382) 305745 Email: [lizbegg@number10.org](mailto:lizbegg@number10.org)

Please return the completed questionnaires to:

Celebrate Age Network  
Dundee Voluntary Action  
Number Ten  
10 Constitution Road  
DUNDEE.  
DD1 1LL

If you would like to become a member of Celebrate Age Network (CAN), which would enable you to receive information about the work of CAN, and invitations to various events, please provide the following information and return in the Stamped Addressed Envelope with this questionnaire. **PLEASE PRINT IN CAPITALS.**

Name.....

Address.....

.....

.....Postcode.....

Telephone number (daytime) .....

Email address (optional).....

# Questionnaire



On

Better Services for Older People in Dundee

By

Celebrate Age Network

## Work and Enterprise

### Section 1: Work

Work and Enterprise aims to create a city where there are job opportunities and employability is increased.

1.1 Are you retired?  Yes  No

1.2 Are you working at the moment?  Yes  No

1.3 Volunteering: Yes No

Are you volunteering at the moment?

Would you be interested in finding out about opportunities for volunteering?

1.4 If you are not working at the moment, is it because of any of the following reasons:

	Yes	No
Retired	<input type="checkbox"/>	<input type="checkbox"/>
Disability	<input type="checkbox"/>	<input type="checkbox"/>
Lack of qualifications	<input type="checkbox"/>	<input type="checkbox"/>
Care Responsibilities	<input type="checkbox"/>	<input type="checkbox"/>
Get more money on benefits	<input type="checkbox"/>	<input type="checkbox"/>
Cannot find a job	<input type="checkbox"/>	<input type="checkbox"/>

Other reason:

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	Yes	No
Would you like to work?	<input type="checkbox"/>	<input type="checkbox"/>
Do you use the job centre to look for a job?	<input type="checkbox"/>	<input type="checkbox"/>
Would you like to learn more skills that may lead to a job?	<input type="checkbox"/>	<input type="checkbox"/>

## Lifelong Learning

### Section 2: Learning

Lifelong Learning aims to promote learning opportunities which prepare people for life, employment, and learning for its own sake.

#### 2.1 Adult Learning Opportunities, for example Literacy classes, Computer classes, College classes

	Yes	No	
Do you take part in adult learning opportunities?	<input type="checkbox"/>	<input type="checkbox"/>	
If no, would you like to attend an adult learning class?	<input type="checkbox"/>	<input type="checkbox"/>	
Do you use IT? (e.g. computers)	<input type="checkbox"/>	<input type="checkbox"/>	
If yes, do you find using IT useful?	<input type="checkbox"/>	<input type="checkbox"/>	
If no, would you like to learn about IT?	<input type="checkbox"/>	<input type="checkbox"/>	
Would you like to attend an IT class?	<input type="checkbox"/>	<input type="checkbox"/>	
			Don't
	Yes	No	know
Do you think there is enough variety in adult learning classes available to you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you find adult learning classes convenient for location?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you find adult learning classes convenient for times?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you think any other topics should be available?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If yes, what would you like to be available:			

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2.2 Local Community / Neighbourhood Centre	Yes	No
Are you aware of what is available at your local community / neighbourhood centre?	<input type="checkbox"/>	<input type="checkbox"/>
Would you attend an adult education class at your local community / neighbourhood centre?	<input type="checkbox"/>	<input type="checkbox"/>
If no, what is are the reasons why you would not attend? (tick as many boxes as you want)		
Confidence	<input type="checkbox"/>	
Nobody to go with	<input type="checkbox"/>	
Have a disability / cannot go unaccompanied	<input type="checkbox"/>	
Care responsibilities	<input type="checkbox"/>	
Work responsibilities	<input type="checkbox"/>	
Do not want to attend	<input type="checkbox"/>	
Nothing on I would want to go to	<input type="checkbox"/>	
Other _____		

2.3 Exercise	Yes	No	Unsure
Do you take part in any exercise classes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If so, are you provided with a variety of choice?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is there any sport/exercise you would like to have provided?			
_____			
If there were trial or taster sessions of new classes would you attend?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Environment

### Section 3: Travel Services

Transport is important in enabling people to access shops, libraries, leisure facilities, public offices and the more specialist services such as, GP surgeries, clinics, hospitals etc.

3.1 We are interested in how you travel:	Yes	No
Do you drive?	<input type="checkbox"/>	<input type="checkbox"/>
Do you own a car?	<input type="checkbox"/>	<input type="checkbox"/>
Do you use taxi services?	<input type="checkbox"/>	<input type="checkbox"/>
Do relatives, friends' assist with transport?	<input type="checkbox"/>	<input type="checkbox"/>
Do you use buses?	<input type="checkbox"/>	<input type="checkbox"/>
Do you use trains?	<input type="checkbox"/>	<input type="checkbox"/>
Do you use the 'concessionary travel scheme'?	<input type="checkbox"/>	<input type="checkbox"/>

3.2 If you travel by bus, how would you describe the following?

	Good	Average	Poor
Routes of buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency of buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency of 'kneeling buses' (buses that lower to make it easier to get on and off)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3.3 If you have any additional comments about transport please write them here:

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3.4 Waste Disposal	Yes	No
Are you satisfied with the removal of rubbish i.e. bins being emptied?	<input type="checkbox"/>	<input type="checkbox"/>
Do you recycle?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have recycling bins?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a paper bin?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a compost bin?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have a plastic and glass bin?	<input type="checkbox"/>	<input type="checkbox"/>
If no, do you have a recycling centre close by?	<input type="checkbox"/>	<input type="checkbox"/>

3.5 How satisfied are you with:	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Do not use
Mobility for wheeled vehicles i.e. dropped kerbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disabled Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Building Stronger Communities

### Section 4: Housing Services

Good housing is important in enabling people to live comfortably within their own community. We are interested in having some information on a number of issues related to housing.

#### 4.1 Is your house (please tick the appropriate box)

Privately owned

A Local Authority house

A Housing Association house

Privately rented

Other Please Specify:

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#### 4.2 How suitable is your house for:

	Good	Average	Poor
Location (for shops, services etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access (to and around the house)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Insulation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify)			

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4.3 If you feel that you have access problems what are these?

Stairs

Security

Parking cars

Other (please specify) \_\_\_\_\_

\_\_\_\_\_

4.4 Do you need assistance with: Yes No

Decoration

Gardening

Repairs

4.5 Do you have problems meeting the costs of: Yes No

Rent/mortgage

Repairs/maintenance

Heating

Council Tax

Water rates

Other (please specify)

\_\_\_\_\_

\_\_\_\_\_

## Community Safety

### Section 5: Safety

Community Safety aims to create a city where crime is reduced and people are safe and feel safe.

5.1 Please tell me how safe you feel in the following situations:

	Very Safe	Fairly Safe	A Little Unsafe	Very Unsafe
Out and about during the day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
While out and about after dark	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
While travelling (bus/train)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
While collecting pension / using the bank	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
While home at night	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any other occasions:

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5.2 If you feel unsafe, what are you most afraid of?

- Intimidation
- Young people
- Verbal abuse
- Assault and mugging
- Neighbours
- Too dark as bad street lighting
- Gangs
- Bogus Callers
- Doorstep Sellers
- Other \_\_\_\_\_
- \_\_\_\_\_

5.3 Are there any other things you are afraid of?

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5.4 Do you feel safe in your home?  Yes  No

5.5 If you do not feel safe in your home please tell us why:

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## Health and Care

### Section 6:Health

Health and Care aims to promote and protect the physical and mental health of communities, provide quality care to those who need it, and challenge inequalities there are in Health and Care.

6.1 If you are receiving any of the following services how satisfied are you with them, in supporting you and your community.

	Neither satisfied nor			Do not use
	Satisfied	unsatisfied	Dissatisfied	
Home Help Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Day Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meals on Wheels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lunch Club	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respite Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alarm Services (Help call, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Occupational Therapy Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visit by Social Worker / Care Manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Handy Person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Care and Repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other services (please specify)

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6.2 If you are dissatisfied can you please tell us why?

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6.3 How do you feel about the availability of the following?

	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Do not use
General Practitioner Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physiotherapy Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chiropody/Podiatry Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemist for Prescriptions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Could you please specify why you are dissatisfied with these services:

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If you are dissatisfied with the availability of any other service, can you please specify what they are:

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6.4 When looking at hospital services, do you have concerns about getting to:

Ninewells Hospital for treatment	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
Other Hospitals in Dundee	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No

What are your concerns about getting to the hospitals?

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## Section 7: Personal Details

7.1 Which age group are you in? (optional)

50-59

60-64

65-74

75-84

Over 85

7.2 Are you      male        female   

7.3 Which area of Dundee do you live in? (please provide the first four characters of your postcode, for example if you postcode was DD1 1AB you would provide DD1 1)

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7.4 Which religion do you consider yourself to be:

Church of Scotland

Roman Catholic

Other Christian (please specify) \_\_\_\_\_

Muslim

Hindu

Buddhist

Sikh

Jewish

Other (please specify) \_\_\_\_\_

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None

7.5 Do you consider yourself to have a disability, require support or special needs when carrying out day-to-day tasks? If so, which section would you class yourself as?

No Disability

Dyslexia

Blind / Partially Sighted

Deaf / Hearing Impairment

Wheelchair User / Mobility

Difficulties

Personal Care Support

Mental Health Difficulties

Unseen Disability e.g. diabetes,  
epilepsy

Multiple Disabilities

Other \_\_\_\_\_

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7.6 Ethnicity

**White**

Scottish

English

Welsh

Northern Irish

Irish

Any Other (please specify) \_\_\_\_\_

**Mixed**

Any Mixed Background ( please specify) \_\_\_\_\_

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**Asian, Asian Scottish or Asian British**

Indian

Pakistani

Bangladeshi

Chinese

Other (please specify) \_\_\_\_\_

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**Black, Black Scottish or Black British**

Caribbean

African

Other (please specify) \_\_\_\_\_

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**Other Ethic Background**

Any Other (please specify) \_\_\_\_\_

7.7 Sexual Orientation

Heterosexual

Lesbian

Gay

Bisexual

Transgender

Other (please state) \_\_\_\_\_

At Home

7.8 Do you live:

Alone  Yes  No

With spouse/partner  Yes  No

With relatives  Yes  No

Sheltered Housing  Yes  No

Other \_\_\_\_\_

7.9

Regularly Occasionally Never

Do you go out of you home

Any other comments

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7.10 Do you feel:

Regularly Occasionally Never

Lonely

Isolated

7.11 If you are receiving help, or feel you require help, in the following areas, please tick one or more of the boxes:

	Being Received	Required	Do not Need
Visits from friends, family or neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephone calls to check all is well	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attendance at a Day Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meals on Wheels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attendance at a Lunch Club	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respite Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Installation of an Alarm ( <b>Help Call</b> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visits by an Occupational Therapist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visits by a Chiropodist/Podiatrist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visits by a Social Worker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visits by Nursing Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The provision of aids/adaptions to house	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help with personal care, bathing/dressing etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7.12 Please specify any other services you are receiving, or feel you require to receive, which are not listed above.

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Section 8: General Information

8.1 What is the best way for you to receive information about events and services which may be of interest to you. Please tick which option you would prefer:

- Newspaper
- Letter through the post
- Television
- Radio
- Newsletter/circular
- Telephone
- Internet/email
- Other Please specify

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If you would like to tell us anything else, you have not had the chance to in any of the questions, please feel free to write it here:

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