



# Grampian Opportunities

*Empowering people to find their way forward*

## **Report on Community Support for Independent Living**

*Help for day-to-day living across Aberdeenshire*

Commissioned by  
Jill Sowden, Aberdeenshire Council

Prepared by  
Grampian Opportunities  
April 2015

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## **1 Acknowledgements and Contributors**

Grampian Opportunities would like to acknowledge and thank everyone who gave their time to contribute by participating in meetings or completing our questionnaire for their valuable assistance in the preparation of our report.

Thanks must go to Ed Garratt for all his support with accessing the Older People's Forums in Aberdeenshire. We would also like to thank Fly Cup Catering in Inverurie for all their support and for inviting us to attend events. Thanks must also go to the Dementia Friendly Inverurie Development Worker, Phyllis Gordon for all her support.

Other organisations such as Pentland Housing, Thurso, Caithness, Care and Repair Aberdeenshire, The Acorn Centre, Inverurie and Moray Handyperson's Scheme for giving their time to meet with ourselves.

Particular thanks must go to everyone who spent time and effort completing the questionnaire and for all those who volunteered their time to assist with this project.

## **2 Introduction**

Ask Jill Sowden if she would write.

### 3 About Grampian Opportunities

Grampian Opportunities (GO) works to promote opportunities for people with disabilities, mental health problems or long term conditions. We aim to promote employability and support individuals to have choice and control in their lives.

- Grampian Opportunities supports people as they take control of their own lives
- Grampian Opportunities empowers people to believe in themselves.
- Grampian Opportunities opens the door to fulfilment, through meaningful employment.

We recognise that not everyone is able or wants to be in paid employment but almost all want to be engaged in some kind of valued activity that uses their skills and facilitates social inclusion.

In 2013 we piloted an effective Time-banking service between our members, an activity which helped people recognise their own skills and share these with others. We know that this mutual exchange of support between individuals has continued independently beyond the pilot project.

With this in mind, we were delighted to take on research activity, which enabled us to engage with other groups and organisations to explore in more detail the types of support that helps people remain in their own homes. We were also keen to consider different ways people could support each other in their own community.

This approach reflects the ethos and values of Grampian Opportunities where we aim to support people develop community connections and encourage individuals to be actively involved in helping each other.

### 4 Project Outline

"Community Support for Independent Living" is a report researching community support for day to day independent living across Aberdeenshire.

Grampian Opportunities supports the definition of independent living as set out by Independent Living in Scotland (ILIS):

**"Independent living means all disabled people having the same freedom, choice, dignity and control as other citizens at home, at work and in the community. It does not necessarily mean living by yourself or fending for yourself. It means rights to practical assistance and support to participate in society and live an ordinary life."**

The aim of the project was to research and report on the availability of and estimated demand for assistance with everyday tasks to maintain independent living within

Aberdeenshire. This included handyman / low level maintenance tasks, domestic support and befriending.

The outcome of the project brings together information and provides us with:

- Increased knowledge about the support which is known to be available
- Greater sense of what is required (demand)
- Understanding about best practice and drawing on examples of what is happening in other places
- Identified areas for further consideration

## **5 The Project Team**

Linda Singer	Project Lead
Scott Allan	Key Worker
Dawn Ranson	Key Worker
Phyllis Gordon	Key Worker Support
Marie Johnston	Key Worker Support
Emma Rennie	Key Worker Support
Lisa Ranson	Admin and Research Support
James Cruickshank	Web based questionnaire
Jack Ritchie	Proof Reading
Ritchie Blair	Admin

## **6 How the Project was researched**

Grampian Opportunities (GO) agreed that consultation visits would get the best responses. Our aim was to involve as many people as possible to explore and record their views about the support they would benefit from.

A focus group was established to bring together ideas on developing a questionnaire.

Desktop and online research was carried out to identify services already provided in the community. We looked at a wide range of reports which had evaluated handyman schemes, time-banking services, social accounting and evaluation tools. Further information is contained in Section 7 of the report.

### **6.1 Questionnaire – how it was developed**

GO set up a focus group consisting of consultants, employees, volunteers and people who use services. The group met to discuss the questions to use for scoping the demand and type of tasks required which would enable people to stay in their own homes longer.

In order to reach people and organisations across the whole of Aberdeenshire, the focus group considered how and where the questionnaires would be distributed / targeted.

Taking into account the initial three key areas:

- (i) handyperson type low level maintenance tasks
- (ii) domestic support
- (iii) befriending

the focus group identified a wider list of suggested support which was then included in the questionnaire.

In order to assess and provide evidence about the **demand** for assistance, questions were based around:

- (i) if help was currently required *questions 1 and 2*
- (ii) types of task *question 3*
- (iii) who currently helped *questions 4 and 5*
- (iv) if paid help was ever considered *question 6*
- (v) availability of information *question 7*
- (vi) importance of how the help was provided *questions 8a and 8b*

The final questionnaire consisted of 8 core questions which were either straightforward YES/NO or tick-box answers, with information about age, gender and geographical location also collected.

A box for views and opinions was provided with the opportunity to give further personal contact details.

A copy of the questionnaire we used is attached (Appendix A).

The questionnaire was available in paper format, distributed via email contacts, face to face meetings, and a web based version was available. The agreed questions also provided a framework for discussions at group meetings.

## **6.2 Visits – who we talked to**

GO attended a number of forums, groups and community events and made contact with a number of service providers.

**Table 1 List of Events (Meetings)**

<b>Date:</b>	<b>Location:</b>	<b>Numbers:</b>
19/12/14	Meeting with Older People's Forum Representative	3
20/01/15	Elders Forum Meeting, Laurencekirk	7
21/01/15	Elders Forum Meeting, Inverbervie	4
22/01/15	Elders Forum Meeting, Portlethen	12
26/01/15	Elders Forum, Huntly	7
28/01/15	Moray Handypersons Service, Elgin	3
18/02/15	Meeting with Older People's Forum Representative	2

22/02/15	Older People's Sunday Gathering, Fly Cup Catering	42
05/03/15	Aberdeenshire Older People's central Forum, Inverurie	25
11/03/15	Care & Repair Service, Aberdeenshire	2
12/03/15	Acorn Centre, Inverurie	3
19/03/15	Signposters Group, Acorn Centre, Inverurie	12
27/03/15	Inverurie Day Centre Lunch, Fly Cup Catering	6
<b>Total</b>		<b>128</b>

**Table 2 List of Events (Other)**

	<b>Organisation and Type of Contact:</b>	<b>Numbers:</b>
05/03/15	Men's Shed, Inverurie and District Informal discussion	2
06/03/15	Udny Development Trust General discussion (interest in chair based exercise)	4
26/03/15	Care and Repair Aberdeen Telephone conversation	2
26/03/15	Tenants First Housing Association, Peterhead Telephone conversation	2
30/03/15	Oldmeldrum Rotarians Informal discussion face-to-face with member	2
30/03/15	Home Base, Inverurie Visit and discussion with customer service representative	2
01/04/15	Dementia Friendly Development Worker Informal talks with 29 individuals	29
02/04/15	Pentland Housing, Thurso, Caithness Telephone conversation	2
<b>Total</b>		<b>43</b>

### 6.3 Feedback – what people said

A number of comments were received from people who attended the meetings above. The majority of comments were based around the need to ensure trustworthy people came into the home. Many people spoke about the need for transport to be better and most of the groups touched on the need for befriending to stop older people feeling lonely and isolated. Organisations felt PVG checks should be a requirement.

Chair based exercises were discussed and people felt that they would enjoy that activity especially if these classes had a social element.

Recycling issues came up particularly in relation to there being no service for collection of glass.

One of the recurring themes people mentioned was how they could not find anyone who was willing to provide a handyperson service as the jobs were considered too small and not worth taking on.

Listed below are some of the comments recorded:

"Dinna ask me to go on a computer and find out information."

"I moved house from Moray to Aberdeenshire. After having a wonderful service from Moray Handyperson Scheme I found nothing like it in Aberdeenshire, and struggled to find help."

"Could the doctor's clinic not have an advice centre maybe 2-3 mornings a week to help or to advise? Obviously not a doctor but social services, etc."

"My son is quite good at helping me but does have a full time job and family to look after as well. I sometimes have to wait until he is free which is often in the late evening."

"I am in the fortunate position of having a husband who is fit and healthy and does everything for me but if I didn't have him I can see me needing a help with most or all of the kind of things you mention. One of the problems of depending on those employed to help in the home – there are so many restrictions on what they are **"allowed"** to do and it is hardly worth asking them. It means you have to look for a private person to get some of the jobs done. I think a retirement village within a village would be great – where there could be a team of helpers, etc. Houses being built are too big and too expensive."

"As I am on my own a lot of the time, I would value especially a handyman service, for example putting up shelves, painting sheds, fitting new light bulbs and shades in new home, disposing of garden rubbish, even jobs like putting together flat pack furniture. I would also like a man with a van option. It is really difficult to source, especially handyman services and to pay for professional businesses is too pricey on low income. I will be much more independent in Inverurie with my wheelchair but when the weather is bad it would be great to have someone to run me to social events. Think this is a great idea and one that GO members would be happy to pay for as long as prices are reasonable."

"Would be good if one could get someone to do things like DIY, or check your car for screen wash, etc."

"At present I pay for a cleaner and depend on family for paperwork, more cleaning, laundry etc. I get shopping thanks to Healthy Living (Network), and company thanks to Crossroads (Care). I also have agency carers 4 times a day for medical help and to make my meals. Without these people to help me I would not be able to stay at home."

"I would appreciate if somewhere i.e. doctor's surgery where information as to what low cost odd job men were in the area."

"It would be lovely to have someone to just keep the garden tidy. Someone to **help** with cleaning i.e. moving beds, mopping floors."

“Don’t get to talk to people.”

“Willing to pay a small cost towards the service. I struggle to do some household/domestic tasks and need some help to do these. Also need help with small jobs e.g. hanging curtains, changing my bed, putting pictures up on wall or moving furniture (larger items). There is a DEFINITE need for this type of service.”

“I think this is a worthwhile thing to have in place. As it is difficult getting jobs done and also very expensive to get men in, so a handyman scheme would suit people.”

“I feel that there are many people who require low level support in Aberdeenshire. When I visited people to assess them having the company of their animals was so important. Many people need that low level support such as handymen, shopping and befriending services which could help them live for longer in a community setting.”

“As a person with ASD I would welcome a service which provides access to a ‘trusted’, reasonably priced handyperson upon whose services I could rely when I needed help. In addition, if I did not have the support of my mum and sister, I would like/need support of a trusted person to ‘deal’ with a handyperson, as I find this difficult and find people I do not know/trust in my home environment a very distressing experience.”

“We think it’s a good idea to set up such a service.”

“Help to maintain garden (tidy up bushes, etc.) or clean greenhouse at beginning of season would be most useful to both of us. Planting isn’t a problem but to maintain trees, bushes, digging etc., is a lot of work.”

“In sheltered housing so very good to have warden to ask for assistance or how to get assistance. About to stop driving so transition will be required to do lots of things – going to social events, shopping and appointments – I am not very able to walk. All things in question 3 important to enable me to live more independently at home and some are done independently most with help from daughter and her family. Support makes a BIG difference to ALL these things.”

“As a carer for my wife (ME sufferer), I would feel less guilty taking a break away for me or for her taking a break away. I am disabled with bipolar (disorder) myself.”

“A community Dial-a-Bus would be helpful and also a list of handymen in the local areas.”

“I think this service would benefit people who live alone indefinitely.”

“Need help from family/neighbours to push back large waste bin into place. Because the bus service is poor and bus stops so far away, one has to drive to an area where a stop is nearer to a better service of buses. My sister and my nephews help when they can. Everyone has such busy lives. The bins for waste are heavy and cumbersome for storing and take up a lot of space.”... **[Information:** Many neighbours are happy to help if asked to assist people with this type of task. There

is also a service from Aberdeenshire Council called "Assisted Collection". This service needs to be assessed and authorised by the Area Waste Officer. Please telephone: 0845 600 3 900 for further information].

"Have no help from close family as they live abroad. Path clearing in winter. Nail cutting for toes (difficulty in bending down) but no special foot care. Changing light bulbs. A booklet with contacts would be helpful (reliable contacts). Willing to pay for services or give donations. Resent high call out charges for small jobs."

"When we received our free bus pass (which I am thankful for) we were able to travel on off-peak buses whenever possible. We shop and bank at Stonehaven and there are no off-peak buses from Portlethen to Stonehaven. There are no buses from after 9am till after 4pm going down Berrymuir Road. We have to go to ASDA to get a bus and the same thing going back."

"..... had stroke on 28/01/11, a second on 15/02/11. She needs two carers, a stand aid to get her in and out of bed, to wash, prepare her food in microwave. She gets transport to church and to the lunch club. She would like someone from Crossroads to take her out in her wheelchair as she cannot go out on her own."

"I am able to cope meantime but maybe in the future I would need help."

"We have been **extremely** lucky with the support we have had from care manager, Cornerstone, SDA and assistants and VSA."

"Although not yet at the stage of requiring help in the home, I think that anything that allows elderly people to be in their own homes for as long as possible is VERY important. Perhaps young adults, senior schoolchildren or youth organisation members could be recruited to help in certain areas."

"Coping meantime with help from family and friends."

"At the moment, mum is still able (with help) to do most of these things however I would think that as mum gets worse we would need some support."

## **6.4 Knowing where to go for help – what information is available**

We searched a number of databases including ALISS, Grampian Care Data and Aberdeenshire Council's website. This research was completed over a period of weeks using search criteria based around the aims of the project.

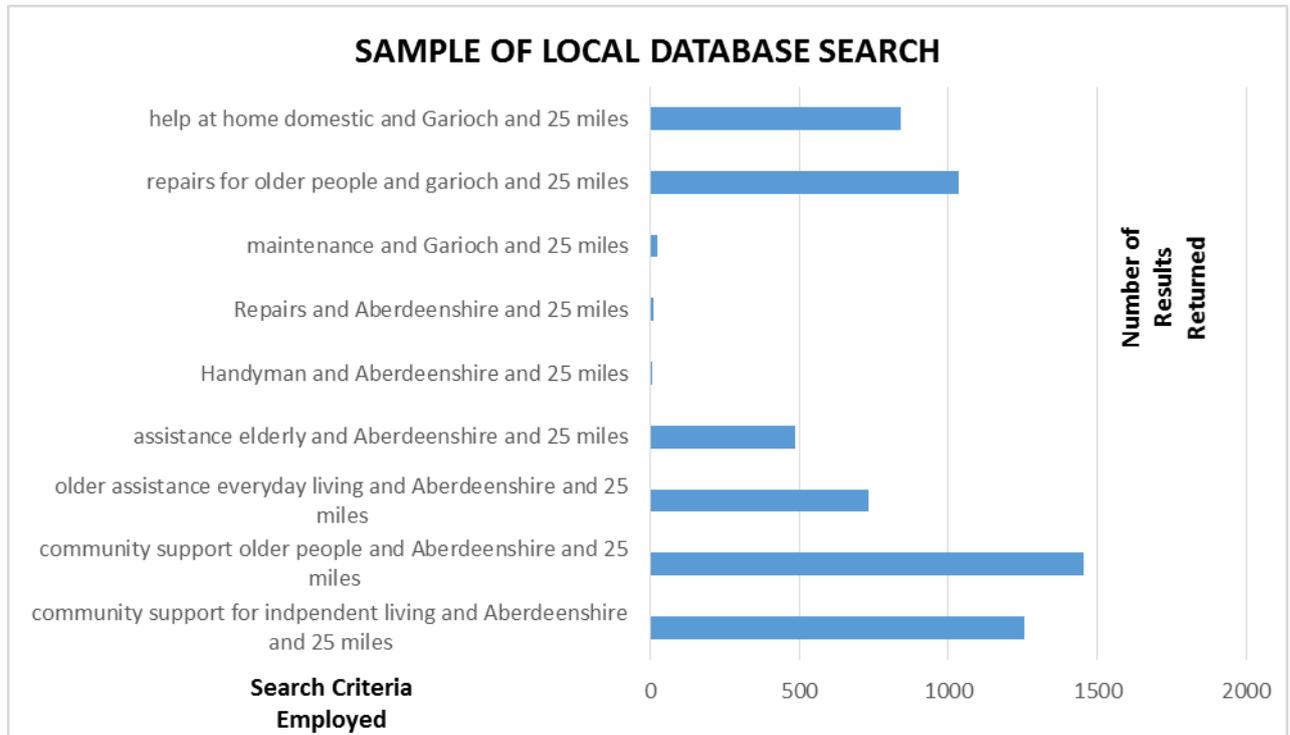
<http://www.aliss.org/>  
<http://www.grampiancaredata.gov.uk/>  
[www.aberdeenshire.gov.uk](http://www.aberdeenshire.gov.uk)

The Footprints Connect website seems very easy to access and friendly but generally contains information about Aberdeen City. However, it is a useful website and run by volunteers. Again, it is about knowing where to look and they have

information about Handyperson’s services which is valuable. Links are available below:

<http://www.footprintsconnect.org.uk/services-products/services-directory.aspx>  
[http://www.footprintsconnect.org.uk/media/380430/care\\_repair\\_flyer\\_2013.pdf](http://www.footprintsconnect.org.uk/media/380430/care_repair_flyer_2013.pdf)

Graph showing search results for a local database can be seen below (*figure 1*)



*Figure 1*

Website searches provided a wealth of information and interesting records.

The information was well presented and seemed on the whole to be up to date.

Information was relatively easy to find / access and provided different search options.

On a less positive note, too much information was contained in some of the less user friendly website searches. Despite limiting the search criteria, a lot of irrelevant links/records were returned.

Using a website to find information can be a slow process. The results may signpost you to possible contacts but this can often just be the start of the process to identify local support required.

## 7 What is Already Available in the Area

Organisation	Contact Details	What they Provide
Mearns and Coastal Healthy Living Network	44 High Street, Laurencekirk, Aberdeenshire, AB30 1AB  Telephone: 01561 378130 Email: <a href="mailto:mhln@care4free.net">mhln@care4free.net</a> Website: <a href="http://www.mchln.co.uk">www.mchln.co.uk</a>	<ul style="list-style-type: none"> <li>• Shopping</li> <li>• Transport</li> <li>• Handyperson</li> </ul>
Companions Befriending Scheme, Banff	Jean Pryde Anderson House 44-46 Ardanes Brae Banff, AB45 1FG  Telephone: 01261 818330	Befriending for Adults aged 18+ with Mental Health problems
Companions Befriending Scheme, Peterhead	Flora Todd Mental Heath Aberdeen King Street Centre 51 King Street Peterhead, AB42 1TA  Telephone: 01779 470122 Website: <a href="http://www.companions.org.uk">www.companions.org.uk</a>	Befriending for Adults aged between 18-65 who are, or have been in the past, clients of the Community Mental Health Team
Kincardine and Deeside Befriending Stonehaven	Bridget Matthews 42-46 Barclay Street, Stonehaven, Aberdeenshire, AB39 2FX  Telephone: 01569 765714 Email: <a href="mailto:befriending@hotmail.com">befriending@hotmail.com</a> <a href="http://www.kdbefriending.org.uk">www.kdbefriending.org.uk</a>	Befriending Scheme for Adults over the age of 55 who live in Kincardine, Mearns and Deeside areas
Kincardine and Deeside Befriending Banchory	Lisa Wass 72a High Street, Banchory AB31 5SS  Telephone: 01330 823368 Email: <a href="mailto:befriending@hotmail.com">befriending@hotmail.com</a> <a href="http://www.kdbefriending.org.uk">www.kdbefriending.org.uk</a>	Befriending Scheme for Adults over the age of 55 who live in Kincardine, Mearns and Deeside areas
The Living Well Project	Anthea Burke Newhills Parish Church Kepplehills Road, Bucksburn, Aberdeen, AB21 9SS  Telephone: 07551 797441 Email: <a href="mailto:befriending@thelivingwellproject.org.uk">befriending@thelivingwellproject.org.uk</a> <a href="http://www.thelivingwellproject.org.uk">www.thelivingwellproject.org.uk</a>	Newhills/Bucksburn/Dyce / Bridge of Don areas for people aged 55 or over who are considered socially isolated
Royal Voluntary Service (RVS)	Dauids Lane Inverurie, Aberdeenshire, AB51 3ZB	<ul style="list-style-type: none"> <li>• Good Neighbours and</li> </ul>

Aberdeenshire Wide	Telephone: 01467 626012 Email: <a href="mailto:aberdeenshirehub@royalvoluntaryservice.org.uk">aberdeenshirehub@royalvoluntaryservice.org.uk</a> <a href="http://www.royalvoluntaryservice.org.uk">www.royalvoluntaryservice.org.uk</a>	Community Transport <ul style="list-style-type: none"> <li>• Minibus group shopping</li> <li>• The Home Library Service</li> <li>• The On Ward Community based Hospital Service</li> <li>• The Home Support Service</li> <li>• Trolley Services in Residential Care Homes (Ythanvale, Inchmarlo and Huntly Care Homes).</li> <li>• Social Groups run by their volunteers (including Newburgh Ythan Cronies and Ythanvale Craft Group).</li> </ul>
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When considering the need in Aberdeenshire we explored different voluntary organisations to establish what was already available.

Various models for delivering support were identified throughout the UK. In some areas voluntary sector organisations and housing associations provide handyperson type services whilst in other areas the service is provided in-house by local authorities.

The Royal Voluntary Service (RVS) currently provide a wide range of services including:

- Good Neighbours and Community Transport
- Minibus group shopping
- The Home Library Service
- The On Ward Community based Hospital Service
- The Home Support Service
- Trolley Services in Residential Care Homes (Ythanvale, Inchmarlo and Huntly Care Homes).
- Social Groups run by their volunteers (including Newburgh Ythan Cronies and Ythanvale Craft Group).

The RVS have a large number of volunteer roles with systems, policies and procedures in place. RVS carry out Protecting Vulnerable Groups (PVG Scheme) checks on their volunteers. The RVS deliver across Aberdeenshire and focus on the needs of older people. At this time, they do not support working aged people affected by disability.

Listed below are short volunteer role profiles for the Aberdeenshire area:

<b>Role Title</b>	<b>Description</b>
<p><b>1. Community Transport Volunteer</b>            - Flexible            - Aberdeenshire wide</p>	<p><b>Do you enjoy driving and want to make a difference to the lives of older people in your local area? Become a Community Transport Volunteer and help to keep older people in touch with their communities.</b>            - You will help older people get out and about to stay engaged with their local communities. This would include driving to local GP, shops, social club or to visit friends and family.</p>
<p><b>2. Home Library Service Volunteer</b>            - Monthly            - Aberdeenshire wide</p>	<p><b>Do you want to share your love of reading with older people in your local community? Become a Home Library Service Volunteer and deliver books / DVD's / CD's to older people in their homes to help combat loneliness and isolation.</b>            - You will work alongside the local library to deliver and collect books, DVD's, CD's to older people who may be housebound or have mobility issues.            - The service also provides regular, friendly social contact for the older person where you can check they are safe and well, discuss reading and listening preferences and report any concerns to the necessary people.</p>
<p><b>3. Community Club Volunteer</b>            - Ythanvale Cronies, Newburgh (Wednesday pm)            - Ythanvale Trolley Shop and Craft Club Ellon (Thursday pm)            - Befriending Trolley Shops (Inchmarlo and Huntly)</p>	<p><b>Can you help brighten the lives of older people in your local community? Become a volunteer for a Community Club and give older people the opportunity to socialise and engage in some fun activities.</b>            - You will help organise and lead activity sessions at local centres to offer older people the opportunity to meet others and enjoy regular social engagements.</p>

Role Title	Description
<p><b>4. Telephone Befriending Volunteer</b>  - Flexible  - Aberdeenshire wide</p>	<p><b>Are you a friendly person who enjoys a good chat? Become a Telephone Befriending Volunteer and help to combat loneliness by providing regular and friendly social contact.</b></p> <p>- You will make regular phone calls to older people to ensure they are safe and well and to offer companionship and good conversation. This service may be particularly beneficial to an older person returning home from a stay in hospital to allow you to identify any unmet needs where we can offer further support.</p>
<p><b>5. Good Neighbours and Befriending Volunteer</b>  - Flexible  - Aberdeenshire wide  - Minibus shopping escort (monthly in Kemnay, Alford, Blackburn, Balmedie, Kintore)</p>	<p><b>Are you a friendly person who can offer support to older people in your local community? Become a Good Neighbours and Befriending Volunteer and visit older people to provide friendly social contact and help them with small practical tasks.</b></p> <p>- You will visit older people at home and your tasks may include carrying out safe, warm and well checks, chatting to and offering regular friendly, social contact, post office or prescription collections, assisting with shopping, providing transport, odd jobs and helping the older person to access other services if necessary.</p>
<p><b>6. Emergency Response Volunteer</b>  - Aberdeenshire wide  - Volunteers who are already volunteering with us sign up for this</p>	<p><b>Would you like to help the community and support local services during times of need. Become an Emergency Response Volunteer and be prepared to help 24/7 running rest centres or supporting affected older people in their homes.</b></p> <p>- You will be part of a team of volunteers on standby to respond to local emergencies. Tasks may include providing services in evacuation centres after incidents such as mass flooding, offering support to vulnerable individuals affected by prolonged power cuts and emergency refreshments for the Police, Fire Brigade and other organisations engaged in ongoing emergency situations.</p> <p>- This is an ideal opportunity to work for a charity without making a regular commitment, if you wish to offer a helping hand during local emergencies and want to make new friends.</p> <p>- You will need to be flexible as the nature of the role may require unsociable volunteering hours and have the ability to work under pressure and as part of a team.</p>

Role Title	Description
<p><b>7. Home from Hospital Volunteer</b>  - Fraserburgh, Peterhead, Turriff, Aboyne, Inverurie, Inch, Stonehaven, Banchory, Banff, Huntly as and when referrals are made.  - Volunteers can be Good Neighbours and Drivers</p>	<p><b>Do you want to support an older person returning home from a hospital stay? Become a Home from Hospital Volunteer and make the transition back into home life an easier one.</b></p> <ul style="list-style-type: none"> <li>- You will provide a friendly and confident service offering one-to-one short-term practical support which enables patients to return home with confidence when no other support is available. Volunteers may help with shopping, collecting prescriptions, looking after pets or just being there when people begin to do things for themselves.</li> </ul>
<p><b>8. Customer Support Volunteer</b>  - Aberdeenshire wide  - Flexible</p>	<p><b>Are you a good communicator who can help to establish the care that an older person needs? Become a Customer Support Volunteer and meet with older people to find out what practical support, activities and services our charity can provide.</b></p> <ul style="list-style-type: none"> <li>- You will meet either older people to find out what practical support activities and services we can provide to help them live the life they want.</li> <li>- Key tasks will include meeting with older people to explore and note what practical help they need to make the difference in their life. You'll then work with other staff to see how these could be met through the charity or other services and arrange a volunteer to carry them out. You'll remain in contact so that you can both review the services and help with arranging further requirements if needed over the coming months.</li> </ul>
<p><b>9. On-ward Volunteer</b>  - Fraserburgh, Peterhead, Turriff, Aboyne, Inverurie, Inch, Stonehaven, Banchory, Banff, Huntly  - Can be flexible on a rota for visiting or lunch times</p>	<p><b>Do you want to help an older person to have a comfortable and stress free stay in hospital? Become and On-ward Volunteer and provide befriending support to older people when they need it most during a stay in hospital.</b></p> <ul style="list-style-type: none"> <li>- You will provide practical and social support to older people when they need it most during a stay in hospital.</li> <li>- Key tasks include providing friendship, companionship and support through conversation, reading and other pastimes. Other practical help could include help with eating and drinking and supervised mobility to visit hospital facilities and recreational areas such as the shop or café. Working with patients with Dementia may be a key part of this opportunity.</li> <li>- You'll liaise with other hospital staff regarding the practical support required and be part of a wider team ensuring ongoing and effective integrated support for the older person and their family so they can return home.</li> </ul>

## **Extract from RVS Website for Information (30 March 2015)**

### **Aberdeenshire**

Royal Voluntary Service can help older people maintain their independence and stay involved in the local community.

We have volunteers across Aberdeenshire who offer help and support so older people can stay independent at home in Peterhead, Fraserburgh, Stonehaven, Ballater, Inverurie and the surrounding areas.

For more information just ask! Call us on **01467 626012** or click on the **get help in this area** button and we'll get in touch.

### **Get help at home**

As everyone is different, Royal Voluntary Service can tailor support to your individual needs with you to create a support package that suits you. This may include:

A lift to an appointment at the doctors or hospital  
Someone to take you to the shops or to visit friends  
Help with your shopping  
Some company and a chat with regular visits from a Royal Voluntary Service Volunteer  
Befriending  
Collecting a prescription  
Help with the garden or a little bit of practical help around the house  
We can also deliver books and DVDs to your home through our home library

All our volunteers have been PVG checked.

### **Get help in hospitals**

Whether you're visiting or staying in hospital, we understand the worries that this can cause.

We'll soon have volunteers at the following hospitals, so come in and say hello.

Peterhead Community Hospital  
Fraserburgh Community Hospital  
Turriff Community Hospital  
Kincardine Community Hospital – Stonehaven  
Jubilee Hospital – Huntly  
Inverurie Hospital  
Aboyne Hospital  
Glen O'Dee Hospital – Banchory  
Insch War Memorial Hospital  
Chalmers Hospital – Banff.  
For longer stays in hospital:

We'll be able to help you get organised for a stay in hospital  
Our on-ward volunteers will visit you in hospital to make sure you have company when family and friends can't visit  
We'll look after any of your pets needs while you're away from home  
On returning home we will provide ongoing support to ensure you settle back in as quickly as possible.

### **Get help in your community**

We recognise how important transport is to keep you connected with local services, medical appointments or just to keep in touch with friends and family. Whether you live in the countryside or in towns or suburbs, our community transport services can keep you mobile. We offer:

- Door to door service
- Cheaper and more convenient than a taxi
- The service is provided by volunteers who use their own vehicles
- We also have a monthly minibus service for shopping trips

For more information – just ask!

## **8 Setting up a service – what to consider**

The overall picture in Aberdeenshire appears patchy. However, there are a number of services available throughout the area.

When planning how to meet the need it would be important to consider whether you build on existing services or develop new approaches.

It is also important to look at providing services which meet the needs of the local communities rather than the vast area covered by Aberdeenshire as a whole.

There are different ways of providing services and these could include the following options:

- Informal support (eg neighbours, family or friends)
- Community support (reciprocity schemes like Time-banking, Church and social groups)
- Voluntary Sector
- Social Enterprise
- Public Sector
- Private Sector

Opportunities for a social enterprise which provides appropriate training (eg awareness training on particular health conditions, practical skills, life skills and communication skills) could be considered. A social enterprise can provide paid and volunteering opportunities for a wide range of people.

A number of different models are available within the UK. Some care agencies are able to provide a range of flexible support and this might include a handyperson role. Additionally some private organisations have filled the gap by providing on-line and telephone portals which can help match local handyperson services.

Need a Hand Scotland is a service run privately in Lanarkshire and provides quotes for local services and uses private Handypersons who respond quickly.

<http://ineedahand.co.uk/>

Astor Agency is a Care Agency which also offers this provision. This organisation is based in Surrey, England:

[www.astoragency.co.uk/homecare\\_handyman\\_services.shtml](http://www.astoragency.co.uk/homecare_handyman_services.shtml)

People have said they would feel safer if they know people have been appropriately checked and properly vetted.

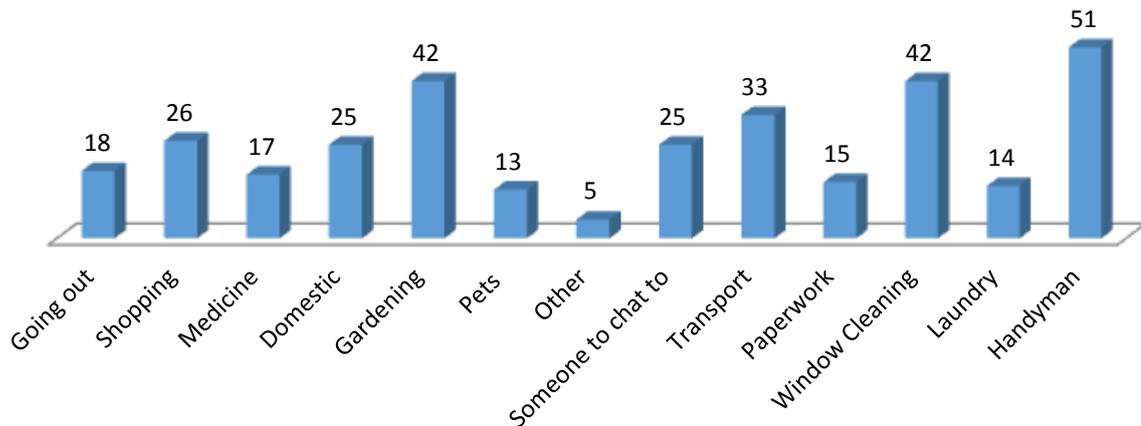
Setting up a service using volunteers would require analysis of both the real costs of volunteering and the social return values of the roles. Support and supervision would be necessary to ensure that volunteers are valued and used in a way that meets their needs.

The overall responses to the questionnaire sent out showed the following results throughout the region as a whole.

Priority (by number 1 being highest and 11 lowest)	What would help you live more independently at home?	Percentage
1.	Handyperson	56%
2.	Window Cleaning	46%
2.	Gardening	46%
3.	Transport	36%
4.	Shopping	29%
5.	Domestic Support	27%
5.	Someone to Chat To	27%
6.	Going Out	20%
7.	Medicine Prompts / Collection	19%
8.	Paperwork	16%
9.	Laundry	15%
10.	Help with looking after Pets	14%
11.	Other	5%

Figure 2

### 3. What would help you to live more independently at home?



Grampian Opportunities staff looked at the options around Telecare. There are solutions in terms of medicine prompts etc which would possibly benefit many people. However, in terms of meeting outcomes, one of the consistent findings from over half the respondents was that human contact was an important part of the process.

Although Skype and such have a benefit for keeping in touch with family members and friends we must be careful not to use technology instead of providing a physical human presence. The message that came through strongly was that people who need support from handypersons also need that human contact to thrive. A paper prepared by Leisure Futures Ltd for the Big Lottery Fund in April 2011 highlighted that pensioners living in Scotland account for 15% of households in remote rural areas. Aberdeenshire was described in this report as meeting the criteria for being considered a “very remote rural” area. Aberdeenshire covers a 10<sup>th</sup> of the whole area of Scotland in terms of land mass.

Statistics from the National Records of Scotland show that we have 18,922 people over the age of 75 living within Aberdeenshire. This number was expected to rise significantly (at the point of publication) but refers to information contained in the 2011 Census. Figures for the UK show that more than half of those aged 75 live on their own and that one in ten suffers from “Intense Loneliness”\* (\* information taken from a press release “Loneliness Measure to Boost Care for Older People” dated 22 November 2012 produced by the Department of Health). 50% of older people say that television is their main company and 17% say that they see a family member, friend, or neighbour less than once a week with 11% stating that this is true on a monthly basis.

A national evaluation study was undertaken (throughout England and Wales) and a report published in January 2012 by Karen Croucher, Research Fellow, CHP, Karin Lawson, Senior Associate, YHEC and Michael Fountain, QA Research at the University of York. This report, “National Evaluation of the Handyman Programme (Communities and Local Government), published by Queen’s Printer and Controller of Her Majesty’s Stationery Office, 2012, showed quite clearly that handyman services assisted large numbers of older, disabled and vulnerable people to remain

in their own homes for longer. The report stated that these services offered an important security net for people with disabilities and older people generally, and as a result of the work undertaken, could be seen to enhance the effectiveness of health and social care provisions by providing very low cost interventions which reduced risk and were valued for their trustworthiness, quality and reliability. In Aberdeenshire demographics show a high and increasing number of the populace are older people. The evaluation demonstrated that handyperson services provided value for money, often reducing the risk of falls.

There is a Handyperson Financial Benefit Toolkit\* which was designed to allow handyperson services to estimate the financial value these benefits bring and help to deliver and assists with the development of business cases. Using this toolkit, which is based on conservative modelling assumptions, the benefits achieved by the handyperson programme outweighed the costs of providing the programme by 13%. This report shows that investment in handyperson services leads to cost savings elsewhere particularly in relation to health and social care services.

However, social benefits such as improving older people's independence, quality of life and sense of wellbeing can also be achieved but this needs to be quantified using alternative tools. The study also undertook a survey and interviews which showed very high levels of satisfaction in relation to handyperson services. Respondents rated the level of satisfaction on a sliding scale between 1 and 10 (with 10 being "completely satisfied"). Of those respondents, 97% gave marks between 7 and 10 for the service and 74% of the total respondents gave a score of 10.

The report highlighted the following:

- 72% of users felt that their home was a more secure environment;
- 69% of users felt that they were better able to maintain their independence;
- 65% of users felt they were able to do more in the home.

Key issues raised were the difficulty in finding an "ordinary" tradesperson to carry out minor tasks. Another key issue was affordability of services for the user but many users felt that they would be happy to make a contribution towards the costs. People were shown to value the very practical support which they felt enhanced their sense of security, comfort, choice and control in their own homes.

\* See <http://www.communities.gov.uk/publications/housing/financialbenefitstoolkit>

The study looked at a number of models of handyperson schemes but felt that in order that services be successful the service needed to have a person-centred approach and that the attitudes of the frontline staff / volunteers were as important as their skills in undertaking the tasks. Being able to work with older (and often isolated people) was an essential for a service to be a success.

Feedback and continued consultation with service users was also an important way of ensuring that less quantifiable aspects of the service were valued (such as the difference it had made to the individual). The authors of the report stated:

**“This evaluation has shown that the case for handyperson services can be made on the basis of both value-for-money arguments, and “value-added” arguments. The Handyperson Financial Benefits Toolkit can be used to demonstrate that Handyperson services provide value for money.**

**The “value-added” arguments can be built around the capacity of services to promote independence and to enable older people to have more choice and control of their home environments, service users’ satisfaction, and the preventative role of services”.**

Although much of the study related to preventative impact, the sixth case study undertaken highlighted the role that volunteer gardening could provide to older people with Dementia. The report highlights the importance of the service for addressing a number of different needs including meaningful activity for the older person, improved physical and mental wellbeing and the opportunity of providing a short break for the informal carer. A service which provided not only gardening but forms of befriending / volunteering opportunities etc which provides meaningful, purposeful activities and deals with social isolation would have an even greater impact on the local area.

Time-banking is another area explored during the study and recent work done by Grampian Opportunities and at a National level (in Scotland) shows the value of reciprocity for all. The need to feel that you are giving back in some way is becoming well recognised in social care settings and the need for contributing (in a social and not economical way) gives a sense of value and purpose to those who are trying to maintain their independence.

A recent conference (“We Chose to Climb”, Social Care Ideas Factory) held in Glasgow in March 2015 highlighted the importance of people being able to offer something back. This conference looked at person centred planning and Self-Directed Support and how reciprocity worked well in the UK as a model.

## **9 Volunteering opportunities – willingness to help**

There are a lot of volunteering opportunities. However many local and national organisations demonstrate a lack of understanding and awareness of what disabled people can contribute to volunteering.

Good Practice relating to developing disabled volunteers can be found at:  
[www.volunteering.org.uk/component/gpb/disabled-people](http://www.volunteering.org.uk/component/gpb/disabled-people)

Some people interviewed expressed an interest in helping other people and were keen on the idea of others being able to reciprocate (possibly through “Good Neighbour Schemes”). However, people did not know what was already available in their local area.

## 10 Trustworthy and Reliable Support

It was considered essential by the majority of people asked, that proper checks were carried out in order to ensure that people coming into potentially vulnerable people's homes were trustworthy. Some agreed that there was a need for two references to be taken up and an interview process. Additionally organisations such as Moray Handyperson Service require all volunteers to be PVG checked. Nevertheless, it is not always considered essential by Disclosure Scotland for people carrying out tasks to be PVG checked. This would depend on the role description and whether the clients are considered to be vulnerable. However what comes through strongly is that the service would need to be overseen by someone professionally such as a Volunteer Coordinator.

## 11 PVG Scheme

I have set out below details forwarded to Grampian Opportunities by Disclosure Scotland for information. It is not always that easy to get volunteers PVG checked and in order to do so they would need to meet the following criteria:

“Unfortunately Disclosure Scotland cannot provide a definitive list of positions which are classed as being **“regulated work”** and thusly constitute membership to the PVG scheme. As with all levels of disclosure, eligibility will be dependent on the normal duties of the particular post and the particular legislation it is governed by.

Simply working with a vulnerable group does not automatically mean that an individual will be eligible for the PVG scheme for this work. The PVG scheme deals with protected adults rather than vulnerable adults, this is a service based definition rather than labelling individuals due to the fact that they have a particular vulnerability, such as being elderly.

A protected adult is defined as an individual aged 16 or over who is provided with (and thus receives) a type of care, support or welfare service. An individual is only deemed to be a protected adult for the duration of the time they are receiving the relevant service. There are four categories of services receipt of any one of which makes an individual a protected adult:

### 1. Registered care services

A service by a person carrying out:

- (a.) a support service
- (b.) an adult placement service
- (c.) a care home service, or
- (d.) a housing support service.

### 2. Health services

A service provided or secured by a public health body concerning the treatment, care and support of, and provision of advice and assistance to individuals in relation to

health and well-being, or similar services provided by an independent health care service provider.

### 3. Community care services

Social work and mental health services provided or secured by a council, or Self Directed Support paid for by a Council. The most recent guidance on this states a community care service is defined in the Social Work Scotland Act 1968 as:

“community care services” means services, other than services for children, which a local authority are under a duty or have a power to provide, or to secure the provision of, under Part II of this Act or section 7 (functions of local authorities), 8 (provision of after-care services) or 11 (training and occupation of the mentally handicapped) of the Mental Health (Scotland) Act 1984;

### 4. Welfare services

Welfare includes any service which provides support, assistance, advice or counselling to individuals with particular needs, meeting the following conditions. The service must be a service that:

- (a.) is provided in the course of work to one or more persons aged 16 or over.
- (b.) is delivered on behalf of an organisation
- (c.) requires training to be undertaken by the person delivering the service
- (d.) has a frequency and formality attached to the service, and  
either
  - (i.) requires a contract to be agreed between the service provider and the recipient of the service prior to the service being carried out, or
  - (ii.) is personalised to an individual adult’s needs.

In addition, in order to be eligible for the PVG Scheme an individual must be doing one of the following activities with protected adults (as part of their normal duties):

- Caring for protected adults.
- Teaching, instructing, training or supervising protected adults.
- Being in sole charge of protected adults.
- Providing assistance, advice or guidance to a protected adult or particular protected adults which relates to physical or emotional well-being, education or training.
- Inspecting adult care services (including inspecting any premises used for the purposes of providing such services)

In short should it be assessed that any of the aforementioned is met then you can request to join the scheme , there is however no legal requirement and therefore a suitable risk assessment should be conducted to identify any risks in not requesting membership to the scheme (where applicable) to the individuals in question . If they are not doing any of the above duties then the basic disclosure remains available for anyone for any purpose”.

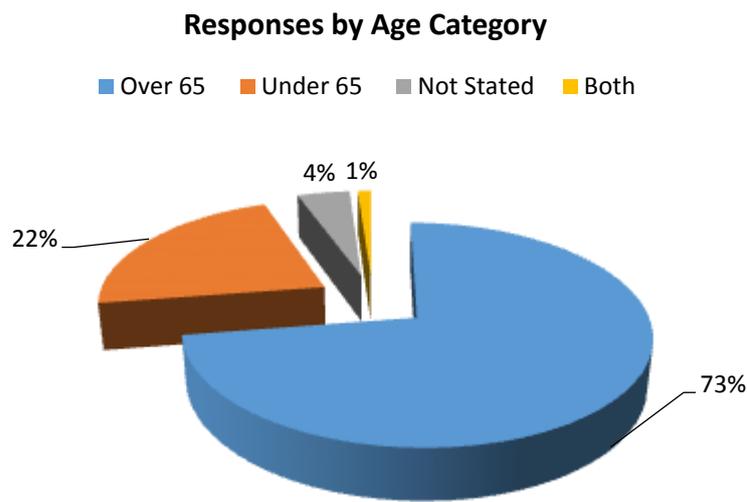
## 12 Time-Banking

Not so long ago we all knew our neighbours and which one of them would do us a favour if we asked, and our neighbours knew we would be able to do a favour in return. Time-banking is a way for people to help and support others in their

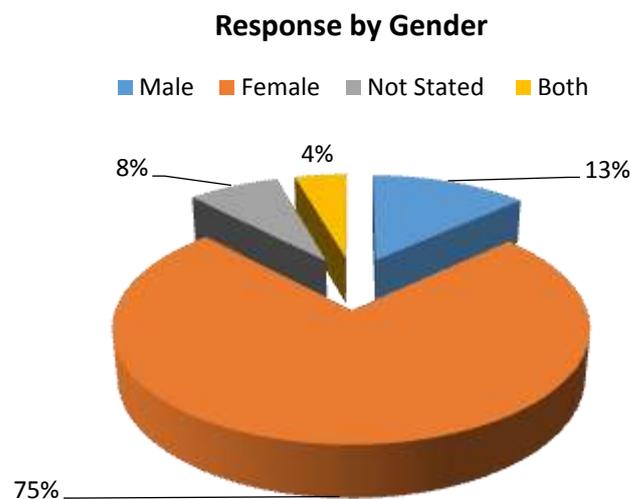
community and be rewarded for it / in time. Time-banking can rebuild a sense of community and belonging.

Time banking can also be a rewarding and enjoyable way to bring people together to share their skills. Running costs are comparatively low for this type of model and helps everyone involved to feel included and make social contacts within their community.

### 13 Findings – information gathered so far

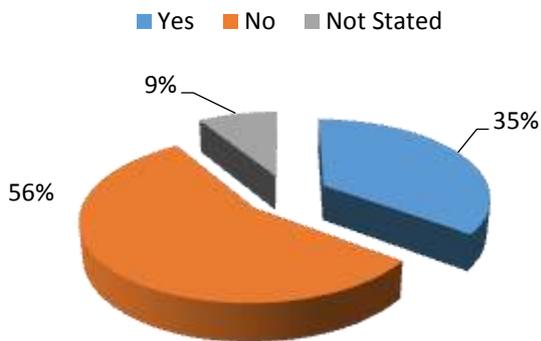


As you will see from the above pie chart, the majority of those who completed the form were aged over 65. We felt that it was important to consider everyone in this process, however, and people with physical disabilities, mental health issues, learning disabilities and people on the autistic spectrum were not therefore excluded from the process.

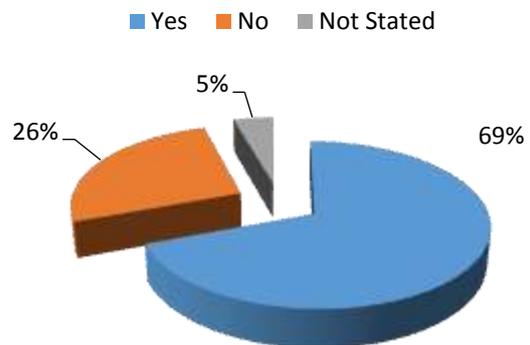


It was interesting to note that the majority of responses came from females.

**1. Do you require help to make staying in your house / flat more manageable?**



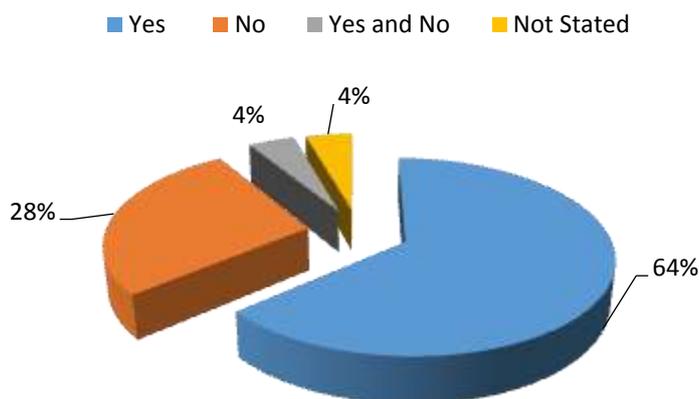
**2. Do you ever require small jobs to be carried out in your property?**



Although 56% of those approached felt that they were managing without support many of the people approached were quite well connected to their local community and attending Older People’s Forums and Day Services. Many were still very active and had support from their partners. However, a third of those who responded did say they required support of some kind to help them remain in their own homes for longer.

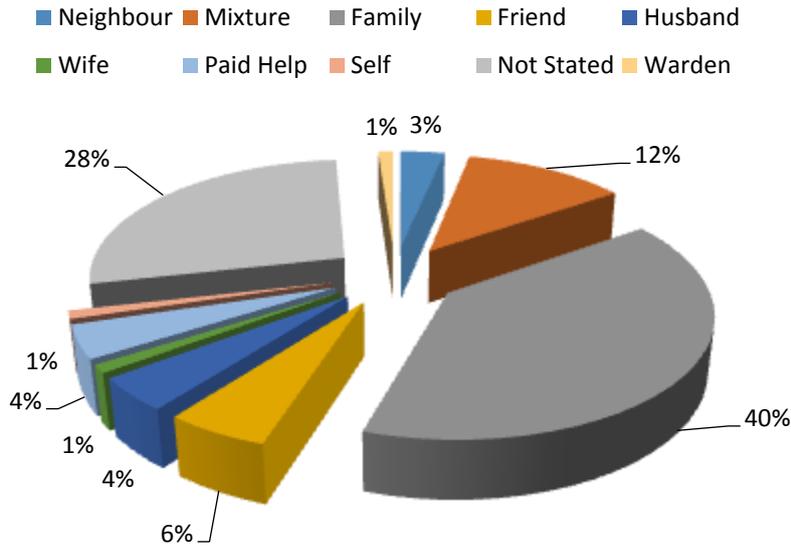
There was a large number of people (69%) who stated that there were small jobs around their homes with which they required assistance.

**4. Do you have someone who carries out these small jobs for you?**



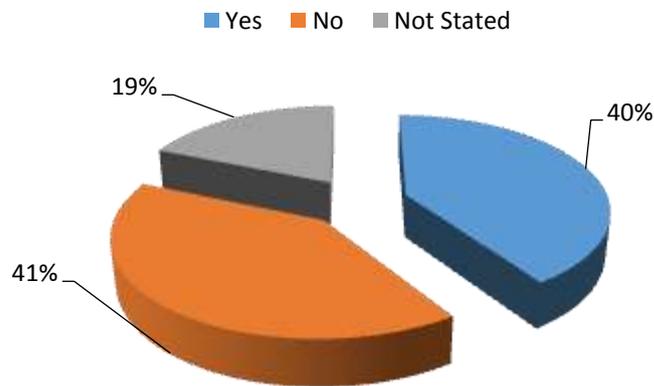
A third of those approached said they did not have someone to help them with these small jobs.

### Who is it that helps you?



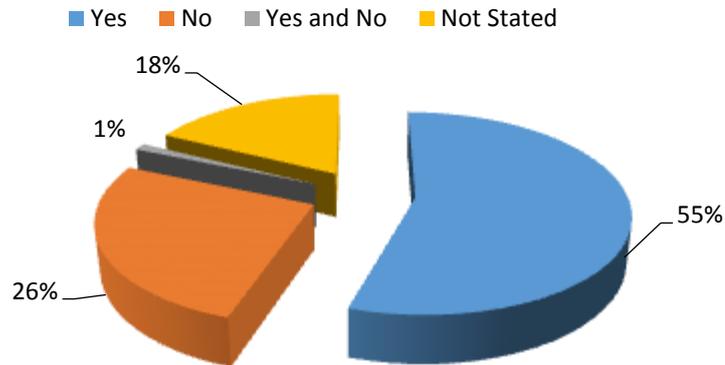
The majority of people who responded said they relied on family members to support them by carrying out the tasks listed on the questionnaire. However, once again nearly a third of those approached were unable to state who would help them with only 1% using paid help.

### 7. If you would consider hiring someone do you struggle to know where to go to get this information?



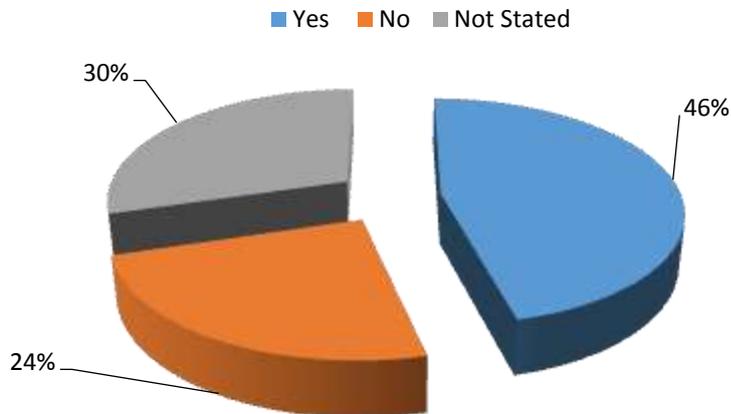
Once again a large number (40%) of those who responded felt that they would and did struggle to know where to find the information to access these type of low level services.

**8a. Is it important to you to be able to stop and chat when having someone in carrying out small tasks?**



The response to this question indicates that the human contact people have has a large impact on how they feel. Recent loneliness studies such as the Social Isolation In Bristol (2013) Initial Findings Report, show the importance of social inclusion on health and wellbeing.

**8b. Are you quite happy just having someone come in and just do the work?**



**Priorities by Ward**

Aberdeen Council is divided into six administrative areas, Banff and Buchan, Formartine, Garioch, Marr and Kincardine and Mearns. Electoral Wards are numbered 1 to 19 and are set out below. Please see Appendix C or go to [http://www.aberdeenshire.gov.uk/elections/areas\\_wards\\_settlements\\_map.pdf](http://www.aberdeenshire.gov.uk/elections/areas_wards_settlements_map.pdf) for more information.

# Aberdeenshire's Administrative Areas, Electoral Wards and Settlements

## BANFF AND BUCHAN AREA

- 1 Banff and District
- 2 Troup
- 3 Fraserburgh and District

## BUCHAN AREA

- 4 Central Buchan
- 5 Peterhead North and Rattray
- 6 Peterhead South and Cruden

## FORMARTINE AREA

- 7 Turriff and District
- 8 Mid Formartine
- 9 Ellon and District

## GARIOCH AREA

- 10 West Garioch
- 11 Inverurie and District
- 12 East Garioch
- 13 Westhill and District

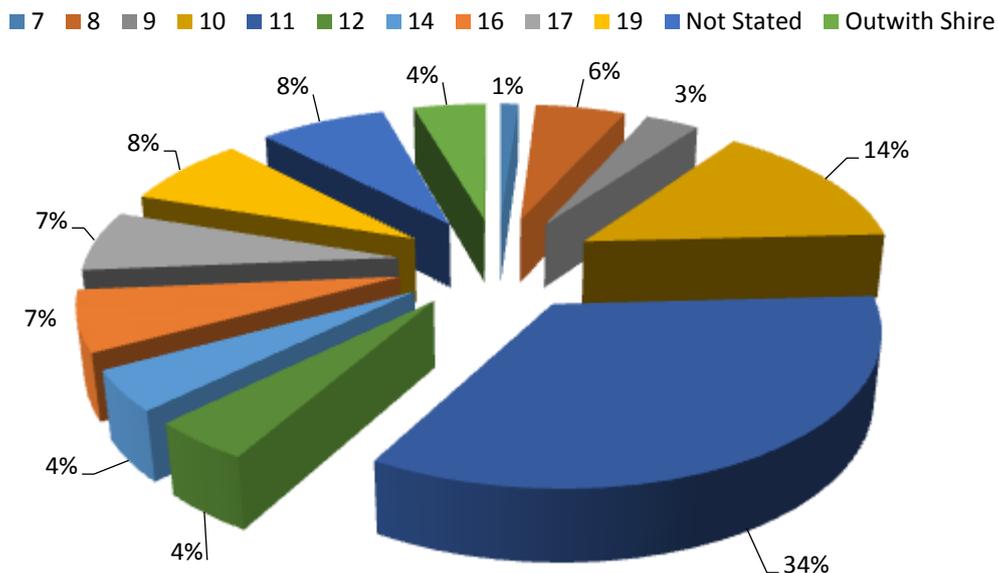
## MARR AREA

- 14 Huntly, Strathbogie and Howe of Alford
- 15 Aboyne, Upper Deeside and Donside
- 16 Banchory and Mid Deeside

## KINCARDINE AND MEARNS AREA

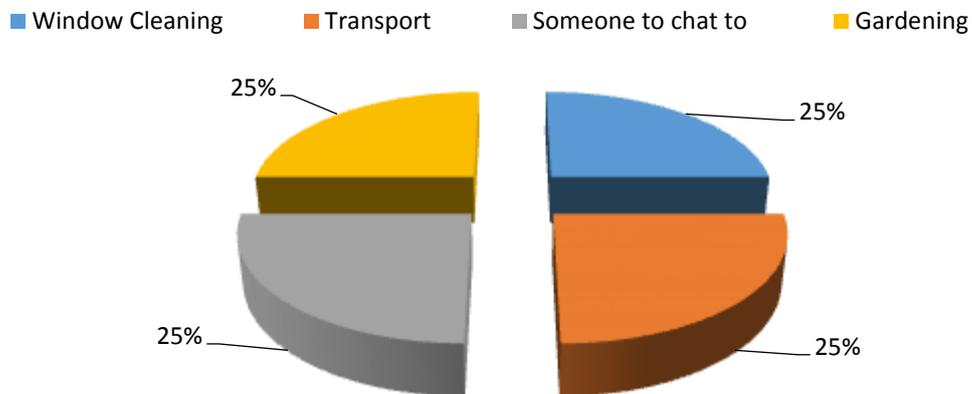
- 17 North Kincardine
- 18 Stonehaven and Lower Deeside
- 19 Mearns

## Percentage of Responses by Wards



Set out below are pie charts showing the different priorities by local wards. Only wards where returns were received have been included in this section.

### Ward 7 Priorities

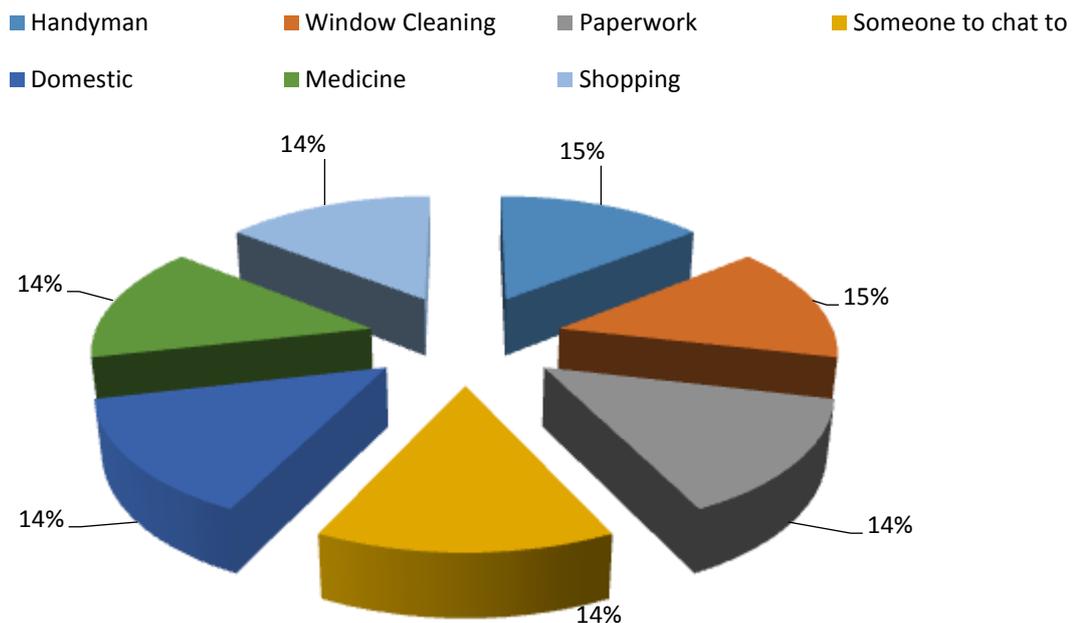


Only four priority areas were identified by Ward 7. These were

- Window cleaning
- Transport
- Someone to chat to
- Gardening

Each of these areas were considered equally important.

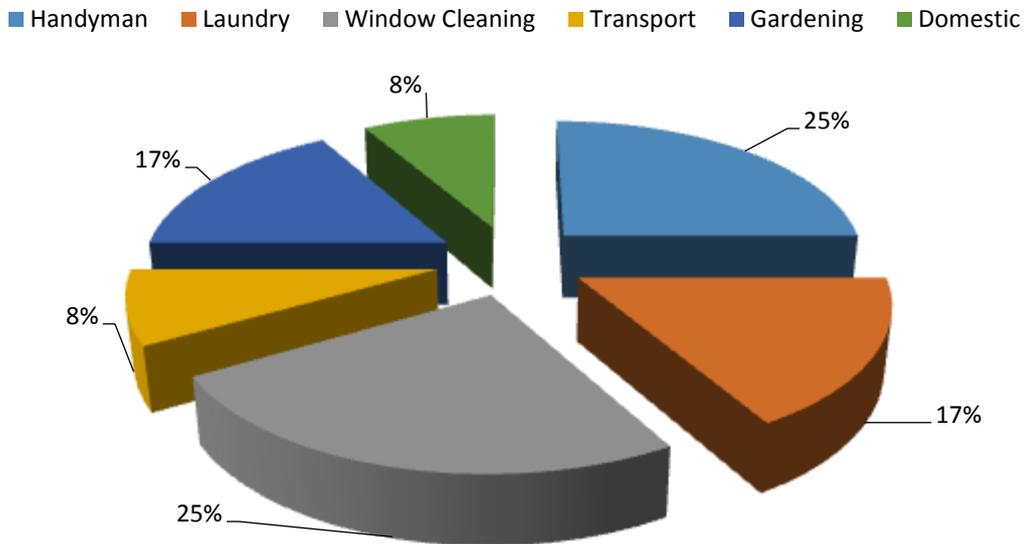
### Ward 8 Priorities



In Ward 8 priority was given to a handyperson service and window cleaning.

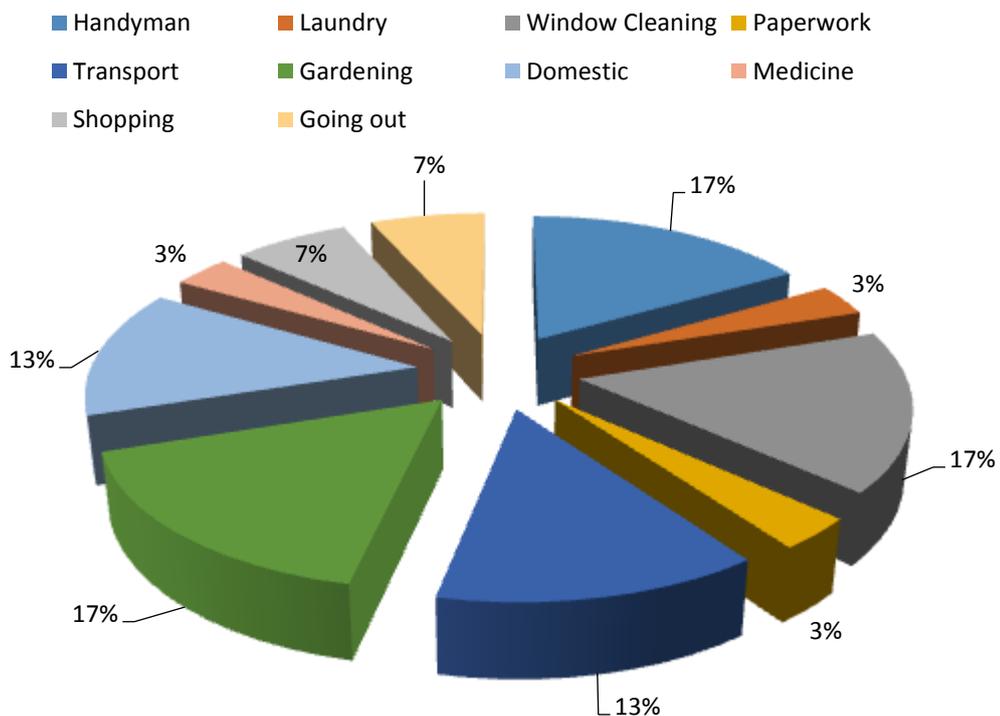
However, this was only by a slim margin and paperwork, someone to chat to, domestic assistance, shopping and medicine prompts were all considered priorities.

### Ward 9 Priorities

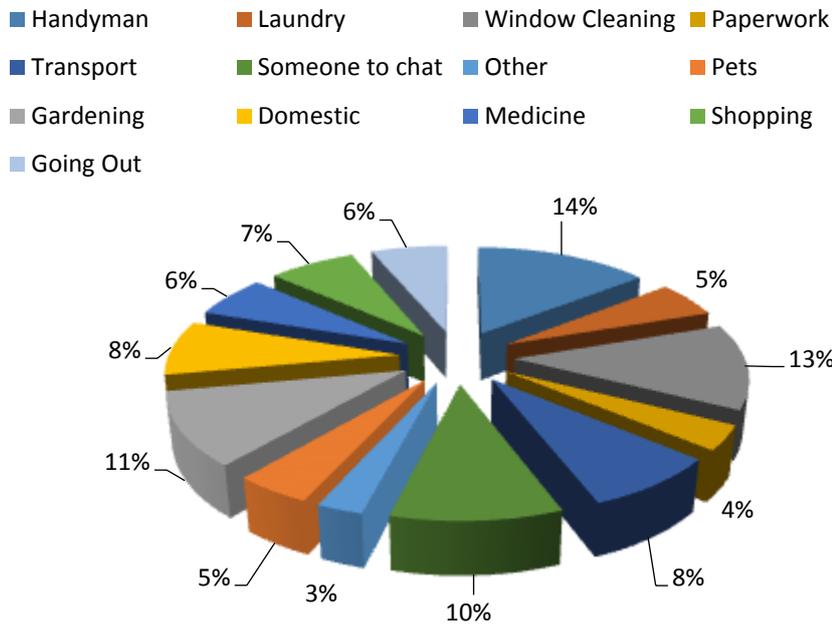


Ward 9 felt that their top priorities were 1) handyperson service and window cleaning, 3) laundry and gardening, 5) transport and domestic support.

### Ward 10 Priorities

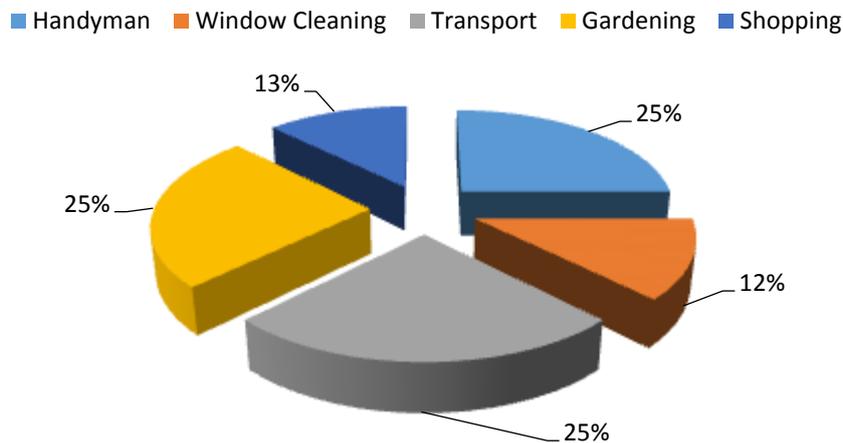


## Ward 11 Priorities



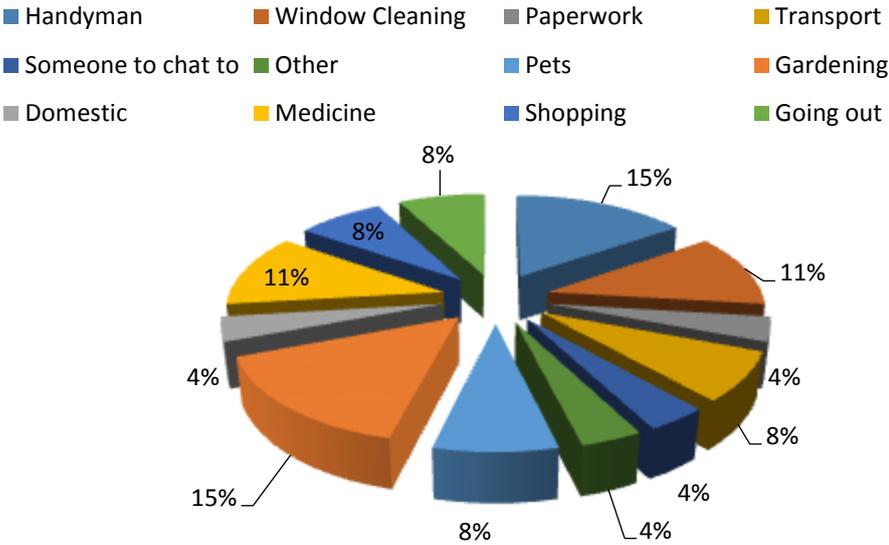
There was quite a variation in results in this area with top priority being a Handyperson scheme, followed closely by support with window cleaning. Gardening support was seen as third priority and 10% felt that they would benefit from having someone to chat to.

## Ward 12 Priorities



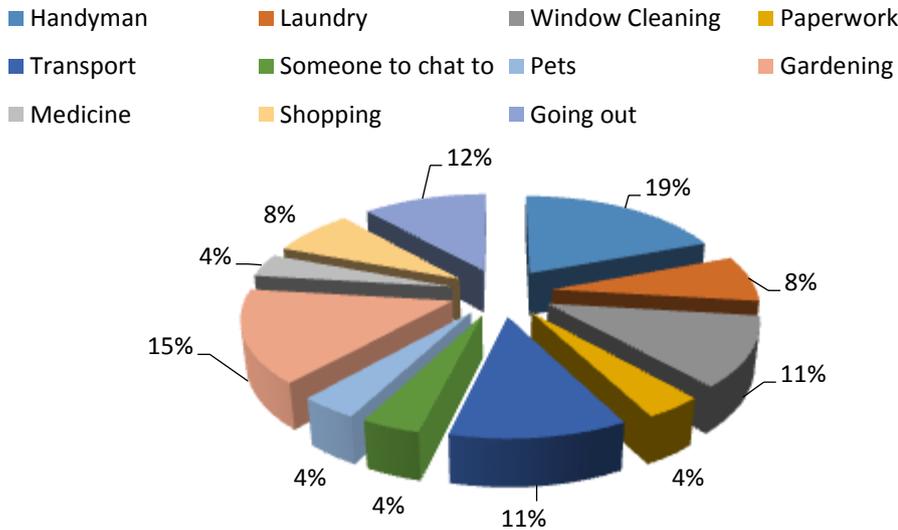
Five areas were prioritised by responses from Ward 12 with Handyperson Schemes, transport and gardening all receiving 25% of the responses. Window cleaning and support with shopping were considered as lower down the list of priorities but still important.

### Ward 14 Priorities



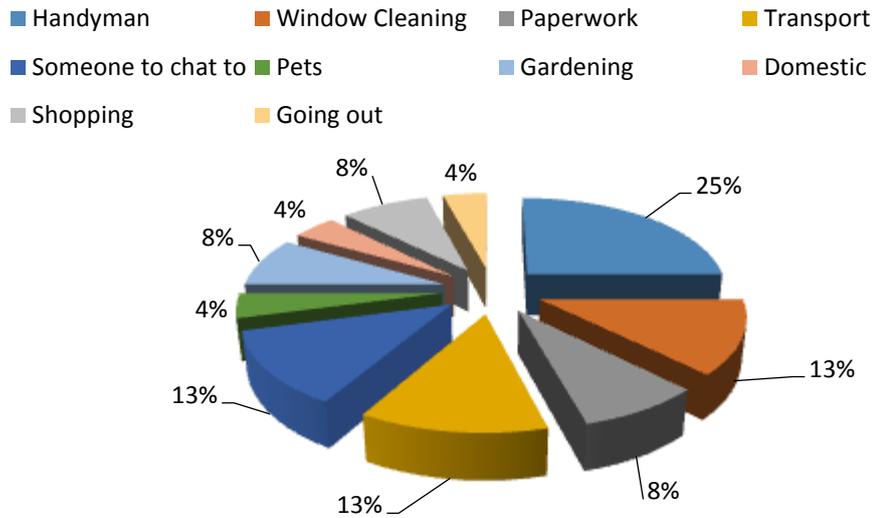
Handyperson schemes and gardening were the top priorities for Ward 14.

### Ward 16 Priorities



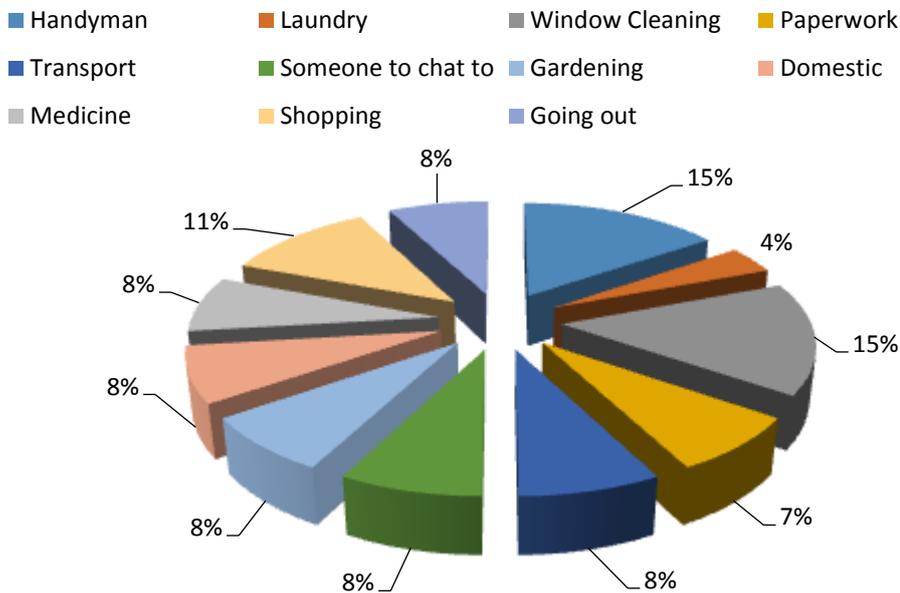
Handyperson schemes and gardening were again considered of most value for those from Ward 16 who responded.

## Ward 17 Priorities



Ten areas were given as priorities for support in Ward 17. The most important were Handyperson scheme, window cleaning, someone to chat to and transport.

## Ward 19 Priorities



In Ward 19 the top priorities were Handyperson scheme, window cleaning and shopping. However, 8% of those who responded felt that transport, someone to chat to, gardening, domestic support, support with medication and going out were important also.

## 14 Next Steps / way forward

This has been a short term time-limited research project. Further consultation and community engagement would be needed to inform the best way forward to meet identified needs in local areas.

The information provided in this report is based on approximately 100 questionnaire responses and feedback from individual conversations and discussions with community groups.

Through talking to local people the project team has shown there is a definite need for a handyman service, a befriending service and a gardening scheme. One of the most important areas highlighted was the need for human contact / companionship.

Transport was highlighted across the region. This issue is of long standing and is well known to everyone who lives in such a wide geographical area.

### Information

The first thing that people wanted was to know where to go to access services. Several people had suggested the need to update or produce directories of local groups and providers.

This was a need identified by the Friends of Inch Hospital Community Link Worker. <http://www.friendsofinschhospital.com> Inch Directories are now available across the village and copies can be found in the Post Office, Inch Kirk Hall, the Library, Foundland Court and Inch Medical Centre.

Footprints Connect have an online directory  
[www.footprintsconnect.org.uk/services-products/services-directory.aspx](http://www.footprintsconnect.org.uk/services-products/services-directory.aspx)

Footprints Connect also provide a service which gives you information they have compiled for their Trusted Trader List and their leaflet is available at  
[www.footprintsconnect.org.uk/media/380430/care\\_repair\\_flyer\\_2013.pdf](http://www.footprintsconnect.org.uk/media/380430/care_repair_flyer_2013.pdf)

Care and Repair Aberdeenshire [http://www.castlehillha.co.uk/carerepair\\_shire.html](http://www.castlehillha.co.uk/carerepair_shire.html) have an approved provider list which is available by following the link:  
<http://www.castlehillha.co.uk/pdfs/ASTCON.pdf>

It was identified as important to individuals to know that they can trust the person who provides the service.

### Making Connections

Connecting people to the support they need, can be carried out in a number of ways; informal community networks, good neighbour schemes, churches and existing community groups can contribute to this.

When a community works together there are significant social benefits. There are:

Good examples of inter-generational activity which demonstrates mutual benefit

A number of practical care schemes involving members of different churches and communities (eg Westhill Community Church provide practical care, bereavement support and a befriending service) <http://westhillcommunitychurch.org/care-in-the-community.html>

Employability schemes, micro enterprise social enterprises which involve unemployed people, including people with disabilities and additional support needs. <http://www.health.org.uk/areas-of-work/programmes/shine-eleven/related-projects/nhs-fife/>

The “National Evaluation of the Handyperson Programme” report highlighted how services such as providing gardening could be delivered by working with and involving the individual who needed support in the task. A positive example given related to a Garden Shares scheme, involving people with Dementia, and others who felt isolated, enabling them to participate in a meaningful way, giving a sense of purpose.

Initial impressions are that different wards or administrative areas have different priorities and any models chosen need to be flexible and adaptable to meet the needs of their own community.

Where voluntary sector organisations already deliver support there is the potential to build on their current work and/or establish new ventures to meet different elements of the identified need.

When involving volunteers, organisations such as the RVS and VSA highlighted the importance of having systems in place to carry out appropriate checks.

There are also cost implications to retaining volunteers. It is essential to ensure volunteers are properly trained and supported (formally and informally), paid expenses in a timely manner and valued in their roles. Costs to third sector organisations in terms of promotional material, recruitment and management time also need to be included in the process. The Volunteer Investment and Value Audit (VIVA), a Self-Help Guide (Second edition) by Katharine Gaskin, published January 2011, provides a guide to establishing the real cost of volunteering and the value of the volunteering hours and may be one way of identifying some of the costs. Identifying the benefit in terms of social inclusion and building capacity in local communities could not be calculated in such a manner and this would perhaps be something which could be captured from volunteers’ personal/professional development plans.

In some cases Local Authorities provide the services themselves.

There is also the option of setting up a new stand-alone service.

## Further reading:

Social Isolation in Bristol (2013) Initial Findings Report produced by Bristol City Council: [www.bristol.gov.uk/sites/default/files/documents/health\\_and\\_adult\\_care/health/Social%20isolation%20initial%20findings%20report%20Oct%2013\\_0.pdf](http://www.bristol.gov.uk/sites/default/files/documents/health_and_adult_care/health/Social%20isolation%20initial%20findings%20report%20Oct%2013_0.pdf)

Press release dated 22 November 2012 from Department of Health  
[www.gov.uk/government/news/loneliness-measure-to-boost-care-for-older-people](http://www.gov.uk/government/news/loneliness-measure-to-boost-care-for-older-people)

PSSRU Discussion Paper 2772 (revised 23 December 2010): Building community capacity: making an economic case by Martin Knapp, Annette Bauer, Margaret Perkins and Tom Snell [www.pssru.ac.uk/pdf/dp2772.pdf](http://www.pssru.ac.uk/pdf/dp2772.pdf)

Social Return on Investment – produced for the Cabinet Office (Office of the Third Sector) by Society Media ([www.societymedia.co.uk](http://www.societymedia.co.uk), April 2009) ISBN: 978-0-9562274-1-6  
[www.bond.org.uk/data/files/Cabinet\\_office\\_A\\_guide\\_to\\_Social\\_Return\\_on\\_Investment.pdf](http://www.bond.org.uk/data/files/Cabinet_office_A_guide_to_Social_Return_on_Investment.pdf)

Social Return Network – <http://www.thesroinetwork.org/>

Information Services Division Scotland – statistical data on unintentional injury in adults by cause of injury can be found at <http://www.isdscotland.org/Health-Topics/Emergency-Care/Publications/2015-03-03/2015-03-03-UI-Report.pdf>

Good Practice relating to developing disabled volunteers can be found at: [www.volunteering.org.uk/component/gpb/disabled-people](http://www.volunteering.org.uk/component/gpb/disabled-people)

## Useful Resources:

Aberdeenshire Community Safety Partnership, Home Fire Safety Visit Leaflet  
[www.aberdeenshirecommunitysafety.org.uk/download/sfrs/HFSV\\_leaflet.pdf](http://www.aberdeenshirecommunitysafety.org.uk/download/sfrs/HFSV_leaflet.pdf)

or go to [www.firescotland.gov.uk/your-safety/for-householders/home-fire-safety-visit.aspx](http://www.firescotland.gov.uk/your-safety/for-householders/home-fire-safety-visit.aspx)

Footprints Connect:  
[www.footprintsconnect.org.uk/services-products/services-directory.aspx](http://www.footprintsconnect.org.uk/services-products/services-directory.aspx)

[www.footprintsconnect.org.uk/media/380430/care\\_repair\\_flyer\\_2013.pdf](http://www.footprintsconnect.org.uk/media/380430/care_repair_flyer_2013.pdf)

Mearns and Coastal Healthy Living Network website [www.mchln.co.uk](http://www.mchln.co.uk)

The Living Well Project is a charity set up by Newhills Church in 2010. Their website is [www.befriendingaberdeen.org.uk](http://www.befriendingaberdeen.org.uk)

ACVO (Aberdeen Council of Voluntary Organisations) support a befriending scheme across Aberdeen City with 5 third sector organisations. They can be contacted on 01224 686073.

Companions Befriending Scheme, Banff contact Jean Pryde on 01261 818330 or go to website [www.companions.org.uk](http://www.companions.org.uk)

Companions Befriending Scheme, Peterhead and Fraserburgh contact Flora Todd on 01779 470122 or [www.companions.org.uk](http://www.companions.org.uk)

Silver Line Scotland Help Line for Older People 0800 4 70 80 90 or [www.thesilverline.org.uk](http://www.thesilverline.org.uk)

Aberdeenshire Care and Repair information can be found at [http://www.castlehillha.co.uk/carerepair\\_shire.html](http://www.castlehillha.co.uk/carerepair_shire.html). They have an approved provider list which is available at <http://www.castlehillha.co.uk/pdfs/ASTCON.pdf>

Need a Hand Scotland is a service run privately in Lanarkshire and provides quotes for local services and uses private Handypersons who respond quickly. This might be worth looking at further <http://ineedahand.co.uk/>

Astor Agency is a Care Agency which also offers this provision. This organisation is based in Surrey, England but may be worth looking into further: [www.astoragency.co.uk/homecare\\_handyman\\_services.shtml](http://www.astoragency.co.uk/homecare_handyman_services.shtml)

**COMMUNITY SUPPORT TO HELP PEOPLE STAY IN THEIR OWN HOMES**

We have been asked to research and report on what is available locally in Aberdeenshire and what type of low level support and assistance with everyday tasks, would help people to stay in their own homes and lead independent lives. We would be grateful if you could spare a few minutes and complete and return the following questionnaire to the address at bottom of page.

**1 Do you require help to make staying in your house/flat manageable? Yes  No**

**2 Do you ever require small jobs to be carried out in your property? Yes  No**

**3 What kind of things would you require to help you to live more independently at home?**

*(Please tick as many boxes as appropriate)*

Handyman Service (low level maintenance)	<input type="checkbox"/>	Help to keep your Pet /Animal	<input type="checkbox"/>
Laundry	<input type="checkbox"/>	Gardening	<input type="checkbox"/>
Window Cleaning	<input type="checkbox"/>	Domestic (cleaning help)	<input type="checkbox"/>
Paperwork (help to read post, arrange appointments)	<input type="checkbox"/>	Medicine Prompts/appointment Reminders	<input type="checkbox"/>
Transport	<input type="checkbox"/>	Shopping	<input type="checkbox"/>
Someone to chat to	<input type="checkbox"/>	Going out ie church or social occasion	<input type="checkbox"/>
Other (Please specify)			

.....

**4 Do you have someone who carries out these small jobs for you? Yes  No**

**5 Who is it that helps you (i.e. friend, family, neighbour)** \_\_\_\_\_

**6 Do you ever consider hiring in paid help for getting those small jobs done? Yes  No**

**7 If you would consider hiring someone do you struggle to know where to go to get this information? Yes  No**

**8a Is it important to you to be able to stop and chat when having someone in carrying out small tasks in your home Yes  No**

**8b or are you quite happy just having someone come in and just do the work?**

Yes  No

Age Under 65  Over 65  Male  Female

Where do you live (Town / Village ie Kintore)

.....

We would appreciate your views and opinions and any ideas you have in relation to this type of support and the possibility of setting up a service. We would be very grateful for any suggestions. Please feel free to add any comments etc:

Would you be interested in Volunteering Yes  No

Would you be interested in receiving a copy of the report Yes  No

Contact Details:	
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## Appendix B

### Re: Community Support for Independent Living Project (CSIL)

**Table – Services Available - Information Collected**

Organisation	Type of Document	Scanned to Hyperlink
Aberdeenshire Care & Repair	<p>Leaflet</p> <p>Annual Report 2013 – 2014</p> <p>Trusted Contractors List</p> <p>Small Repairs Service Information</p>	<p><a href="#">Aberdeenshire Care &amp; Repair\Aberdeenshire Care and Repair Leaflet.docx</a></p> <p><a href="#">Care &amp; Repair\Care &amp; Repair ShireAR1314.pdf</a></p> <p><a href="#">Care &amp; Repair\Aberdeenshire Care and Repair Trusted Contractors List 2014 to 2015.pdf</a></p> <p><a href="#">Aberdeenshire Care &amp; Repair\Care &amp; Repair Services.docx</a></p>
Aberdeenshire Signposting Project	Leaflet	<a href="#">Aberdeenshire Signposting Project\ABSPP 1.docx</a>
Grampian 50+ Network Committee 2013/2014	Committee and Members List	<a href="#">Grampian 50+ Network\Grampian 50+ Network Committee and Members List.docx</a>
Befriending at Edinburgh Headway Group	<p>Referrers Information Booklet</p> <p>Members and Carers Information Booklet</p>	<p><a href="#">Befriender\Edinburgh Headway BF Referrers Leaflet.docx</a></p> <p><a href="#">Befriender\Edinburgh Headway BF Members and Carers Leaflet.docx</a></p>
Companions Befriending Scheme	<p>Information for Clients Leaflet</p> <p>Information for Volunteers Leaflet</p>	<p><a href="#">Befriender\Companions BF scheme Clients Leaflet.docx</a></p> <p><a href="#">Befriender\Companions BF scheme Volunteers Leaflet.docx</a></p>

K&D Befriending Scheme	Leaflet	<a href="#">Befriender\K&amp;D Befriending Scheme Leaflet.docx</a>
Moray Befriending Voluntary Service	Leaflet	<a href="#">Befriender\Moray Befriending Voluntary Service Leaflet.docx</a>
Catherine King Information	Report on Befriending Services in Aberdeenshire 24/05/2010	<a href="#">Befriender\Befriender Report and Information.docx</a>
Encounter Magazine	Newsletter of Inverurie West Parish Church	<a href="#">Inverurie West Parish Church\Inverurie West Parish Church Newsletter.docx</a>
Kincardine & Mearns Area Partnership	K&M Time Bank Scoping Study Executive Summary	<a href="#">K&amp;M Area Partnership\k&amp;m timebank scoping study phase 1.doc</a>
Mearns Community Transport	MIDAS Assistant Leaflet  Wheels 2 Work Leaflet	<a href="#">Mearns\MCT MIDAS Assistant Leaflet.docx</a>  <a href="#">Mearns\MCT Wheels Work Leaflet.docx</a>
Mearns & Coastal Healthy Living Network	Handyperson Scheme Volunteer Information Leaflet  Handyperson Scheme Enquiry Form  Handyperson Service Visiting Record Form	<a href="#">Mearns &amp; Coastal Healthy Living Network\MHLN Handyperson Scheme Volunteer Leaflet.docx</a>  <a href="#">Mearns &amp; Coastal Healthy Living Network\HPS Enquiry Form.docx</a>  <a href="#">Mearns &amp; Coastal Healthy Living Network\HPS Visiting Record Form.docx</a>
Moray HandyPerson Services	Handyperson Volunteer Information Sheet  Handyperson Services Client Poster	<a href="#">MHS\MHS Volunteer Information Sheet.docx</a>  <a href="#">Moray HandyPerson Services\MHS Client Information Poster.docx</a>

	Handyperson Services Confidential Referral Form	<a href="#">Moray HandyPerson Services\MHS Confidential Referral Form.docx</a>
	Handyperson Services Safety Tips for Home Information	<a href="#">Moray HandyPerson Services\MHS Safety Tips for Homes.docx</a>
	Handyperson Services Offered Ads	<a href="#">Moray HandyPerson Services\MHS Home Services 1.docx</a>
	Handyperson Services Offered Ads	<a href="#">Moray HandyPerson Services\MHS Home Services 2.docx</a>
	Handyperson Services Offered Ads	<a href="#">Moray HandyPerson Services\MHS Homes Services 3 4 5.docx</a>
	Handyperson Services Summer Newsletter 2014	<a href="#">Moray HandyPerson Services\MHS Summer Newsletter.docx</a>
	Handyperson Services Joint Improvement Team Report	<a href="#">Moray HandyPerson Services\MHS JIT Improvement Team.pdf</a>
	Handyperson Services Toenail and Fingernail Clipping Service	<a href="#">Moray HandyPerson Services\MHS Toenail and fingernail clipping service.docx</a>
Volunteer Development Scotland	Developing Skills and Benefitting Communities Information	<a href="#">Volunteer Development Scotland\Development Assignment Programme.docx</a>

Volunteer Scotland	Opportunity Advertisement for Handyman Assistant	<a href="#">Volunteer Scotland\Handyman Assistant Ad.docx</a>
Streetlife.com	Mailshot letter re: local social network	<a href="#">Streetlife dot com\Streetlife dot com information.docx</a>

