

# Ensuring the safety of older people who live independently

## 1. Introduction

- 1.1 The Community Protection Overview and Scrutiny Committee decided to undertake a review into older people's safety. The objective is to investigate whether mechanisms are in place to minimise the risk of harm to an older person who lives independently. The issue of older people's safety is one of fundamental importance to all communities, therefore it is important that this review positively influences the lives of older people in Warwickshire and the wider the community.
- 1.2 To take this work forward the Committee established a working group to "scope" the review; this included the Chair Councillor Chattaway, the Vice Chair Councillor Wells and the Party Spokes Councillors Doody and Shilton. The scope was carried out by the working group, with support from the Strategic Director of Community Protection and the Scrutiny Officer. The scoping template for the review is attached as Appendix A. In line with the remit of the Committee the review focuses upon community safety issues that may impact upon the safety of older people who live independently. It was decided that the following issues should be included in the review:
- Fear of crime
  - Protection issues relating to housing (alarms and security)
  - Bogus Callers
  - Distraction Burglaries
  - Fire Safety
  - Road Safety
  - Access to information and advice on all of the above
- 1.3 The working group have carried out some initial research and consultation activities to feed into the single-issue meeting of the Committee on 21<sup>st</sup> February 2007.

Activities carried out by the working group include:

- Reviewing internal policies, strategies and operational procedures that impact upon the safety of older people who live independently
- Researching services provided by key partners and the voluntary and community sector which impact upon older people's safety
- Visiting Merseyside Fire and Rescue Service as an example of best practice
- Attending a SWOOP meeting in Kenilworth
- Reviewing existing consultation
- Consulting with older people throughout Warwickshire
- Assessing the availability of information to older people
- Consulting with various key stakeholders and organisations

The remainder of this report will outline the evidence that has been gathered by the working group.

## 2. Setting the Scene

### ***National Agenda***

- 2.1 The Government launched the Better Government for Older People Programme in 1998. This programme formed a fundamental part of the Modernising Government Agenda and aimed to combat age discrimination, improve engagement with older people, improve decision making, better meet older people's needs; and promote a strategic and joined up approach to the ageing population. Upon the launch to the programme, Prime Minister Tony Blair acknowledged that, "*one of the greatest opportunities that face us this century is to respond to the needs of our ageing population.*"
- 2.2 In the Green Paper, "Independence, Well-Being and Choice" the Government outlined a series of ideas for the modernisation of adult social care. Furthermore, the Department for Communities and Local Government (formerly the ODPM) has promoted the use of low intensity support services to help tackle social exclusion amongst older people. Overall, there has been a growing emphasis in Government policy and consultation documents on the importance of meeting needs at an earlier stage with a view to preventing deterioration and enabling people to remain in their own homes for as long as possible. Although the primary focus has been upon social care services, the principles of early identification, intervention and prevention inevitably are also relevant to the safety of older people who live independently.

### ***Ageing Population***

- 2.3 In mid 2005 it was estimated 16% of the UK population was aged 65 or over, this was an increase of 3% since the mid- 1970's. Within this age group the proportion of those aged 85 and over has increased from 7% in the mid-1970's to 12% in mid-2005. Moreover, the number of people aged 85 or over increased by 64,000 (6%) in 2005 to reach a record 1.2 million. This increase is largely a result of the post World War One baby boomers reaching this age group combined with improved health leading to longer survival. (Office of National Statistics website)
- 2.4 The 2001 Census showed that the age profile of Warwickshire's population has changed over recent years. Key points relating to the population in terms of age are:
- Warwickshire has an above average proportion of people aged 50+
  - Women significantly outnumber men in the 75+ age group
  - The proportion of elderly (75 +) increased significantly between 1991-2001, with the proportion of 85+ increased by nearly half
  - Stratford –on-Avon has the highest proportion of older people, particularly people aged 75+
  - Nuneaton and Bedworth has the lowest proportion of older people, particularly the very elderly.
- (Census 2001, Office of National Statistics)

## ***Fear of Crime***

- 2.5 The British Crime Survey has consistently shown that older people are less likely to suffer from both household and personal crimes than any other age group. In 1999 crime against people aged 60 and over accounted for 14% of total crime recorded by the British Crime Survey. In Warwickshire between April to October 2006, 24% of victims of crime (where age is recorded) were aged 50 years and over. Older people aged 75-84 years are more likely to be a victim of domestic burglary than vehicle crime or violent crime. Of the domestic burglary offences that were suffered by people aged 50 years above in Warwickshire, 17% were people aged 75-84 years. (Warwickshire County Council Research Unit) However, despite the relatively low levels of victimisation among older people, there is a disproportionately high level of fear of crime among older people.
- 2.6 An analysis of the responses given by older people to the British Crime Survey from 1991 to 1999 highlighted that older people are much more likely than any other age group to say that they feel very or a bit unsafe walking alone in their area after dark (43%). (Office of National Statistics 2002)
- 2.7 The Department of Work and Pensions (DWP) monitor the impact of fear of crime on the quality of life for older people using the responses given by older people in the British Crime Survey. In 2005/06, 6% of respondents aged 60+ said that their life was greatly affected by fear of crime. (DWP: Opportunity for All: Indicator 34)
- 2.8 In Warwickshire there has been a reduction in the fear of crime across the County over the last 5 years; however fear of crime is still higher among older people in comparison to the rest of the population. An analysis of the 2004 Community Safety Wave of the Citizens Panel (See Appendix B) which asked a range of questions relating to older people, their fear of crime and their views on personal and home security, shows that 60% of older people were worried about the threat of crime, including 15% who said they were very worried. Levels rose to 63% in North Warwickshire and 72% in Nuneaton and Bedworth. Moreover, 50% of people aged 55 and over stated that their fear of crime had increased within the last 2 years. A quarter of respondents felt unsafe outside in their local area after dark whilst 89% felt safe in their home at night.
- 2.9 Arguably, one of the fundamental reasons why there is a disproportionate fear of crime among older people is because despite the majority of older people being healthy and active, the physical consequences of experiencing a crime are more likely to have a serious long-term effect on older people.

### ***Distraction Burglary and Doorstep Crime***

- 2.10 As figures provided in the previous section demonstrate older people are less likely to be victims of crime than any other age group. However, this is clearly not the case with distraction burglary where the average age of victims is 81. (Home Office, 2000)
- 2.11 A Home Office research study alarmingly found 56% of distraction burglary victims had let the burglar into their home. Common factors among those that had allowed the perpetrator to enter their home included mobility problems, having more visits from professionals than family or friends and an element of naivety in believing the caller to be genuine. The research found that there were some environmental characteristics common among the sample of victims, including at least one apparent external indicator on the property of the victim in 65% of cases. Cases where the caller had gained entry uninvited were more likely to have a neglected garden, dilapidated exterior décor and no burglar alarm compared to those cases where the caller had been let in.
- 2.12 Worryingly, only 35% of the older people involved in this research could recall receiving a warning message regarding distraction burglary. Moreover, of those who could recall receiving such information the majority reflected that the information was too general and did not include any specific advice. (Home Office 2003)
- 2.13 Another small-scale research study conducted by the Home Office (2003), found that the health of older people who were victims of domestic burglary declined faster than older people who had not been victims of a burglary. “Two years after the burglary, they were 2.4 times more likely to have died or to be in residential care than their non-burgled neighbours”. (Home Office 2003)
- 2.14 In Warwickshire, a picture of the prevalence of doorstep callers is provided by an analysis of the responses given by older people (aged 55+) to the Community Safety Wave of the Citizens Panel (2004). When asked whether any of the following types of sales people or trades peoples had visited the respondents’ home, the following responses were given

Pushy sales people	30%
Sales people visiting unsolicited	47%
Sales people from utility companies	38%
“Cowboy” builders or tradesmen	24%
Charity Collectors	47%
Any trader that made you feel unsafe	15%
Other	3%
None of the above	15%

- 2.15 The Older People’s Services wave of the Citizens Panel (2005) highlighted that 83% of respondents were worried about distraction burglaries, 77% were worried about doorstep selling and 77% were worried about cold calling.

## Fire

- 2.16 Fire Statistics for the UK show that in 2004 there were 201 older people (60+ years) killed in fires, and 3260 older people injured in fires. The chart below illustrates that fatalities and injuries are the highest in the age group 65-79 years.



- 2.17 In Warwickshire between 1<sup>st</sup> January 2005 and 31<sup>st</sup> October 2006 there were 3 deaths in property fires, 2 of these fatalities were people aged over 60. During the same period there were 69 injuries in property fires and 11 of these were people aged over 60.
- 2.18 It is estimated that people are 6 times more likely to die in a fire if they do not have a smoke detector. Alarmingly, 51% of dwelling fires during 2004 were in a property where there was no smoke alarm; this resulted in 201 deaths and 5,300 casualties. (ODPM, 2006)
- 2.19 The average cost of a domestic fire is estimated to be £24,000, of which approximately £14,600 is accounted for by economic costs of injuries and fatalities and £7,300 is due to property damage. Moreover, it is estimated that one fire fatality costs public services £1.2m. (ODPM, 2006)
- 2.20 In addition to the deaths caused by fires, carbon monoxide kills on average more than 50 people each year in England and Wales. Between 1989 and 1998 there were 533 deaths from carbon monoxide poisoning in the UK. In 1998 the West Midlands Region had approximately 10% more carbon monoxide deaths than the national average. (Metra Martech, 1995)

## ***Road Safety***

- 2.21 It is widely acknowledged that road accidents involving older people are more likely to lead to serious injury or death; this is partly because older people are more susceptible to serious and long-term consequences because of physical injury.
- 2.22 Nationally, in 2005, people aged 60 and over accounted for 10% of all road casualties. More specifically people aged 60 or over accounted for 22% of pedestrians, 10% of pedal cyclists and 15% of car users that were killed or seriously injured. (Department for Transport: 2006)
- 2.23 In Warwickshire, during 2005 287 people aged 60 and over were road casualties. The current figure for 2006 is 268. (Jan-Dec incomplete month)

# What is being done in Warwickshire to ensure the safety of older people who live independently?

## 3. Warwickshire County Council

### Warwickshire Fire and Rescue Service

#### ***Relevant Strategy – Integrated Risk Management Plan***

The objective of the Integrated Risk Management Plan is to make the Fire and Rescue Service more responsive to locally identified need and to be able to reduce risks within the Community by delivering targeted community safety advice and education.

- 3.1 Warwickshire Fire and Rescue Service (WFRS) purchase between 3000-6000 smoke detectors every year, the numbers vary depending of the funding available. In addition approximately 100 specialised smoke detectors for the deaf and hard of hearing are purchased each year. These detectors are supplied and fitted free of charge to at risk groups by Service personnel and other agencies. Detectors are either requested by individuals or through agency referral.
- 3.2 The service also carries out Home Fire Risk Assessments to any residential property within Warwickshire, with particular focus given to areas of deprivation and specific at risk groups, one of which is older people. Overall 68% of completed Home Fire Risk Assessments are to people aged over 60. Between 1<sup>st</sup> April 2006 and 31<sup>st</sup> September 2006, 987 people aged over 60 had been visited by the service and of these 722 Home Fire Risk Assessments had been carried out.
- 3.3 WFRS deliver safety talks to older people; the aim of the talks is to raise awareness of fire safety and to generate Home Fire Risk Assessments among older people. The Service also carries out electric blanket testing days, with funding for these days provided by Trading Standards. In 2005/06 533 blankets were tested with a 35% failure rate. To date, during 2006/07, 368 blankets have been tested with a 24% failure rate.
- 3.4 WFRS also deliver a Community Extravaganza event, which is an initiative aimed to provide information and advice to older people in rural communities. Between April and September 2006 approximately 60 people have benefited from this initiative.
- 3.5 In 1991 WFRS launched an emergency telephone service, “*Help on Call*”, specifically designed for members of the community who could potentially require immediate assistance at any hour of the day. “*Help on call*” uses an emergency alarm unit with an inbuilt device for summoning assistance. Upon

activation of an emergency button, either on the alarm unit or via a pendant button worn around the neck of the user, the alarm unit will automatically communicate with the Service Control room in Leamington where trained staff are ready to deal with the call. The alarm unit is provided with an amplifier which allows the user to talk to one of the Control Room operators without lifting the telephone (providing that the user is near enough to the unit). Upon installation of the emergency unit, WFRS agree with the customer a minimum of 2 telephone contact numbers for neighbours, family or friends. These contacts will be contacted by WFRS in the event of an emergency. If there is no response from the user or one of the nominated contacts, the Fire Service will automatically attend. There is a cost of providing this service and there are a range of options available, one of which is a low cost rental agreement aimed at making the service affordable to people on low incomes. This option is currently £2.00 per week.

#### Best Practice Visit to Merseyside Fire and Rescue Service: (MFRS)

***“Merseyside Fire and Rescue Service has proven that not only can it reduce fire incidents, but through its ability to innovate, understand partner aspirations and embrace cultural and life style differences it has shown that it can also have a positive effect on overall quality of life. It is not that older people are hard to reach – they are easy to reach but they are hard to influence.”***

(IdEA 2005)

- 3.6 Merseyside Fire and Rescue Service (MFRS) has been awarded Beacon Status for services to older people. Therefore the working group decided to carry out a best practice visit to the service to ascertain whether any lessons could be learned and applied in Warwickshire.
- 3.7 In 2003, 75% of the people killed in fires in Merseyside were aged over 65. By carrying out a victim profile MFRS discovered that there were essentially 3 common factors: age, disability / mobility and sensory difficulties. To address this MFRS implemented a number of initiatives to protect older and vulnerable people from the risk of fire.
- 3.8 Similar to Warwickshire Fire and Rescue Service, MFRS provide a free fire risk assessment carried out by fire-fighters for domestic properties within Merseyside and this includes the supply and fitting of smoke detectors. MFRS have developed a whole service approach and commitment to promoting fire safety through the Home Fire Safety Check scheme. As a result the service has carried out 180,000 Home Fire Safety Checks and fitted over 300,000 smoke detectors since 2003.
- 3.9 The whole service approach and commitment is embodied in the numerous employees dedicated to fire prevention. MFRS has a Community Fire Safety Team of 4 officers based at the headquarters and in addition to this the service has employed a number of advocates, including:
  - 5 older peoples advocates (one for each area)



- 3 disability advocates
  - 4 bi-lingual advocates
  - 2 deaf and hard of hearing advocates
- 3.10 The advocates work within their respective communities to promote fire safety and to encourage referrals for a Home Fire Safety Check. MFRS estimate that approximately 20-30 people are alive today due to the efforts of the service to prioritise preventative measures.
- 3.11 Between 2003 and 2005 there were 28 older people killed in fires in Merseyside, 21 of these older people were visited by carers. To address this issue MFRS employ one Carer Trainer Advocate who trains a variety of people who may potentially enter an older person's property. These include care workers, social workers, medical staff, hairdressers and church volunteer groups. The training covers the most common causes of fire, the warning signs, what devices are available and the services offered by MFRS.
- 3.12 The focus on preventing fires among older people also drives the Youth Engagement Section of MFRS, where two officers make up a team called 60+. The 60+ team work with young people in schools, colleges, youth groups and the youth offending team; and aim to establish a link between young people and their older relatives. The 60+ team teach fire safety to the young people and ask them to pass on the messages learnt and encourage their older relatives to have a home fire risk assessment. The approach focuses upon outcomes and gives the young people ownership and responsibility. The young people are asked to pass a registration form for a Home Fire Safety Check onto their older relatives, vitally; this form is printed on yellow paper with black print, as this is the most effective colour to enable people with visual impairment to read.
- 3.13 The Fire Support Network (FSN) is a registered charity that works alongside the MFRS. Core activities of the Fire Support Network include delivering fire safety leaflets, delivering presentations to community groups, organising open days, carrying out hot spot campaigns and conducting a quality of service analysis. FSN also carry out After Fire Care where volunteers from the charity clean up the property of vulnerable people who have experienced a fire that has not made the property inhabitable. Oven Cleaning is also carried out to clean the ovens of vulnerable people, as unclean ovens can produce enough smoke to trigger smoke detectors which can result in the fire service being called out (every call out costs approximately £350.) FSN also carry out a Winter Warm campaign to test electric blankets and vouchers are given for replacement electric blankets. Recently the FSN received money from a local newspaper for three emergency dogs, which are trained to alert the owner to smoke and other hazards. The first of these dogs is about to be permanently placed, however, it was a lengthy process to identify an older person who wanted a dog and to ensure that support infrastructures were in place to enable the dog to be adequately cared for.

## **Road Safety**

### ***Relevant Strategy – Road Safety Strategy***

The Road Safety Strategy (which forms part of Warwickshire's Final Local Transport Plan) outlines Warwickshire County Councils aim to reduce casualties by every available means, including education and training, publicity, engineering measures and enforcement.

- 3.14 The Road Safety Unit at Warwickshire County Council is involved in a number of initiatives that aim to reduce the number of older people coming to harm on the roads in Warwickshire. Whenever possible the Unit has attended events designed for older people and given advice to older pedestrians and drivers.
- 3.15 "Carrying on Driving" is a one-hour module that is offered to older road users. It explores strategies that can be employed by older drivers to deal with issues around aspects of their driving and their ability to drive. The module is delivered by the Road Safety Unit, has been trialled by the unit in partnership with the Motor Museum at the Heritage Centre, Gaydon. It is expected that the module will be offered throughout Warwickshire to older people's clubs and associations within the County.

## **Adult, Health and Community Services Directorate**

### ***Relevant Strategy – Older Peoples Strategy***

An Older Peoples Strategy is currently being developed by the Adult, Health and Community Directorate. This strategy will recognise a number of key priorities that contribute to the safety of older people who live independently. The strategy is due to be completed by spring 2007, therefore, the work carried out by the Community Protection Overview and Scrutiny Committee in relation to older people's safety will be fed into the final strategy.

## **Telecare**

- 3.16 Telecare is a system which provides support for an individual in their home and is tailored to meet their specific needs. It can be as simple as the basic emergency alarm service, able to respond in an emergency and provide regular contact by telephone. It can also include motion / fall detectors or fire / gas monitors that trigger a warning to a response centre. The same technology can be used to provide safety and security through bogus caller and burglar alarms. Therefore the Telecare technology is more advanced than current emergency alarm services.
- 3.17 Work relating to the implementation of a Telecare system is underway and the system is due to go live at the end of March 2007. There is a target of having 1025 older people benefiting from Telecare by March 2008. Government

funding of £200,000 has been allocated for the first two years of this project. The service will use the capacity of existing control centres, enabling the budget to buy additional equipment that is not provided through the existing services.

PHILLIS (Promoting Health and Independence through Low Level Integrated Support)

- 3.18 The PHILLIS service is currently being developed in partnership with key agencies across the County to be able to respond to the low level needs of older people. This service was launched in December 2006 and can offer a range of support services relating to fire prevention, falls prevention, medicines management, home and garden maintenance / improvements, as well as general support around health and social opportunities. Essentially, all agencies that enter the property of an older person will ask that person a number of questions (a universal screening tool), to establish their service needs. The PHILLIS service will enable the information collected to be fed into a variety of agencies to provide a multi-agency approach.
- 3.19 Additionally, the PHILLIS service will offer a 'safety net' for all those individuals who are identified as having specific needs but who do not currently meet the Fair Access to Care Services (FACS) threshold criteria, which is set at having a 'Critical' or 'Substantial' need. The PHILLIS service will assess the individual against the FACS 'Low' or 'Moderate' criteria and if deemed eligible, will create a Care First record that will then be forwarded to the PHILLIS Team Manager. The Manger will then verify the data on Care First, create a Care Plan and forward the Care First record to the local Service Broker covering that Borough or District area.
- 3.20 To support this work, a web-based Information Directory for Services for Older People is currently being developed, and the work of the Service Broker will include the continued population of the Directory, as they discover community based support services relevant to the needs of older people.
- 3.21 One of the challenges of providing low-level support and early intervention is identifying those clients who are vulnerable or hard to reach and initially this group will be the priority target for the PHILLIS service.
- 3.22 The introduction of the PHILLIS Service will enable a more robust approach to data collection and management that supports the PAF C32 indicators of those '*older people helped to live at home*'.

The Doorstep Crime Task Group -

- 3.23 The Doorstep Crime Task Group has been pro-active in producing isolated pilot initiatives that would not have been achieved through mainstream services. These include:
- Tradeline, a service supported by Warwickshire County Council, Warwickshire Police, Age Concern, Coventry and Warwickshire Community Safety Scheme

and Victim Support. The scheme is currently available to anyone aged over 50 living in the Nuneaton and Bedworth and Warwick areas but will be extended to rest of Warwickshire from 1<sup>st</sup> April 2007. The scheme puts older people in touch with a selection of local tradespeople who have been vetted to ensure a quality and value for money service.

- A Play entitled the Merchant of Menace was used to educate and inform older people of the dangers in relation to bogus callers.
- Providing calendars with community safety advice

### **Trading Standards**

- 3.24 Trading Standards lead on a number of initiatives that aim to protect vulnerable consumers, including older people

#### **Door Step Selling**

- 3.25 The Door Step Selling service offers all residents an immediate call out to doorstep incidents from a Trading Standards Officer (subject to staff availability). In such instances, Trading Standards alert and involve the police immediately. Once Trading Standards arrive at the property they “take over” the contract from the consumer thereby removing further contact between the contractor and consumer. Trading Standards then negotiate a reasonable price on the consumers’ behalf and will have work surveyed and valued if there is evidence of abuse.

#### **Rogue Traders**

- 3.26 During 2006/2007, the service has set up a “House of Horrors” to tackle rogue traders. A furnished house has been rented and tradesmen dealing in home appliance repairs, home maintenance and home improvements have been invited to do work in the home. The work is monitored and experts evaluate the quality and value for money of the job. Some of the checks have involved using a woman over 80 years of age (from a local Crime Prevention Panel) to act as the ‘householder’. The project also intends to scrutinise companies dealing in Security Systems and Mobility Goods, as these are regular areas where older people potentially become victims of rogue traders.

#### **Training of Police Community Support Officers**

- 3.27 Trading Standards Officers now provide a training session on doorstep crime for all new Police Community Support Officers as part of their basic training. This raises their awareness of the issues around doorstep crime, dealing with older victims and the role of trading standards.

#### **Electric Blanket Testing**

- 3.28 As previously mentioned the Trading Standards Service, in conjunction with Warwickshire Fire and Rescue Service, runs an annual programme of electric blanket testing across the county, specifically for older people. In 2005/06, 533 blankets were tested with a 35% failure rate. So far, in 2006/7, 368

blankets have been tested with a 24% failure rate. Everyone who brings a blanket is provided with an advice pack geared particularly to older people.

### Tradeline

- 3.29 Trading Standards vets all new applicants for Trade Line to ensure that traders are reputable. Since its inception in April 2005 53 applicants have been vetted and 48 of these have been approved. It is likely that Trading Standards will take on overall responsibility for Tradeline as it moves from being a pilot in two districts, to being a mainstream service across the county from 1 April 2007. However, Age Concern will still operate Tradeline.

### Consumer Education

- 3.30 The Service provides a wealth of education, advice and information to older people working closely with Age Concern and the OAK project to deliver joined up and appropriate advice and information to older people.
- 3.31 **Talks and Events** are tailored by request and can cover the general work of Trading Standards or more specific information relating to Scams, Rogue Traders and Internet Crime etc. In 2005/06 Trading Standards delivered 31 talks and events reaching almost 4000 people. In the current year, Trading Standards have attended 13 events and given 14 talks to older people's groups or carers groups. These events include SWOOP and the Big Supporting People Event as well as more local events such as the Shipston Information Extravaganza, Brownsover Information Day and the Warwickshire Carers Multicultural Fun-day in Nuneaton. Talks have taken place to small local groups in all parts of the county, examples being Atherstone over 55s Club, Henley in Arden SCAN, Kenilworth Alzheimer's Society Carers Group, Worton Luncheon Club and Kingsbury Clinic.
- 3.32 **Bogus Burgle** is a newsletter designed and developed to inform older people of scams, cons and rogue traders. Due to the initial success of the first issue, with 550 copies distributed, a second edition was produced in May 2006, with 1619 copies being distributed
- 3.33 A **Doorstep sticker** has been designed and printed, specifically for older people to use to warn doorstep sellers not to knock at the door. In 2005/06, 4670 stickers were distributed. The target for 2006/07 is to distribute 5000 stickers; the service has already distributed 4000.
- 3.34 **Email alerts** are regularly sent by the service to organisations and groups including Neighbourhood Watch Co-ordinators, warning of scams, rogue traders etc. The service sent 80 such emails last year.
- 3.35 The Service has led in the **Consumer Support Network (CSN)**, distributing consumer advice and information packs at events and talks and working in partnership with the Citizens Advice Bureaux, Age Concern and two Solicitors practices.

## Consumer Advice

- 3.36 Consumer Direct West Midlands now deals with all first stage advice telephone calls. Letters, emails and personal visits are still dealt with by Trading Standards Advisors. The provision of second stage advice (assistance to resolve a case where the consumer has not been able to resolve the problem themselves or deemed unlikely to be able to do so themselves) is now restricted to vulnerable consumers only. Older people fall into that category. Examples of such work include help to resolve issues of high-pressure sales of beds, disability living aids and security devices.

## **4. Borough and District Councils**

- 4.1 The 5 Borough and District Councils which make up Warwickshire provide a variety of services designed to ensure the safety of older people who live independently.

### **Home Safety Check Schemes**

- 4.2 All of the Borough and District Councils promote a Home Safety Check Scheme in partnership with other agencies (See Age Concern). Such schemes provide a free risk assessment and completed checklist covering all areas of an older person's home. Following the assessment arrangements are made in agreement with the individual to complete remedial work by the handyperson employed by the scheme. For larger jobs, a vetted tradesperson is used.
- 4.3 Nuneaton and Bedworth Borough Council has established good working relations with Warwickshire Fire and Rescue Service which resulted in the Council's Home Safety Officer being trained by the WFRS to carry out fire safety inspections and fit smoke detectors which are provided free of charge by WFRS. This service operates across all tenures.
- 4.4 Orbit Housing Association also provides a Care and Repair Service that is designed to enable vulnerable homeowners and disabled tenants and homeowners to continue to live safely and independently in their own home. And includes
- Major and minor external repairs
  - Major and minor internal repairs
  - Plumbing and electrical repairs including rewiring
  - Adaptations for a person with a disability
  - Handy Person Small Repairs Service
  - Security Upgrades
  - Works to offer safety and accessibility
  - Home Safety checks and advice on safety and security
  - Advice on Community Services

### **Emergency Assistance Service**

- 4.5 Warwick District Council, Rugby Borough Council and North Warwickshire Borough Council provide emergency assistance services. All services operate in exactly the same way as Help on Call offered by Warwickshire Fire and Rescue Service.
- 4.6 The Lifeline Service provided by Warwick District Council is available to anyone 50 or over in any tenure of housing, although the costing differs for different tenures, in Warwick and South Warwickshire. For older people in Council designated accommodation and Council Tenants the equipment is provided free of charge, with a £1 a week monitoring fee. For older people who own, privately rent or live in the Stratford District Council area then Warwick District Council will negotiate with local charities to provide the equipment for a donation (of around £150, the equipment costs £300) plus the monitoring fee of £1 per week.
- 4.7 BoroughCare provided by North Warwickshire Borough Council is provided to anyone within the Borough aged over 62 years.
- 4.8 Nuneaton and Bedworth Borough Council and Stratford District Council do not run or host an emergency assistance service (like Lifeline). However, both Authorities actively promote services that are provided by other organisations.

### **Home Improvement Agency**

- 4.9 The Home Improvement Agency is funded jointly by Nuneaton and Bedworth Borough Council and North Warwickshire Borough Council, and is managed by Nuneaton and Bedworth Borough Council. The Home Improvement Agency regularly visits older people in their homes. If safety issues are identified then referrals to other schemes and agencies are made. The Home Improvement Agency works specifically in the owner-occupier sector and targets older people and people with disabilities.

### **Grants**

- 4.10 It is important to note that housing authorities have a duty to take action against sub-standard housing, with an intention to improve it. This is relevant to the safety of older people as research conducted by the Home Office (2003) highlights that victims of distraction burglaries are more likely to live in a poor standard of housing.
- 4.11 Both statutory and discretionary grants are available, which are designed to either adapt homes or repair and improve them.
- 4.12 Disabled Facilities Grants (DFG) are based on Occupational Therapists recommendations. DFG's are designed to support people with disabilities to live safely at home. Examples can include facilitating the entering and exiting of the dwelling by widening doors and installing ramps. In the event of a fire, limited mobility around a dwelling could be fatal.

- 4.13 Repair and improvement assistance is offered by various grants. Generally, the grants are part repayable on the sale or transfer of the property. Such grants are designed to provide help with the cost of urgent repairs within the dwelling. Any homeowner or tenant who has a repairing responsibility and is in receipt of a means tested benefit can apply for a grant. Repairs can include unsafe electrics, faulty central heating boiler and faulty gas appliance. For grants such as this fire safety is routinely assess as a hazard, if the risk assessment if high then grant assistance may be applicable.

## **5. Partner Agencies**

### **Age Concern**

- 5.1 Age Concern has a number of services covering Warwickshire, including managing and promoting the Tradeline initiative.
- 5.2 Age Concern Warwickshire provides services to residents aged 55 and over in Warwick and South Warwickshire. The services provided include the Home Safety Check Scheme (in partnership with Warwick District Council) which assesses all the safety aspects of an older person's home. The scheme relies on referrals from other agencies and services. If a risk is identified a variety of measures can be introduced including:
- Smoke detectors
  - Keysafe device which enable spare keys to be securely lock in a small case outside a residents home to enable easy access in an emergency. Keysafe costs approximately £42
  - Carbon Monoxide detectors which cost £25 and last 5 years.
- 5.3 Similar to Orbit Housing Association, Age Concern Warwickshire also provides a service called "Care and Repair". This service assists older people through every stage of any necessary repair or adaptation, either by using the age concern handyman (for the smaller jobs) or by using vetted contractors for larger jobs such as plumbing, heating, roofing, guttering, electrical work. Care and Repair works closely with Warwick District Council in making applications for Home Improvement Grants and Disabled Facility Grants.
- 5.4 There are similar services offered by a variety of Age Concern Organisations in partnership with other agencies throughout Warwickshire.

### **Neighbourhood Watch**

- 5.5 Neighbourhood Watch is a crime prevention scheme which runs nationally. Currently over 165,000 Neighbourhood Watch schemes are operating in the UK, covering approximately six million households. Neighbourhood Watch works by involving and engaging neighbours and local people to keep a look out and work together to reduce crime and the fear of crime. Statistics from Insurance Companies show that households in active Neighbourhood Watch



Schemes have a 1 in 344 chance of being burgled compared to the national average of 1 in 45. (Warwickshire Police)

- 5.6 There are currently 4 Neighbourhood Watch Associations in North Warwickshire and 2 in South Warwickshire.

### **Utilities Companies**

- 5.7 All Utility Companies promote the message of “Stop, Chain and Check” to their customers. A password protection scheme is also offered, in which customers can register a password which will then be used if a company representative attends the customers’ home. The customer must keep the door closed and tell the representative that they have a password, the representative then calls the control centre to obtain the password.

## **6. Access to Information and Advice**

### **Older People’s Forums**

- 6.1 There are currently 11 older people’s forums actively working throughout the County, with at least one based in each borough/district area. The forums are aimed at older people aged 50 and over and encourage older people to participate in the planning and development of relevant services. As a result of this the forums often have a variety of speakers attending the meetings who inform the members about issues that may affect them. The forums have been very successfully used by a number of agencies as a mechanism to communicate with older people regarding their safety.

### **Vintage Helpline**

- 6.2 The Vintage Helpline is a telephone information helpline and a website dedicated to answering questions from older people. The helpline is available to all Warwickshire residents, and family, friends and carers are also encouraged to use the service. The service can also provide an interpreter for older people whose first language is not English.

### **Silver Surfers**

- 6.3 Silver Surfers is about promoting independent living for older people and uses the internet to provide easy access to information about facilities for older people. The website contains specific home-safety information for older people and is also used to promote safety campaigns and special events targeting older people. There are currently 750 registered Silver Surfers across Warwickshire and many more older people access the website for information.

## **SWOOP** (Safety in Warwickshire Opportunities for Older People)

- 6.4 SWOOP is an annual event that is organised on an area basis. It deals with all aspects of safety, personal home and road safety. Invitations are sent out to older peoples associations and clubs.
- 6.5 In November, members of the working group attended this years SWOOP event in Kenilworth. Agencies present relevant to this review were: Age Concern, Warwickshire Police, Trading Standards (Warwickshire County Council), Road Safety (Warwickshire County Council), Warwickshire Fire and Rescue and Lifeline (Warwick District Council). To publicise this event Warwick District Council sent leaflets advertising the event to Council Tenants and residents of Council designated housing and encouraged home carers to inform their clients.

## **Village Liaison Officer Project (VLO)**

- 6.6 The Village Liaison Officer (VLO) project is a free confidential service run by volunteers in South Warwickshire. The project helps local people in rural areas find out about local services. The volunteers act as a point of contact in their local community, provide contact details of organisations and voluntary groups and can search for information on the internet on the behalf of an individual.

## **7. What do older people think?**

- 7.1 In carrying out their work, the working group acknowledged that it was important to consult older people within Warwickshire. To do this the working group devised a topic guide to structure discussions with a variety of older people's groups and organisations throughout the County. The topic guide is attached as Appendix C.
- 7.2 The following groups were consulted.
- |   |   |
|---|---|
| ➤ Nuneaton and Bedworth Older Peoples Forum | ➤ Warwick District Senior Peoples Forum |
| ➤ Southam SCAN                              | ➤ Age Concern                           |
| ➤ Warwickshire's Older People Forum         | ➤ Satkaar Asian Elders – Leamington     |
| ➤ South Warwickshire's Carers Service       | ➤ Salvation Army Over 60's Club – Rugby |
- 7.3 Although these groups cannot be acknowledged as being representative of all older people in Warwickshire, the findings from the discussions with these groups are extremely useful for providing an initial insight.

## Key Findings

- 7.4 The majority of the older people who attended the groups consulted were aware of the services available to ensure their safety; this had been achieved mainly by various speakers attending meetings of the groups. However, when asked specifically how they could access these services a heavy emphasis was placed upon using older people's groups as a source of information and advice. Consequently, it was suggested that there needed to be a single point of contact for older people to be able to access all the relevant information and advice regarding their safety.
- 7.5 Almost all respondents had a smoke detector fitted and the majority had received a fire risk assessment from Warwickshire Fire and Rescue Service, or a free home safety check from Age Concern or District / Borough Council. Only one or two older people had taken advantage of both schemes. A small number had a carbon monoxide detector, but comments were made regarding their effectiveness and lifespan. Overall, Fire was not considered to be the highest concern among the older people consulted, largely because they felt well informed due to talks being given at the groups that they attend.
- 7.6 Respondents' main concerns about their safety in their home related to being burgled and strangers knocking at the door. This concern was a common theme mentioned by all groups; however, it was particularly apparent among older Asian women whose actions to make themselves feel safe, could potentially impinge their safety. For example, not answering the door and leaving the lights and television on over night. Many respondents reported that the doorstep caller stickers provided by Trading Standards do not deter doorstep callers. Almost all respondents reported that they do not answer the door to strangers. There was a mixed experience in relation to Neighbourhood Watch Schemes; some respondents reported very active schemes and others felt that their local scheme was ineffective or non-existent in some instances.
- 7.7 Concern was raised about the length of time it took phone companies to reconnect phone lines. Respondents felt vulnerable and isolated older people could be in danger in such circumstances.
- 7.8 Walking alone at night was a prominent concern mentioned by older people in more rural areas. This was accompanied by an overwhelming worry about nuisance youths and no police presence. Older people living in rural areas were less aware of where to access information and advice relating to safety, and attributed this to being isolated by location. Another issue which was specifically related to older people in more rural locations was the risk of a power cut. When asked how they would cope during a power cut the respondents replied that they would use candles or a torch, but they were not prepared for such an event.
- 7.9 Speeding vehicles and traffic congestion were the main concerns regarding safety on the road. Some respondents did not go outside during peak hours as found the traffic too unsafe. One older respondent who drove felt that there were too many road signs, which led to confusion, which in turn could lead to

accidents. In addition to dangers associated with traffic, the quality of paving was a common complaint among respondents, with the fear of injury being paramount.

- 7.10 When asked what were the best methods for communicating safety messages to older people, there was a general consensus that speakers attending group meetings was the most effective way to inform and educate older people. Locations such as doctors' surgeries, supermarkets, newsagents, hairdressers, bus stops, buses and libraries were suggested as good locations to provide information. Although it was also suggested that there are too many leaflets in locations such as Doctors Surgeries, therefore these may not be an effective method. Another suggestion was that a leaflet containing contact numbers for services that older people may require along with basic safety advice could be circulated with Council Tax Bills.
- 7.11 In relation to engaging vulnerable and hard to reach older people, local newspapers and radio stations were suggested as the best methods. One respondent suggested that day time Television slots on BBC, dedicated to issues in the local area could be used as a method of communicating safety messages and this approach could be employed as national strategy. For those older people who cannot speak English advertising on community radio stations and using younger relatives who can speak English were considered a good way of communicating safety messages. Additionally, there was an overall consensus that existing mechanisms such as faith groups should be fully utilised to communicate with hard to reach older people.

## **8. What happens now?**

- 8.1. The Community Protection Overview and Scrutiny Committee will be meeting to discuss the evidence included in this report and to form its conclusions and recommendations on Wednesday 21<sup>st</sup> February 2007.

**Scrutiny Review Outline**

<b>Review Topic</b> (Name of review)	Ensuring the safety of older people who live independently
<b>Working Group Members</b>	Cllr Chattaway, Cllr Wells, Cllr Shilton and Cllr Doody
<b>Key Officer Contact</b>	William Brown, 01926 423231
<b>Scrutiny Officer Support</b>	Michelle McHugh 01926 412144
<b>Rationale</b> (key issues and/or reason for doing the review)	<ul style="list-style-type: none"> <li>• There are more older people living independently at home</li> <li>• To ensure that the probability of an older person who lives independently coming to harm is reduced</li> <li>• Increased level of the “fear of crime”.</li> </ul>
<b>Purpose/Objective of Review</b> (specify exactly what the review should achieve)	<ul style="list-style-type: none"> <li>• To ensure that mechanisms are in place to reduce the probability of an older person who lives independently coming to harm is reduced</li> <li>• Identify and scrutinise all internal policies and performance indicators that impact upon older peoples safety</li> <li>• Identify and scrutinise policies of partner agencies that impact upon older peoples safety</li> <li>• Establish the needs / wants of older people who live independently in relation to safety</li> <li>• Identify gaps in delivery (against expectations of older people and policy implementation).</li> </ul>
<b>Scope of the Topic</b> (what is specifically to be included/excluded)	<p><b><u>Included:</u></b> Fear of crime, Protection issues relating to housing (e.g. alarms), Access to advice, Bogus Callers, Distraction burglaries, Road Safety, SWOOP, Council Housing, Owner/Occupier and Privately rented.</p> <p><b><u>Excluded:</u></b> Care issues that impact upon older persons safety Housing Stock Transport</p>
<b>Indicators of Success</b> (what factors would tell you what a good review should look like)	<ul style="list-style-type: none"> <li>• Clear set of SMART recommendations to cabinet</li> <li>• A consistent approach to enable older people to live safely independently</li> <li>• Raise the profile of the Community Protection Overview and Scrutiny Committee</li> </ul>
<b>Specify Evidence Sources</b> (Background Information documents to look at)	<p><b><u>National:</u></b></p> <ul style="list-style-type: none"> <li>• Policies that impact upon older peoples safety</li> <li>• Best Value Performance Indicators (BVPI’s)</li> <li>• Relevant National Targets (LAA)</li> </ul> <p><b><u>Local:</u></b></p> <ul style="list-style-type: none"> <li>• All County Council policies that impact upon older peoples safety</li> </ul>

		<ul style="list-style-type: none"> <li>• Policies of partner agencies that impact upon older peoples safety</li> <li>• Corporate Health Indicators</li> <li>• Crime and Disorder Reduction Partnerships (CDRP's) performance information</li> </ul>	
<b>Specify Witnesses/Experts</b> (Who to see and when)		<ul style="list-style-type: none"> <li>• Older People</li> <li>• Families of Older People</li> <li>• Age Concern</li> <li>• Adult Services (Social Services)</li> <li>• Trading Standards</li> <li>• Housing Officer (Private Sector) from Borough/District</li> <li>• Government Office</li> <li>• IdEA –Beacon Authorities</li> </ul>	
<b>Specify Site Visits</b> (where and when)		<ul style="list-style-type: none"> <li>• Merseyside</li> <li>• Beacon Authorities</li> </ul>	
<b>Consultation with Stakeholders</b> (who should we consult?)		Older People – Social clubs, Older Peoples Forum, Focus Groups	
<b>Level of Publicity</b> (what level is appropriate and what method should be used)		Newspapers – recruit for focus groups. Ask for letters / comments Speak with Communications Unit	
<b>Barriers/dangers/risks</b> (identify any weaknesses or potential pitfalls)		<ul style="list-style-type: none"> <li>• Loosing Focus</li> <li>• Recommendations to external bodies / partners</li> </ul>	
<b>Projected Start Date</b>	Oct 06 6/11/06	<b>Draft Report Deadline</b>	
<b>Meeting Frequency</b>		<b>Projected Completion Date</b>	Jan – March 2007
<b>Date to evaluate impact</b>			
<b>Methods of tracking / Evaluating</b>			

### **Findings from Consultation**

#### **Integrated Risk Management Plan (IRMP), BMG Research**

Key points from residents' focus groups carried as part of the consultation exercises surrounding the Integrated Risk Management Plan (IRMP) for Warwickshire Fire and Rescue Service (WFRS) in January 2006 are outlined below:

- Respondents did not know much about the WFRS or the services it provides, unless they had come into contact with the service by way of a Fire and Rescue call out
- Respondents were impressed by the range of services provided by WFRS
- "Help on call", out of hours Social Services call monitoring and installation of smoke alarms were widely considered activities which should be carried out by local authorities rather than WFRS
- Respondents could recall safety advice and campaigns from the Fire and Rescue Service on a number of topics, including smoke alarms, fire escape plans and electric blankets. Most of the respondents therefore felt that they themselves did not need any community safety advice
- Respondents felt that the members of their community most in need of safety advice might not know where to access it – or might not be proactive in seeking it out. Therefore, the Fire and Rescue Service should take the initiative in taking safety messages to the community
- Most respondents had not heard of the home fire safety check although there was a general consensus that home fire safety checks are the best way of providing safety advice to the community. It was felt that this service should be more widely publicised, in order to increase take up
- A limited number of respondents were aware that community safety advice is available from fire stations. Moreover, some respondents said that they would not want to approach a fire station, in case their presence interfered with the work of the fire-fighters, or that their question seemed trivial. Many respondents commented that if they wanted to find out some information relating to community safety, they would go to their local library or Council Office. It was also suggested that leaflets should be made available in public places such as post offices, GP surgeries and supermarkets. Others thought that advice posted to households or published in local newspapers was a good idea.
- Respondents who worked felt that face-to-face safety advice should be provided at fire stations outside of office hours, in order to ensure accessibility for working people
- It was felt that WFRS is not particularly successful at raising community awareness of its prevention and other activities. Respondents suggested that leaflets explaining the full range of services provided (and how to access them) should be provided in public places such as supermarkets, doctors' surgeries and Council facilities.

## Citizens Panel - Services for Older People Wave

In May 2005 Warwickshire County Council consulted its Citizens Panel on services for older people. Respondents that were not older people were asked to respond by considering the oldest person they are closest too.

- 97% of the respondents agreed that they would like to remain in their home as long as possible
- Services for older people are generally well known amongst the panel, with the exception of the Vintage Helpline which only 4% of the respondents knew about.
- When the respondents were asked how they, or the older person they are closest too, find out about activities, services and organisations' in their area, two thirds gave local newspapers as the answer. Surprisingly, GP's surgeries are an equally prominent source of information as was the library.
- Respondents felt that post offices, GP surgeries, libraries and supermarkets were the best place to access information. Options such as Customer Service Centres and One-Stop-Shops were less popular because they are not a prominent fixture in people's day to day lives.
- 60% of respondents (or the older person they are closet to) are worried by the general threat of crime. 83% were worried about distraction burglaries, 77% doorstep selling and 77% cold calling.
- Respondents were provided with a list of factors and were asked which they felt would help them maintain their independence and security in the home as an older person. Over half the respondents either replied that none of these would help them (45%) or declined to provide an answer. Those respondents who did reply favoured the addition of security sensors (77%), followed by help with maintaining their accommodation (54%) and an adaptation (33%). When those respondents who did provide an answer were asked who they would contact for information on any of this kind of help, by and large, the usual reply was the Council.

## ODPM – Establishing Fire Safety Issues Among Older People (2002)

The Office of the Deputy Prime Minister conducted a research study into the awareness and behaviour of older people in relation to fire safety. The key points to emerge from this research were:

- Older people were generally more concerned about protecting their homes from intruders and burglars than fire;
- There were signs of complacency, as all respondents felt that they were already doing enough to minimise the risk of fire. Most respondents viewed the risk of fire as unlikely because:
  - They had a smoke alarm
  - They did not smoke / did not allow other to smoke in the house
  - They did not have open fires
  - They were generally careful
- Hindu respondents conceded that religious rituals of burning incense / candles during Diwali could be fire hazard,
- There were different awareness of the fire hazard caused by electric blankets



- There was some reluctance about getting advice and assistance from the local fire service, as it was felt that the respondents would be preventing the Firefighters from undertaking more important tasks
- There is a need to effectively communicate fire safety messages to older people to overcome the sense of complacency;  
(ODPM: 2002)

## Warwickshire County Council Citizen's Panel – Community Safety Wave Results

(NB: where the figures do not add up to 100% it is because of rounding errors. A \* indicates that there is a response but it totals less than 1%.)

### Q6 Would you say your fear of crime has increased or decreased in the last 2 years?

	Aged 55 and over	All respondents
Increased a lot	21%	17%
Increased a little	29%	27%
Stayed about the same	42%	47%
Decreased a little	4%	6%
Decreased a lot	1%	1%
Don't know	3%	2%

### Q7 Could you please rate how safe or unsafe you feel in each of the following instances?

When you are outside in your local area after dark

	Aged 55 and over	All respondents
Very safe	12%	13%
Fairly safe	45%	48%
Neither safe nor unsafe	17%	17%
Fairly unsafe	17%	15%
Very unsafe	8%	6%

When you are outside in your local area during the day

	Aged 55 and over	All respondents
Very safe	45%	51%
Fairly safe	44%	38%
Neither safe nor unsafe	9%	7%
Fairly unsafe	2%	3%
Very unsafe	1%	1%

When you are in your home at night

	Aged 55 and over	All respondents
Very safe	34%	39%
Fairly safe	55%	50%
Neither safe nor unsafe	6%	3%
Fairly unsafe	3%	4%
Very unsafe	2%	1%

### Q13 Have you had any of the following types of sales people or trades people come to your home?

	Aged 55 and over	All respondents
Pushy sales people	30%	37%
Sales people visiting your home unsolicited	47%	51%
Sales people from utility companies	38%	50%
'Cowboy' builders or tradesmen	24%	22%
Charity collectors	47%	55%
Any trader that made you feel unsafe	15%	14%
Other	3%	4%
None of the above	15%	11%

**Q14 How much of a problem do you think each of the following are in your area?**

Pushy sales people (e.g. double glazing, vacuum cleaners)

	Aged 55 and over	All respondents
A very big problem	4%	4%
A fairly big problem	15%	14%
Not a very big problem	43%	38%
Not a problem at all	28%	21%
Don't know / not provided	11%	23%

Sales people visiting your home unsolicited

	Aged 55 and over	All respondents
A very big problem	4%	5%
A fairly big problem	15%	15%
Not a very big problem	49%	43%
Not a problem at all	23%	19%
Don't know / not provided	9%	18%

Sales people from utility companies (e.g. gas, electricity, telephone)

	Aged 55 and over	All respondents
A very big problem	4%	5%
A fairly big problem	16%	18%
Not a very big problem	42%	41%
Not a problem at all	27%	19%
Don't know / not provided	10%	17%

'Cowboy' builders or tradesmen

	Aged 55 and over	All respondents
A very big problem	7%	5%
A fairly big problem	12%	9%
Not a very big problem	37%	29%
Not a problem at all	31%	24%
Don't know / not provided	13%	33%

Charity collectors

	Aged 55 and over	All respondents
A very big problem	2%	3%
A fairly big problem	9%	6%
Not a very big problem	37%	34%
Not a problem at all	43%	38%
Don't know / not provided	8%	19%

Any trader who made you feel uneasy / unsafe in your home

	Aged 55 and over	All respondents
A very big problem	5%	3%
A fairly big problem	11%	6%
Not a very big problem	27%	21%
Not a problem at all	38%	25%
Don't know / not provided	21%	45%

**Q23 At which of the following locations would you most like to see each of the following Police activities or services available?**

Police surgeries where, for example, at set times during the week Police Officers would be available to discuss any problems or issues

	Aged 55 and over	All respondents
The local library	32%	32%
The local shopping centre	35%	33%
The local police station	43%	46%
The local school	19%	27%
The local Community centre	25%	35%
Mobile libraries	6%	7%
Other	*	*
None	9%	6%

Community Support Officers available to give advice on personal safety and crime prevention

	Aged 55 and over	All respondents
The local library	30%	31%
The local shopping centre	35%	37%
The local police station	32%	34%
The local school	23%	31%
The local Community centre	34%	44%
Mobile libraries	7%	9%
Other	1%	1%
None	10%	8%

Police Access Points (i.e. all the services that would usually be available at a police station)

	Aged 55 and over	All respondents
The local library	24%	21%
The local shopping centre	31%	31%
The local police station	41%	41%
The local school	10%	12%
The local Community centre	26%	28%
Mobile libraries	4%	6%
Other	0%	*
None	9%	8%

Information to take away on crime prevention (e.g. leaflets and videos)

	Aged 55 and over	All respondents
The local library	55%	64%
The local shopping centre	35%	46%
The local police station	38%	43%
The local school	24%	36%
The local Community centre	34%	45%
Mobile libraries	20%	29%
Other	0%	0%
None	8%	5%

Activities and talks being given on crime prevention

	Aged 55 and over	All respondents
The local library	29%	35%
The local shopping centre	14%	17%
The local police station	17%	20%
The local school	41%	53%
The local Community centre	49%	54%
Mobile libraries	5%	8%

Other	*	*
None	9%	6%

**Q30 Could you please rank the following methods or approaches according to which one you think is the best solution to tackling the problem of speeding motorists in your area?**

Best solution (% giving a ranking of 1)

	Aged 55 and over	All respondents
More enforcement (e.g. more police checks and safety cameras)	30%	30%
Lower speed limits and more traffic calming measures (e.g. speed bumps, traffic lights)	18%	22%
More education to try and make society generally more responsible	30%	34%
Don't know / Not provided	22%	14%

**Q31 Which one of the following approaches do you think should be adopted to decide the priority sites or areas for road safety improvements?**

	Aged 55 and over	All respondents
Sites with the highest number of recorded injury accidents over the last 3 years	34%	42%
Areas where the most vulnerable road users are situated (e.g. children, old people)	56%	52%
Neither	5%	4%
Don't know / Not provided	6%	3%

**Q33 Thinking about your local Fire and Rescue Service, how satisfied or dissatisfied are you with each of the following?**

The ease of contacting someone at the Fire and Rescue service

	Aged 55 and over	All respondents
Very satisfied	25%	21%
Fairly satisfied	22%	22%
Neither satisfied nor dissatisfied	11%	11%
Fairly dissatisfied	*	*
Very dissatisfied	*	*
Don't know / Not provided	42%	46%

The location of Fire and Rescue service premises

	Aged 55 and over	All respondents
Very satisfied	38%	36%
Fairly satisfied	34%	34%
Neither satisfied nor dissatisfied	11%	13%
Fairly dissatisfied	3%	4%
Very dissatisfied	1%	1%
Don't know	13%	11%

The speed of your local Fire and Rescue Service when attending incidents

	Aged 55 and over	All respondents
Very satisfied	27%	23%
Fairly satisfied	25%	21%
Neither satisfied nor dissatisfied	8%	9%
Fairly dissatisfied	1%	1%
Very dissatisfied	0%	0%
Don't know	39%	44%

The dedication / professionalism of your local Fire and Rescue Service

	Aged 55 and over	All respondents
Very satisfied	45%	39%
Fairly satisfied	22%	22%
Neither satisfied nor dissatisfied	6%	6%
Fairly dissatisfied	1%	1%
Very dissatisfied	*	1%
Don't know	25%	30%

The performance of your Fire and Rescue Service at reducing the number of fires and serious incidents

	Aged 55 and over	All respondents
Very satisfied	24%	21%
Fairly satisfied	20%	21%
Neither satisfied nor dissatisfied	12%	10%
Fairly dissatisfied	2%	1%
Very dissatisfied	0%	*
Don't know	42%	46%

The provision of information from your local Fire and Rescue Service on preventing fires and serious incidents

	Aged 55 and over	All respondents
Very satisfied	13%	13%
Fairly satisfied	21%	19%
Neither satisfied nor dissatisfied	26%	21%
Fairly dissatisfied	7%	6%
Very dissatisfied	1%	2%
Don't know	30%	30%

The performance of your Fire and Rescue Service at reducing the effects / harm of fires and serious incidents

	Aged 55 and over	All respondents
Very satisfied	19%	15%
Fairly satisfied	23%	20%
Neither satisfied nor dissatisfied	17%	16%
Fairly dissatisfied	3%	2%
Very dissatisfied	*	*
Don't know	38%	40%

Your local Fire and Rescue Service overall

	Aged 55 and over	All respondents
Very satisfied	33%	27%
Fairly satisfied	30%	32%
Neither satisfied nor dissatisfied	17%	14%
Fairly dissatisfied	1%	1%
Very dissatisfied	0%	*
Don't know	19%	23%

**Q34 In which of the following ways / locations are you aware that you can contact your local Fire and Rescue Service?**

	Aged 55 and over	All respondents
The local fire station	74%	80%
My local library	9%	9%
Community centres	5%	5%
Local shopping areas	3%	4%
Telephone	87%	85%
Internet	11%	18%
Local fire safety centre	8%	11%
Other	2%	2%
None	2%	1%

**Q35 How / where would you like to be able to contact your local Fire and Rescue Service?**

	Aged 55 and over	All respondents
The local fire station	54%	57%
My local library	10%	14%
Community centres	6%	11%
Local shopping areas	14%	15%
Telephone	69%	72%
Internet	14%	28%
Local fire safety centre	15%	19%
Other	1%	1%
None	3%	2%
Don't know / Not provided	15%	12%

**Topic guide for Older People's Forum's**  
**Ensuring the safety of older people who live independently**

**1. Introduction - objectives of work**

Ice – breaker – Hands up if you:

- 1.1 Live in council house / housing association / privately rented / owner occupier
- 1.2 Live in Flat / Bungalow / House

**2. Establishing perceptions**

- 2.1 What are your main concerns relating to your safety? What do you worry about most?
- 2.2 When do you feel the most unsafe?  
(Outside in local area after dark, outside in your local area during the day, in your home at night)
- 2.3 What do you think are the main dangers to you in your home?
- 2.4 How much of a problem do you think rogue traders are?

**3. Managing Personal Safety**

- 3.1 What do you do to make yourself feel safe?
- 3.2 What help or advice is available to you to make yourself feel safe?
- 3.3 Have you ever accessed any advice / service to help reduce the level of risk? What was your experience?
- 3.4 What prevention activities carried out by the County Council, District / Borough Council, the Police and your Local Fire and Rescue Service are you aware of?

Prompts – advising public, home fire safety checks, installing smoke detectors, helpline for elderly/disabled to summon assistance (this is a paid for service and is not available to everyone)

- 3.5 What are the main barriers for older people accessing information and advice?

**4. Engaging and Communicating with Older People**

- 4.1 What are the most effective methods of communicating safety advice to older people?



- 4.2 Can you remember any safety campaigns which you consider have been effective? (Bus campaigns?)
- 4.3 Which locations would be most effective for poster / leaflet campaigns?
- 4.4 Which locations would you prefer to access safety advice to take away?
- 4.5 Which locations would you prefer to attend activities and talks relating to safety?
- 4.6 How can advice and information be distributed to older people that are hard to reach?
- 4.7 How / where would you like to be able to contact your District / Borough Council, the County Council, Police and local Fire and Rescue service for preventative advice?

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