

**BETTER NEIGHBOURHOOD SERVICES – STAY PUT AND COMMUNITY SUPPORT NETWORK PROJECTS
OUTPUT REPORTS**

Achievement Rating *

fully achieved, **2** largely achieved, **3** partially achieved, **4** not achieved, **5** On target for achievement Year 3

| Delivery of outputs | | | |
|---|-------------------------------------|-------------------------------|--|
| Service/Project/Activity | Output | Achievement * (Rating) | Comments on progress |
| Theme: Older People/ Stay Put | | | |
| | Increased Home Based Support | 2 | Workers recruited on Mull, Jura, Gigha, Islay and Tiree. A worker was recruited on Coll but resigned after one week as did one of the workers on Tiree. We have also not been able to recruit on Colonsay. Recruitment difficulties on the islands have significantly impacted on our ability to deliver services. |
| Employment of Community Outreach Workers | | | |
| Hairdresser for Gigha | | 4 | Unable to attract anyone to deliver this service. Hairdressing now accessed off the island with help of wheelchair accessible vehicle. |
| Shopping/Gardening/Window cleaning services | | 4 | This service has not been pursued. Community Services, Care & Repair are able to provide these services. |
| Keeping in touch Service established | | 3 | The Keeping in Touch Service” operates on Mull, Iona, Gigha and Jura and will commence Islay and Tiree mid July. |
| Health Assessment Project on Islay and Jura | | 3 | This project aims to identify undiagnosed illnesses in older people and refer to a variety of agencies depending on the persons needs. Aims to assess 450 older people over a period of 18 months. |
| Venalink Medication Systems | | 1 | 6 patients on Islay and 14 patients on Tiree. Places in these projects are being fully used. |
| Podiatry training for local health and social care workers and carers | | 5 | Under investigation with Health – to commence training Sept/Oct 2004 |
| Provide equipment to keep people at home where SW & Health budget fully committed | | 1 | |

| Service/Project/Activity | Output | Achievement * (Rating) | Comments on progress |
|--|---|------------------------|---|
| Theme: Older People/ Stay Put | | | |
| Short breaks for carers | Extend short breaks for carers | 3 | Mull and Gigha OWs have been providing carers with shortbreaks in the home. Recruitment problems have delayed the implementation of this part of the service. |
| Increase lunch and social club places by March 2004 including lunch club operational on each island. | Increase number of social opportunities and increase access to transport | 1 | Lunch and Social clubs now operational on Gigha, Iona, Islay, Jura, Mull and Tiree – A total of 152 people attending 9 locations. |
| Computer training on Mull/Islay/Coll | | 4 | Digital Communities delivering service. |
| Live Music Tour | | 2 | Tour 2003/4 concerts completed (8) Mull, (1) Gigha, (5) Islay, (2) Jura. Coll, Colonsay and Tiree 2004/5. |
| Provision of wheelchair accessible vehicles for staff & communities | | 2 | Four vehicles have been purchased for Gigha, Jura, & Mull. Three more are on order for Islay and Tiree. Vehicles for Islay and Tiree will be arriving in July. Vehicles will not be provided on Coll and Colonsay as there was insufficient evidence that they would be fully utilised. |
| Information Roadshow | Maximise Benefit Uptake | 2 | Completed 2003. Very positive feedback from Pensions Service. Planning Road Show 2004 to start on 23 rd August and finish on 13 th September – 12 venues on 8 islands. 7 agencies supporting. |
| Benefits training for local front line staff | | 2 | 7 OWs have been recruited and 5 have received Benefits training – Training to be organised for remaining two and 3 staff yet to be recruited. |
| Islay and Jura Advice Centre | | 3 | Have trained 3 volunteers to deliver outreach advice and assistance on benefits to older people. Aim to reach 326 people by October 2004 |
| Carry out home safety surveys, provide safety equipment | Increase safety at home through home safety checks and installation of SMART equipment | 3 | Home safety advisor – 141 visits to date. Training programme for SMART technology commenced May'04. |
| Consult on satisfaction | Increase satisfaction with services offered | 3 | User Groups have been established 2 nd Questionnaire to be completed by end of July. |

| Table B2: Delivery of outputs Community Support Network | | | |
|--|---------------------------------------|-----------------------------------|---|
| Service/Project/Activity | Output | Achievement * (Rating) | Comments on progress |
| Theme: Older People/Community Support Network | | | |
| Keeping in touch Service established | Increased Home Based Support | 1 | 14 older people have used this service to end May and a further 4 older carers benefitted from a break |
| Employment of community outreach workers | | 1 | 5 full-time CO workers in place by April 2004 |
| Phonaround | | 1 | Service established, with 8 clients using each week |
| Bathing Service | | 4 | Initial plans were to compliment a new community bathing service by providing bathing with day-care for individuals where the assessment identified that bathing could not be safely provided at home. We had to review the position when the bathing at home project did not proceed, and have now altered our plans to include limited provision of a service in the community. |
| Dispensing service Southend | | 1 | First returns show service being used to support 5 older people |
| Sleepover House 30 wks p.a. | Extend short breaks for carers | 5 | Accommodation obtained and work on alterations in progress. House should be available from August 2004 |
| Carers Lunch Club | | 5 | Campbeltown groups to start once Network Centre premises available (August 2004) |
| Dementia Group fortnightly | | 5 | Campbeltown groups to start once Network Centre premises available (August 2004) |
| Hearing Loss Information session | Aids & Adaptations | 1 | Held August '03. Hearing equipment displayed at 7 roadshows and sight impairment stand at 4 roadshows. 7 referrals made regarding hearing and/or sight loss from roadshows. SW for Deaf People also attended SK Seniors Forum to demonstrate equipment. |
| Locum OT Support | | 1 | 20 weeks locum resulted in reduction in number of older people on OT waiting list from 155 to 8 |
| Purchase OT equip | | 1 | Better Aids and Adaptations provided to 8 individuals |

| Service/Project/Activity | Output | Achievement * (Rating) | Comments on progress |
|--|--|--------------------------------|--|
| Theme: Older People/Community Support Network | | | |
| Carry out Home Safety surveys and provide safety equipment | Increase safety within the home for older people including SMART Technology | 2 | Home Safety Officer has carried out 14 checks in SK (July 2003-April 2004) Home Safety Officer came to roadshows and took referrals. Arranged for attendance at SK Seniors Forum. 4 direct referrals by BNS (one under 60) |
| Sleepover House to provide demonstration facility for local training | | 5 | As above, house should be available from August 2004 |
| Recruit community outreach workers | | 1 | 5 full-time CO workers recruited as above and trained to install and respond to Telecare technology May 2004 |
| Develop Network Centre, with social and activity groups for older people | Increase number of social opportunities and increase access to transport | 5 | Construction underway, activities to start Sept 2004 |
| Social group with Tenants & Resident Association | | 1 | Commenced September 2003 and now providing 16 additional social groups places |
| Social group Southend | | 1 | Commenced September 2003 and now providing 10 additional social group places |
| Pilot social group in Tayinloan | | 1 | Commenced May 2004, providing 12 additional social group places |
| Pilot social group in Carradale | | 1 | Commenced in June 2004, providing 15 additional social group places |
| Pilot lunch club in Stewarton | | 1 | Commenced in May 2004, providing 12 additional lunch club places |
| Transport provided to support specific Older People's meetings/events | | 1 | Transport provided to support SK Seniors Forum meetings and Live Music Now! concert. |
| Wheelchair accessible vehicles for staff & communities | | 1 | 2 vehicles leased and in regular use |
| 2 day money matters campaign | | Maximise Benefit Uptake | 1 |
| Roadshows in outlying areas to include information on benefits | 1 | | 7 Roadshows held in outlying areas in March 2004, attendance at some events poor and at others reasonable |
| Benefits training for front line staff | 3 | | 'Introduction to benefits' day for all Community Outreach workers |
| Consult on satisfaction | Increase satisfaction with services offered | 1 | Surveys taken out to existing groups and roadshows, with workers providing assistance to complete. |
| Develop Information Drop in Centre | | 2 | Centre opened May 2004, providing information for older people on rights and entitlements, resources, local services and contacts and disabilities. |
| Support provided to South Kintyre Seniors Forum | | 3 | Currently providing minute secretary and organisational support |

Table B2: Delivery of outputs

| Service/Project/Activity | Output | Achievement * (Rating) | Comments on progress |
|--|--|---------------------------|---|
| Theme: Families with disabled children/Community Support Network | | | |
| South Kintyre. Individual short breaks for children up to and including 18 years | Develop home-based; community based; centre based activity short breaks for children & families | 1 | Services put in place from Nov 03. 10 disabled children now receiving regular 1-to-1 short breaks at end April 2004. Year to end March 2004, 191 short break sessions provided. |
| Wheelchair accessible vehicle for support staff and clients | | 1 | 2 vehicles leased and in daily use |
| Centre based (or alternative) to run programme of activities for children | | 5 | Construction underway, activities to start Sept 2004 |
| Supporting Integration Integrated workshops/activities for children 12+ years with South Kintyre Community Schools. | | 1 | 2 day Drumming workshop held August 2003, 5 disabled children took part and performance attended by 32 parents/family/friends. |
| Crafty Capers | | 1 | Provided workers to support an average of 6 children to attend 8 craft sessions organised by A+B Arts Development Officer. |
| Introductory Holiday Programme for children 5-18 years | | 1 | 2003/4 13 sessions for Children, 5 sessions for Carers. 2004/5 22 sessions for primary age children and 17 sessions for secondary age children. |
| Live Music Now! workshops for children | | 1 | Funding provided and 2 day, participative workshop organised, (March 2004) |
| Sensory Room in centre (or mobile alternative) | | 5 | Sensory room will be available within the Network Centre. |
| Islay – contractual hours for care workers | | 4 | Once surveys completed, service proposals only included short break hours for 2 children therefore bulk of work not required and contractual hours not appropriate. Hours for one child now purchased from external provider. |
| Islay – support to individual families | | 3 | Children on Islay being provided with transport (1), Equipment (3) and finance for escort for holiday (1). |

| Service/Project/Activity | Output | Achievement * (Rating) | Comments on progress |
|---|---|---------------------------|--|
| Theme: Families with disabled children/Community Support Network | | | |
| Centre-based (or alternative) web/video/information resources | Provide accessible information; develop information centre | 2 | Centre opened May 2004, providing information for families caring for a disabled child on rights and entitlements, resources, local services and contacts and disabilities. |
| Centre-based (or alternative) surgery sessions involving professionals | | 5 | Surgery sessions will be held in the Network Centre from August 2004 |
| Information Pack for parents produced | | 5 | Will re-visit with parent in Jan 2005 once information centre has been operational for 6 months |
| Care workers recruited | Recruit up to 15 new care workers | 1 | 5 full time CO workers in place by April 2004. 9 Bank workers also appointed. |
| Core Training Programme for all centre/network care workers | | 3 | Core training established and training commenced once workers in post. All CO workers working towards SVQ level 3 and modules. |
| Benefit check - offered to all carers taking part in survey | Maximise Benefit Uptake | 1 | This has been offered to all families participating in the surveys. 7 out of 25 initial families have subsequently received benefit increases. |
| Benefit training for front line staff | | 3 | One day training course 'Introduction to Benefits' provided for all CO workers |
| Consult on satisfaction | Increase satisfaction with services offered | 1 | 25 Initial surveys (South Kintyre) and 10 (Islay) completed by Oct 2003, results compiled and individual service proposals made. 8 new surveys (South Kintyre) completed by May 2004, 6 to be completed. |