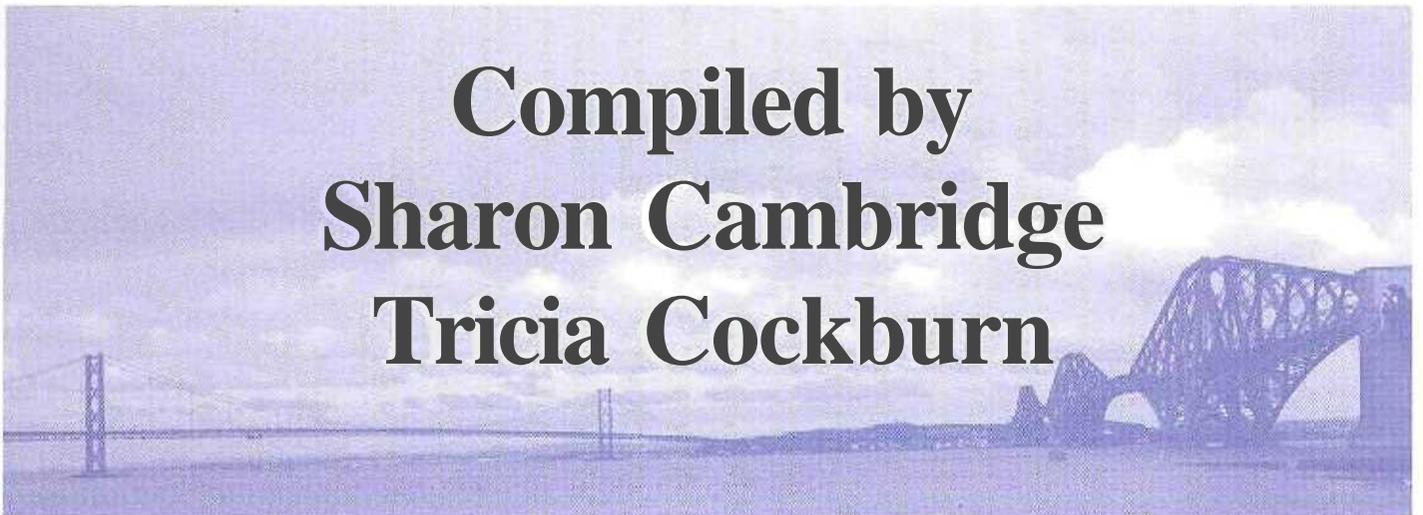


# FIFE CONSTABULARY



## Fife Cares

**Compiled by  
Sharon Cambridge  
Tricia Cockburn**





## Contents

Scanning	1-2
Analysis	3-4
Response	5-11
Assessment	12-16
Appendix 1 -	Fife Cares Checklist
Appendix 2 -	Home Security Factsheet
Appendix 3 -	Bogus Caller Factsheet
Appendix A -	Home Safety Factsheet
Appendix 5 -	Smoke Alarms Factsheet
Appendix 6 -	Doorstep Sellers Factsheet

## SCANNING

One of the key aims in Fife Community Safety Partnership's Making Fife Safer Strategy 1999 was to "reduce crime and the fear of crime".

### Fear of Crime in Scotland

Fear of specific types of crime amongst older people was explored through the 2000 Scottish Crime Survey, and it was found 14% of women aged 60 or over and 8.2% of men identified that they were:

*"very worried about being a victim of housebreaking".*

The perceived effects of fear of crime on their quality of life was also examined for those aged 60 or over, and although 63.7% identified that this had a "minimal" effect on their quality of life, 32.2% identified that it had a "moderate" effect and 4.1% said it had a "great effect".

The Scottish Household Survey also found that older people were more likely to feel unsafe walking alone at night or being at home alone at night. It also found links between health and the fear of crime, with those who were over 65 and experienced "limiting health problems" being more worried about "housebreaking and physical assault on the street".

### Fear of Crime in Fife

A local survey carried out by Fife Community Safety Partnership in July 2000 used questions from the Scottish Crime Survey, and found that older residents were one of the groups in which fear of crime in Fife was generally highest.

The *Making Fife Safer* residents survey, found that 54% of people aged 60 years plus worried about their safety and being the victim of crime.

### Home Accidents

Domestic accidents are also likely to be more common for older people, and pose a particular threat to those living alone.

During 1997, 1483 people were admitted to Fife hospitals with injuries caused by falls. Over half (58%) of these admissions were people aged over 65 years or over.

## Fire Safety

The Fire Service has adopted a pro-active approach to fire safety in the community, using evidence and experience to target "at risk" groups.

**Statistics prove that the group targeted by the project is particularly vulnerable from fire.**

During 2000 in Scotland, the highest risk group was 80 and over, the second highest group between 60-64 and the next highest group 65-79.

The partnership working allows each service to endorse all elements of the project, thereby raising the awareness of the client. Feedback from the clients showed that the effect of this is to make them feel safer in their own home.

## **Fire Safety**

The Fire Service has adopted a pro-active approach to fire safety in the community, using evidence and experience to target "at risk" groups.

**Statistics prove that the group targeted by the project is particularly vulnerable from fire.**

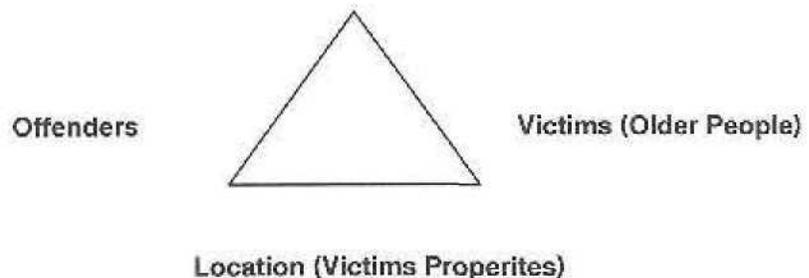
During 2000 in Scotland, the highest risk group was 80 and over, the second highest group between 60-64 and the next highest group 65-79.

The partnership working allows each service to endorse all elements of the project, thereby raising the awareness of the client. Feedback from the clients showed that the effect of this is to make them feel safer in their own home.

## ANALYSIS

In order to identify what could be done to address the fear of crime amongst older people, further analysis took place.

This can be assessed using the PAT triangle



### Victims (Older People)

- High fear of crime amongst older people, particularly those who live alone.
- Although, in terms of actual experience of crime, those aged over 65 are less likely to experience any type of crime, older people have been found to be at particular risk of “bogus callers”.
- A high proportion of follow up visits by Victim Support Fife for incidents of bogus callers involved older people living alone.
- It is also recognised that concerns and fear of crime are often linked to more general isolation within local communities and to poor access to services.
- These concerns are either not addressed or addressed in an ad hoc and uncoordinated way by a range of different services.

This evidence was supported by evidence from a range of partners about gaps in service provision to vulnerable and isolated older residents.

### Offenders

- Increase in sneak-in thefts to properties where doors are left open.
- Bogus Callers - targeting areas/properties with high elderly population
- A number of high profile cases in media involving older people being attacked in their own homes following a break-in.

## Location (Victims' Properties)

- Over 4000 home care clients with access problems in Fife, resulting in carers carrying keys or in a number of cases client leaving their doors open for a number of carers.
- Housing Service does not install security equipment to properties as a matter of course.
- Low uptake on tenants grants for home security equipment.
- Home owners and private tenants are not eligible for existing home security grants.

## **RESPONSE**

Following a thorough analysis of the problem, Fife Community Safety Partnership and Fife Equality Network made a successful funding application to the Scottish Executive to develop the 'Fife Cares' project. Two members of staff were recruited to guide the implementation of this project (from now on referred to as Fife Cares staff). The Fife Cares staff had responsibility for the day to day running of the project, development of materials and co-ordination of the implementation.

### **Why Fife Cares?**

The 'Fife Cares' project was based on a model, which had been used in a successful earlier pilot project in Crossgates in the West of Fife, developed to look at similar problems to those identified through our analysis. The model involved a number of organisations (including the police, social work services and local offices) working in partnership to provide information and assistance to older people.

The evaluation of that project suggested that, although it was a resource-intensive piece of work, all of the agencies involved had benefited from the project and it had been well-received by service users. It was evident that this original model would serve as ideal starting point to address the problems highlighted through our analysis. However it was clear that the project would have to be adapted and enhanced if it was to be successfully implemented on a Fife wide basis and implemented in a way which would look to address how the work could be mainstreamed.

### **Lessons learned from the original pilot**

The Fife Cares staff met with the staff who were responsible for the original Fife Cares pilot in Crossgates, who highlighted a number of important points to note, the most important being:

- The need to target the work of the project and set a realistic limit for the number of individuals to be offered the service. Unless a limit is in place the project is in danger of becoming unmanageable and unrealistic.

Another important change from the original pilot related to the fitting of home security equipment. Any equipment fitted in Crossgates was done so by a local tradesperson as identified by the police, this was not a feasible option for a project which was to have a Fife- wide remit.

## Management of the Project

A small management group, made up of the two overall managers for the project (one with responsibility for the Equality Networks and one with responsibility for Community Safety), the Fife Cares staff and the Co-ordinator of Fife Women's Network was established to oversee the management of the project. A larger Steering Group was also set up to provide overall management for the project. The group had representation from the key partner agencies and comprised:

- Police (2).
- Locality Managers (2).
- Fife Women's Network Co-ordinator.
- A representative of the Women's Independent Network on Disability.
- A representative of Fife Elderly Forum.

The Fife Cares staff, as well as the two relevant managers with responsibility for equality and community safety issues, were also involved.

## Fife Cares Model

Within the Steering Group the following model for delivering a response to the problem was agreed:

- (i) Six pilot areas identified
- (ii) Local working groups established in each pilot area
- (iii) Target group identified and contacted by letter
- (iv) Initial home visit by police and another representative (usually social work) to make people aware of the services available and to identify and address any immediate advice needs.
- (v) Short questionnaire completed assessing needs and offering follow up services and home security equipment (see appendix 1)
- (vi) Referrals to relevant agencies for follow up visits
- (vii) Fitting of home security equipment

## Identifying Target Areas

Within the Steering Group it was decided to pilot the project in six areas across Fife (two each in East, West and Central Fife) targeting 40-50 households in each area.

The areas were identified on the basis of need in consultation with the services who had greatest responsibility for the project - mainly police and social work. As noted above, the Police took the lead role in the initial visits in each area and resource implications for their service were also taken into account when determining the areas to be visited.

In each of the individual areas a local working group was established, comprising the key local service providers involved in the project together with a range of local organisations and individuals with an interest in taking the work forward. The role of the working group was to bring together key players to co-ordinate and facilitate the pilot.

### Identifying households to visit

The names and addresses of people to be included in the project were obtained via the local working groups. Community groups also played an active part in identifying individuals in some areas. Services were asked to identify those individuals who were most vulnerable and at risk.

### Project objectives

The project had the following objectives:

- To reduce levels of crime and fear of crime among older people in the target areas.
- To improve security and safety of older people through the installation of a range of security equipment.
- To test a model of joint working and identify how this could be mainstreamed in the future.

Relating these back to the original analysis using the 'PAT triangle', fulfilling these aims would seek to address at least two sides of the triangle:

- Victims (Older People)

Offering client centred safety /security advice and assistance, improving knowledge and access to services

- Location (Victims Properties)

Security equipment fitted making properties more secure and less vulnerable. Everyone visited was provided with a Safelink Fife Message in a Bottle and a Fife Cares pack. The simple factsheets were produced in large print and contained only essential information. (See appendices 2 - 6).

This information was designed specifically for this project following consultation with Fife Elderly Forum.

These factsheets helped to ensure that the individuals visited retained the messages given by the services through the initial and follow up visits.

### **Safety and Security Equipment**

As highlighted earlier in addition to the information and reassurance provided as part of the project, each property was assessed and security improvements were made. Individuals were offered a range of safety and security measures for their home. The package on offer varied according to need from the list below:-

- Door Chain and Viewer
- 5 lever mortice Door Locks
- Window Locks
- Smoke Alarms
- Carbon Monoxide Detectors
- Light timer switches
- External Security Lighting
- Intruder Alarms

Fife Council has a 'Tenants Improvement Grants Scheme', (TIGS) which tenants can access for funding for security equipment. This is a fairly complicated process, which involves individuals finding a contractor to carry out any work.

Fife Cares staff met with officers from the Housing Service and Building Operations to discuss ways of 'fast tracking' applications made from those within the 'Fife Cares scheme'. 'Fife Council Building Operations' was the most appropriate contractor to provide a Fife wide service.

It was agreed that 'bulk applications' could be made for each of the pilot areas. Fife Community Safety Partnership provided funding for the fitting of equipment for all non-council tenants. This meant that all homes were fitted with home security equipment free of charge. Fife Council Housing Service took on the role of administering 'job tickets' and issuing work to Building Operations.

## **Role of Each Partner**

As highlighted with reference to the Steering Group and local working groups, a number of agencies came together to deliver Fife Cares. Other agencies came on board at appropriate times. The following section highlights clearly the roles of each of the agencies involved.

- **Fife Community Safety Partnership**

FCSP identified key partners and set up local working groups in each area.

The staff also established a Fife wide steering group and provided regular progress reports to them.

Two members of staff from FCSP took on a project management role and were responsible for overseeing the project in each of the six areas. This role involved supporting local staff, organising training and addressing any problems.

- **Police**

The project team met with Community Inspectors from each area at the beginning of the project to identify suitable areas to target the project.

The police used their intelligence to assist with the identification of vulnerable clients who would benefit from the project. These included victims of a housebreaking, bogus caller incident or people with a concern about crime.

The Police also played an active role in each of the local working groups and contributed to the multi-agency training prior to the visits.

Police officers from the community policing team in each area played a key role in the project. A police officer went on each initial visit, offering reassurance and home security advice. The RAF police also assisted in one area.

- **Fire Service**

Fife Fire and Rescue Service assisted with both initial and follow-up visits. They also provided training for staff, to enable them to identify any fire safety risks during the initial visits.

In addition to the range of security equipment being installed, 10 year smoke alarms were also included in the package. Community Fire Safety Officers also carried out follow up visits to offer advice on fire safety and fire action plans.

- **Social Work**

Staff from the Social Work Service also helped to identify vulnerable clients who may benefit from a visit.

They were also represented on the local working groups and assisted with the multi-agency training.

In most cases a member of staff from the social work service accompanied the police on the initial visits.

On the occasions when Social Work were unable to attend on an initial visit or further specialist help was required, follow up visits were arranged.

- **Local Office Network**

Staff from the Local Office provided follow-up advice and information on a range of Council Services including disabled parking, concessionary travel, housing benefit and council tax.

- **Home Safety Team**

Home Safety Advisers from Fife Council's Homecheck Service carried out follow-up visits. These visits included checking for any potential hazards in the home that might result in a home accident.

Following the success of the project this team was transferred from the Economic Development Service in Fife Council and is now part of Fife Community Safety Partnership.

- **Home Energy Management**

The Home Energy Management Section of the Housing Service provided follow up information and advice on central heating, utility payments and general home energy advice.

- **Housing Service**

The Housing Service already managed a home security grant for council tenants. They agreed to fund all the security equipment for Council Tenants and to their staff overseeing the ordering of all security equipment from the Council's Building Operations Service.

- **Building Operations Service**

A tradesperson from the Council's Building Operations Service installed the security equipment.

- **Citizens Advice Rights Fife**

Citizens Advice and Rights Fife provided independent advice on pension and benefits entitlement.

- **Local Community Groups**

Local Community Councils, Tenants Groups and Neighbourhood Watch Groups assisted with the identification of vulnerable people within the community.

- **Fife Elderly Forum**

Fife Elderly Forum is a voluntary organisation with a membership of older people from throughout Fife. Members of their executive group were involved in identifying the information they felt would be important for inclusion in the Fife Cares Pack.

## **ASSESSMENT**

### **Independent Evaluation**

Reid Howie Associates were commissioned to carry out an independent evaluation of the project. This evaluation involved consulting with service users by post and through face to face interviews. Staff members from both the Fife wide steering group and from the local working groups were also consulted. This section includes details of the findings from this evaluation along with future plans on how it is intended to mainstream elements of the project.

90% of service users felt the project had been helpful and 70% said that the project made them feel safer. Through their involvement in the project many vulnerable older residents gained access to safety, care and welfare services which they had not previously known about.

### **Links to original objectives**

In order to assess the overall impact and benefits of the project it is important to relook at the original objectives.

- To reduce levels of crime and fear of crime among older people in the target areas.
- To improve security and safety of older people through the installation of a range of security equipment.
- To test a model of joint working and identify how this could be mainstreamed in the future.

### **Impact on crime and fear of crime**

It should be stressed that the Fife Cares project is likely to have both longer and shorter term impacts on crime and fear of crime, and the difficulties of measurement of this are acknowledged.

#### Fear of Crime Prior to the Project

The following tables illustrate the level of concern amongst the older people both prior to and after the project.