

City Chambers  
DUNDEE  
DD1 3BY

19th October 2012

Dear Sir or Madam

**SOCIAL WORK AND HEALTH COMMITTEE**

You are requested to attend a MEETING of the **SOCIAL WORK AND HEALTH COMMITTEE** to be held in the City Chambers, City Square, Dundee on Monday, 29th October, 2012 following the meetings of the City Council and Education Committee called for 6.00 pm.

Yours faithfully

DAVID K DORWARD

Chief Executive

**AGENDA OF BUSINESS**

**1 DECLARATION OF INTEREST**

Members are reminded that, in terms of The Councillors Code, it is their responsibility to make decisions about whether to declare an interest in any item on this agenda and whether to take part in any discussions or voting.

This will include all interests, whether or not entered on your Register of Interests, which would reasonably be regarded as so significant that they are likely to prejudice your discussion or decision-making.

**2 THE REPROVISIONING OF SUPPORTS - KEMBACK STREET RESOURCE CENTRE/OUT AND ABOUT SUPPORT SERVICE**

(Report No 409-2012 by Director of Social Work, attached).

**3 FOOD TRAIN**

(Report No 403-2012 by Director of Social Work, attached).

**DUNDEE CITY COUNCIL**

**REPORT TO: SOCIAL WORK AND HEALTH COMMITTEE – 29 OCTOBER 2012**

**REPORT ON: THE REPROVISIONING OF SUPPORTS – KEMBACK STREET RESOURCE CENTRE/ OUT AND ABOUT SUPPORT SERVICE**

**REPORT BY: DIRECTOR OF SOCIAL WORK**

**REPORT NO: 409-2012**

**1.0 PURPOSE OF THE REPORT**

1.1 The purpose of this report is to brief members on the process of reprovisioning supports for individuals who use Kemback Street Resource Centre and the Out and About Support Service once these services cease.

The intention to reprovision the support arrangements for individuals who use Kemback Street and the Out and About Service was outlined as part of a wider programme of change within Report 194-2012 'The Development of Care and Support Arrangements for Adults with a Learning Disability' which was submitted by the Director of Social Work to Social Work and Health Committee in March 2012. It was remitted to the Director to report progress back to Committee during the 18 month period of change.

**2.0 RECOMMENDATIONS**

It is recommended that members:-

2.1 Note the contents of the report, in particular the progress made in relation to the reprovisioning of supports for individuals who receive a service at Kemback Street Resource Centre and the Out and About Support Service.

2.2 Agree that, following the conclusion of the reprovisioning process, Kemback Street Resource Centre and the Out and About Support Service close.

2.3 Note that the Social Work Department will declare Kemback Street Resource Centre surplus to requirements and remit any future use to the Director of City Development.

2.4 Remit to the Director of Social Work to report to Social Work and Health Committee the progress of the wider Learning Disability Implementation Plan in August 2013.

**3.0 FINANCIAL IMPLICATIONS**

3.1 The full year revenue budget for Kemback Street Resource Centre and the Out and About Support Service is £766,110. This will be invested in the reprovisioning of supports for individuals who use these services and in a variety of models of support for other adults with a learning disability and/ or autism as part of the overall Learning Disability Implementation Plan.

## 4.0 MAIN TEXT

- 4.1 The national policy direction for adults with a learning disability in recent years has focused on a drive to ensure each person with a learning disability and/ or autism has their right to determine how they live their life upheld wherever possible. *The Same as you?* report was launched by the then Scottish Executive in 2000 and made 29 recommendations about improving services for adults with a learning disability and their carers. The principles and value base which were fundamental to these recommendations were those of valuing each individual for their own worth, respecting the views and wishes of individuals and enabling each person to have as much control over their own life as possible. The Scottish Government set up an evaluation team in 2010 to look at what changes had taken place in the lives of adults with a learning disability since *The Same as you?* launch in 2000 and produced a consultation report reporting on the evaluation team's findings. The evaluation team found that significant progress has been made to ensure adults with a learning disability wherever possible receive more personalised supports as opposed to institutional, congregate supports. The report suggests that more work is required to ensure individuals have better access/ support to use universal services such as Healthcare, Education, Housing and Employment.
- 4.2 The Self Directed Support (Scotland) Bill is due to conclude its parliamentary passage in late 2012 and if passed will impose a duty on local authorities to offer a range of options to individuals regarding how they receive/ arrange support that they require. Within the field of learning disability as already outlined it is suggested that much progress has been made in the area of personalised service provision however further development is required.
- 4.3 Local policy development for adults with a learning disability has been influenced by *The Same as you?* report which required each local authority to develop and publish Partnership in Practice agreements in conjunction with key partners/ stakeholders. In Dundee there have been 3 Partnership in Practice agreements outlining local strategy for adults with a learning disability and/ or autism since 2000. A review of supports for adults with a learning disability in Dundee was concluded during 2011 and Report 28-2012 'Future Supports for Adults with a Learning Disability in Dundee' was submitted to Social Work and Health Committee by the Director of Social Work in January 2012. This report set out a policy direction aimed at offering more personalised supports, more flexible supports being in place and greater equity in access to/ delivery of supports for adults with a learning disability and/ or autism and their carers.
- 4.4 The fundamental aspiration in Dundee is for the right amount within a range of models of support to be on offer for individuals at the right time. This will require effective forward planning during and beyond the current 18 month implementation plan and a process of reinvestment of financial, physical, technical and human resources in response to demography and individuals' needs.
- 4.5 The proposal to cease the service provided from Kemback Street Resource Centre and The Out and About Support Service and to re-provision supports for individuals was reported to Health and Social Work Committee in March 2012 as one element of a much wider implementation plan of change between June 2012 and September 2013. The proposed developments were influenced by the national policy direction regarding models of support and aspirations about lifestyle and opportunities for adults with a learning disability and/ or autism, Dundee's most recent Partnership in Practice Agreement and local consultation/ involvement of individuals, their carers, professional across different disciplines/sectors.
- 4.6 Consultation and involvement is a key part of continuous improvements in service delivery. The development of the 3 Partnership in Practice (PIP) Agreements in Dundee has evidenced an incremental increase in the level and range of involvement of individuals/ carers/ other stakeholders. The most recent PIP Agreement 2007-2010 has involved service users, carers, staff and other stakeholders as partners in the process of implementation and monitoring of progress against the agreed actions. As part of the development of the Agreement the Social Work Department held six events and circulated a questionnaire. The

information gathered was used to formulate the PIP Agreement and the accompanying work (or action) plan. There are a number of recommendations in the most recent PIP Agreement which involve changing practice or re-provisioning resources. The review of supports for adults with a learning disability and/ or autism was underpinned by the principles and agreed actions of Dundee's PIP Agreement 2007-2010.

- 4.7 Locally there is a planning structure which supports the partnership process for the development of learning disability services. Individuals who have a learning disability and/ or autism are involved in all aspects of development and have representation on all PIP Agreement sub-groups. Other stakeholders' views are similarly gathered throughout the development process in a variety of ways.
- 4.8 The Scottish Government monitor progress through annual *Same as you?* (eSAY) returns. These are published by the Scottish Consortium for Learning Disability and report each local authority area's progress against the agreed national policy direction for adults with a learning disability and/ or autism. The information the Social Work Department is asked to provide includes 'the number of people in non traditional day services'. This relates to an aspiration for individuals to have more personalised opportunities away from more traditional institutional, congregate settings.

There were a number of actions planned and achieved as a result of the PIP 2007-2010

1. A PIP Communication and Involvement group was formed
2. The Social Work Department User Involvement Policy was implemented in the Learning Disability Service
3. Discussions and action were taken to improve communication with stakeholders
4. A 'Providers' Forum was formed and supported
5. It was agreed that there would continue to be annual PiP events.
6. It was agreed that service would seek to improve information about all areas of the service for service users, carers, families, staff and other agencies in plain language, in an accessible format.
7. The views of people from all sections of the community would continue to be sought.

**Table 1** below shows the increase in numbers of people involved in formal consultation processes since 2009.

<b>2009</b>	
Event -Staff and other stakeholders	59
Event Service Users	65
Focus groups Carers -five sessions	50
<b>2010</b>	
Event -Service Users	51
Focus group- Service users	5
Event -Staff	47
Focus groups -Carers -five sessions	21
<b>2011</b>	
Events -Service Users	132
Events and written responses - staff and stakeholders	75
Focus Groups - Carers	31
<b>2012</b>	
Overall total at PIP Event	255
Service users	111
Carers approximately	60
Carers who attended discussion with Service Manager approximately	30
Staff (including briefings)	180

- 4.9 As part of the review of supports for adults with a learning disability and/ or autism future demand for supports and current capacity within internal and external support services was examined. It was concluded that, following a decline in the number of formal day centre places being used over a number of years (this being evidenced by assessment outcomes for young people leaving school) a reduction in day centre places was required. In line with national strategy for people with learning disabilities the experience in Dundee in recent years has been that young people and their families now have increased expectations about supports/ lifestyle and there has been a move away from a day centre being a full time or in many cases an option at all for individuals. The move away from most individuals receiving day type supports within a centre has been viewed nationally through the published eSAY statistics as one area of progress against an ambitious aspiration for Scotland's people who have a learning disability and/ or autism. More individuals now have access to further education, employment and more personalised supports. It is recognised, however, that some individuals given their particular needs will continue to benefit from a centre based service.
- 4.10 The basis for the decision to re-provision support for individuals who receive a service from the Out and About Support Service related to the range and balance of models of support which are currently provided both internally within the Council and externally by voluntary organisations. The vast majority of services similar to the Out and About Support Service are currently provided externally and are recognised within the Learning Disability Service and by the Care Inspectorate as quality services. While the Social Work Department has increased the amount of its service provision in the area of Care at Home and Housing Support Services it was felt that the support provided by the Out and About Service should be incorporated within external provision to promote consistency, maintain quality and ensure the best use of overall available resources.
- 4.11 The review of learning disability services focused on a variety of supports for individuals in addition to day type supports. All internal and externally procured services will be involved in the move to more personalised supports and it is likely that some re-tendering for supports, including day supports which are currently spot purchased, will be required.
- 4.12 Following the agreement of the review outcomes at Social Work and Health Committees in January and March 2012, further planning was undertaken to agree the process of involvement of service users/ carers/ service providers/ the workforce in the change process for the variety of projects related to future developments. The re-provisioning of support for individuals who receive a service from Kemback Street Resource Centre and the Out and About Support Service were two of the first projects highlighted for action. As with any change of this nature once agreement has been sought from elected members there is a requirement for meetings with providers, briefing meetings with staff who work internally and a plan to be determined for individual discussions with service users and carers related to the implications of the change.
- 4.13 Kemback Street Resource Centre is registered to provide a support service for adults with a learning disability. The service provides support to its users to undertake activities in the centre and in the community between the hours of 09:00 and 16:00, Monday to Friday. Activities within the centre range from art and craft work or computing in groups of six to eight people per staff member, to beauty therapy and personal planning in smaller groups. Activities outwith the centre may consist of groups of four to six service users per staff member visiting the swimming pool or groups of individuals joining in established community groups to participate in, for example, line dancing, walking or boccia.
- 4.14 The Out And About Service is registered to provide a support service for adults with a learning disability. The service provides support to its users to undertake activities in the community, as opposed to centre based, between the hours of 09:00 and 16:00, Monday to Friday. Activities may consist of groups of up to three service users per staff member visiting the swimming pool or gym or joining in established community groups to participate in, for example, line dancing, walking, knitting or boccia.

- 4.15 The staff teams at Kemback Street and Out and About have been fully involved in discussion about the changes. Regular meetings with line managers and the Service Manager have taken place and redeployment discussions are in process with the involvement of trade unions. It is appreciated that the staff teams have continued to support service users and carers professionally at a time of change which also has implications for themselves.
- 4.16 Design studies were previously undertaken in respect of all local authority day services for adults with a learning disability. The study of Kemback Street highlighted a number of areas of concern as to the work which would be required to ensure the building remained viable for its purpose. It was found that the narrow corridors could not be improved without significantly altering the structure and layout of the building. The building is currently split between two levels and it is not feasible to raise/ lower floor levels. Consequently, individuals with mobility difficulties would have to continue to use the existing stairs and platform lift.
- 4.17 In respect of the decision made at Social Work and Health Committee in March 2012, individual meetings with service users and carers were planned from June 2012. There was also a collective meeting involving carers held in mid June. 67 individual meetings or visits were held between June and August, many with the Service Manager of the Learning Disability Service, the focus of these was to identify alternative and more personalised supports for individuals where required. The meetings did not seek to conclude each respective care package, rather to agree the process of the service users/ carer/ care management representative identifying a care package in keeping with identified needs. Individual meetings which were planned with the Service Manager are almost concluded (one home visit is outstanding due to being cancelled twice by the carer) and a range of alternative packages of support are in the process of being agreed.
- 4.18 The table below shows the anticipated reprovisioning arrangements for individuals who receive support from the Out and About Support Service. As individuals were already receiving a very personalised model of support it was envisaged that the main implications for individuals would be a change to who might provide support as opposed to significant changes in the needs/ wishes of individuals. Discussions involving individuals, carers and Care Management representatives have found this to be the case :

**Table 2 - Out and About Service Reprovisioning**

Of the 29 service users who access the Out and About Service, 16 stay at home with family/carers, 9 stay within a Care at Home/ Housing Support service and 4 are resident in a care home.

No service required	4
In college support	1
Enabler	13
Drop In	1
Increase in Care at Home/ Housing Support (support at home)	7
Enabler and Day Service (mix of both)	2
Further consideration required	1
<b>TOTAL</b>	<b>29</b>

*The Same as you?* report stated that most people should not attend a day centre full-time. The current pattern of days used by individuals at Kemback Street is shown below in Table 3.

**Table 3 - Current Pattern of Attendance at Kemback Street**

Number of days per week	Number of individuals
5	11
4	7
3.5	2
3	9
2.5	2
2	7
1	7

Table 3 shows that 11 people still receive a five day service at Kemback Street. Following the reprovisioning discussions only 4 people will continue to receive a five day service and a range of supports will be in place as an alternative. This is consistent with direction in terms of national and local policy relating to more personalised outcomes for individuals.

- 4.19 Table 4 below shows the anticipated reprovisioning arrangements for individuals who receive a service only from Kemback Street Resource Centre. The implications of the change were anticipated to be more significant for individuals than developments related to the Out and About Service. Individual discussions with service users and carers has evidenced that this is the case. It should be noted, however, that most individuals, their carers and Care Management representatives feel that the anticipated outcomes following the review of care packages will be as good or better than supports which are in place at present. The basis of the discussions with individuals and their carers has been about current support/activities which should continue as well as any new opportunities aimed at improving the lifestyle/well being of each person. The individual and their carer have been at the centre of decision making regarding anticipated future supports.
- 4.20 A common theme which arose during the process of individual meetings being held was a concern that reprovisioning arrangements would not enable individuals to keep in contact with friends or benefit from the socialisation aspect and structured activities which a day centre can offer. Professionals involved in the meetings reassured individuals and their carers that the outcome of reprovisioning should not lead to less social opportunities for individuals and particular attention has been paid to ensure these concerns are addressed. It was discussed at meetings that following an assessment process (the level of required assessment was determined based on individual circumstances) it would become crucial to ensure a positive transition to other supports. This will include visits, introductions and a process of getting to know any new support staff. It is envisaged that for many individuals it will be important that staff who work at Kemback Street and the Out and About Support Service are involved in this process.

**Table 4 - Kemback Street Resource Centre**

Of the 38 service users who only access Kemback Street Resource Centre, 18 stay at home with family/carers, 13 stay within a Care at Home/ Housing Support service, 1 is in an adult placement service, 1 is resident in a care home and 5 have their own tenancies. A further 7 people who attend Kemback Street also receive a service from the Out and About Support Service and their reprovisioning arrangements have been accounted for in within Table 2.

No service required	2
Angus Council (mix of Angus and Dundee resources)	2
Day Centre	10
Enabler and Day Centre (mix of both)	12
Enabler	1
Increase in Care at Home/ Housing Support (support at home)	8
In college support	1
Further consideration required	2
<b>TOTAL</b>	<b>38</b>

- 4.21 The reprovisioning of the support as outlined above will be negotiated with both internal and external providers during November 2012. External providers are aware through discussions at the local Provider Forum that this will be the next stage of the process. There is available capacity within other day centre provision for individuals who still require this model of support. There will be an increase in the procurement of enabler services and some individuals will require an increase in staffing supports from home.
- 4.22 Individual meetings have been held with service users and carers to determine more personalised supports. A variety of outcomes in terms of models of support were discussed at the meetings and this has informed the anticipated outcomes outlined in Tables 2 and 4.
- 4.23 Of the 29 people who receive support from the Out and About Support Service, 15 attended a meeting with carers, a Care Management representative and the Service Manager. A further 8 were invited to meetings but chose to meet with a Care Management representative instead. Two people who have no families linked with care management and 4 people no longer required this type of service. It should be noted that 7 of the 29 individuals also receive a service from Kemback Street, however, the reprovisioning of both services was discussed at a single meeting.
- 4.24 Of the 45 people who receive a service at Kemback Street, 7 individuals had already discussed reprovisioning arrangements as part of the Out and About process. Of the remaining 38, 26 attended a meeting with Service Manager, 8 were invited to meetings but chose to link with Care Management, a further 4 who either had no family or the local authority is the Welfare Guardian linked with Care Management.
- 4.25 It is appreciated that change is a process which can be challenging for individuals. The staff team and management of Kemback Street have exercised extra vigilance in relation to observing the well-being of service users at this time of change. Family carers, support staff and care management representatives have liaised during recent months to ensure all possible support is given to service users.
- 4.26 Most of the discussions with service users, carers and care management representatives have led to an agreement about what model/ amount of support is required for each person. For a small number of people there are concerns that the views and wishes of the individual themselves have not been fully represented. Where this is thought to be the case an independent advocate may be introduced to ensure the rights of individuals are being upheld. As discussions have already reached their conclusion for most individuals it is anticipated that independent advocacy may be required for only a small number of people.

## **5.0 CONCLUSION**

- 5.1 The re-provisioning of supports for individuals who receive support from Kemback Street Resource Centre and the Out and About Support Service is progressing with the involvement of individuals, carers and professionals involved with each person.
- 5.2 The aim to offer more flexible, personalised day type supports for adults with a learning disability and/ or autism is consistent with the national and local policy direction.
- 5.3 Appropriate support is in place to ensure that the impact of change for each individual and their families will be recognised and minimised as far as possible.
- 5.4 It is anticipated that the re-provisioning process will lead to better, more personalised outcomes for individuals with a learning disability and/ or autism.

## **6.0 POLICY IMPLICATIONS**

- 6.1 This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management.
- 6.2 An Equality Impact Assessment has been carried out and will be made available on the Council website <http://www.dundee.gov.uk/equanddiv/equimpact/>.

## **7.0 CONSULTATIONS**

- 7.1 The Chief Executive, Director of Corporate Services and Head of Democratic and Legal Services have been consulted in preparation of this report.

## **8.0 BACKGROUND PAPERS**

- 8.1 EQIA
- 8.2 *Same as you?* Review Report, Scottish Executive, 2000
- 8.3 *Same as you?* 2000-2012: Consultation Report
- 8.4 Report 28-2012 'Future Supports for Adults with a Learning Disability in Dundee'
- 8.5 Report 149-2012 'The Development of Care and Support Arrangements for Adults with a Learning Disability'

**Alan G Baird**  
**Director of Social Work**

**Date: 9 October 2012**

**DUNDEE CITY COUNCIL****REPORT TO: SOCIAL WORK AND HEALTH COMMITTEE - 29 OCTOBER 2012****REPORT ON: FOOD TRAIN****REPORT BY: DIRECTOR OF SOCIAL WORK****REPORT NO: 403-2012****1.0 PURPOSE OF REPORT**

The purpose of the report is to inform the committee of the progress made by the Food Train.

**2.0 RECOMMENDATIONS**

It is recommended that the Social Work and Health Committee:

- 2.1 Note the progress of the Food Train.
- 2.2 Endorse the steps being taken to support community capacity building and to co-production in order to meet the demands of demographic changes and future demand for services.

**3.0 FINANCIAL IMPLICATIONS**

- 3.1 Operating costs for 2012/13 are £84,000, with Dundee City Council contributing £73,510 to this. This is funded from the Social Work Department Revenue Budget. A contractual agreement is in place to govern the arrangement.

**4.0 BACKGROUND INFORMATION**

The Food Train, a grocery shopping service for older people, was established in Dumfries and Galloway in 1995. Following the demand for the service the Scottish Government allocated funding in order that the service be expanded into other areas, and in 2011 Dundee City was proposed as an area for expansion. Following the approval by the Social Work and Health Committee on 27 June 2011 the Food Train was established in Dundee City and began operating in January 2012.

**4.1 Current Position**

- 4.1.1 The Food Train has been in operation for 8 months. The customer numbers have increased steadily on a monthly basis. At the launch of the service there were 15 customers. There are now over a 100 customers receiving the service. A second vehicle has been secured in order to meet the demands of the service and to ensure that further increases in capacity can be met.
- 4.1.2 Morrison's Supermarket was the first to support the service with Asda, Milton of Craigie, being offered as an alternative choice to customers in July 2012. Sainsbury's are willing to become involved when the level of interest for this supermarket from customers expands.
- 4.1.3 The referrals into the service are coming from two main sources; social work and self referrals, other sources of referral are from families/carers, Housing and the NHS.
- 4.1.4 There is an even spread of customers across the city with 39% coming from the Central area, 30% from the East and 31% from the West of the city.

## **4.2 Volunteer Opportunities**

There are currently 45 volunteers giving their time to the service. Volunteers include retired individuals, younger people who are seeking work experience in order to up skill themselves for the employment market, and people with disabilities. All the volunteers receive training and have PVG (Protecting Vulnerable Groups) checks. The Food Train works closely with the Dundee Volunteer Centre.

## **4.3 Added Value**

In addition to providing a grocery delivery service the service provides a monitoring function and report any concerns regarding customers back to social work. It also provides a link to older people in Dundee who are not known to social work. They have been used to promote various schemes such as the Trusted Trader Scheme and the SCAM scheme, and have worked with the Fire Service in order to inform older people of the Fire Safety Checks offered by the Fire Service, and to inform the Fire Service of people who may be at risk.

## **4.4 Increased Grocery Shopping Capacity for the City**

The Food Train is providing a service to over 100 older people, and has the capacity to continue to grow. In addition Dundee City Council Shopping Service is providing a Grocer Shopping Service to a further 90 people, 15 of which are under the age of 65. 75 older people wished to have their grocer shopping delivered by Dundee City Council, rather than transferring to the Food Train.

This means that overall, over 200 people in Dundee can now access a grocery shopping service. Food Train has the capacity to expand further in order to meet the growing need for the service for the over 65's, and Dundee City Council Shopping Service has the capacity to provide a service to people under 65. There are no waiting lists for a grocery shopping service.

## **4.5 Impact on Dundee City Council Community Meals Service**

As stated in 4.4 the numbers of people receiving a shopping service from Dundee City Council has decreased, although not at the rate than had been previously expected. However the decrease has enabled the Community Meals Service to implement from October 2012, a small test of change, regarding the provision of additional meals at the weekends. As the shopping service decreases this additional resource will be used to further increase the community meals service and if there is still capacity in the system, used to assist with the delivery of Community Alarm/Telecare equipment.

## **4.6 Governance**

A contract and service specification are in place. Regular contract monitoring meetings are held. The Food Train undertakes its own service user satisfaction survey on an annual basis and attached (Appendix 1) is copy of the information in relation to the Dundee Food Train. The survey demonstrates that there is a high level of satisfaction with the service, and that it assists people to increase their independence.

## **5.0 POLICY IMPLICATIONS**

This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Assessment. There are no major issues.

An Equality Impact Assessment was carried out in May 2011 and is available on the Council Website <http://dundeecity.gov.uk/equandiv/equimpact/>.

**6.0 CONSULTATIONS**

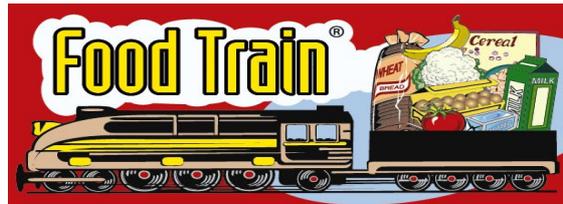
The Chief Executive, Director of Corporate Services and Head of Democratic and Legal Services.

**7.0 BACKGROUND PAPERS**

Committee Report 286-2011.  
Equality Impact Assessment as at 02/05/2011.

**ALAN G BAIRD**  
**DIRECTOR OF SOCIAL WORK**

**DATE: 5 October 2012**



## Food Train Customer Satisfaction Survey 2012

We aim to distribute this questionnaire to as many members as possible. Surveys are hand delivered by volunteers who make every effort to give one to every customer in their branch during a specified time period each summer. As some members use the service fortnightly, monthly or less than a proportion of customers across each region will not have received a survey. In Dundee 81 surveys were distributed and 43 were returned, in most cases the majority of questions had been answered. With guidance and advice from researchers at Queen Margaret University Edinburgh, we included some questions on food, nutrition and eating, to help us gather baseline evidence about the food related needs of our members. This new information will help us with future planning and improvements to our services.

***Food Train would like to take this opportunity to thank all the volunteers involved in distributing and collecting the surveys and our members for their help in completing the survey and all their complimentary comments which were much appreciated by all the volunteers and staff. All comments on service improvements have been recorded and will be looked at by the Staff and Directors at our forthcoming Board Meetings.***

### **Customer Complaints:**

From 43 surveys completed, 4 indicated they had complained about the grocery delivery service. In all instances the complaints had related to wrong, missing or unsatisfactory goods delivered. This indicates that our current process for exchanging/returning/refunding goods is working well and that any issues that arise are being dealt with by local staff and volunteers quickly and efficiently where we have the ability to do so.

All complaints were dealt with to the satisfaction of the customer. There are many factors which contribute to a successful grocery delivery including the customer's ability to express what they wish to order, the volunteer or store helper accurately interpreting the shopping list, the stock level and quality of produce on offer at each grocery store and expected delivery timescale. There are many variable factors in the shopping process and receiving so few complaints indicates we are getting it right for our members consistently. We will continue to do all we can to ensure our members receive exactly the groceries they order, whilst bearing in the mind the factors in the process outside our control.

**Of the surveys received, 9 members chose to make further comment on our services, here are a selection of comments made:**

### **Dundee Food Train**

- "They deserve all success".
- "A very helpful service".
- "'Your fridge is your friend' leaflet is an excellent guide".

## FOOD TRAIN SURVEY RESULTS 2012

QUESTIONS	TOTALS	PERCENTAGE	COMMENTS
Questionnaires distributed	81		
Questionnaire returned	43	53.09%	
<b>How long have you used Food Train's shopping service?</b>			
less than 6 months	27	62.79%	
6-12 months	8	18.60%	
more than 1 year	1	2.33%	
more than 5 years		0.00%	
<b>How would you rate the efficiency of our shopping service?</b>			
Excellent	22	51.16%	
Good	11	25.58%	
Fair	3	6.98%	
Poor		0.00%	
<b>Without Food Train could you access a shop for food?</b>			
easily	1	2.33%	
with difficulty	21	48.84%	
not able	13	30.23%	
<b>Do you find our volunteers capable, friendly, willing and helpful?</b>			
Yes	36	83.72%	Very helpful, Yes in every way, Very pleasant and helpful, The Volunteers are very helpful and always friendly,
No	0	0.00%	
Comments	15	34.88%	
<b>How has using Food Train helped you?</b>			
health	13	30.23%	It has helped me get my shopping enormously, Main gain is getting them to bring the heavy stuff, tins, fresh milk etc.
independence	26	60.47%	
mobility	12	27.91%	
improved diet	12	27.91%	
social contact	10	23.26%	
help/advice on other services	5	11.63%	
general wellbeing improved	15	34.88%	
other comments	2	4.65%	
<b>How did you become aware of our shopping service?</b>			
friend	7	16.28%	
social services	13	30.23%	
nurse/gp	3	6.98%	
family	2	4.65%	
newspaper	6	13.95%	
day centre/lunch club	1	2.33%	
supermarket	0	0.00%	
others	5	11.63%	

QUESTIONS	TOTALS	PERCENTAGE	COMMENTS
<b>Have you ever had to complain about our shopping service?</b>			
Yes	4	9.30%	
No	32	74.42%	
<b>What was your complaint regarding?</b>			
Order not picked up		0.00%	
Wrong items delivered	4	100.00%	
Missing or unsatisfactory items delivered		0.00%	
Other		0.00%	
<b>Was your complaint dealt with to your satisfaction?</b>			
Yes	4	100.00%	
No		0.00%	
Comments			
<b>What do you find our newsletter?</b>			
Enjoyable and informative	26	60.47%	Interesting, I think you have covered all aspects, Weak eyesight, Recipes and ideas good, Interesting and enjoyable comparing price lists 1952 - 2012.
Did not like	1	2.33%	
Unable to read/poor eyesight	2	4.65%	
Number of comments received	4	9.30%	
<b>What age are you?</b>			
65-69	2	4.65%	
70-74	5	11.63%	
75-79	8	18.60%	
80-84	6	13.95%	
85-89	7	16.28%	
90-94	2	4.65%	
95-99	1	2.33%	
100+		0.00%	
<b>Are you?</b>			
Male	9	20.93%	
Female	24	55.81%	
<b>Are you?</b>			
Living alone	27	62.79%	
As a couple	5	11.63%	
live with friends/relatives	1	2.33%	
<b>Do you receive any other home care or support services?</b>			
Yes	21	48.84%	
No	10	23.26%	
<b>If yes, what kind of home care/support do you receive?</b>			
Care call	6	28.57%	
Personal care	11	52.38%	

QUESTIONS	TOTALS	PERCENTAGE	COMMENTS
Household help	17	80.95%	
Other	3	14.29%	

**Since using Food Train have you changed what you eat?**

Yes	11	25.58%	More of a variety, I eat a lot better, When I had to go to the shops I was limited to what I could carry.
No	18	41.86%	
Comments	13	30.23%	Improved diet, More choice.

**What issues affect what you buy each week?**

price of food	18	41.86%
effort to cook	14	32.56%
amount of waste	6	13.95%
healthier options	7	16.28%
taste	11	25.58%
texture	4	9.30%

**Is there any help that you think would expand your food choices?**

cheaper prices	11	25.58%
Ideas for meals	11	25.58%
cooking demonstration	2	4.65%
gadgets to make cooking easier	5	11.63%
help with food preparation	1	2.33%
visit to supermarket	7	16.28%
special cutlery for mealtimes	1	2.33%

**Do you have any suggestions for other services Food Train could provide to help you?**

Number of comments received	9	20.93%	Leaflets about household linen or towels, clothing etc.
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**Have you any other comments about Food Train?**

Number of comments received	9	20.93%	They deserve all success, A very helpful service, 'Your fridge is your friend' leaflet is an excellent guide.
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