

## OLDER PEOPLE'S PLAN - PROGRESS UPDATE 2012-13

<b>Cabinet Member</b>	Cllr Ray Puddifoot Cllr Philip Corthorne
<b>Cabinet Portfolio</b>	Leader of the Council Social Services, Health & Housing
<b>Officer Contact</b>	Dan Kennedy, Central Services
<b>Papers with report</b>	Older People's Action Plan 2012-13

### HEADLINE INFORMATION

<b>Purpose of report</b>	To provide an update on the progress with delivering the actions in the plan for older people.
<b>Contribution to our plans and strategies</b>	The Older People's Plan assists the Council to deliver its plans to put residents first. Supporting older people to live independent, active, healthy lives and providing opportunities to improve well-being is key to the work of the Hillingdon shadow Health and Wellbeing Board.
<b>Financial Cost</b>	There are no additional cost implications for the Council in respect of this report. The projects detailed in this report are financed from within existing resources across the Council including the "Leader's Initiative" Fund.
<b>Relevant Policy Overview Committee</b>	Social Services, Health & Housing
<b>Ward(s) affected</b>	All

### RECOMMENDATION

**That Cabinet notes the continued progress to deliver the Older People's Action Plan during 2012/13 to improve the quality of life, health and wellbeing of older people in Hillingdon.**

### INFORMATION

#### Reasons for recommendation

1. The Older People's Plan endorses the commitment from the Council and its partners to the continued improvement of services and support designed to create a better quality of life for older people in Hillingdon. The plan supports the Council to put residents first and contributes to improving the health and wellbeing of Hillingdon's older residents.

## Alternative options considered / risk management

2. None considered

## Comments of Policy Overview Committee(s)

3. None at this stage

## Supporting Information

4. The headline results from the 2011 Census demonstrate that more and more people in Hillingdon are living longer. Supporting older people to live independent, active lives, to make a positive contribution to local communities and helping older people to feel safer in their homes and in the wider community is at the heart of improving the health and wellbeing of older people in Hillingdon.
5. In Hillingdon there are well-established arrangements to hear from older people and keep Hillingdon's older residents informed and involved across the Borough in important matters. This includes their involvement through Hillingdon's Older People's Assembly.
6. Hillingdon's Older People's Plan, led by the Older People's Champion (Cllr Ray Puddifoot, Leader of the Council) sets out a range of actions the Council and partners are taking in response to issues that older people in Hillingdon have said are important to them. The key themes in the plan include: safety and security; preventative care; keeping independent and healthy; supporting older people in the community; and housing. The action plan is regularly updated and monitored by the Older People's Champion.
7. The plan is making a difference to the lives of older people in Hillingdon. The most recent residents' survey in 2011 confirmed that older residents show higher levels of satisfaction and specific initiatives under the Older People's Plan and Leader's Initiative. Free burglar alarms and Council Tax freeze initiatives are rated as 'very important' by residents (93% and 91% respectively).

<b>How important are the following initiatives?</b>	<b>2010</b>	<b>2011</b>
Council Tax freeze for over 65s	88%	91%
Support for victims of burglary	93%	93%
Older people's budget	84%	86%
Brown badge scheme	76%	78%
Free swimming	74%	76%

8. There have been a number of achievements so far during 2012/13 highlighted in the summary below. The full update is attached at appendix one.

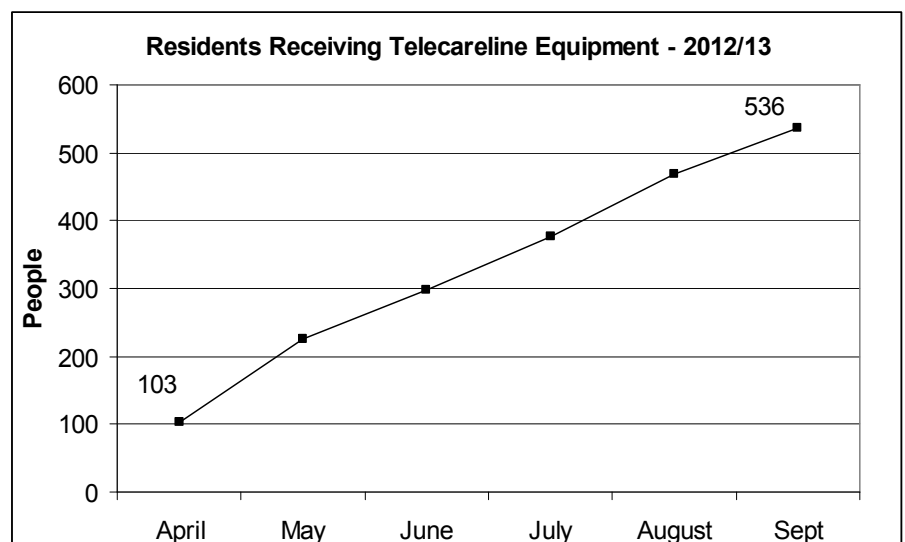
### **Safety and Security**

- **Free burglar alarms** – To date, the burglar alarm scheme funded by the Leader’s Initiative has fitted 4,000 alarms to the homes of older residents. A new phase of the burglar alarm scheme is being commissioned to install alarms into the homes of an additional 500 older residents. Older people confirm that the installation of a burglar alarm in their home helps to reduce their fear of crime. 450 older residents so far have registered to receive an alarm in the next phase of the installation programme.
- **Tackling rogue traders** – Since April 2012, Trading Standards have received 8 reported incidents about rogue traders or rogue builders. All complainants were visited by Council officers. Some enquiries are ongoing, but so far the Council has helped save complainants around £30,500. Articles have appeared in Hillingdon People advising local residents what to do if they suspect they are being targeted by a rogue trader.

### **Preventative Care**

- **Joined-up preventative services** – In April 2011 the London Borough of Hillingdon launched a new Telecareline service. The service supports residents to live safely and independently in their own homes using a range of equipment, such as sensors and detectors all connected back to a local staffed control centre to provide assistance to older people if needed. Building on the track record of support for vulnerable older people the Council is offering the service free to any resident in the borough over the age of 85. The service is offered free to residents who qualify for adult social care services and who meet financial eligibility criteria, and for 6 weeks to anyone receiving a reablement service.

Between April 2012 and the end of September 2012, 536 people have received assistive technology against a full year target of 750 people. Since the scheme commenced 1656 people have benefitted from the installation of the technology in their homes. More than half of those receiving the equipment are frail, older people (aged 85 years or older).



The development of services like Telecareline is part of a broader strategy in Hillingdon working to help reduce the need and frequency for admission to hospital or a nursing

home for people with needs arising from a stroke, incontinence, dementia and injuries arising from a fall.

Key elements of the wider approach include:

- An integrated care pilot - Multi-disciplinary case discussions are taking place in GP practices to co-ordinate patient care planning across agencies to ensure people with complex needs receive the care and support they need to prevent admission to hospital or a residential / nursing care home. To date 40 GP practices have signed up to the new service out of 48 GP practices in Hillingdon.
- Providing supported and extra care housing – to help older maintain their independence in their own home.
- Personal budgets for people in need of social care – to give older people more choice and control over their care and support instead of traditional care services. People who receive a personal budget can tailor services to meet their particular needs. So far 47% of all people receiving social care are in receipt of a personal budget and this is continuing to grow.
- Re-ablement services – are providing intensive support to help older people re-gain mobility and the confidence to be able to do every day activities for themselves. Nearly half of all people receiving a re-ablement service do not need an ongoing care service when their intensive programme has finished.

This broader, joined-up approach is proving to be successful by co-ordinating care and support services and ensuring older people are at the centre of care planning arrangements. There continues to be low numbers of older people experiencing a delay when they leave hospital and following a stay in hospital most older people are still at home three months later living independently. Consequently there are now fewer older people who are being admitted long-term to a residential or nursing care home.

The development of Hillingdon's Joint Health and Wellbeing Strategy by the shadow Health and Wellbeing Board and the transfer of Public Health functions to the local authority will provide further opportunities for joint working to improve the health and wellbeing of older people in Hillingdon.

### **Keeping Independent and Healthy**

- Active ageing - A range of activities are in place and available to older people in Hillingdon. Since April 2012, 5 cycle rides have been arranged for older people and people approaching older age with 40 local people taking part. Further cycle rides are planned. 7 tea dances took place in June 2012 with 580 people attending. A further programme of tea dances commences from the Autumn onwards.
- Free swimming – The Council has continued to provide free swimming sessions to support older people to live an active and healthy lifestyle. Since April 2012 a total of 8,656 free swims were made by older residents to Hillingdon pools. Up to 1,900 older people participate in the free swimming every year.

- Extending the brown badge parking scheme – The Brown Badge Parking Scheme offers older people a designated place to park their car / vehicle which means older people are closer to amenities. This helps to maintain their independence and encourages older people to get out and about to reduce the risk of social isolation.

Since April 2012 two additional golf courses have agreed to install Brown Badge parking bays by December 2012.

In addition, Hillingdon Council has successfully secured agreement from the Department for Transport for on-street Brown Badge Parking Bays – a national first – and was recently publicised in Hillingdon People. The new parking bays are on track to be installed by the end of December.

### **Supporting Older People in the Community**

- Support for older people during the economic down-turn - Financial health check sessions continue to be delivered in local libraries, sheltered housing, lunch clubs and community centres across the borough. The latest available information (to the end of June) shows that 40 local financial health check surgeries were delivered along with 53 home visits. From the outreach work, a total of 146 benefits checks were undertaken leading to 27 people being awarded a higher level of financial assistance to which they were entitled.
- Heater loan scheme – The Heater Loan scheme is in place offering older people temporary portable heaters to keep warm and well when their home heating system experiences a breakdown. Between April 2012 and September 2012, two requests have been received for the heater loan scheme. Take-up is expected to increase from the Autumn onwards.
- Celebrating in style - The Leader's Initiative supported a total of 11 community groups or associations to organise events for older people to celebrate the Queen's Diamond Jubilee in June 2012. The events were very successful. Events took place in the lead up to the Jubilee weekend and enabled older people to enjoy entertainment and participate in social activities. Activities included; 1950s themed lunches, afternoon teas, lunch club dinners, tree planting, traditional sing-a-long entertainment and a range of games including bingo. The celebrations also included the Normandy Veterans Association making a trip to see HMS Belfast.

### **Housing**

- Helping to tackle rising home heating costs – The London Borough of Hillingdon has continued to improve the homes of older people. This includes essential repairs as well as improving the heating and insulation of homes to help tackle rising home heating costs. 125 homes in the private sector will be improved in this way by March 2013.
- Home adaptations – Overall 400 homes are on track to receive adaptations of which 300 will help older people to live independently and safely in their own home, the remainder will be for adults with physical disabilities.

9. A full progress update of the action plan is attached under appendix one.

10. Leader's Initiative – Supporting Older People – The Leader's Initiative has continued to support a broad range of projects and events, developed both within the community, with partners and across council services to enable older people to remain independent, active and healthy.
11. Key projects so far this year include:
  - Burglar alarms for older people to help them keep safe
  - 11 groups supported to provide celebration events for the Queen's Diamond Jubilee
  - Support for an annual event and a concert for older people
  - Support for one local group to provide trips and events for older people who would otherwise not be able to get out and about.
  - Heater loan scheme – to assist older people during colder weather when their heating and hot water systems fail.

### **Financial Implications**

12. There are no additional cost implications for the Council in respect of this report. The projects detailed in this report are financed from within existing resources across the Council including the "Leader's Initiative" Fund.

### **EFFECT ON RESIDENTS, SERVICE USERS & COMMUNITIES**

#### **What will be the effect of the recommendation?**

13. The Older People's Plan is welcomed by older people as positively continuing to raise their value and profile and is an opportunity to improve the lives of older people in the community.

#### **Consultation Carried Out or Required**

14. Regular feedback from the Hillingdon Older People's Steering Group and Older People's Assembly is used to help shape future priorities. The Older People's Assembly in Hillingdon periodically receives progress updates on delivering the promises set out within the Older People's Plan.

### **CORPORATE IMPLICATIONS**

#### **Corporate Finance**

15. Corporate finance has reviewed this report and is satisfied that the majority of the proposals will be contained within existing budgets but that some proposals may be financed by funding set aside under the "Leader's Initiative".
16. The business case for delivering the Supported Housing Programme has been refreshed and a further report will be presented to Cabinet on this proposed programme.

#### **Legal**

17. Before the Cabinet is a progress update report on the delivery of Hillingdon's Older Peoples' Plan for the year 2012/13.

There is no legal obligation placed on Local Authorities to produce Older Peoples' Plans/Strategies. However, in 2005 Central Government published a document titled

---

“Opportunity Age: Meeting the challenge of ageing in the 21st century”. This is a ten year strategy document setting out the Government’s approach in three key areas:

- age and the workforce;
- promoting active ageing;
- and developing services which promote independence and wellbeing.

‘Opportunity Age’ requires Central Government, Local Authorities and the voluntary sector to work in close cooperation to:

- identify and tackle the issues that limit older people’s ability to get the most out of life, including rooting out age discrimination and tackling poor housing and fear of crime;
- ensure that older people can be actively involved locally, influencing decisions that affect their lives, such as planning and local transport;
- ensure that older people have access to opportunities locally, such as learning, leisure and volunteering;
- promote healthy living at all ages: the rational being older people are better able to enjoy good health later in life if they look after themselves when they are younger.

It is worth bringing to Cabinet’s attention the relevant provisions of section 29 of The Equality Act 2010, which came into force on 1<sup>st</sup> October 2012. This extends the ban on age discrimination to cover the provision of services, public functions and association unless covered by an exception (amongst others aged based concessionary services) from the ban as set out in The Equality Act 2010 (Age Exceptions) Order 2012, or that the provider can show good reason [objectively justifiable] for the differential treatment. That is to say if it is a proportionate means of achieving a legitimate aim.

Under the Council’s Constitution the Cabinet has the appropriate powers to agree the recommendation proposed at the outset of this report. Further, by virtue of Section 1 of the Localism Act 2011 which makes provision for ‘a general power of competence’ for local authorities in England. The ‘power’ gives local authorities the power to do anything an individual can do unless specifically prohibited by law. This includes the power to act in the interest of their communities.

## **BACKGROUND PAPERS**

NIL