

Appendix 1 - Older People's Action Plan 2013/14 – (Update – September 2013)

Ref No	Task	Actions	Lead	Target Dates	Progress Update
Safety and Security					
1.1	Increase home security amongst older people.	1.1.1 Ensure burglar alarms are maintained and install those commissioned by the Leader by March 2014 (phases 6 and 7)	Liz Jones	31.03.14	<p><u>Ongoing</u> – To help older people feel safe and secure burglar alarms have been installed into the homes of older people.</p> <p>To the end of September 2013, since the scheme commenced, 5,562 households with older people have benefitted from a free burglar alarm. Phase 7 of the burglar alarm scheme has commenced to install alarms into the homes of 1,000 older people in the Borough.</p> <p>Home security information packs are being distributed with the installation of each new burglar alarm.</p>
1.2	Take action to tackle rogue traders.	1.2.1 Address reports of Rogue Traders	Shabeg Nagra	31.03.14	<p><u>Ongoing</u> - Council officers have continued to respond quickly to reports of rogue traders. When complaints are received officers review the circumstances of each case and decide if an intervention is required. Since April 2013, Trading Standards Officers have received eight complaints regarding rogue traders (builders). Seven of the incidents prompted visits by Trading Standards Officers. The police dealt with the remaining one. In six of these cases there was a financial loss to Hillingdon residents. This amounted to a total of £224,000.</p> <p>One particular trader, alone, obtained £200,000 from two elderly residents. One of the residents was convinced that the trader had his best interests at heart. With the assistance of our officers this trader has subsequently been arrested. With the help of and on advice from our officers two residents have saved £2,000 and £70,000 respectively.</p>
		1.2.2 Promote home safety by training front-line staff to provide advice when they visit older people at home.	Gill Mclean	31.03.14	<p><u>Ongoing</u> – To promote home safety when staff visit older people in their homes, front-line staff are being trained to advise older people what they can do to keep themselves safe. To date 59 members of staff have completed an e-learning course (Be-Safe at Home) and 70 members of staff are in the process of completing the course.</p>

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Preventative Care					
2.1	Assist vulnerable people to secure and maintain their independence	2.1.1 Continue to expand the TeleCareLine service to ensure that there are a further 750 TeleCareLine users by March 2014.	Belinda Norris	31.03.14	<u>On track</u> . Since 1 st April 2013, 2,455 service users have benefitted from TeleCareLine equipment. The technology is helping people to live safely and independently at home. The take-up of TeleCareline is exceeding the target of 750 new service users set for each year of the scheme.
		2.1.2 Pilot the use of a technology bracelet to help support at least 50 older people with dementia to live independently.	Belinda Norris	31.03.14	The Safer Walking Pilot scheme has been accelerated with an aim to have 50 clients on the programme. The pilot involves vulnerable residents wearing a bracelet that helps to monitor their location and trigger an alert if the client begins to wander. Progress will be reported in future updates.
Keeping Independent and Healthy (Health and Wellbeing)					
3.1	Ensure all new and existing service users / carers are offered a personal budget	3.1.1 Promote take up of personal social care budgets to provide greater choice and control	Belinda Norris	31.03.14	<u>On track</u> – A personal care budget gives people who need care and support a greater say on deciding their support arrangements to suit their own needs. As at 30 th September 2013, 77% of social care clients (1,698 older people) were in receipt of a personal budget (based on services which are subject to a personal budget). The take-up of personal budgets is exceeding the national target of 70%.
3.2	Provide opportunities for older people to participate in sport and physical activity	3.2.1 Work with a range of partners to deliver and promote take-up of physical activity as part of Hillingdon's Health and Wellbeing Strategy	Priscilla Simpson / Howard Griffin	31.03.14	<u>Ongoing</u> – As part of Hillingdon's Health and Wellbeing Strategy a range of activities are being developed specifically for older people to encourage the take-up of regular exercise in their weekly routine. <u>New chair-based exercise programme</u> - a specific, less demanding exercise programme for older people has been designed. There are training dates set in November and December 2013. Working in partnership with Age UK staff will be trained from Cottesmore House. The aim is that in the New Year three new 'Extend' sessions will start targeting people in sheltered housing, residential and nursing settings and people finishing physiotherapy to support the take up of gentle physical activity.

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					<p>Promoting take-up of regular physical activity amongst older people is also a priority. As a new activity for 2013/14, an 'Older People Wellbeing Day' took place in July 2013 in West Drayton to promote activities for older people within the local area. There was an initial tea dance at the Community Centre to raise awareness of the existing dances and promote the wellbeing event which took place the following week at West Drayton Young People Centre. A total of 60 people attended the tea dance and a further 68 people attended the wellbeing day. There were tasters of yoga, dance, zumba, cycling, a walk, IT, bowls, chair exercises as well as a range of 20 stalls from organisations such as the Strokes Association, Adult Education, Libraries, Sports Development, Age UK, Health Watch and others.</p> <p>The overall feedback was excellent with local people requesting a further event next year. Comments included:</p> <ul style="list-style-type: none"> • 'Brilliant, very well organised. Lots of interesting stalls and things to take part in. Thanks' • 'Very enjoyable-more of the same please!' • 'Brilliant event, great activities and very nice food-A great Day out!' • 'Well!!!! Thank you for a wonderful day. Looking forward to the next one' <p>There are further wellbeing/physical activity taster days planned for the North of the Borough in Northwood/Highgrove and Harefield.</p> <p>In addition, a team from Botwell Green Leisure Centre will represent Hillingdon at the Wellness Games in October. The competition is organised by GLL with around 20 borough teams participating in nine different sports.</p> <p>'Drumunity' for older people – this is a new activity for 2013/14. There were a total of 20 service users who took part in a 12 week pilot music project for people with dementia. On the 23rd April we held a celebration event where service users who took</p>

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					<p>part performed drumming and singing to staff and family members. This was very successful and the feedback very positive. Options have been explored since to extend the initiative.</p> <p>In July 2013 there was a meeting between the Specialist Health Promotion Team, Social Care and Housing and it was agreed that services would value the opportunity to offer Drumunity within Day centres and Sheltered Housing.</p> <p>In September 2013, the Drumunity training for 14 staff members across a wide range of service settings. There are a total of 45 older people taking part. The sessions will run for 12 weeks. An evaluation of the programme will be completed.</p>
		3.2.2 Continue to offer free swimming sessions to residents aged 65+	Howard Griffin	31.03.14	<p><u>Ongoing</u> – The programme for older people to take up free swimming continues to be successful. Approximately 1,900 older people participate in free swimming every year.</p> <p>Take-up of free swimming sessions is increasing. From the latest information available, between 1st April 2013 and 31st August 2013, a total of 12,697 free swimming sessions have been taken up by older people: 45% higher than the same time last year. Of the swimming sessions taken-up, 49% of older people visited Hillingdon Sports & Leisure Complex and 36% Highgrove Pool. The significant increase in take-up follows the re-opening of Highgrove Pool in April 2013.</p>
		3.2.3 Deliver free swimming lessons for people aged 65+	Howard Griffin	31.03.14	<p><u>Ongoing</u> – A proposal is being developed to introduce swimming lessons specifically for older people. The new lessons will offer options for beginners and improvers that have either never learned to swim or not done so for sometime to gain the confidence needed to make use of the regular free swimming already available.</p>

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		3.2.4 Hold regular cycle rides across the Borough for people aged 65+	Priscilla Simpson	31.03.14	<u>On track</u> – Organised cycle rides contribute to keeping older people fit and well. To date there have been four 'Age Well on Wheels' rides since 1 st April 2013. These rides now have some regular participants and we are gaining new ones regularly as well. There are 30 people on a mailing list. Further work is underway to encourage take-up of these cycle rides across the Borough.
		3.2.5 Hold regular tea dances and other dances for older people to promote participation in physical activity	Sarah Durner	31.03.14	<p><u>On track</u> - Tea dances help to break down social isolation and promote physical activity amongst older people. Tea dances continue to remain very popular and previous surveys of those people attending a tea dance have confirmed high levels of satisfaction with organised dances (99.65%).</p> <p>Ten dances have been held since the 1st April 2013 (6 held between July and September 2013). This included a Tea Dance held at West Drayton Community Centre as part of our Older People Wellbeing events in that area. There have been a total of 837 people who have attended a tea dance since April 2013 (398 in quarter 1 and 439 in quarter 2). Older people have said the dances help them to get out and about to meet new people and help them keep fit and active. Older people have also fed back over the summer that they want the tea dances to continue. There has been a request for more disco dances as these offer more opportunities to dance for people who do not have a dance partner.</p> <p>As a new development in tea dances, older people from Franklin House (older people experiencing mental health difficulties) have been supported to attend tea dances.</p>
3.3	Continue to develop and expand the Brown Badge Parking Scheme for older people.	3.3.1 In 2013/14 extend the Brown Badge older persons parking scheme into at least two additional car parks and promote the scheme to older	Roy Clark	31.10.14	<u>Ongoing</u> – The Brown Badge Parking Scheme continues to be popular amongst older people. In the three months to the end of September 2013, the local authority issued 189 Brown Badges. This brings the total of new Brown Badges issued since 1 st April 2013 to 454. All badges were issued within 4 working days of the application. The council currently has a total of 8,358 Brown Badges on issue to older residents.

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		people.			<p>The new Ruislip Lido car park has now opened, which includes six new Brown Badge parking bays. During the remainder of 2013/14 officers will extend the scheme into at least one additional car park. The car parks being investigated for the Brown Badge scheme currently are: West Ruislip Golf course and the Uxbridge Golf course.</p> <p>Officers are currently planning the mass replacement of the existing Brown Badges, which all expire on 31 March 2014. As part of this renewal process it is intended to undertake a survey of Brown Badge holders and to introduce a new design of Brown Badge bay.</p>
3.4	Continue to develop and expand facilities for older people in Hillingdon's allotments.	3.4.1 Improve access and facilities for older people in Hillingdon's allotments including adult education sessions	Paul Richards	31.03.14	<p><u>On track</u> – Improvement works have continued to be made at allotment sites to improve security around sites and access within sites. A number of improvement works have been completed to allotment sites in recent months continuing from the previous year. This includes;</p> <ul style="list-style-type: none"> • 220 metres of chain link fencing has been replaced with 2 metre high solid bar railings at Hill End Road Allotment (Harefield). • 100 metres of chain link fencing has been replaced with 2 metre high palisade fencing at West Drayton Cemetery Allotment. This fencing has been erected along the boundary between the cemetery and allotment gardens. • A car park has been constructed at Belmore Allotment (Hayes). • 98 metres of old and badly deteriorated chain link fencing has been replaced with new 1.8 metre high chain link at West Drayton Depot Allotment. • 46 metres of 1.8 metre high chain link has been erected at Pinglestone Close Allotment along a previously unfenced boundary. <p>The replacement of 216 metres of chain link fencing at Field End Road Allotment with 2.4 metre high palisade fencing has been completed. A further bid has been submitted for Chrysalis funding to carry out 120 metres of fencing works at Peachey Lane Allotment.</p>

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					<p>Grow your own courses are being run by Adult Education at the Rural Activities Garden Centre.</p> <p>Consideration is being given to initiatives which will encourage the take up of allotment plots by older people.</p>
3.5	Actively contribute to an integrated care programme.	3.5.1 Implement the integrated care programme (ICP) in Hillingdon to target older people, residents with diabetes, those with mental health needs and other complex needs.	Belinda Norris	31.03.14	<p><u>Ongoing</u> - The Integrated Care Programme (ICP) is providing a joined up approach to patient care across health and local authority services based around GP practices. 80% of GP practices have signed up to the new ICP services. The project initially targeted older, frail people, those with diabetes and people with mental health needs (residents with complex care and support needs). From April 2013 the programme has been expanded to include those people with chronic obstructive pulmonary disease and patients with cardiac difficulties.</p> <p>The initial outcomes from a review of the pilot in 2012/13 are positive.</p>
3.6	Actively promote the opportunities available to older people to keep healthy, independent and well and establish what difference they are making to improve the lives of older people	3.6.1 Ensure articles appear in every edition of Hillingdon People and on the council website promoting the opportunities available and making use of feedback from older people	Charlotte Stamper / Dan Kennedy	31.03.14	<p><u>Ongoing</u> – articles appear in every edition of Hillingdon People within the older people's page. Information on the council's website is being reviewed.</p> <p>Regular feedback is sought from older people about their experience of the services provided through the older people's plan and included in updates.</p>

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Supporting Older People in the Community					
4.1	Improve financial inclusion for older people in the borough	4.1.1 Deliver benefits and financial advice and support sessions for older people across the borough through the Age UK Hillingdon financial health checks	Chris Commerford (Age UK)	31.03.14	<p><u>Ongoing</u> – Following the funding approval to take forward the financial health checks programme, a new experienced caseworker has been successfully recruited by Age UK to work with older residents in Hillingdon to support access to financial assistance.</p> <p>The success of the programme will be reported in future updates of the older people's plan.</p>
4.2	Support older people in their own homes to stay warm and healthy during the winter months	4.2.1 Provide free temporary heaters and small grants to cover electricity costs to older people	Belinda Norris	31.03.14	<p><u>Ongoing</u> – The Heater Loan scheme is in place and will continue to be available during 2013/14 for residents who need access to the scheme during the colder months when their heating system experiences a breakdown.</p>
4.3	Provide and encourage opportunities for older people to actively participate in events across Hillingdon.	4.3.1 Celebrate the Anniversary of the Coronation of Queen Elizabeth II	Kevin Byrne	30.06.13	<p><u>Completed</u> - A total of nine groups applied for and were granted funding to celebrate the anniversary of the Queen's Coronation this summer. The events were a success and included:</p> <ul style="list-style-type: none"> • Coronation lunch • Fish and chip lunch with entertainment • Afternoon tea and sit down lunches • Formal high tea and commemorative mug • Coronation parties <p>An article was prepared for Hillingdon People.</p>
		4.3.2 Provide support to community groups for older people as requested through the Leaders Initiative for Older People	Kevin Byrne	31.03.14	<p><u>Ongoing</u> – The Leader continues to support community groups working with older people. This includes:</p> <ul style="list-style-type: none"> • 9 groups supported to provide celebration events for the anniversary of the Coronation of Queen Elizabeth II • Christmas parties for 2013 • A trip to Great Yarmouth • An anniversary event <p>New bids will be considered.</p>

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Housing					
5.1	Help older people to live independently in safe, warm homes	5.1.1 Improve 70 private sector homes for older vulnerable people. <ul style="list-style-type: none"> • 30 heating measures • 30 insulation measures • Complete essential repairs to 10 homes for vulnerable & older households 	Neil Stubbings	31.03.14	<u>Ongoing</u> - Since April 2013, improvements have been made to 41 homes of older people in Hillingdon as follows: <ul style="list-style-type: none"> • Heating improvements have been made to the home of 17 older people. • 18 homes with improved insulation measures. • 6 homes of older residents received essential repairs as needed. Essential repairs can include roof and glazing repairs to reduce health and safety risks Further improvements are scheduled.
5.2	Deliver the major adaptations programmes for all tenures within budget	5.2.1 Complete at least 100 major adaptations increasing independence for older people	Neil Stubbings	31.03.14	<u>Ongoing</u> – In the period April 2013 to September 2013, 34 properties have received adaptations helping older people to live independently in their own home.