

## Older People's Action Plan 2014/15 (Update as of December 2014 for January 2015 Cabinet)

Ref No	Task	Actions	Target Dates	Progress Update
<b>Safety and Security</b>				
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 2015 (phase 7&8)	31.03.15	<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>Installations for Phase 7 of 1000 alarms are now complete.</p> <p>Servicing of the alarms issued under phase 5 of the scheme (500 alarms) began in April 2014 and to the end of December 2014, 349 have been serviced. Servicing of phase 6 has also started with 116 completed.</p> <p>Phase 8 of 1000 installs will start in March 2015 and there are currently 350 people on the waiting list.</p>
1.2	Take action to tackle rogue traders.	1.2.1 Address reports of Rogue Traders	31.03.15	<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.</p> <p>In the period October to December, only 1 report of doorstep crime has been received. This related to the possible mis-selling of cavity wall insulation. After signing some documents, the resident became suspicious of some of the claims made and cancelled the agreement without parting with any money.</p>
		1.2.2 Promote home safety by training front-line staff to provide advice when they visit older people at home. Roll-out a new training programme to staff working in a range of agencies.	31.03.15	<p><u>On track</u> - The content of a training programme for a range of staff who visit older residents in their own homes is being revisited in order to maximise effectiveness. This is part of the revision of a Better Care Fund project intended to identify older people at risk of falls, dementia and/or social isolation. This will be delivered in Q1 2015-16.</p>

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2.1	Assist vulnerable people to secure and maintain their independence	2.1.1 Continue to expand the TeleCareLine service to ensure a further 750 users by March 2015.	31.03.15	<p><u>Ongoing</u> - From 1st April the Telecareline Scheme has been extended to be free to older people aged 80 years or older.</p> <p>As at 5th January 2015, 4,033 service users (3,596 households) were in receipt of a TeleCareLine equipment service, of which 3,044 people (2,783 households) were aged 80 years or older. Between 1st April 2014 and 31st December 2014 there have been 833 new service users taking up TelecareLine.</p> <p>The technology is helping people to live safely and independently at home. The take-up of TeleCareline is expected to exceed the target of 750 new service users set for each year of the scheme.</p>
		2.1.2 Pilot the use of a technology bracelet to help support at least 50 older people with dementia to live independently.	31.03.15	<p><u>On track</u> At end of December 2014, 66 Vega watches have been issued, with 26 being returned, resulting in 40 remaining active.</p> <p>Out of the Vega watches returned, 2 residents had passed away, 6 found the device no longer suitable as their condition had changed, 13 residents had moved to a care home and 5 residents did not engage well with the technology.</p> <p>The average length of time a service user used the Vega watch before returning it is 254 days.</p>
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	31.03.15	<p><u>Ongoing</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.</p> <p>As at the end of December 2014, 89.1% of older people in receipt of a care/support service (1,733 of 1,943 older people in receipt of services) were in receipt of a personal budget (based on services which are subject to a personal budget).</p>
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	31.03.15	<p><u>Ongoing</u> – As part of Hillingdon's Health and Wellbeing Strategy a range of activities are being delivered specifically for older people to encourage the take-up of regular exercise in their weekly routine.</p> <p><u>New chair-based exercise programme</u> – this is a less demanding exercise programme for older people.</p>

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		and Wellbeing Strategy		<p>Due to the popularity of the chair based exercise sessions the Council will set up a series of exercise sessions for Older People in the new year at the following locations:</p> <ul style="list-style-type: none"> <li>- Uxbridge Library</li> <li>- Cobden Close</li> <li>- Oak Farm Library</li> <li>- West Drayton Community Centre</li> <li>- EKTA Asian Women's Group</li> <li>- Robert's Close</li> </ul> <p><u>'Drumunity' for older people</u>  'Drumunity' for older people is specifically targeted to service users with dementia. Feedback from the Drumunity sessions has been positive: gained through staff feedback, observations and feedback from families.</p> <p>Due to the success of the pilots at Cottesmore and Sibley Court, the Council will fund a further 12 weeks of sessions at these locations.</p> <p>Since September 2014, a total of 18 people have taken part in 12 weeks of sessions.</p> <p>Triscott house, Grassy meadows and Asha day centre also continue to offer the drumming sessions as part of their core activity.</p> <p><u>Information Events</u>  In October 2014 a wellbeing day was held at Harefield Community centre. A total of 60 people took part. There was very good feedback regarding the stalls both from residents and stallholders. Due to the smaller numbers, providers were able to offer more in depth information to residents and take time to answer their questions. In the afternoon the centre offered tasters of existing activities. These were very well received with several participants never having been to the centre before.</p> <p>In the new year there is a wellbeing day planned for Uxbridge Library and an event for Older people who are housebound at West Drayton Community Centre.</p>

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		3.2.2 Continue to offer free swimming sessions to residents aged 65+	31.03.15	<p><u>Ongoing</u> – The programme for older people to take up free swimming continues to be successful.</p> <p>While the total number of free swims for the year to date (18,874) is slightly down on last year (19,564), attendance for the last quarter (7,014) is slightly up on the same period for the previous year (6,867).</p>
		3.2.3 Deliver free swimming lessons for people aged 65+	31.03.15	<p><u>Ongoing</u> – Free swimming lessons commenced from 28th April 2014.</p> <p>Lessons continue to be popular at Highgrove, Botwell and Hillingdon Sports &amp; Leisure Complex. The demand for beginner or confidence level classes has been higher than that for improver classes so where possible sessions have been converted to accommodate numbers.</p>
		3.2.4 Hold regular tea dances and other dances for older people to promote participation in physical activity.	31.03.15	<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.</p> <p>During October-December 2014, 701 people attended five tea dances. This included two tea dances run in partnership with the Mayor's office.</p> <p>An analysis of the feedback collected at the September and October dances this year showed that out of 239 Older residents who attended the dances, 86% stated that the dances have a positive impact on their wellbeing.</p>
		3.2.5 - <b>NEW</b> To better enable residents living with dementia to continue to live independently in our community and feel supported and knowledgeable of where they can access advice and help when required.	31.03.15	<p><u>NEW:</u> Dementia Friends Scheme</p> <p>From October until December 2014, 535 people attended Dementia Friends sessions. This included:</p> <ul style="list-style-type: none"> <li>- 360 pupils from St Bernadette's school</li> <li>- 23 sheltered housing scheme managers</li> <li>- 44 library staff</li> <li>- 82 residents</li> <li>- 26 care home staff</li> </ul> <p>The local Met Police have now agreed to run sessions for local Police Officers. There is also ongoing work with the local Alzheimer Society to develop more support for people living with dementia.</p>

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3.3	Continue to develop and expand the Brown Badge Parking Scheme for older people.	3.3.1 In 2014/15 extend the Brown Badge older persons parking scheme into at least two additional car parks and promote the scheme to older people.	31.03.15	<p><u>Ongoing</u> – The number of our older residents applying for a brown badge continues to show no sign of abating.</p> <p>To extend the options available to residents to apply for a brown badge, the records of all Brown Badges holders have now been uploaded onto the Onyx system. In addition to the existing application options, this enables older residents to submit online applications directly to the Council. It also ensures that the brown badge records are automatically updated when people move away from the borough or pass away.</p> <p>Following the resurfacing of the car park, the brown badge scheme has been extended into Uxbridge Golf Course car park so that brown badge holders that use this site can now park in preferential locations.</p> <p>Finally, in response to requests from local car park users, two additional brown badge bays have now been installed in Northview car park, Eastcote.</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	31.03.15	<p><u>On track</u> – A number of projects have been funded by the Chrysalis scheme:</p> <ul style="list-style-type: none"> <li>• A stone track at Hill End Road Allotment, Harefield to improve access to the site.</li> <li>• A car parking area at Western Avenue Allotment which will allow plot holders to park their car on the site whilst working their plots in an area that is within a controlled parking zone. This work will also improve pedestrian access to the site.</li> <li>• New 2m high paladin mesh style gates have been erected at Ashford Avenue Allotment Site, Hayes. This work has been carried out to improve security at the site following a number of break-ins during the summer.</li> <li>• Drayton Fencing are currently erecting 240 metres of 2m high palisade fencing at Wood End Green Allotment, Hayes. This work is aimed at improving security at the site</li> <li>• Approximately 124 metres of new boundary fencing is due to be installed</li> </ul>

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				<p>at Station Road Allotment, Hayes. This work is aimed at improving security at the site.</p> <ul style="list-style-type: none"> <li>• Moor Lane Allotment, Harmondsworth has received new fencing and a stone access track.</li> </ul> <p>Park Officers continue to be used on a weekly basis to undertake routine works such as strimming communal paths, removing dumped rubbish and cutting hedges.</p> <p>The Site Secretary of Glebe Avenue Allotment recently requested a delivery of stones to the site so plot holders could improve the track/car park area. In response to this request, 10 tonnes of planings have been provided to the site.</p> <p>On the take up of free plots for the over 65's:</p> <ul style="list-style-type: none"> <li>• 225 tenants at the 28 Council managed sites were granted free rent on 1 April 2014</li> <li>• An estimated 150 tenants at the Council's 7 fully self managing sites have been granted free rent this rental year</li> <li>• Since 1 April 2014, 27 plots have been granted free of charge to new applicants aged 65 or over</li> </ul> <p>The Annual Allotment Competition prize giving ceremony took place in November 2014 with many older plot holders featuring in the top 50 plots.</p>
3.5	Actively contribute to an integrated care programme.	3.5.1 Implement the Better Care Fund to develop integrated services for Older People.	31.03.15	<p><u>Ongoing</u> - The Better Care Fund is now the main vehicle by which Health and Social care will deliver integrated services for Older People. The plan has been revised following new guidance being issued. Work is continuing on the 7 BCF schemes where this will deliver better health and social care outcomes for residents.</p>

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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	31.03.15	<p><u>Ongoing</u> – articles appear in every edition of Hillingdon People within the older people's page.</p> <p>The November/December issue of Hillingdon People featured articles about the heater loan scheme, the Phoning Friends scheme run by Friends of the Elderly and dates for the December Assembly for older people.</p> <p>The magazine also included promotion of the World War One book commemorating soldiers from Hillingdon, World War One inspired art and writing competition and the Harefield Victoria Cross plaques.</p> <p>The January/February issue features an article about and photographs of Christmas lunches, New Year events, a Chanukah party, activities and entertainment for older people in sheltered housing schemes.</p> <p>Services and events for older people continue to be promoted across the borough through the local newspaper, online and by other methods.</p> <p>Visitors to the Older People's Assembly on 9 December 2014 were provided with information about wellbeing events for older people that took place throughout 2014 and the plans for 2015, renewing the freedom pass and neighbourhood policing. The next assembly will take place 31 March 2015.</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 within this plan.</p>
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	31.03.15	<p><u>Ongoing</u> – Information provided by Age UK demonstrates that older people are benefitting from financial health checks. In the period 1st October 2014 to 31st December 2014, 38 older people were referred for a financial health check of which 25 received a benefit check, leading to a benefit claim for 21 older people and an amount of £45,061 generated for the community.</p>

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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.	31.03.15	<u>Ongoing</u> – The Heater Loan scheme is in place for residents who need access to the scheme during the colder months when their heating system experiences a breakdown. There have been 16 requests since September 2014.
4.3	Provide and encourage opportunities for older people to actively participate in events across Hillingdon.	4.3.1 Provide support to community groups for older people as requested through the Leaders Initiative for Older People.	31.03.15	<u>Ongoing</u> – The Leader continues to support community groups working with older people. This includes: <ul style="list-style-type: none"> <li>• Support for Christmas parties and events</li> <li>• Development works for Elm Park dining centre</li> <li>• Top up for Age UK electric blanket exchange scheme</li> </ul>
5.1	Help older people to live independently in safe, warm homes	5.1.1 Improve 100 private sector homes for older vulnerable people, including: <ul style="list-style-type: none"> <li>• 30 heating measures</li> <li>• 30 insulation measures</li> <li>• Complete essential repairs to homes for 40 vulnerable &amp; older households</li> </ul>	31.03.15	<u>On track</u> – Target has been increased this year from 70 homes improved last year to 100 in 2014/15.  In light of the recent decision regarding sign up to the Green Deal Communities Scheme, a new strategy to provide heating and insulation measures this year is now required.  8 homes of older residents received essential repairs as needed. Essential repairs can include roof and glazing repairs to reduce health and safety risks. 3 of these Essential Repair Grant cases involved heating improvements and there are also two more nearing completion.
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	31.03.15	<u>On track</u> – From April to December, a total of 140 homes have had adaptations completed to enable disabled occupants to continue to live at home. This includes adaptations to the homes of 88 older people, of which 62 were in the private sector.