Older People's Action Plan 2010/11 – (Q3 – Progress Update)

Ref No:	Task	Actions	Lead	Target Dates	Quarter 2 progress updates	Quarter 3 progress updates
Ther	ne 1 - Safety and	d Security				
1.1	Increase home security among older people.	1.1.1 Install 1000 burglar alarms free to the homes of older people	Sarah Owen	31 Dec 2010	On track - To the end of August, 705 burglar alarms have been fitted with a further 52 installation dates agreed with residents. The number of burglar alarms to be installed during 2010/11 has been increased by 500 to meet demand. On track to install 1,500 burglar alarms by March 2011.	On track – To date, 1,000 alarms have been installed in 2010/11. An additional 500 alarms has been included into the scheme in order to meet demand. On track to install 1,500 burglar alarms by March 2011
		1.1.2 Promote increased home security - distribute information packs about security to all future recipients of alarms	Sarah Owen	31 Dec 2010	On track – All recipients of burglar alarms receive information packs about home security. To the end of August, 705 home security information packs have been distributed.	On track – All recipients of burglar alarms receive information packs about home security. To the end of November, 1000 home security information packs have been distributed.
1.2	Take action to tackle rogue traders.	1.2.1 Address reports of Rogue Traders in cooperation with Police and other partners.	Peggy Law	31 March 2011	On track – To the end of August, 18 reports of rogue traders targeting elderly residents have been responded to. We have intervened in 3 cases.	On track – Year to date, 25 reported incidents regarding rogue traders have been responded to. We have intervened in 13 of these incidents and are actively pursuing 3 cases in conjunction with the Metropolitan Police.

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1101				Dutos		In these three cases alone, elderly / vulnerable residents have parted with £77,000 for unnecessary home improvement work. An article about rogue traders will feature in the Jan/Feb edition of Hillingdon People.
1.3	Raise awareness amongst older people of safety and security	1.3.1 Deliver 6 presentations to Sheltered Housing residents about home and personal security	Sarah Owen	31 March 2011	Completed – 6 talks given to Sheltered Housing units (Ascott Court, Langworth Drive, Childs Court, Cobden Close, The Buntings and The Gouldings). Approximately 70 older residents attended the discussions. Presentations were given by the council's Community Safety Team and the police Crime Prevention Officer about how to prevent pick pocketing, how to deal with door- step sellers, rogue traders and how to make sure homes are kept safe and secure.	Completed - 6 talks given to Sheltered Housing units (Ascott Court, Langworth Drive, Childs Court, Cobden Close, The Buntings and The Gouldings). Approximately 70 older residents attended the discussions. Presentations were given by the council's Community Safety Team and the police Crime Prevention Officer about how to prevent pick pocketing, how to deal with door-step sellers, rogue traders and how to make sure homes are kept safe and secure.
		1.3.2 Conduct home fire safety visits in priority postcodes.	Colin Gribble	31 March 2011	On track – During the first three months of 2010/11, 585 Home Fire Safety Visits were undertaken. During July a further 238 visits were completed - 67% were in priority 1 postcodes. (People living in priority postcodes have been identified as older and more people vulnerable to house fires)	On track – As of the 8 th December, 1,415 Home Fire Safety Visits were undertaken – 38% of these were in priority 1 postcodes. (Priority postcodes are determined using data related to age of resident, single status and deprivation).

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1.4	Raise awareness amongst front-line staff about security and safety for older clients	1.4.1 Encourage 100 people to complete e- learning sessions on crime prevention, fire safety and trips and falls.	Sarah Owen	31 March 2011	On track – During July and August e-learning has been promoted at the Uxbridge College Social Care course. It has also featured on Horizon & in Hillingdon People and the Hillingdon Carers newsletter.	On track – During September, October and November e-learning has been promoted in the Safer Home Bulletin, and at the One Stop Shop and Citizen's Advice Bureau staff training session. It is also being promoted at the Safeguarding Adults Outreach presentations. The Learning and Development Team are currently updating their systems to enable us to monitor the number of people completing the training (anticipated in early 2011).
		1.4.2 Provide quarterly bulletins to social care staff about community safety news and projects that benefit older people – 4 bulletins by March 2011.	Sarah Owen	31 March 2011	On track – Bulletins have been distributed during the first and second quarters of 2010/11. The quarter 2 social care community safety bulletin has been distributed via the ASCHH news email plus Age UK, Trading Standards, Hillingdon Carers and to residents who provide email addresses at events such as Streets Ahead. The current bulletin includes information on the burglar alarm scheme, the Be Safe at Home elearning package, updates on dealing with bogus callers and how to keep safe on public transport.	On track – Bulletins have been distributed via the ASCHH news email and to Age UK, Trading Standards, Hillingdon Carers and to residents who provide email addresses at events such as Streets Ahead. The current bulletin includes information on the burglar alarm scheme, the Be Safe at Home e-learning package, updates on dealing with bogus callers, how to stay safe during the darker nights, safety during the festive season and fire safety.

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	ne 2 - Preventat		T = .			
2.1	Promote Assistive Technology (Tele-care) programme as part of the Government's preventative agenda across the day care & home care services.	2.1 1 To raise awareness of the tele-care service through 4 workshops and Hillingdon People.	Brian Barry	31 March 2011	On track - Senior home carer's are promoting telecare when visiting service users in their own home. Workshops are being arranged by the dedicated Telecare Coordinator to assist homecare staff to identify potential service users for Telecare equipment. Workshops to commence in quarter 3 targeting all home carers.	On track - Home Care and Day Services are continuing to work with Service Users promoting the use of Assistive Technology and making referrals to the Telecare coordinator. Work is underway and continuing to promote the take-up of telecare including a mobile response service for people living on their own without support they can call on. Two workshops have been held with Home Carers and the other workshops will be held in January / February 2011.
2.2	Deliver Telecare to promote independent living in the community	2.2.1 Deliver a target of 450 enhanced sensors for vulnerable people.	Belinda Norris	31 March 2011	On track - 225 referrals have been received with 148 confirmed installations (25 pending). Work is underway and continuing to promote the take-up of telecare including a pilot of a mobile response service for people living on their own without support they can call on.	On track - 347 referral received to date (10/12/10) with 239 confirmed installations (18 pending installation, 4 of which are awaiting delivery of equipment from the supplier. 7 appointments have been made for installations and 7 are awaiting contact with the client /family). Installations are being completed within 3 days of receipt of referral from Adult Social Care to Careline Workshops are being arranged by Telecare co-ordinator to promote Telecare to assist assessors to identify potential service users for Telecare. A customer leaflet has been designed.

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Ther	ne 3 - Keeping i	ndependent and h	nealthy			
3.1	Extend opportunities for older people to participate in Sport and physical activity	3.1.1 Continue to offer free swimming at existing facilities and extend scheme to Hillingdon Sports & Leisure Complex and Botwell Green Leisure Centre.	Howard Griffin	30 June 2010	Completed - Free Swimming extended to include two new leisure centres in Hillingdon. Although government funding ceased on 31st July 2010, provisions have been made to continue the scheme at Hillingdon pools throughout 2010/11.	Completed - Free Swimming extended to include two new leisure centres in Hillingdon. Although government funding ceased on 31st July 2010, provisions have been made to continue the scheme at Hillingdon pools throughout 2010/11. Up to the end of November 20,721 free swims have been provided.
		3.1.2 In partnership with Age Concern, deliver the active Ageing project	Howard Griffin	31 March 2011	On Target - The following programmes have been organised in partnership with Age UK; Young at Heart programme extended to Active Lifestyles Gym and EXTEND, exercise classes now provided in 3 sheltered homes to provide adapted range of exercise for older people. Dance class workshops organised at Botwell Green Leisure Centre for older people in preparation for the Dance Stage performance at the South Bank Centre in July. Following the opening of the Boots Well Being Centre in Uxbridge an additional weekly EXTEND class has been added to the existing programme	On track - A group of older people took part in a 'Dance Stage' event, a London wide project with a local group taking part in a series of rehearsals, to the lead up to the event. 11 residents from the 'Young at Heart' group at Botwell Green Leisure Centre represented Hillingdon at the GLL 50+ Wellness Games in Brixton. (This is a one day event aimed at providing friendly competitive opportunities for the groups in various activities including badminton, table tennis, bowls, swimming and other games.) The Young at Heart group has grown substantially since relocating to Botwell Green with around 40 attending each week, almost double the number prior relocation. As a result the weekly session is due to

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					currently being delivered at three sheltered housing sites.	extended by an extra half hour. A revised brochure is due to be distributed shortly Two volunteers have been recruited to undertake EXTEND training to deliver future exercise sessions in sheltered accommodation.
3.2	Investigate extension of brown badge scheme to private car parks	3.2.1 Work to get the Brown Badge scheme adopted in at least 5 additional car parks during 2010/11	Roy Clark	31 March 2011	On track – We are continuing to work enthusiastically with various private car park operators in the borough. Since 1st April 2010 we have successfully installed a total of 15 fully operational Brown Badge Bays in the following venues; Beck Theatre, Cranford Park, Harefield Business Park in Uxbridge and at the new Botwell Green Sports and Leisure Centre. A total of 5,438 Brown badges have been issued to the end of August and new applications are received daily.	On track – At the present time, we have identified the Brookside Centre to be included in the brown badge scheme, negotiations have been completed and work will commence in the New Year. Currently further sites are being identified to be included into the schemes, negotiations will commence once further sites are identified. At the start of Dec 2010, a total of 5,643 Brown badges have been issued and new applications continue to be received daily.

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NO.		3.2.2 Process and issue 100% of all new Brown Badge applications within 4 working days of receipt.	Roy Clark	31 March 2011	On track – The number of Brown Badges issued as at the end of August 2010 is 5,438. 99.7% of these badges are being issued within 4 working days of request being received. Two applications missed the four day turnaround target – both were issued on the fifth working day. Parking Services are working to achieve 100% of badges issued in 4 working days for the remainder of the year	On track – The number of Brown Badges issued at the end of November 2010 was 5,643. During the last quarter all Brown Badge applications were processed within 4 working days.
3.3	Promote take- up of allotments in Hillingdon amongst older people	3.3.1 Adult education on allotments run at 2 locations to promote take-up of allotments - 2010 programme run and evaluated by June 10. 2010 programme scheduled by Feb 2011	Paul Richards	28 Feb 2011	On track – Three adult education 'on allotment' programmes were run this Spring in partnership with Adult Education with a total of 26 participants. We are expanding the programme with DASH to include disabled participants in 2010 -11. During the second quarter, allotments have been promoted through a 'Taster Session' with assistance from DASH. We successfully secured press and broadcast coverage for the council's allotments. ITV's local news 'London Tonight' ran a piece promoting allotments focusing on the sites in Hillingdon. Hillingdon People also run a full page article promoting allotments.	On track- a new recycling scheme has been implemented (November 2010) to make it easier for plot holders to get rid of items such as sprout stalks that are difficult to compost on the plots. DASH have been given 3 allotments in Belmore Avenue site in Hayes. They are encouraging disabled users to try them out and plan to install some raised beds in the future

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3.4	Support older people by delivering a council tax discount ne 4 - Tackling a Improve financial	3.4.1 Freeze Council Tax levels for older people age 65 and over 4.1.1 Deliver additional	Rob Smith	31 March 2011	Completed - Council Tax levels have been frozen for people aged 65 years or older. On Track - Between 1st April and 10th September 2010 (Q1 & Q2) a	Completed - Council Tax levels have been frozen for people aged 65 years or older. On Track - to date a total of 175 advice surgeries have been held across the
	inclusion for older people in the borough	additional advice and support services for older people across the borough through the Age UK Hillingdon financial health checks		2011	total of 130 advice surgeries were held across the borough. In addition to the weekly 'Ageing Well' sessions new bi-monthly surgeries have been established in sheltered housing schemes. In the north of the borough, 2 have been established in Harefield, 3 in Northwood and 1 session each in Northwood Hills, Ruislip and Eastcote. In the south 2 additional surgeries have been established in Hillingdon and 1 session in each Hayes and Townfield. The Age UK outreach worker is currently liaising with an over 60's club in the Sipson area on plans to deliver local advice sessions.	borough; approximately 45 surgeries were held during Q3 (1st October and 10th December 2010). A number of new 'Ageing Well' surgeries have been established across the borough. Monthly surgeries are now delivered in the north of the borough at Harlington Library, the Tudor Lunch Club, Elm Park Lunch Club and the Juniper Court Sheltered Housing Scheme in Eastcote. In the south of the borough surgeries are now delivered at Abbeyfields Sheltered Housing Scheme in Hayes. Plans are in place to deliver surgeries in Pelican Group for blind / visually impaired West Drayton Friendship Group at Synagogue - Northwood Ickenham Library Safe Start Foundation - Ruislip

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NO.		4.1.2 Increase the take up of benefits by older people.	Nigel Cramb Rob MW	31 March 2011	On Track - Between 1st April and 10 September 2010 (Q1 & Q2) a total of 512 enquiries (face-to-face and telephone) had been dealt with by the outreach worker. Enquiries cover a broad range of issues from housing and care services to welfare benefits. Enquiries resulted in 54 home visits to provide additional advice. Of these 30 benefit checks were completed resulting in 27 attendance allowance applications. To date 16 allowance applications have been awarded totalling £54,496.	On Track – During Q3 (1st Oct – 10th Dec) a further 15 benefits checks were carried out; 10 attendance allowance, 3 carers allowance and 2 severe disability premium applications. To date 9 applications have been awarded totalling annual benefits of £25,118. This includes 4 higher rate attendance allowance claims totalling £14,851; 3 carers allowance claims totalling £4,687; and 2 severe disability premium payments totalling £5,579.
Ther	ne 5 - Planning 1	for Retirement				
5.1	Promote information and advice about planning for retirement	5.1.1 Provide an article in Hillingdon People about planning for retirement and promote / signpost with other public information	Charlotte Stamper	31 March 2011	On track – An article is scheduled for a future edition of Hillingdon People.	On track – An article is scheduled for a future edition of Hillingdon People.

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	heme 6 - Housing										
6.1	Increase the number of new homes provided by the Council; deliver homes for vulnerable people	6.1.1 Deliver completion of Triscott house, extra care accommodation for older people. To be 75% complete by March 2011. This means that the steel frame superstructure will be complete by March ready for roofing works, walls and internal works to start.	Marcia Gillings	31 March 2011	On track - Foundations and lift pits have been completed and services are being installed. Steel works to allow for installation of frame will commence in early September 2010. Work is ahead of schedule and progressing well.	On track – Foundations and Drainage have been installed; steel works and scaffold on site have been completed. Timber frame to be erected 04.1.11. Work is ahead of schedule although 4 days were lost to inclement weather in December.					

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		6.1.2. Work with Paradigm HA to deliver 48 No extra care and 20 No age restricted homes for older people to be 70% complete by March 2011. This means concrete frame superstructure will be complete, ready for finishes such as roof walls and windows and internal works.	Marcia Gillings	31 March 2011	On track - The frame of the building is up and works are progressing well with delivery of the units expected in June 2011. 80% of works will be completed by March 2011.	On track – First fix is being completed on the units; they are due to be handed over between June and September 2011. Minor changes are being discussed to the internal shell and core to adapt the building and these discussions are on going with Paradigm and the developer. 80% of the work will be done by March 2011.
6.2	Deliver the targets for assistance and home improvements for older people under the Health and Wellbeing.	6.2.1 Make 200 homes decent for vulnerable older person householders in the private sector 6.2.2 Deliver 60 heating system completions for older vulnerable people in the private sector	Nick Millard Nick Millard	31 March 2011 31 March 2011	On track – 80 home improvements have been completed to date. On track to achieve the target by March 2011. On track - 31 households received improvements to heating systems at the end of August. On track to achieve the target by March 2011.	On track – 163 home improvements have been completed to date. On track to achieve the target by March 2011 On track - 51 houses improved under Warm Zone. 2 homes improved under DFG scheme. More households scheduled under both WZ and DFG. On track to achieve target by March 2011.

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		6.2.3 Deliver 350 home energy insulation measures for older people in the private sector	Nick Millard	31 March 2011	On track – 127 homes for older people have benefited form improved home energy insulation measures. A further 100 homes have been approved for energy efficiency works. Target expected to be met.	On track - 171 insulation measures have been installed to date. A reconciliation of West London budgets is being carried out by Hounslow which has resulted in a reduced level of activity.
		6.2.4 Deliver 430 Handyperson completions for older people in the private sector through the council's Care and Repair service	Nick Millard	31 March 2011	On track - 160 repairs and handyperson jobs have been completed to end of August. A further 30 are anticipated to be completed by the end of September. Target expected to be met.	On track - 368 repairs and handyperson jobs have been completed to end of November which already exceeds the Q3 target of 322. Target expected to be comfortably met.
		6.2.5 Deliver 75 grant assisted essential repairs for older people on lower incomes in the private sector through the council's Care and Repair service	Nick Millard	31 March 2011	On track –33 minor works grants have now been approved and works are in progress. Target expected to be met.	On track – 59 grant assisted essential repairs have now been carried out to the end of November. This exceeds that Q3 target of 56. Target is expected to be met.

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6.3	Increase the number of older and vulnerable people in the private sector living in a 'Decent Home'.	6.3.1 Bring 300 properties up to the Decent Homes Standard.	Nick Millard	31 March 2011	On track – 142 properties have been improved for vulnerable people. Target is expected to be met.	On track – 221 properties have been made decent to the end of November. Target is expected to be met.
6.4	Increase the energy efficiency of homes for older households or people on lower incomes	6.4.1 70 homes receiving heating measures;	Nick Millard	31 March 2011	On track – 47 older people households have received heating efficiency measures. Target is expected to be met.	On track. 72 homes received heating through Warm Zones and 3 through the Disabled Facilities Grant (DFG) scheme. 22 more approved under warm zone and 22 under DFG with more to come. Target will be met.
		6.4.2 500 homes insulated (loft and/or cavity wall insulation through the Warm Zones and GLA/LDA/ boroughs Pan London Energy programmes;	Nick Millard	31 March 2011	On track - 187 homes have received insulation through the Warm Zones and GLA/LDA/ boroughs Pan London Energy programmes. Overall, target expected to be met.	Slippage - 243 homes have received insulation measures. This is slightly below target due to a reconciliation of West London budgets being carried out by Hounslow. An advert was placed in the Nov/Dec edition of Hillingdon People to promote insulation measures, which we anticipate will increase the number on the programme. Further promotions will be carried out in 2011 and a task is being undertaken to identify potential properties that are in receipt of Disabled Facilities Grant or Renovation grants that would benefit from insulation works.

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		6.4.3 100 eligible people to be referred to the Government Warm Front scheme;	Nick Millard	31 March 2011	On track - 38 people have been referred to the Government Warm Front scheme to the end of August. Overall, target expected to be met.	Target met and exceeded - 308 referrals received by Warm Front to date. Increased numbers are due to new data received from Warm Front. Also there has been an increase demand due to the cold weather.
		6.4.4 Bid for and deliver the Hillingdon element of the pan- London Home Energy Efficiency Programme.	Nick Millard	31 March 2011	On track - Hillingdon has secured Lead borough status for West London Sub-Region. Bid submitted. Tender Report to Cabinet scheduled for December. £1.2m funding available for 7 boroughs.	Programme on hold – Hillingdon have been working closely with the GLA and other stakeholders to ensure continued support for the RE:NEW programme. The Pan-London roll out of the programme has been delayed across London due to uncertainty of funding; the project sponsor is continuing his role to keep all Boroughs engaged and to assist with lobbying for funding. The Hillingdon RE:NEW programme also won the Mayor of London's Responsible Procurement Award 2010, which was received by Hillingdon's Procurement Manager, who assisted the LDA to set up a Framework Agreement for the project.

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6.5	Support older people in their own homes to stay warm and healthy during winter months	6.5.1 Deliver the Heaters Loan Scheme to provide free temporary heaters and small grants to cover electricity costs to older people that have no heating because of recent breakdown.	Belinda Norris	31 March 2011	On track - 20 heaters are in stock. Heaters available. Advert due to appear in November/December edition of Hillingdon People advertising availability of heaters. The Older Peoples Assembly (27/09/10) were made aware of the Heater Loan Scheme.	On track – As of the 13 th December the service has assisted 11 residents through the heater loan scheme. Scheme was promoted in the November edition of the Hillingdon People and further promotion will be communicated at the December Older Peoples Assembly and through Age concern.
Ther		and Sharing Skills				
7.1	Promote access to learning and volunteering opportunities for older people	7.1.1 Include an article in Hillingdon People	Charlotte Stamper	31 March 2011	On track – An article is scheduled for a future edition of Hillingdon People.	On track – An article is scheduled for a future edition of Hillingdon People.

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		g and Informing				
8.2	Review groups and forums to ensure they are fit for purpose, providing an opportunity for residents to influence and shape services.	8.2.1. Review Older Persons Assembly	Jody Hawley	31 March 2011	On track – Q1 and Q2. The review continues to develop the strategic aspects of the Assembly. To this end, a survey was conducted in June with members of the Assembly mailing list which identified some priority areas for older people in the borough. These included: Road and pavement repairs, clean streets, health services, the level of crime and transport. The FORCE group is using the findings of the Older Peoples Assembly survey to shape its priorities and looking at how best to work with practitioners to represent the needs of older people in the borough.	 On track – Following feedback from attendees the following changes have been made: Older Persons Assembly dates have been changed to enable the Leader to attend. The format for the December assembly has changed. Attendees have submitted questions in advance so that key speakers are prepared to give information on matters of interest to residents. No formal presentations will take place, only question and answer sessions by identified specialists.
		8.2.2. Review the FORCe Group.	Jody Hawley	31 March 2011	On track – Discussions have been held with the FORCE group. The terms and reference have been reviewed and the following changes made; The term "Over 50s" has been removed - The group is now to be referred to as "FORCE - A powerful voice for older people in Hillingdon". The reference to the Joint Strategy Group for Older People has been removed and replaced with text regarding a representative on the Long-Term Conditions Delivery Group.	On track – Force is to be developed into a steering group for the older peoples assembly and will meet four times a year representing people aged 65 years or older.

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8.3	Continue to develop ways to improve services to older people in Hillingdon using the Leaders Initiative	8.3.1 Attend the older people's assembly and contact groups appropriate to promote the Leader's initiative and encourage appropriate bids for this funding.	Kevin Byrne	31 March 2011	On track - During Q1 and Q2 the Leaders Initiative has continued to fund a broad range of voluntary and community organisations that provide services to help older people remain independent, active and healthy. Key projects include: Barnhill Community Association received a total grant of £2,365 to expand its range of social events and day trips for older people attending the weekly senior citizens club. Yiewsley Cornerstone Centre was awarded £1,960 to run their weekly social club for a period of 49 weeks to provide an opportunity for older people to socialise, remain active and learn new skills. Events will include regular IT training sessions, exercise classes and informative seminars. Age UK Hillingdon is being supported to by the Leaders Initiative to deliver the Hillingdon 60+ fair, which will provide information, advice and activities for older people in the centre of Uxbridge in October 2010 promotion.	 On Track – During Q3 the Leaders Initiative supported local voluntary & community sector groups to improve their facilities, which are regularly used to provide social events and activities for older people. Projects include: Ruislip & Northwood Old Folks

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						Yiewsley Cornerstone Centre received a grant of £1,960 to run their weekly social club for a period of 49 weeks to provide an opportunity for older people to socialise, meet new people, remain active and learn new skills. The social club offers regular IT training sessions, exercise classes and informative seminars.