

## Appendix 1 - Older People's Action Plan – End of Year Update 2010/11

Ref No:	Task	Actions	Lead	Target Date	Progress Update
<b>Theme 1 - Safety and Security</b>					
1.1	Increase home security among older people.	1.1.1 Install 1000 burglar alarms free to the homes of older people	Teresa McKee	31 Dec 2010	<u>Completed (Green)</u> – During 2010/11, just over 1,500 alarms were fitted. In total, 2,500 alarms have been provided to older people in Hillingdon since the scheme started.
		1.1.2 Promote increased home security - distribute information packs about security to all future recipients of alarms	Teresa McKee	31 Dec 2010	<u>Completed (Green)</u> - All older people benefiting from a burglar alarm have received information packs about home security.
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	<p><u>Completed (Green)</u> - Over the financial year Trading Standards received 33 reported incidents of rogue builders. On 18 of these occasions, Trading Standards directly intervened by visiting the victim at the scene and dealing with the alleged offender at the scene where appropriate.</p> <p>An article was published in the Jan/Feb edition of Hillingdon People providing simple advice on what to look out for and what residents can do to reduce the risks of falling victim to Rogue Traders. Age UK's contact number was provided giving residents access to a full list of recommended suppliers of services.</p>

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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	Teresa McKee	31 March 2011	<b>Completed (Green)</b> - 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 delivered 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	<b>Completed (green)</b> - Over the financial year the Fire Brigade have undertaken 2,478 Home Safety Fire Visits. 61% of visits were conducted in priority 1 postcodes.  <i>(Priority postcodes are determined using data related to age of resident, single status and deprivation).</i>
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.	Teresa McKee	31 March 2011	<b>Completed (green)</b> - 7 presentations were delivered in partnership with the safeguarding adults team to the Voluntary Sector Community promoting the 'Be Safe' E-Learning.
		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.	Teresa McKee	31 March 2011	<b>Completed (green)</b> - 4 bulletins were provided to social care staff during the year, with articles ranging from burglar alarms, dark nights to pick-pockets and home safety. The bulletins were also used to promote the e-learning software.

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<b>Theme 2 - Preventative Care</b>					
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	<p><u>Completed (green)</u> – Workshops were held to promote the use of assistive technology. The out of hours response service is operational.</p> <p>In April 2011 we launched the new TeleCareLine offer. The service builds on the Hillingdon Careline Service; it makes greater use of a range of equipment, such as sensors and detectors all connected back to our staffed local control centre. The service supports residents to live safely and independently in their own homes and as such is central to transforming our social care offer.</p> <p>Building on our track record of support for vulnerable older people we are offering the service free to any resident in the borough over the age of 85. We are also offering it free to residents who qualify for adult social care services and who meet financial eligibility criteria. And for 6 weeks to anyone receiving reablement.</p> <p>By offering the service free we are taking a preventative approach so that more older and disabled residents can remain independent for longer.</p> <p>In the first 6 weeks of the launch of the new service we have installed 127 units and are on track to help an additional 750 resident's during the first full year of the service.</p>
2.2	Deliver Telecare to promote independent living in the community	2.2.1 Deliver a target of 450 enhanced sensors for vulnerable people.	Sarah Morris / Ann Otesanya	31 March 2011	<p><u>Completed (green)</u> – In total, 735 installations of telecare assistive technology were made which included 307 installations by Careline.</p> <p>Installations are being made in a timely way – within 24 hours for urgent needs and 72 hours for other needs.</p>

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<b>Theme 3 - Keeping independent and healthy</b>					
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	<u>Completed (green)</u> – The take-up of free swimming sessions by older people to promote healthy, active living has been a real success during 2010/11. The total number of older people taking up free swimming at Hillingdon pools during the year was 31,541 - an increase of more than 2,000 additional swimming sessions compared to the previous year (29,503 free swimming sessions during 2009/10).
		3.1.2 In partnership with Age Concern, deliver the Active Ageing project	Howard Griffin	31 March 2011	<u>Completed (green)</u> - To promote healthy and active living, a 50+ brochure has been published and distributed promoting activities for older people extended at Botwell Green Leisure Centre. A number of Older People represented Hillingdon at the wellness games including a number of boroughs across London. This was 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. Two volunteers successfully completed the Extend Training. As a result some sessions will be delivered long term.  Currently 6 extend exercise sessions are running throughout the borough. Over 100 adults took part in love your heart promotion which was delivered in partnership with the Library.
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	<u>Completed (green)</u> – A total of 5906 Brown badges have been issued since the scheme started, with 1157 being issued in 2010/11. 53 bays have now been installed in 10 private car parks with 1 more scheme pending.  A feasibility study is being conducted looking at installing bays at three on street locations.

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		3.2.2 Process and issue <b>100%</b> of all new Brown Badge applications within 4 working days of receipt.	Roy Clark	31 March 2011	<p><u>Completed (green)</u> – A total of 5906 Brown badges have been issued, with 1157 being issued in 2010/11. During the last quarter all Brown Badge applications were processed within 4 working days.</p> <p>The team have received positive feedback from the residents in the borough. Residents have called the team to thank them for the work on delivering the Brown Badge scheme.</p>
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	<p><u>Completed (green)</u> - Work has been completed to arrange 3 new adult education courses on the Hayes End allotments; promotion work is underway with Adult Education to promote the courses on offer.</p> <p>The recycling scheme is being trialled to make it easier for plot holders to get rid of items such as sprout stalks that are difficult to compost on the plots.</p> <p>Work is on-going to make the plots at Bellmore Avenue Hayes more accessible for people with disabilities in partnership with DASH. Paths have now been installed for wheelchair access and work is planned to install the raised beds in the beginning of the financial year 11/12.</p>
3.4	Support older people by delivering a council tax discount	3.4.1 Freeze Council Tax levels for older people age 65 and over	Rob Smith	31 March 2011	<p><u>Completed (green)</u> - Council Tax levels have been frozen for people aged 65 years or older.</p>

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<b>Theme 4 - Tackling age discrimination</b>					
4.1	Improve financial inclusion for older people in the borough	4.1.1 Deliver additional advice and support services for older people across the borough through the Age UK Hillingdon financial health checks	Rob MW	31 March 2011	<p><b>Ongoing (green)</b> –During 2010/11, the total number of financial health check and advice sessions delivered during the year was approximately 220 - an increase of 45 during the last three months of the year.</p> <p>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.</p> <p>A quarterly advice surgery has been established at the Pelican Club for the blind in West Drayton, and monthly sessions are also held at the Safe Start Foundation in Ruislip and the Jewish Elders Social Club in Northwood.</p> <p>In addition to the advice surgeries held in community locations, a total of 63 home visits were undertaken.</p>
		4.1.2 Increase the take up of benefits by older people.	Nigel Cramb Rob MW	31 March 2011	<p><b>Ongoing (green)</b> – Throughout 2010-11, Age UK Hillingdon has delivered a range of financial health check surgeries and home visits across the borough to provide income and benefits advice to older people. The service has been delivered by one part-time outreach worker with expertise in benefits maximisation.</p> <p>During the year a total of 157 individual households were visited by the outreach worker, providing one-to-one financial advice, support and advocacy. This has resulted in:</p> <ul style="list-style-type: none"> <li>96 benefit checks, covering attendance allowance, carers allowance, pension credit and housing benefit</li> </ul>

Ref No:	Task	Actions	Lead	Target Date	Progress Update
					<ul style="list-style-type: none"> <li>£120,130.40 awarded in Attendance Allowance annually</li> <li>£10,293.40 awarded in Carers Allowance</li> <li>£5,579.60 awarded in Severe Disability Premium benefit</li> <li>£1,144.00 awarded in Housing Benefit</li> </ul> <p>With a combined total of £137,147.40 awarded to Hillingdon residents annually, it is estimated that for every £1 allocated to Age UK Hillingdon to deliver the service approximately £7 has been generated in community benefits for local older people.</p>
<b>Theme 5 - Planning for Retirement</b>					
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	Corporate Comms	31 March 2011	<u>Ongoing (green)</u> – A dedicated page is published in the Hillingdon People that addresses issues and publicise new opportunities and services. This includes articles about planning for retirement.
<b>Theme 6 – Housing</b>					
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	<u>On track (green)</u> – Work is on target for completion in Sept 2011 to provide 47 homes for older people (Triscott House) to help older people retain their independence.

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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	<u>On track (green)</u> – Good progress has been made during 2010/11 to deliver 48 new extra care and 20 age restricted homes for older people. On track to complete.
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	Nick Millard	31 March 2011	<u>Completed (green)</u> – 206 home improvements have been completed.  The improvements carried out to make dwellings decent are mainly those to improve thermal comfort by way of heating or insulation or both. Other improvements include repairs, where necessary, to roofs; windows; bathrooms and kitchens.
		6.2.2 Deliver 60 heating system completions for older vulnerable people in the private sector	Nick Millard	31 March 2011	<u>Completed (green)</u> - Original target exceeded with a total of 80 Heating system improvements completed for residents aged over 60.
		6.2.3 Deliver 350 home energy insulation measures for older people in the private sector	Nick Millard	31 March 2011	<u>Completed (green)</u> – Target exceeded with 386 insulation measures installed.  These measures are principally loft insulation and cavity-wall insulation, but also include hot water tank and water pipe insulation where necessary.



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		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	<p><u>Completed (green)</u> – target exceeded with 510 repairs and handy person jobs completed.</p> <p>The most frequent kinds of minor repairs carried out are those to plumbing, electrics, doors, guttering, down-pipes, and security works. Other repairs include repairs to floors, paths, steps and stairs and to fencing.</p>
		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	<p><u>Completed (green)</u> – 122 grant repairs have been delivered to the end of March 2011. Target was exceeded.</p> <p>A variety of more significant repairs were dealt with by these grants and included repairs to ceilings, windows, floors, guttering, roofs, heating, damp proofing, electrics and drainage.</p>
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	<p><u>Completed (green)</u> – 300 properties have been improved to the end of March 2011.</p> <p>The improvements carried out to make dwellings decent are mainly those to improve thermal comfort by way of heating or insulation or both. Other improvements include repairs, where necessary, to roofs; windows; bathrooms and kitchens.</p>
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	<p><u>Completed (green)</u> – Target exceeded. 111 Heating jobs completed in the homes of older people.</p>

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		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	<u>Completed (green)</u> – Target exceeded. 507 homes occupied by older people have received insulation measures. An advert and outreach work have increased installation rates during the 4th quarter to ensure the target was met.
		6.4.3 100 eligible people to be referred to the Government Warm Front scheme;	Nick Millard	31 March 2011	<u>Completed (green)</u> - Target exceeded. 410 referrals by Warm Front to date. The colder weather during the winter period has increased demand.
		6.4.4 Bid for and deliver the Hillingdon element of the pan-London Home Energy Efficiency Programme.	Nick Millard	31 March 2011	<u>Completed (green)</u> – As part of the Pan-London Home Energy Efficiency programme, Hillingdon along with other boroughs has successfully bid for and received confirmation of grant funding for energy efficiency improvements.
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	<u>Completed (green)</u> –The new Leaders initiative Heaters loan scheme has proved successful to ensure older people have essential heat when their heating systems fail.  During 2010/11, 18 older people were assisted and 3 grants were paid towards the cost of electricity for temporary heating.

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<b>Theme 7 – Learning and Sharing Skills</b>					
7.1	Promote access to learning and volunteering opportunities for older people	7.1.1 Include an article in Hillingdon People	Corporate Comms	31 March 2011	<u>Ongoing (green)</u> – A dedicated page is published in Hillingdon People that addresses issues and publicise new opportunities and services.
<b>Theme 8 – Consulting and Informing</b>					
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	<u>Completed (green)</u> – A new format for the December 2010 was introduced in response to feedback from the Assembly. Attendees submitted questions in advance so that key speakers are prepared to give information on matters of interest to residents. No formal presentations take place, only question and answer sessions by identified specialists. Overall the new format for the assembly has been informed by older people.
		8.2.2. Review the FORCE Group.	Jody Hawley	31 March 2011	<u>Completed (green)</u> – The role of FORCE has been renewed. FORCE has been established as an Older Peoples' Assembly Steering Group (OPASG).  This group will meet every 3 months with its main purpose being to identify topics for discussion at the Assembly.
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	<u>Completed (green)</u> – The Leaders Initiative has continued to support a broad range of projects and events, developed both within the community and across council services, to enable older people to remain independent, active and healthy. Key projects include:  <u>Community Associations &amp; Groups:</u> <ul style="list-style-type: none"> <li>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. Regular social events include the weekly dining club.</li> </ul>

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					<ul style="list-style-type: none"> <li>Yiewsley Cornerstone Centre was awarded £1,960 in August 2010 to run their weekly social club for a period of 49 weeks. The social club provides an opportunity for older people to socialise, remain active and learn new skills. Events include regular IT training sessions, exercise classes and informative seminars.</li> <li>Ruislip and Northwood Old Folks Association was supported to repair and replace the roof at the Tudor Lunch Club, in Ruislip Manor. The association considered this as urgent repair work to deal with the roof leaking in a number of places and pools of water accumulating on the floor of the club, which was highlighted as a safety hazard for older people using the premises.</li> </ul> <p><u>Heater Loan Scheme</u> The Heater Loan Scheme has operated effectively to support older people during the winter months to stay warm in times of an emergency where their heating system has failed. The scheme has been jointly delivered by the Housing Access Team and Hillingdon Housing Service to respond quickly to requests for assistance. During 2010-11, heaters were delivered to a total of 18 households across the borough with an average of 2 heaters provided to each recipient during the loan period. A total of 3 financial grants were awarded to recipients to assist them with meeting the additional electricity costs associated with operating the heaters.</p> <p><u>Burglar Alarm Scheme</u> Throughout 2010-11 the Burglar Alarm Scheme delivered a total of 1,500 alarms to older residents across the borough.</p>