

Older Peoples Action Plan 2011/12 – (Quarter 2 – Progress Update)

Ref No	Task	Actions	Lead	Target Dates	Quarter 2 progress update
Safety and Security					
1.1	Promote initiatives for older people to manage their own safety	1.1.1 Maintain programme of keeping safe initiatives targeting relevant community groups throughout 2011/12	Sarah Morris / Nick Ellender	31.03.12	On track (green) - Following a review of the successful 2010/11 programme, which covered seven community forums and nearly three hundred people, a further programme of presentations will be targeted this year to reach a wide audience. This includes key groups such as the Older People's Assembly, the Assembly for People with Disabilities and Carers Groups. This will complement additional information about keeping safe published on the Council's website.
1.2	Increase home security among older people.	1.2.1 Ensure burglar alarms commissioned by the Leader are installed	Liz Jones	31.03.12	On track (green) – At the end of August, Phase 3 of the burglar alarm scheme has been delivered with 500 alarms installed (a total of 3,000 alarms to date). Phase 4 on the programme started on 12 September 2011. Upon completion of phase 4 we will have delivered a total of 3,500 alarms since the scheme started.
		1.2.2 Promote increased home security - distribute information packs about security to all future recipients of alarms	Liz Jones	31.03.12	On track (green) - Information packs about security are distributed to all recipients of alarms
1.3	Take action to tackle rogue traders.	1.3.1 Address reports of Rogue Traders in cooperation with Police and other partners.	Peggy Law	31.03.12	On track (green) – Up to the end of September 2011 a total of 13 instances of rogue builders have been responded to. All complainants were visited by Trading Standards.

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		1.3.2 Ensure Be-Safe at Home e-learning is accessed by Council staff 12 times per year	Liz Jones	31.03.12	<p>On track (green) – Since April 2011, the 'Be Safe at Home' e-learning training module has been accessed by 32 staff</p> <p>The feedback from staff has been very positive and is helping staff to be alert to home safety issues when they visit the homes of our resident's in their day to day work.</p> <p>90% of users rate the e-learning as 'good or excellent'.</p>
Preventative Care					
2.1	Further develop dedicated reablement and support services to help older people and people with disabilities maintain independent living	2.1.1 Further develop the reablement service to promote independent living.	Sarah Morris/ Brian Barry	31.03.12	<p>On track (green) – The re-ablement service is making a positive difference to the lives of older people in Hillingdon. On average one in three people needing the service (for example when they leave hospital) is able to live independently without social care support after 6 weeks of intensive re-ablement service. In addition one in five people need a reduced support package following re-ablement.</p>
		2.1.2 Deliver the Telecareline offer to older people	Ann Ottesanya	31.03.12	<p>On track (green) – Since 1 April to the end of August, 506 residents have benefited from Telecare line equipment to help them live independently in the community. We are on track to help the planned 750 older people with this service by March 2012.</p>

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Keeping independent and healthy					
3.1	Ensure all new and existing service users / carers are offered a personal budget	3.1.1 Promote take up of personalised budgets – implement a communications and training plan to support changes in care management practice to deliver on self-directed support	Sarah Morris/Sharon Townsend/Belinda Norris	31.03.12	<p>On track (green) – Self-Directed Support is on track to be extended across adult social care from October 2011. Training is being organised for all staff. Phased implementation of the pre-paid card is to commence in October 2011.</p> <p>Development of a Resource Allocation System is underway; implementation is set to go live with IT system improvements planned for October 2011.</p>
		3.1.2 Promote take-up of SDS to achieve a target of 30% by 31 st March 2012.	Sarah Morris/Belinda Norris/Sharon Townsend	31.03.12	On track (green) – The take up of Self Directed support continues to increase. We are on track to achieve the 30% target by March 2012.
		3.1.3 Ensure personal budgets are accompanied by changes in service provision towards diverse community services – moving away from buildings-based support to integrated day opportunities and PA's	Sarah Morris/Belinda Norris/Sharon Townsend	31.03.12	On track (green) – Community and voluntary based services are being agreed as the services within personal support plans. Building – based day care provision is considered for dementia care and in terms of critical risk.
3.2	Extend opportunities for older people to participate in Sport and physical activity	3.2.1 In partnership with Age UK, deliver activities for older people	Howard Griffin	31.03.12	<p>On track (green) - We currently have 6 Age UK Extend Exercise classes in Hillingdon that are taking place at community centres and sheltered housing sites and the Boots Wellbeing Centre. The classes provide gentle exercise to music for the over sixties to promote health, increase mobility and independence, improve strength, co-ordination and balance and to counteract loneliness and isolation.</p> <p>In addition 6 week Yoga courses at 3 sites have started and being delivered by an AGE UK</p>

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					<p>volunteer.</p> <p>Funding for a new Age UK Hillingdon Bowls Club has been secured that started at the Clarets Catholic Hall, Botwell Lane in September. Two volunteers have been recently trained to become walk leaders as part of the Healthy Walks Programme.</p>
		3.2.2 Continue to deliver free swimming for residents over 65.	Howard Griffin	31.03.12	<p>On Track (green) - A revised local scheme for free swimming was launched in April for residents only. The free swimming offer applies to people aged 65 and over and is available at all indoor public pools in Hillingdon.</p> <p>The scheme continues to be successful. During the first 5 months of this year a total of approximately 7,796 free admissions were recorded across the entire borough's swimming facilities.</p>
3.3	Investigate extension of brown badge scheme to private car parks	3.3.1 Continue to identify additional car parks as possible locations for new Brown Badge scheme during 2011/12	Roy Clark	31.03.12	<p>On track (green) – We are currently looking at 3 possible on street locations in Ruislip, Uxbridge and Hayes. The exact locations are to be decided but it is planned to introduce 2 bays in each site.</p> <p>The installation will require permission from the Department for Transport for the use of non-standard signs and road markings on the public highway.</p>
		3.3.2 Process and issue 100% of all new Brown Badge applications within 4 working days of receipt.	Roy Clark	31.03.12	<p>On track (green) – 496 Brown Badges have been issued this financial year. To date a total of 6,595 Brown Badges have been issued.</p>

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3.4	Promote take-up of allotments in Hillingdon amongst older people	3.4.1 Adult education on allotments run at 2 locations to promote take-up of allotments - 2011	Paul Richards	31.03.12	<p>On track (green) - A number of short gardening courses have been held at Hayes End Allotments since April 2011 with Adult Education. More are planned and will concentrate in the south of the borough as this is where there are vacant plots (110 in total).</p> <p>Resurfacing works have been completed at Stafford Road site to improve access for all users. DASH continue with their project to build a disabled friendly garden (with paths and raised beds etc) at Belmore Allotment Site and the council continues to support this project.</p> <p>In August, compost was delivered to DASH for sites with raised beds from West London Composting (WLC) as part of National Allotment Week.</p>
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) / Rob Mackenzie-Wilson	31.03.12	<p>On track (green) - Financial health check sessions continue to be delivered in local libraries, sheltered housing, lunch clubs and community centres across the borough.</p> <p>Between April & June 2011 (quarter 1) a total of 38 local financial health check surgeries were delivered along with 68 home visits. From this outreach work a total of 49 benefits checks were undertaken. 22 Attendance Allowance claims were awarded totalling annual payments of £74,089.60. A further 2 Carers Allowance were awarded totalling annual payments of £3,926 plus backdated limp sums; and 1 award of Pension Credit totalling an annual payment of £1,249. (Quarter 2 data being collated).</p>

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	Support older people in their own homes to stay warm and healthy during winter months	4.1.2 Deliver the Heater 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	31.03.12	On track (green) - Article scheduled for November/December 2011 edition of Hillingdon People with feedback comments from scheme users. In 2010/11 a total number of 17 older people received heaters on loan to support them when dealing with heating systems breakdown/repairs.
Housing					
5.1	Help older people to live independently in safe, warm homes	5.1.1 Improve 310 private sector homes for older vulnerable people. (Includes energy efficiency measures and essential repairs).	Beatrice Cingtho/ Nick Millard	31.03.12	On track (green) - The total to end of August 2011, 126 properties have been improved for older vulnerable persons. On track to achieve the target of 310 properties improved by March 2012.
5.2	Deliver the Disabled Facilities Grants programme within budget and maximise economies of scale	5.1.2 Complete 200 major adaptations increasing independence and safety for people with disabilities	Beatrice Cingtho/ Nick Millard	31.03.12	On track (green) - On target to reach 100 by end of September 2011 (86 to date as of the 24 August 2011). A total of 200 improvements to properties are targeted by 31 March 2012.
5.3	Deliver Extra Care Housing to help people live independently in their own home.	5.1.3 Deliver 95 units of Extra Care Sheltered Housing	Beatrice Cingtho/ Paul Feven	31.03.12	On track (green) – 83 people have been identified for new Extra Care Schemes with individual care packages being put in place to support independent living.