

## Appendix 1 - Older Peoples Action Plan 2011/12 – (Progress Update – February 2012)

Ref No	Task	Actions	Lead	Target Dates	February - progress update
<b>Safety and Security</b>					
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	<b>On track (green)</b> - Following a review of the successful 2010/11 programme, which covered seven community forums and nearly three hundred people, a further programme of presentations have been targeted this year where needed. This includes key groups such as the Older People's Assembly.
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	<b>On track (green)</b> – At the end of January 2012, the Leader's Initiative burglar alarm scheme has fitted 3,500 alarms to the homes of older residents. In February 2012, a further 500 alarms started to be installed which will raise the number of alarms provided to older people to a total of 4,000 by the end of April 2012.
		1.2.2 Promote increased home security - distribute information packs about security to all future recipients of alarms	Liz Jones	31.03.12	<b>On track (green)</b> - Information packs about security are distributed to all recipients of alarms. This includes information about how to keep yourself safe at home.
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	<b>On track (green)</b> - Up to the end of December 2011 a total of 17 instances of rogue builders were reported. All complainants were visited by Trading Standards. Some enquiries are ongoing, but so far the Council has helped save complainants around £14,000.

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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><b>On track (green)</b> – Since April 2011, the 'Be Safe at Home' e-learning training module has been accessed by more than 100 staff. For 2012/13, the training will form part of the learning and development plan for staff where this is needed.</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 vulnerable residents in their day to day work. This includes making appropriate referrals for home fire safety assessments or assessments where there is a higher risk of a fall and injury for the older person.</p>
<b>Preventative Care</b>					
2.1	Further develop dedicated re-ablement 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><b>On track (green)</b> – The re-ablement service is making a positive difference to the lives of older people in Hillingdon. On average one in two people (47%) needing the service (for example when they leave hospital) is able to live independently without social care support after 6 weeks of receiving an intensive re-ablement service.</p>
		2.1.2 Deliver the Telecareline offer to older people	Ann Otesanya	31.03.12	<p><b>Completed (green)</b> – Since 1 April 2011 to the end of February 2012, 994 residents have benefitted from Telecareline equipment to help them live independently in the community. The Council has exceeded the target to help 750 people by 31<sup>st</sup> March 2012.</p>

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<b>Keeping independent and healthy</b>					
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	31.03.12	<b>On track (green)</b> – Self-Directed Support has been extended across adult social care from 23 <sup>rd</sup> January 2012. A training programme has been delivered to hundreds of staff and improvements are being made to IT systems to support personalisation. A new pilot of the prepaid card has commenced with an external provider to enable payments to be made to personal assistants.
		3.1.2 Promote take-up of self-directed support (SDS) to achieve a target of 30% by 31 <sup>st</sup> March 2012.	Sarah Morris /Sharon Townsend	31.03.12	<b>On track (green)</b> – The take up of Self Directed Support continues to increase. As at 16 <sup>th</sup> February, 28% of people were in receipt of a self-directed support service.
		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 /Sharon Townsend	31.03.12	<b>On track (green)</b> – Community and voluntary based services are being agreed as the services within personal support plans. Buildings-based day care provision is considered for dementia care and in terms of critical risk. A West London Alliance web-based information tool with details of support services is in a prototype stage and will aid support planning.
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	<b>Completed (green)</b> - Extend Exercise classes are continuing to operate as either a going concern or with alternative funding and volunteer leaders that Age UK have secured. The Council is continuing to work with Age UK and is now providing access to Botwell Green Leisure Centre as a venue for an indoor bowls group. The centre offers them an opportunity to expand the current capacity of the group and to link with additional activities programmed on site for older residents.

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					The intention is to continue to link with Age UK and Public Health to deliver activities for older people as part of a new Physical Activity Strategy.
		3.2.2 Continue to deliver free swimming for residents over 65.	Howard Griffin	31.03.12	<p><b>On Track (green)</b> - A revised local scheme for free swimming was launched in April 2011 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. To date more than 15,500 free swims have been taken up by older people since April 2011.</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 locations during 2011/12	Roy Clark	31.03.12	<p><b>On track (green)</b> - A total of 149 designated brown badge bays have now been installed in 22 council car parks as well as 11 privately operated car parks across the borough. The Council is continuing to progress three possible on street locations for Brown Badge parking in Ruislip, Uxbridge and Hayes. The exact locations are to be decided but it is planned to introduce 2 bays at each site.</p> <p>The Council has sought permission from the Department for Transport (DfT) for the use of non-standard signs and road markings on the public highway to install the bays required. Further discussions with the DfT are continuing and the Council is in contact with them on a monthly basis to progress the application (the most recent of which was on 27 February).</p> <p>Discussions have now started with a view to installing brown badge bays in Council-managed golf course car parks, including Haste Hill and Uxbridge.</p>

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		3.3.2 Process and issue <b>100%</b> of all new Brown Badge applications within 4 working days of receipt.	Roy Clark	31.03.12	<b>On track (green)</b> - The number of residents taking advantage of the brown badge scheme continues to increase. As at 25 February 2012 a total of 867 new brown badges have been issued since April 2011 to eligible residents.
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 during 2011/12.	Paul Richards	31.03.12	<p><b>On track (green)</b> - 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.</p> <p>Improvements continue to be made to improve the facilities at allotment sites to support older people to take up and maintain an allotment. In addition to the resurfacing works completed at the Stafford Road site to improve access for all users, two additional water tanks have been installed at Bourne Farm Allotment in response to requests from older plot holders who find it difficult to walk the distance to the existing tanks. Mains water supply will be installed at the Belmore Allotments. New name signage will be put in place for all allotments to promote full occupancy across all sites.</p> <p>DASH continue to work on their project at Belmore Allotment. They have filled the raised beds with the compost we provided and have installed a wheel chair ramp at the entrance to the allotments to enable wheel chair users to access the site.</p>

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<b>Supporting Older People in the Community</b>					
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><b>On track (green)</b> - Financial health check sessions continue to be delivered in local libraries, sheltered housing, lunch clubs and community centres across the borough.</p> <p>The latest information (to the end of December) confirms that 113 local financial health check surgeries were delivered along with 158 home visits.</p> <p>From the outreach work, a total of 146 benefits checks were undertaken.</p> <p>During quarter 1, 22 Attendance Allowance claims were awarded totalling annual payments of £74,089.60. A further 2 Carers Allowance claims were awarded totalling annual payments of £3,926 plus backdated lump sums; and 1 award of Pension Credit totalling an annual payment of £1,249.</p> <p>During quarter 2, 17 attendance allowance claims were awarded totalling £59,602 along with a claim for each of the following: Pension Credit, Housing Credit and Disability Living Allowance. A total of £69,762 was awarded in unclaimed benefits.</p> <p>During quarter 3, 17 Attendance Allowance claims were awarded totalling annual payments of £38,355.20. Further awards included: 1 Carers Allowance claim was awarded totalling £2,886; 3 Pension Credit awards totalling £2,860; 3 Disability Living Allowance awards totalling £17,843.80</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	<b>On track (green)</b> – Since April 2011 a total of 26 people have been loaned heaters to support them when dealing with heating systems, breakdown and repairs. In 2010/11, 17 older people received heaters on loan to support them when dealing with heating systems breakdown/ repairs.
<b>Housing</b>					
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	<b>On track (green)</b> – Since April 2011 to date, 296 properties have been improved for older vulnerable people. The improvements included: 27 heating improvements, 245 properties insulated, and 24 essential repair grants.  The Council is 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	<b>Completed (green)</b> – 205 adaptations have been completed to date against a target of 200 adaptations.
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	<b>On track (green)</b> –Extra Care Housing Schemes are being provided with individual care packages being put in place to support independent living. The first tenants moved into Cottesmore House (47 units) on 21 November 2011. As of the 16th February 2012 a total of 34 tenants have moved into Cottesmore House.