

Appendix 1 - Older People's Action Plan 2012/13 – (Progress Update – September 2012)

Ref No	Task	Actions	Lead	Target Dates	Progress update
Safety and Security					
1.1	Increase home security amongst older people.	1.1.1 Ensure burglar alarms commissioned by the Leader are installed by March 2013 (500 planned)	Liz Jones	31.03.13	On track – To date 4,000 burglar alarms have been installed into the homes of older people helping them to feel safe and secure in their own home. There are currently 450 older residents who have registered to receive an alarm. Phase 6 of the programme will commence on 5 th November to install a further 500 alarms. New requests for alarms are currently being received at a rate of about 5 per week.
		1.1.2 Promote increased home security - distribute information packs about security to all future recipients of alarms	Liz Jones	31.03.13	On track – Home security information packs are being distributed with the installation of each new burglar alarm.
1.2	Take action to tackle rogue traders.	1.2.1 Address reports of Rogue Traders	Shabeg Nagra	31.03.12	On track - Council officers are continuing to respond quickly to reports of rogue traders. To date, 8 complaints have been received regarding rogue traders / rogue builders. Due to the intervention of the Council it is estimated to have helped save Hillingdon residents £30,500.
		1.2.2 Ensure Be-Safe at Home e-learning is accessed at least 30 times per year.	Gill Mclean	31.03.13	On track – The e-learning module is in place and being accessed by staff to promote understanding of risks to older people living at home. To date 89 members of staff have completed the e-learning training (16 since 1 April 2012 and 9 are in the process of completing training).

Ref No	Task	Actions	Lead	Target Dates	Progress update
Preventative Care					
2.1	Assist vulnerable people to secure and maintain their independence	2.1.1 Continue the expansion on the new TeleCareLine service to ensure that there are a further 750 TeleCareLine users by March 2013.	Ann Otesanya / Sarah Hollingworth	31.03.13	On track – At the end of September 536 installations have been completed since April 2012 to benefit older people and vulnerable adults to live independently. A further 67 households who already had equipment prior to April 2012 have benefitted from additional equipment to help them remain living independently at home.
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 personal social care budgets to provide greater choice and control	Moira Wilson	31.03.13	On track – To date 47% of people receiving social care support are in receipt of a personal budget, a total of 2,208 people. Improvements have been made to on-line information about services available to service users to support the take up of a personal budget.
3.2	Provide opportunities for older people to participate in sport and physical activity	3.2.1 Work with leisure management partners, Age UK (Hillingdon) and other groups to offer a balanced programme of activities	Priscilla Simpson / Howard Griffin	31.03.13	<p>On track – A range of activities are in place and available to older people in Hillingdon. Since April 2012, 5 cycle rides have been arranged for older people and people approaching older age, with 40 people taking part. Further cycle rides are planned. 7 tea dances took place in June 2012 with 580 people attending. A further programme of tea dances commences from the Autumn onwards. 9 Health Talks, including incontinence and diabetes, have taken place in libraries across the borough with 90 people attending.</p> <p>Working with Age UK (Hillingdon) a revised activity booklet listing activities and groups throughout Hillingdon has been produced. A new indoor bowls group has been established at Botwell Green Leisure Centre and a Big Dance project for older residents has been completed.</p>

Ref No	Task	Actions	Lead	Target Dates	Progress update
		3.2.2 Continue to offer free swimming to residents aged 65+	Howard Griffin	31.03.13	On track – The programme for older people to take free swimming continues to be successful. Up to 1,900 older people participate in the free swimming every year. Since April 2012 a total of 8,656 free swims were made by older residents to Hillingdon pools. This is consistent with the level of take up in 2011/12.
3.3	Continue to develop and expand the Brown Badge Parking Scheme for older people.	3.3.1 Work with the Improvement Projects team to extend the Brown Badge older persons parking scheme into three on-street locations and thereafter, publicise provision of the Brown Badge bays to encourage usage.	Roy Clark	31.10.13	<p>On track - two additional golf courses have agreed to install Brown Badge parking bays by December 2012. These bays are on track to be installed as planned.</p> <p>On-street Brown Badge parking bays for Hillingdon have been approved by the Department For Transport. This is a national first achieved by the London Borough of Hillingdon and was recently publicised in Hillingdon People. This article has generated a significant number of applications to use Brown Badge parking bays.</p> <p>Public consultation to install on-street Brown Badge parking bays has been undertaken. The installation of the on-street parking bays is expected to be in place by the end of December 2012.</p>

Ref No	Task	Actions	Lead	Target Dates	Progress update
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	Paul Richards	31.03.13	<p>On track – To date, new water tanks have been installed at three allotment sites to enable older people to access tanks closer to their plots.</p> <p>A Chrysalis bid has been submitted to install a new car park at the Belmore site to improve access for older people.</p> <p>A new access track has been installed at the Stafford Road site to facilitate access on site with tools etc...</p> <p>A scheme for new tenants has been introduced to remove unwanted rubbish from older people's plots when they take them on which is encouraging the take-up of vacant plots.</p> <p>Grow your own courses are being run by Adult Education at the Rural Activities Garden Centre.</p>
3.5	Actively contribute to an integrated care pilot targeting frail older people with diabetes and mental health	3.5.1 Implement the integrated care pilot (ICP) in Hillingdon to target older people, residents with diabetes and those with mental health needs	Moira Wilson	31.03.13	<p>On track - The ICP was formally launched in Hillingdon on 26th June 2012 and went live on 4th July 2012. The ICP will provide a joined up approach to patient care across health and local authority services based around GP practices. As at the end of September 2012, 40 GP practices have signed up to the new ICP services out of 48 GP practices in Hillingdon. The new ICP service has been rolled out across GP practices between July and September 2012.</p>

Ref No	Task	Actions	Lead	Target Dates	Progress update
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	31.03.13	On track – Sessions continue to be held across Hillingdon targeting older people with advice and support. During quarter 1, 40 surgeries took place and 53 home visits were completed. 44 benefits checks were made leading to 27 people being awarded a higher level of financial assistance. An update for quarter 2 is expected later in the year when the outcome of referrals made for financial assistance is known.
4.2	Support older people in their own homes to stay warm and healthy during the winter months	4.2.1 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 a heating system breakdown.	Belinda Norris	31.03.13	On track – The Heater Loan scheme is in place. Between April 2012 and September 2012, two requests have been received for the heater loan scheme. Take-up is expected to increase from the Autumn onwards.
4.3	Provide and encourage opportunities for older people to actively participate in events across Hillingdon.	4.3.1 Celebrate the Queen's Diamond Jubilee by providing support to a series of events for older people across Hillingdon	Rob Mackenzie-Wilson	31.07.12	<p>Completed - The Leader's Initiative supported a total of 11 community groups or associations to organise events for older people to celebrate the Queen's Diamond Jubilee in June 2012. The events were very successful.</p> <p>Events took place in the lead up to the Jubilee weekend and enabled older people to enjoy entertainment and participate in social activities. Activities included; 1950s themed lunches, afternoon teas, lunch club dinners, tree planting, traditional sing-along entertainment and a range of games including bingo.</p> <p>The celebrations also included the Normandy Veterans Association making a trip to see HMS Belfast.</p>

Ref No	Task	Actions	Lead	Target Dates	Progress update
		4.3.2 Provide support to community groups for older people as requested through the Leaders Initiative for Older People	Kevin Byrne	31.03.13	Ongoing – The Leader continues to support community groups working with older people. This includes: <ul style="list-style-type: none"> • 11 groups supported to provide celebration events for the Queen’s Diamond Jubilee • Support for an annual event and a concert for older people • Support for one group to provide trips and events for older people who would otherwise not be able to get out and about.
Housing					
5.1	Help older people to live independently in safe, warm homes	5.1.1 Improve 125 private sector homes for older vulnerable people. <ul style="list-style-type: none"> • 35 heating measures • 50 insulation measures • Complete essential repairs to 40 homes for vulnerable & older households 	Beatrice Cingtho	31.03.12	On track - Since April 2012 the following improvements have been made to the homes of older people in Hillingdon: <ul style="list-style-type: none"> • 2 heating improvements. A new scheme (RENEW2) is expected to commence from October onwards and therefore take-up is expected to increase. • 30 homes with improved insulation measures • 7 homes of older residents received essential repairs. Essential repairs included roof and glazing repairs to reduce health and safety risks. Increased take-up is expected from the Autumn onwards.
5.2	Deliver the major adaptations programmes for all tenures within budget	5.2.1 Complete 300 major adaptations increasing independence and safety for older people (of a total of 400 adaptations planned in 2012/13)	Beatrice Cingtho	31.03.13	On track – To date 56 properties have received adaptations helping older people to live independently in their own home.

Q2 2012.13
Ver: 10.10.12