

Appendix 1 - Older People's Action Plan 2013/14 – (update)

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 are maintained and install those commissioned by the Leader by March 2014 (phases 6 and 7)	Liz Jones	31.03.14	<p><u>Ongoing</u> – To help older people feel safe and secure burglar alarms have been installed into the homes of older people.</p> <p>To the 31 March 2014, a total of 4,830 alarms have been fitted. Phases 1 - 6 are complete phase 7 underway (1,000 alarms).</p> <p>The 18 month servicing for phases 1 to 4 have taken place and servicing for phase 5 started mid-April 2014.</p> <p>Home security information packs are being distributed with the installation of each new burglar alarm.</p>
1.2	Take action to tackle rogue traders.	1.2.1 Address reports of Rogue Traders	Shabeg Nagra	31.03.14	<p><u>Ongoing</u> - Council officers have continued to respond quickly to reports of rogue traders. When complaints are received officers review the circumstances of each case and decide if an intervention is required. During 2013/14 a total of 24 complaints have been received by Trading Standards regarding rogue traders. January 2014 - March 2014 was very quiet and only 3 reports of rogue traders were received.</p> <p>Whenever complaints are received victims are contacted and wherever possible action is taken.</p>
		1.2.2 Promote home safety by training front-line staff to provide advice when they visit older people at home.	Gill Mclean	31.03.14	<p><u>Ongoing</u> – The Community Safety team are working with Age UK and Learning and Development to review the home safety training package provided to staff, to ensure it is up to date and reflects new initiatives and ways of working.</p>

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Preventative Care					
2.1	Assist vulnerable people to secure and maintain their independence	2.1.1 Continue to expand the TeleCareLine service to ensure that there are a further 750 TeleCareLine users by March 2014.	Belinda Norris	31.03.14	<u>Ongoing</u> . As at 31st March 2014, 2,760 new service users were in receipt of a TeleCareLine equipment service. The technology is helping people to live safely and independently at home. The take-up of TeleCareline is exceeding the target of 750 new service users set for each year of the scheme. The scheme has been extended to be free to people aged 80 years or older.
		2.1.2 Pilot the use of a technology bracelet to help support at least 50 older people with dementia to live independently.	Neil Stubbings	31.03.14	<u>On track</u> . At the end of March there were 47 active users on the programme which has continued. Support workers from the Alzheimers society continue to raise awareness of the Safer Walking program through their normal pathways and assessments. Word of mouth during support cafes etc where the wearer of the watch shows and talks to others in the group has had a positive impact on requests for assessments.
Keeping Independent and Healthy (Health and Wellbeing)					
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	Sandra Taylor	31.03.14	<u>Ongoing</u> – A personal care budget gives people who need care and support a greater say on deciding their support arrangements to suit their own needs. As at the end of March 2014, 82% of older people in receipt of a care/support service (of 2,644 older people) were in receipt of a personal budget (based on services which are subject to a personal budget).
3.2	Provide opportunities for older people to participate in sport and physical activity	3.2.1 Work with a range of partners to deliver and promote take-up of physical activity as part of Hillingdon's Health and Wellbeing Strategy	Sarah Durner / Howard Griffin	31.03.14	<u>Ongoing</u> – As part of Hillingdon's Health and Wellbeing Strategy a range of activities are being developed specifically for older people to encourage the take-up of regular exercise in their weekly routine. <u>New chair-based exercise programme</u> – this is a new, less demanding exercise programme for older people. In November and December 2013, 5 staff from extra care schemes (Triscott and Cottesmore), sheltered housing (Drayton Court) and day centres (ASHA) attended the 'Extend' training to enable them to be certified to run chair based exercise programmes. In 2014, these trained staff began delivering a

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					<p>chair based exercise programme at these four locations.</p> <p>Staff from the locations have begun planning chair based sessions. During 2014/15 Council officers will evaluate the impact of the training and measure how many sessions have taken place with residents and service users.</p> <p>To encourage chair based exercise chair dances took place in Northwood during February 2014 which 45 people attended and one in Harefield which 40 people attended.</p> <p>The Council is also working with Age UK to ensure that referrals can be made into the sessions through their 'Fit for the Future' project. The Exercise on Referral scheme is being developed in partnership between Sports Development and Public Health and will be an opportunity to encourage older people with long term conditions into exercise. Referrals to the scheme began in the Spring 2014.</p> <p>During February 2014 The Public Health Team ran a series of events to promote a healthy heart and physical activity:</p> <ul style="list-style-type: none"> • Tea dance at Harefield Academy - 80 people attended • Wellbeing Day at Harefield - 100 people attended • Wellbeing Day at Northwood - 80 people attended • Physical Activity taster day at Highgrove - 100 people attended <p>At all of these events older people were able to get a health check and attend taster sessions on a variety of activities including chair exercise, yoga, singing and aqua aerobics. There were also a variety of stalls to visit including Age UK Hillingdon, Libraries, Adult Education, the Stroke Association and more. Feedback from older people has been positive about all of the events.</p> <p>A number of events and activities are continuing for older people.</p>

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					<p><u>'Drumunity' for older people</u> From September to December 2013, a total of 4 Drumunity sessions took place in 3 day centres and one extra care scheme. These included Poplar Farm, ASHA Day Centre, Grassy Meadows and Triscott House. The sessions lasted for a total of 12 weeks and 48 service users took part with an average of 10 per session. The sessions specifically targeted service users with dementia. As well as this there was a staff training session which also ran for 12 weeks and included staff from day centres, extra care schemes and sheltered housing. A total of 10 staff completed the training.</p> <p>Feedback from the Drumunity sessions was positive: gained through staff feedback, observations and feedback from families. Drumunity have successfully secured funding of £7500 to develop the project in the South of the Borough. Between January 2014 and March 2014:</p> <ul style="list-style-type: none"> • Sessions continued at Grassy Meadows, Asha Day Centre and Triscott House and were offered on different days to ensure a wider range of service users were able to take part. A total of 31 older people regularly take part in sessions. • Drums were purchased for ASHA day centre, Triscott House and Grassy Meadows. • New Drumunity Sessions were offered at Child's Court and Yiewsely Court. • Staff from ASHA day centre, Grassy Meadows, Triscott House, Sibley Court and Cottesmore continued their training to become Drumunity session leaders.
		3.2.2 Continue to offer free swimming sessions to residents aged 65+	Howard Griffin	31.03.14	<p><u>Ongoing</u> – The programme for older people to take up free swimming continues to be successful. Take-up of free swimming sessions is increasing.</p> <p>Take-up of free swimming sessions for older people has been high. During 2013/14 a total of 25,971 free swimming sessions have been taken up by older people: 27% higher (+5,438 swims) than the same time last year. Typically 2,000 older people take up the free swimming every year.</p>

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					Half of all visits are to Hillingdon Sports & Leisure Complex. Highgrove Pool accounts for 34%, Botwell Green 12% and the remaining 5% at William Byrd Pool.
		3.2.3 Deliver free swimming lessons for people aged 65+	Howard Griffin	31.03.14	<p><u>Ongoing</u> – Free swimming lessons commenced from 28th April 2014.</p> <p>A flyer has been produced and distributed. The webpage has been updated to include the new lessons programme. http://www.hillingdon.gov.uk/freeswim</p> <p>The communications team included the new lessons programme in the March/April edition of Hillingdon People (Page 10) as part of a wider article on services for older people.</p>
		3.2.4 Hold regular cycle rides across the Borough for people aged 65+	Sarah Durner	31.03.14	<p><u>On track</u> – Organised cycle rides contribute to keeping older people fit and well. During 2013/14 there were seven 'Age Well on Wheels' rides. These rides now have regular participants. There are 30 people on a mailing list. Further work is underway to encourage take-up of these cycle rides across the Borough. The cycle rides are now part of the core cycle ride offer.</p>
		3.2.5 Hold regular tea dances and other dances for older people to promote participation in physical activity	Sarah Durner	31.03.14	<p><u>On track</u> - Tea dances help to break down social isolation and promote physical activity amongst older people. Tea dances continue to remain very popular, take up is growing and surveys of those people attending a tea dance have confirmed high levels of satisfaction with organised dances (99%).</p> <p>Seventeen dances have been held during 2013/14 (4 held from April to June 2013; 6 held between July and September 2013; 5 held between October 2013 to December 2013, 2 between January and March 2014). This included a tea dance held at West Drayton Community Centre as part of the Older People Wellbeing events in that area. A total of 2,338 people attended a tea dance between April 2013 and March 2014.</p>

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					<p>Older people have said the dances help them to get out and about to meet new people and help them keep fit and active. Some of the comments from older people include:</p> <ul style="list-style-type: none"> • 'lots of fun and very enjoyable meeting friends and new couples' • 'they are a happy and joyful event thank you' • 'I love dancing at 93' • 'it brings me out, after being on my own all the time, after 5yrs no partner any more' • 'good exercise - well done Sarah and staff'
3.3	Continue to develop and expand the Brown Badge Parking Scheme for older people.	3.3.1 In 2013/14 extend the Brown Badge older persons parking scheme into at least two additional car parks and promote the scheme to older people.	Roy Clark	31.03.14	<p><u>Ongoing</u> – The Brown Badge Parking Scheme continues to be popular amongst older people.</p> <p>8,670 renewals for Brown Badges were sent out on 13th March 2014. At the end of March 2014 there were 8,605 badges on issue.</p>
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	31.03.14	<p><u>On track</u> – Improvement work has continued to be made at allotment sites to improve security around sites, a car park and improvements to paths for ease of access / safe walking.</p> <p>The provision of free allotments for residents aged 65+ has been fully implemented and has generated more interest from older people to take up an allotment plot. All plot holders aged 65+ have been written to advising of this new change.</p> <p>A number of Chrysalis bids have been submitted to improve existing allotment sites further. In particular, bids have been made to improve fencing at a number of sites (e.g. Hayes End, Moor Lane, Wood End Green) by replacing old chain link fencing with stronger, secure fencing. This will help to reduce trespassing and the theft of tools and produce on sites.</p>

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3.5	Actively contribute to an integrated care programme.	3.5.1 Implement the integrated care programme (ICP) in Hillingdon to target older people, residents with diabetes, those with mental health needs and other complex needs.	Belinda Norris	31.03.14	<p><u>Ongoing</u> - The Integrated Care Programme (ICP) is providing a joined up approach to patient care across health and local authority services based around GP practices. Most (87%) GP practices have signed up to the new ICP services. The project initially targeted older, frail people, those with diabetes and people with mental health needs (residents with complex care and support needs). During 2013/14 the programme has been expanded to include those people with chronic obstructive pulmonary disease and patients with cardiac difficulties.</p> <p>The Integrated Care Programme (ICP) is a key element of the Better Care Fund Plan for Hillingdon as agreed by the Health and Wellbeing Board on 1st April 2014.</p>
3.6	Actively promote the opportunities available to older people to keep healthy, independent and well and establish what difference they are making to improve the lives of older people	3.6.1 Ensure articles appear in every edition of Hillingdon People and on the Council website promoting the opportunities available and making use of feedback from older people	Charlotte Stamper / Dan Kennedy	31.03.14	<p><u>Ongoing</u> – articles appear in every edition of Hillingdon People within the older people's page.</p> <p>Regular feedback is sought from older people about their experience of the services provided through the older people's plan and included in updates within this plan.</p> <p>In the March/April edition of Hillingdon People, articles for older people included:</p> <ul style="list-style-type: none"> • Promoting free swimming lessons for older people • The extension of free Telecareline assistive technology to residents aged 80 years or older • Free allotments for residents aged 65 years or older
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	Sharon Trimby (Age UK)	31.03.14	<p><u>Ongoing</u> – Information provided by Age UK demonstrates that older people are benefitting from financial health checks. In the period 1st January 2014 to 31st March 2014, 188 older people were referred for a financial health check of which 50 received a benefit check leading to a benefit claim for 44 older people.</p>

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4.2	Support older people in their own homes to stay warm and healthy during the winter months	4.2.1 Provide free temporary heaters and small grants to cover electricity costs to older people	Belinda Norris	31.03.14	<u>Ongoing</u> – The Heater Loan scheme is in place for residents who need access to the scheme during the colder months when their heating system experiences a breakdown. In the period January to March 2014, 2 older people have benefitted from the heater loan scheme (22 older people in total during the year ending March 2014).
4.3	Provide and encourage opportunities for older people to actively participate in events across Hillingdon.	4.3.1 Celebrate the Anniversary of the Coronation of Queen Elizabeth II	Kevin Byrne	30.06.13	<u>Completed</u> - A total of nine groups applied for and were granted funding to celebrate the anniversary of the Queen's Coronation in the summer of 2013. The events were a success and included: <ul style="list-style-type: none"> • Coronation lunch • Fish and chip lunch with entertainment • Afternoon tea and sit down lunches • Formal high tea and commemorative mug • Coronation parties An article was prepared for Hillingdon People.
		4.3.2 Provide support to community groups for older people as requested through the Leaders Initiative for Older People	Kevin Byrne	31.03.14	<u>Ongoing</u> – The Leader continues to support community groups working with older people. This includes: <ul style="list-style-type: none"> • A grant to Yeading Community Association for a post Christmas social dinner • Security fencing at the Tudor Club • Replacement chairs for Harefield Community Association

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Housing					
5.1	Help older people to live independently in safe, warm homes	5.1.1 Improve 70 private sector homes for older vulnerable people. <ul style="list-style-type: none"> • 30 heating measures • 30 insulation measures • Complete essential repairs to 10 homes for vulnerable & older households 	Neil Stubbings	31.03.14	<p><u>Completed</u> – In the year 2013/14 improvements have been made to 121 homes of older people in Hillingdon as follows (some older people benefited from more than one of the following):</p> <ul style="list-style-type: none"> • Heating improvements have been made to the homes of 44 older people. • 63 homes with improved insulation measures. • 104 homes of older residents received essential repairs as needed. Essential repairs can include roof and glazing repairs to reduce health and safety risks. <p>Overall, the target has been exceeded.</p>
5.2	Deliver the major adaptations programmes for all tenures within budget	5.2.1 Complete at least 100 major adaptations increasing independence for older people	Neil Stubbings	31.03.14	<p><u>Completed</u> – A total of 260 homes have had adaptations completed to enable disabled occupants to continue to live at home. This includes adaptations to the homes of 170 older people, of which 86 were in the private sector.</p> <p>Overall, the target has been exceeded.</p>

Mar 2013.14
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