

OLDER PEOPLE'S PLAN - UPDATE Q1 2015-16

Cabinet Members	Councillor Ray Puddifoot MBE Councillor Philip Corthorne
Cabinet Portfolios	Leader of the Council Social Services, Housing and Health
Officer Contact(s)	Kevin Byrne, Administration Directorate
Papers with report	Appendix A - Plan update

1. HEADLINE INFORMATION

Summary	To provide an update on the progress with delivering the actions in the plan for older people.
Putting our Residents First	This report supports the following Council objectives of: <i>Our People.</i> The Older People's Plan supports Older People to live independent, active, healthy lives and provides opportunities to improve their well-being - linked directly into Hillingdon's Health and Wellbeing Strategy.
Financial Cost	There are no additional cost implications for the Council in respect of this report. The projects detailed in this report are financed from within existing resources across the Council including the "Leader's Initiative" Fund.
Relevant Policy Overview Committee	Social Services, Housing and Public Health
Ward(s) affected	All

2. RECOMMENDATION

That Cabinet notes the successes to date and continued progress to deliver the Older People's Action Plan during 2015-16 to improve the quality of life, health and wellbeing of older people in Hillingdon.

Reasons for recommendation

The Older People's Plan endorses the commitment from the Council and its partners to the continued improvement of services and support designed to create a better quality of life for older people in Hillingdon. The plan supports the Council to put residents first and contributes to improving the health and wellbeing of Hillingdon's older residents.

Alternative options considered / risk management

None considered

Policy Overview Committee comments

None at this stage.

3. INFORMATION

The headline results from the 2011 Census demonstrate that more and more people in Hillingdon are living longer. Supporting older people to live independent, active lives, to make a positive contribution to local communities and helping older people to feel safer in their homes and in the wider community is at the heart of improving the health and wellbeing of older people in Hillingdon and contributes to the priorities of the Health and Wellbeing Strategy.

In Hillingdon there are well-established arrangements to hear from older people and keep Hillingdon's older residents informed and involved across the Borough on important matters. This includes their involvement through Hillingdon's Older People's Assembly.

Hillingdon's Older People's Plan, led by the Older People's Champion (Cllr Ray Puddifoot, Leader of the Council) sets out a range of actions that the Council and its partners are undertaking in response to issues that older people in Hillingdon have said are important to them. The key themes in the plan include: safety and security; preventative care; keeping independent and healthy; supporting older people in the community; and housing. The action plan is regularly updated and monitored by the Older People's Champion.

There have been a number of achievements so far during 2015-16 highlighted in the summary below. This includes service improvements supported by the Leader's Initiative developed both within the community, with partners and across Council services to enable older people to remain independent, active and healthy. The full update is attached at Appendix A.

Safety and Security

- Free burglar alarms – To date, the burglar alarm scheme funded by the Leader's Initiative has fitted more than 6,000 free alarms to the homes of older residents. Phase 8 of the scheme (1000 alarms) is more than half way to completion, with Phase 9 for a further 1000 alarms approved in June 2015. Older people confirm that the installation of a burglar alarm in their home helps to reduce their fear of crime.
- Tackling rogue traders – Council officers continue 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. Only 2 reports of Doorstep Crime were received

during April-June 2015. One involved the "impregnation" of a driveway and the other the sale of fish of uncertain description and at an inflated cost. Officers also attended an event at a local bank in May 2015 to raise awareness of fraud and scams. Articles have appeared in Hillingdon People advising local residents what to do if they suspect they are being targeted by a rogue trader.

Preventative Care

- Joined-up preventative services – The TeleCareLine service supports residents to live safely and independently in their own homes using a range of equipment, such as sensors and detectors all connected back to a local staffed control centre to provide assistance to older people if needed.

From 1st April 2014 the TeleCareLine Scheme has been extended to be free to older people aged 80 years or older. As at 30th June 2015, 4,424 service users (3,927 households) were in receipt of a TeleCareLine equipment service, of which 3,328 people (3,023 households) were aged 80 years or older.

Between 5th April 2015 to 30th June 2015 there have been 377 new service users joining the TeleCareLine Service and we are on target to achieve 750 new users set for this year.

The development of services like TeleCareLine is part of a broader strategy in Hillingdon working to help reduce the need and frequency for admission to hospital or a nursing home for people with needs arising from a stroke, incontinence, dementia and injuries arising from a fall.

Keeping Independent and Healthy

- Active ageing - A range of activities are in place and available to older people in Hillingdon. These include Drumunity, a drumming activity specifically targeted to service users with dementia, chair-based exercise and bike rides.

Tea dances - Tea dances have been running on a monthly basis since April 2015 with over 600 people taking part so far. They continue to remain extremely popular and are helping to break down social isolation and promote physical activity amongst older people.

Free swimming – The Council has continued to provide free swimming sessions to support older people to live an active and healthy lifestyle. The programme for older people to take up free swimming continues to be popular, despite a slight decrease compared to the same period last year. Attendances for the first quarter of 2015/6 totalled 6,613 which is 270 or 4% lower than the 6,883 free swims recorded during the same period last year.

Free swimming lessons commenced from 28th April 2014 and continue to be popular at Highgrove, Botwell and Hillingdon Sports & Leisure Complex. Lessons are continuing

to operate at the three main pool facilities on a termly basis. For the current term there are 6 beginners and 3 intermediate classes operating.

All sessions have shown improved take up in the last quarter which is encouraging, particularly at Botwell Green. There remains, however, scope to increase numbers further within the existing classes available.

- Extending the Brown Badge Parking Scheme – The Brown Badge Parking Scheme offers older people a designated place to park their car / vehicle which means older people are closer to amenities. This can help to maintain their independence and encourages older people to get out and about to reduce the risk of social isolation.

As of 1st August 2015, a total of 9,666 Brown Badges have been issued. A recent change to extend the application options for brown badges through a self-service online system is working well and the majority of applications received are now submitted directly online by older residents.

Two further Brown Badge bays have also been introduced into a car park in Harefield under a Planning section 106 agreement.

Supporting Older People in the Community

- Support for older people during the economic down-turn - between 1st April 2015 and 31st June 2015, 41 older people were referred for a Financial Healthcheck, of which 24 received a benefit check, leading to £103,073.77 being generated for the community.
- Allotments - The free allotment scheme continues to be very popular with 236 plots allocated to over 65's across all 28 Council managed allotments sites. Concessions of a half price plot have also been offered to residents in receipt of benefits who are over 60 and some charitable organisations.
- Celebrating in style - A number of community groups for older people have held summer events and parties to commemorate the end of WW2. Grants were also provided to Sheltered Housing Schemes to improve facilities and social activities. Feedback from older people continues to be very positive.

Housing

- Home adaptations – In the first quarter of 2015-16, a total of 134 homes had adaptations completed to enable disabled occupants to continue to live at home. This includes adaptations to the homes of 85 older people, of which 42 were in the private sector and this will help them to live independently and safely in their own home.
- Handy Person Service - Age UK Hillingdon continue to support older people in their homes by providing a range of services as part of the Handy Person Service. For a small fee, the service can provide help with plumbing, carpentry, heating etc. Age UK can also help residents find a trusted tradesperson, if the task is beyond the scope of their service. During the first quarter of 2015/16 the service undertook 731 jobs for older people living in Hillingdon.

Financial Implications

There are no additional cost implications for the Council in respect of this report. The projects detailed in this report are financed from within existing resources across the Council including the "Leader's Initiative" Fund.

4. EFFECT ON RESIDENTS, SERVICE USERS & COMMUNITIES

What will be the effect of the recommendation?

The Older People's Plan is welcomed by older people as positively continuing to raise their value and profile and is an opportunity to improve the lives of older people in the community.

Consultation carried out or required

Regular feedback from the Hillingdon Older People's Assembly Steering Group and Older People's Assembly is used to help shape future priorities. The Older People's Assembly in Hillingdon periodically receives progress updates on delivering the promises set out within the Older People's Plan.

5. CORPORATE IMPLICATIONS

Corporate Finance

Corporate Finance has reviewed this report and the associated financial implications, noting that the broad range of initiatives outlined above are fully funded within the existing budgets - including the Leader's Initiative.

Legal

Before the Cabinet is a progress update report on the delivery of Hillingdon's Older Peoples' Plan for the year 2015/16.

Under the Council's Constitution the Cabinet has the appropriate powers to agree the recommendation proposed at the outset of this report.

There are no legal issues arising out of the recommendation proposed at the outset of this report.

6. BACKGROUND PAPERS

NIL