

## Older People's Action Plan 2015/16

| Ref No                        | Task   | Actions   | Lead         | Target Dates | Progress Update   |
|-------------------------------|--|---|--------------|--------------|---|
| <b>1. Safety and Security</b> |  |   |              |              |   |
| 1.1                           | Increase home security amongst older people. | 1.1.1 Ensure burglar alarms are maintained and install those commissioned by the Leader (phases 8&9)  | Vicky Trott  | 31.03.16     | <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>As at end of July 2015, installations for Phase 8 are 500 completed out of 1000 and servicing of Phase 6 is completed.</p> <p>Phase 9 has received Cabinet approval for a further 1000 alarms.</p>  |
| 1.2                           | Take action to tackle rogue traders.         | 1.2.1 Address reports of Rogue Traders including raising awareness of financial scams over the telephone  | Shabeg Nagra | 31.03.16     | <p><u>Ongoing</u> - 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.</p> <p>Only 2 reports of Doorstep Crime were received in the quarter 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. No further action was taken.</p> <p>Officers were also present at a stall at a local bank on 20 May 2015 holding a Fraud and Scams awareness event.</p>   |
|                               |  | 1.2.2 Promote home safety by training front-line staff to provide advice when they visit older people at home. Roll-out a new training programme to staff working in a range of agencies. | Gary Collier | 31.03.16     | <p>Hillingdon4All Health (H4A) and Wellbeing Gateway: HCCG's Governing Body has made £100k available to enable start-up work to be undertaken. A final funding decision will be made at the Governing Body's October meeting. If the funding is approved implementation of the service will start from the 1st November 2015.</p> <p>A training programme for front line staff about making every contact count (MECC) will be delivered in Q4. The programme will be informed by the results of a questionnaire to be issued by Public Health to front line staff in Q3 regarding their knowledge, understanding and concerns about engaging with residents about the options available to them to support their health and wellbeing.</p> |

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| <b>2. Preventative Care</b>                                      |   |   |               |              |  |
| 2.1  | Assist vulnerable people to secure and maintain their independence                | 2.1.1 Continue to deliver the TeleCareLine service  | Sinead Mooney | 31.03.16     | <p><u>Ongoing</u> - From 1st April 2014 the TeleCareLine Scheme has been extended to be free to older people aged 80 years or older.</p> <p>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.</p> <p>Between 5th April 2015 and 30th June 2015, 377 new service users have joined the TeleCareLine Service of which 266 were aged over 80. We are on target to achieve 750 new users set for this year.</p>  |
|  |   | 2.1.2 Deliver the scheme to use a technology bracelet to help support at least 50 older people with dementia to live independently.                 | Linda Russell | 31.03.16     | <p><u>On track</u> At 30th June 2015, 71 Vega watches have been issued, with 13 being returned for this quarter; 25 units remain active.</p> <p>Out of the 13 Vega watches returned during this period:</p> <ul style="list-style-type: none"> <li>• 1 resident passed away</li> <li>• 9 found the device no longer suitable as their condition had changed</li> <li>• 3 residents did not engage well with the technology.</li> </ul> <p>We continue to strengthen our partnership working with the Police for joint working on the GPS technology as well as further raising the profile of the Technology with Adult Social Care.</p> |
| <b>3. Keeping Independent and Healthy (Health and Wellbeing)</b> |   |   |               |              |  |
| 3.1  | Ensure all new and existing service users / carers are offered a personal budget. | 3.1.1 Monitor personal budgets that lead to direct payments and pre-paid cards to meet individual needs rather than just offering personal budgets. | Nina Durnford | 31.03.16     | <p><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.</p> <p>At the end of June 2015, 98.2% of older clients were in receipt of a personal budget (1,444 out of 1,470 older people in receipt of an eligible long term service).</p> <p>Of the 1,444 older people in receipt of a personal budget, 116 (8%) are in receiving this in the form of a pre-paid card or direct payment either completely (94 older people (6%)) or partially (22 older people (2%)).</p>   |

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|        |   |   |                |              | Although this percentage is low, it is not unusual for older people to prefer the council arranging their care and support. In order to increase this percentage, the social care market would need to be developed further to provide more choice for residents so that they can use the direct payment process.  |
| 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   | 31.03.16     | <p><u>Ongoing</u> – As part of Hillingdon's Health and Wellbeing Strategy a range of activities are being delivered specifically for older people to encourage the take-up of regular exercise in their weekly routine.</p> <p><u>Wellbeing days and activities</u><br/>From April-June 2015, there have been two wellbeing days; one during Dementia Awareness Week aimed at older people living with dementia and one 'Eating Well Event' for older people aimed to give information and advice on eating and diabetes, food and dementia and food and dental health.</p> <p>All the exercise sessions continue with eleven people regularly attending chair exercise at Uxbridge library, 8 people at Cobden Close, 7 at West Drayton Community centre and 11 at the EKTA group. The EKTA group is now running Pilates which the ladies have fed back is beneficial for increasing strength and mobility. There is a new Zumba class planned to start in the autumn in West Drayton.</p> <p><u>Drumcommunity</u><br/>The Drumcommunity project continues to enable older people with dementia to take part in an activity which allows them to communicate creatively, work on their short term memory skills, increase relaxation and develop strength and coordination.</p> <p><b>Age UK Hillingdon</b> continue to deliver a range of activities for older people including Ageing Well, Friendly Friday, Active Ageing and Living Well with Dementia Groups. In addition to the above activities AgeUKH also offers Zumba Gold and Extend classes at the Townfield centre and other venues across the borough. Mature exercise classes are also offered at 3 venues, funded by LB Hillingdon (Public Health).</p> |
|        |   | 3.2.2 Continue to offer free swimming sessions  | Howard Griffin | 31.03.16     | <u>Ongoing</u> – The programme for older people to take up free swimming continues to be popular, despite a slight decrease compared to the  |

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|        |      | to residents aged 65+  |                |              | <p>same period last year.</p> <p>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.</p>  |
|        |      | 3.2.3 Deliver free swimming lessons for people aged 65+  | Howard Griffin | 31.03.16     | <p><u>Ongoing</u> – Free swimming lessons commenced from 28th April 2014.</p> <p>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.</p> <p><u>Highgrove</u> 28 residents currently enrolled</p> <p><u>Hillingdon</u> 20 residents currently enrolled</p> <p><u>Botwell Green</u> 18 residents currently enrolled</p> <p>All have showed an improvement in the last quarter which is encouraging, particularly at Botwell Green. There is however scope to increase numbers further within the existing classes available.</p> |
|        |      | 3.2.4 Hold regular tea dances and other dances for older people to promote participation in physical activity. | Sarah Durner   | 31.03.16     | <p><u>Ongoing</u> - Tea dances help to break down social isolation and promote physical activity amongst older people. Tea dances continue to remain very popular.</p> <p>There were three tea dances held at the Civic Centre from April to June with 376 people taking part and two in July and August with a total of 256 people taking part.</p>   |

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|        |   | 3.2.5 - To better enable residents living with dementia to continue to live independently in our community and feel supported and knowledgeable of where they can access advice and help when required. | Sarah Durner | 31.03.16     | <p>Ongoing - this new project to support residents with dementia is developing well in partnership with the Alzheimer's Society</p> <p><u>Dementia Action Alliance</u><br/>19 May 2015, in partnership with the Alzheimer's Society, the council launched the 'Hillingdon Dementia Action Alliance', part of a National campaign, the aim of which is to act as a vehicle for Hillingdon to becoming a dementia friendly borough.</p> <p>12 organisations have committed to three actions each which promote awareness of dementia, include training for their staff and working towards developing dementia friendly environments.</p> <p><u>Dementia Friends Scheme</u><br/>Part of this commitment is the delivery of the 'Dementia Friends Scheme' which continues to be very popular. From April to June 2015, over 100 people have attending the training, including staff from the Council and the Pavillions shopping centre as well as Uxbridge College students and care home staff.</p> <p>A weekly 'Friends Coffee Morning' in Uxbridge library was launched as part of Dementia Awareness Week, offering support and activities for people in the early stages of dementia and their families. So far a total of 36 people have taken part with several referrals being made to the Alzheimer Society which have led to home visits. Many of the people taking part had not had any contact with services so far.</p> |
| 3.3    | Continue to develop and expand the Brown Badge Parking Scheme for older people. | <p>3.3.1 Continue to deliver the Brown Badge older persons parking scheme and promote the scheme to older people.</p> <p>Encourage provision of Brown Badge bays as part of planning</p>                | Roy Clark    | 31.03.16     | <p><u>Ongoing</u> – The number of our older residents applying for a brown badge continues to improve.</p> <p>As of 1st August 2015, a total of 9,666 Brown Badges were on issue. The recent change to extend the application options for brown badges onto an online self-service system is working well and the majority of applications received are now submitted directly online by older residents.</p> <p>A further 2 Brown Badge bays have also been introduced into a car</p>   |

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|        |   | developments wherever possible.   |                                 |              | park in Harefield under a Planning section 106 agreement.   |
| 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   | Paul Richards                   | 31.03.16     | <p><u>Ongoing</u> – Since April 2015:</p> <p>A variety of works have been completed including repairs to water systems, grass and vegetation cutting on uncultivated plots and communal areas, lock replacements, asbestos removal, fencing improvements and ditch clearance.</p> <p>Meadway allotment was included on the Britain in Bloom tour and in preparation, the gates were painted and hedges were cut. Lots of plot holders turned out on the day which impressed the judges with their community spirit.</p> <p>The borough's annual allotment competition 2015 is in the process of being judged by volunteers on behalf of the council.</p> <p><u>On the take up of free plots for the over 65's:</u></p> <p>Currently across all 28 Council managed allotments sites 236 plots have been let for free to over 65's.</p> <p>Concessions of a half price plot have been offered to residents in receipt of benefits who are over 60 and some charitable organisations.</p> <p>All 7 fully devolved (self managed sites) have been written to and asked to implement free plots for 2015/2016.</p> |
| 3.5    | 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 | Charlotte Stamper / Lisa Taylor | 31.03.16     | <p><u>Ongoing</u> – articles appear in every edition of Hillingdon People within the older people's page.</p> <p>May/June's Hillingdon People advertised the new chair exercise classes at West Drayton Community Centre for over-65s, IT training sessions at Ruislip Manor Library and the older people's food event at Barnhill Community Centre in June. The magazine included an article on the new website Connect to Support providing residents with a</p>  |

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|  |      | people  |      |              | <p>wealth of information on care and support.</p> <p>There was also an article on Dementia Awareness Week and the events the Council had organised along with regular events and support the Council provides to those living with dementia.</p> <p>An article on the website's new life events section was also publicised which contains information on retirement and looking after the elderly.</p> <p>On the older people's page there was a feature on wellbeing activities for older people, including tea dances, free allotments and free swimming and lessons for over-65s. A feature celebrated the new bowling clubs at Bessingby Park and Cowley Rec. An article promoted RAF Northolt's Freedom of Hillingdon Parade which took place in June</p> <p>July/August's issue contained an article on the Council's reablement service and featured a case study of an elderly resident;s experience praising the care he received. The older people's page featured the Council's updated Older People's Plan and described what services the Council provides for older people ie. TeleCareLine, wellbeing days and activity sessions, heater loan scheme, events, free burglar alarms, brown parking scheme, older people's assembly, dementia support.</p> <p>September/October's issue will include articles on adult education courses and promotion of the older people's assembly. The older people's page focuses on the funding the leader's initiative gave to sheltered housing schemes for new equipment and summer events and trips.</p> <p>The theme for the Older People's Assembly in September is 'Personal Safety' and the agenda will cover the following topics, as suggested by the steering group and attendees of the OPA.</p> <ul style="list-style-type: none"> <li>• Staying safe on public transport (Safer Transport Police)</li> <li>• Scams and cons affecting older people (Action Fraud - City of London Police)</li> <li>• Safety on the roads in Hillingdon (Alan Tilly)</li> </ul> |
| <b>4. Supporting Older People in the Community</b> |      |         |      |              |   |

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| 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 | Age UK Hillingdon<br><br>Cathie Kennedy | 31.03.16     | <u>Ongoing</u> – 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.  |
| 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.  | Vicky Trott                             | 31.03.16     | <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. There has been 1 request from April to end July 2015.   |
| 4.3               | Provide and encourage opportunities for older people to actively participate in events across Hillingdon. | 4.3.1 Provide support to community groups for older people as requested through the Leaders Initiative for Older People.                                   | Vicky Trott                             | 31.03.16     | <u>Ongoing</u> – The Leader continues to support community groups working with older people. This includes: <ul style="list-style-type: none"> <li>• Grants for summer outings</li> <li>• Grants for Christmas events</li> <li>• Grants Sheltered Housing Schemes</li> </ul>  |
| <b>5. Housing</b> |   |  |   |              |   |
| 5.1               | Help older people to live independently in safe, warm homes   | 5.1.1 Improve private sector homes for older vulnerable people, including heating and insulation measures and essential repairs                            | Steve Bellamy                           | 31.03.16     | The Council is currently considering proposals for a private sector boiler replacement scheme funded and operated by British Gas. The Council will also be exploring other potential funded options for heating and insulation measures for older people.<br><br>In the first quarter of 2015-16 a total of 4 homes of older residents received essential repairs. Essential repairs can include such things as roof and glazing repairs to reduce health and safety risks. 3 of these Essential Repair Grant cases involved heating improvements. As at 17 August 2015 there are 3 approved cases awaiting works and 12 other cases being processed ready for submission for approval. |

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|        |  | 5.1.2 Deliver the Handy Person Service                                    | Age UK Hillingdon | 31.03.16     | <p>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.</p> <p>Age UK can also help residents find a trusted tradesperson, if the task is beyond the scope of their service.</p> <p>During the first quarter of 2015/16 the service undertook 731 jobs for older people living in Hillingdon.</p>  |
|        |  | 5.1.3 Deliver the Falls Prevention Service                                | Age UK Hillingdon | 31.03.16     | <p>Age UK Hillingdon provide a free Falls Prevention Service, available to anyone aged 65 or over. A member of the team will visit to carry out a falls assessment in the home and offer advice on the range of aids, adaptations and other support which may be available.</p> <p>Where appropriate, they may prescribe a home exercise programme to help the resident's stability.</p> <p>In the first quarter of 2015/16 the service offered advice to 258 older people with 97 clients receiving a falls assessment in the home and a home exercise programme (for up to 8 weeks) where appropriate.</p> |
| 5.2    | Deliver the major adaptations programmes for all tenures within budget | 5.2.1 Complete major adaptations increasing independence for older people | Steve Bellamy     | 31.03.16     | <p>Delivered – 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.</p>  |