

# OLDER PEOPLE'S PLAN UPDATE

## 2015-16 END OF YEAR

<b>Cabinet Member(s)</b>	Councillor Ray Puddifoot MBE Councillor Philip Corthorne
<b>Cabinet Portfolio(s)</b>	Leader of the Council Social Services, Housing, Health & Wellbeing
<b>Officer Contact(s)</b>	Kevin Byrne, Administration Directorate
<b>Papers with report</b>	Appendix A - Plan update

### 1. HEADLINE INFORMATION

<b>Summary</b>	To provide an update on the progress with delivering the actions in the plan for older people.
<b>Putting our Residents First</b>	This report supports the following Council objective of: <i>Our People</i>  The Older People's Plan assists the Council to deliver its plans to put residents first. Supporting older people to live independent, active, healthy lives and providing opportunities to improve well-being is key to Hillingdon's Health and Wellbeing Strategy.
<b>Financial Cost</b>	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.
<b>Relevant Policy Overview Committee</b>	Social Services, Housing and Health
<b>Ward(s) affected</b>	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 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 7,000 free alarms to the homes of older residents. Phase 8 of the scheme (1000 alarms) is completed, with 220 alarms from Phase 9 installed by the end of March 2016. Satisfaction with the scheme remains high; out of 87 responses in Q4, 98% are happy with the alarm, 65% feel safer in their own home and 45% are less scared of being burgled.
- 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. 6 reports of possible doorstep crime were received in Q4 making a total 15 for the year 2015-16. Interventions prevented a further £15k being paid out (in one instance, in a neat reversal of the usual scenario, neighbours took the builder to the bank to return £18k to the victim!).

## **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 31st March 2016, 4,674 service users (4,220 households) were in receipt of a TeleCareLine equipment service, of which 3,582 people were aged 80 years or older.

Between 5th April 2015 and 31st March 2016, 1,326 new service users have joined the TeleCareLine Service of which 881 were aged over 80.

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 - Between April 2015 - March 2016 there have been twelve tea dances with a total of 1549 attendances. Older people say that the 'dances encourage them to be more active, make friends and feel less lonely' and their feedback continues to be mapped against the 'Five Ways to Wellbeing' measures.

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 and from December 2015 to February 2016, over 65's took part in a total of 5,353 free swimming sessions across all the pools. There was a slight drop in admissions at Botwell Leisure Centre but all other facilities have increased or maintained the same level of participation.

Free swimming lessons commenced from 28th April 2014 and continue to be popular at Highgrove, Botwell and Hillingdon Sports & Leisure Complex where lessons take place on a termly basis. Attendance has remained stable across the pools and enrolments at the end of quarter four are as per the last quarter, with beginner classes continuing to be the most popular. Lessons have been particularly popular at Highgrove Pool.

- 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.

The number of our older residents applying for a brown badge continues to increase and since January 2016, a total of 428 new Brown Badges were issued to our older residents. This brings the total number of new Brown Badge issued during 2015-16 to 1,745 and there are currently a total of 9,980 active users.

The majority of new Brown badge applications are now being made online at a time that suits the applicant. During 2015-16, 1,112 (63.7%) of the Brown Badge applications have been made using the online application system.

The installation of additional Brown Badge bays in Devonshire Lodge car park, Eastcote, has been completed to assist Brown Badge holders that have to visit the adjacent health centre.

### **Supporting Older People in the Community**

- Support for older people during the economic down-turn - During 2015/16, a total of 181 older people were referred for a Financial Health Check, of which 89 received a benefit check, leading to £346,723 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.
- Supporting community events - A number of community groups for older people have been granted funding to hold parties/events to commemorate the Queen's 90<sup>th</sup> birthday in June 2016. Grants have also been provided to the Alzheimer's Society to delivery 'Singing for the Brain' activities in the north of the Borough and to the Dovetail Dining Centre for replacement windows. Feedback from older people and community groups continues to be very positive.

### **Housing**

- Home adaptations – In the fourth quarter of 2015-16, seven essential repair grants were completed consisting of boiler replacements, external roofing works & window replacement works and a total of 107 homes had major adaptations completed to enable disabled occupants to continue to live at home. This includes adaptations to the homes of 47 older people, of which 23 were in the private sector.

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. In 2015/16 the service undertook 2477 jobs for older people in the Borough.

## **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