

## Older People's Action Plan 2015/16 end of year update

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 March 2016, Phase 8 installations are complete and 220 installs have been completed for Phase 9. Over 7000 alarms have now been fitted.</p> <p>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.</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	Susan Pollitt	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>Trading Standards received 6 reports of possible doorstep crime 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!).</p> <p>Officers took part in the national day of action in partnership with the Police. 'Operation Liberal' targets traders who may be rogue traders in that they operate by doorstep means targeting the elderly and vulnerable. It is an opportunity to promote the message to residents about doorstep crime and how to protect themselves against it. On the day, 18 traders working in the Ruislip area were approached, their paperwork was checked and they were given advice about new legislation that has recently come into force. The home owners were also spoken to as part of the checks.</p>

					Officers also supported 2 fraud and scam awareness events held by local banks.
		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/ Claire Lynch	31.03.16	Hillingdon4All (H4A) Health and Wellbeing Gateway: £195k funding has been approved by HCCG with start up delivery starting in April 2016. The H4A vehicle is now a key part of Hillingdon's Better Care Fund Plan.  A training programme for front line staff about making every contact count (MECC) is currently on hold and will be reviewed for expected delivery in Q2 2016-17.
<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	<u>Ongoing</u> - 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.
		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	<u>On going</u> - As at 31st March 2016, a total of 79 Older people have been issued with the GPS technology (Vega Watch) since the scheme started. Of the 79, 49 have been returned, 2 have been lost and 28 remain active.  Of the 49 returns, 46 were due to the technology no longer being suitable as their condition had changed and 3 people had passed away.

3. 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 Monitor personal budgets that lead to direct payments and pre-paid cards to meet individual needs rather than just offering personal budgets.	Nina Durnford/ Toni Brown	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>As at the end of March 2016, 99.3% of clients aged 65+ where in receipt of a personal budget (1,911 out of 1,925 older people in receipt of an eligible long term service)</p> <p>Of the 1,911 older people in receipt of a personal budget, 162 (8.5%) are receiving this in the form of a pre-paid card or direct payment whether completely (107 older people) or partially (55 older people)</p> <p>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</p>
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	Claire Lynch	31.03.16	<p><u>Ongoing:</u> <u>Wellbeing days and activities</u> Between April 2015 - March 2016, there have been six Wellbeing days with a total of 306 attendances.</p> <ul style="list-style-type: none"> <li>● Two were for people living with dementia - 80 participants,</li> <li>● One was an Older People's food event - 80 participants</li> <li>● One generic wellbeing day - 60 participants</li> <li>● One line dance event - 56 participants</li> <li>● One was for housebound residents living with dementia - 30 participants</li> </ul> <p>These sessions offer participants the opportunity to access information about local services and take part in activities such as chair-based exercise and 'sing-a-longs'.</p> <ul style="list-style-type: none"> <li>● Feedback from Older People: <i>'I have been very depressed since my husband died, now I feel healthy and active and I have met new friends and started new weekly activities.'</i></li> </ul>

				<ul style="list-style-type: none"> <li>● Feedback from stallholder: “ <i>we will be doing a home visit with 2 residents who booked an appointment at the event</i>”.</li> </ul> <p><u>Drumcommunity</u> Drumcommunity sessions are delivered in partnership with the Alzheimer Society and continue in a range of locations across Hillingdon. Hillingdon Community Trust is funding the development of a programme in the south of the borough.</p> <p><u>Mature exercise programmes</u> A mature exercise programme has been developed by the Wellbeing Team and currently offers 11 sessions across a range of locations. the sessions are tailored specifically for older people to encourage the take-up of regular exercise in their weekly routine.</p> <p><u>Age UK Hillingdon</u> A range of activities continue to be delivered for older people including:: <b>Ageing Well</b> - seven Ageing Well social activity groups run weekly across Hillingdon funded by LBH <b>Friendly Friday</b> - two weekly social groups run and funded by Age UK Hillingdon <b>Active Ageing</b> - two weekly sessions run and funded by Age UK Hillingdon</p>
	3.2.2 Continue to offer free swimming sessions to residents aged 65+	Claire Lynch	31.03.16	<p><u>Ongoing</u> – The programme for older people to take up free swimming continues to be popular.</p> <p>From Dec-Feb 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.</p>

	3.2.3 Deliver free swimming lessons for people aged 65+	Claire Lynch	31.03.16	<p><u>Ongoing</u> – Free swimming lessons commenced from 28th April 2014 and continue to be popular.</p> <p>Lessons take place at the three main pool facilities on a termly basis. Attendance has remained stable across the pools and enrolments are as per the last quarter with beginner classes continuing to be the most popular. Lessons have been particularly popular at Highgrove Pool.</p>
	3.2.4 Hold regular tea dances and other dances for older people to promote participation in physical activity.	Claire Lynch	31.03.16	<p><u>Ongoing</u> - Tea dances help to break down social isolation and promote physical activity amongst older people and continue to remain very popular.</p> <p>Between April 2015 - March 2016 there have been twelve tea dances with a total of 1549 attendances.</p> <p>Older people say that the <i>'dances encourage them to be more active, make friends and feel less lonely'</i> and their feedback continues to be mapped against the 'Five Ways to Wellbeing' measures.</p>
	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.	Claire Lynch	31.03.16	<p><u>Ongoing</u> -This new project to support residents with dementia is developing well in partnership with the Alzheimer's Society</p> <p><u>Dementia Action Alliance &amp; Dementia Friends Scheme</u> Between April 2015 to March 2016 there have been eight Alliance meetings with 14 organisations now signed up to the Alliance.</p> <p>There are:</p> <ul style="list-style-type: none"> <li>• 32 Dementia Friends Champions</li> <li>• 3114 Dementia Friends</li> <li>• 12-15 people per week attending the Dementia Friends Coffee mornings in Uxbridge library</li> </ul> <p>Dementia Friends sessions are scheduled with INTU shopping centre, Barclays Bank and Coca Cola.</p>

					<p><u>Singing for the brain</u> Funding has been agreed by the Leader's Initiative to support a Singing for the Brain programme in the north of the borough which will be delivered during 2016-17 at Sheltered Housing Schemes.</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 developments wherever possible.</p>	Roy Clark	31.03.16	<p><u>Ongoing</u> – 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.</p> <p>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.</p> <p>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.</p> <p>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.</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	Adrian Batten	31.03.16	<p><u>Ongoing</u></p> <p>Regular maintenance jobs continue to be carried out, including repairing water leaks to troughs, grounds maintenance and waste removal.</p> <p>Due to current and historic site security issues at Moor Lane allotments, a combination lock has been welded to the main gate to prevent unauthorised entry.</p> <p>A Chrysalis bid is pending for a toilet facility and extended fencing for Western Avenue allotments. Field End Road allotments were successful in a Ward Budget bid for funding for the supply and installation of 4 water troughs.</p>

					There are currently <b>319</b> free allotment plots allocated to the over 65's and <b>10</b> allotment plots with a concession discount of 50% for the over 60's.
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 people	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>In March/April 2016 edition, items were included about the Older People's Assembly (what happened at the meeting in December and details on March meeting), the Northwood Live at Home scheme and a budget article which included information about the Burglar Alarm Scheme and the Council Tax freeze.</p> <p>The Older People's Assembly held on 29 March 2016 was attended by 110 older residents. The theme for the assembly was 'Care following hospital discharge'. In addition to the regular update from Cllr Puddifoot, guest speakers presented the following topics for discussion:</p> <ul style="list-style-type: none"> <li>● The Better Care Fund - outcomes so far and plans for 2016/17.</li> <li>● Telecareline - how it can assist people to live independently and safely in their homes for longer.</li> <li>● Healthwatch - an update about how Healthwatch is using feedback from residents to improve the hospital discharge process and what improvements have been made.</li> </ul>
<b>4. Supporting Older People in the Community</b>					
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  Peter Okali	31.03.16	<p><u>Ongoing</u></p> <p>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.</p>

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	<p><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.</p> <p>There were 5 requests from January to March 2016.</p>
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	<p><u>Ongoing</u> – The Leader continues to support community groups working with older people.</p> <p>During Q4 this included grants for events to celebrate the Queen’s 90th birthday, funding for the Alzheimer’s Society to delivery Singing for the Brain sessions, summer outings and window replacements at Dovetail Dining Centre.</p>
<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	Mohamed Bhimani	31.03.16	<p><u>Ongoing</u> - In the fourth quarter of 2015-16, seven essential repair grants were completed consisting of boiler replacements, external roofing works &amp; window replacement works.</p>
		5.1.2 Deliver the Handy Person Service	Age UK Hillingdon Peter Okali	31.03.16	<p><u>Ongoing</u> - 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 hourly 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>In 2015/16 the service undertook 2477 jobs for older people in the borough.</p>
		5.1.3 Deliver the Falls Prevention Service	Age UK Hillingdon Peter Okali	31.03.16	<p><u>Ongoing</u> - Age UK Hillingdon provide a free Falls Prevention Service funded by HCCG and 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. Where</p>



					<p>appropriate, they may prescribe a home exercise programme to build confidence, improve strength and increase mobility.</p> <p>In 2015/16 the service offered advice to 1063 older people with over 250 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	Mohamed Bhimani	31.03.16	<p>Ongoing – In the fourth quarter of 2015-16, a total of 107 homes had 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.</p>