

OLDER PEOPLE'S PLAN - UPDATE NOVEMBER 2016

Cabinet Member(s)	Councillor Ray Puddifoot MBE Councillor Philip Corthorne
Cabinet Portfolio(s)	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 in 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> ; 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.
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 for Older People' 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 2016-17 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 MBE, 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 the first two quarters of 2016-17. A number are highlighted in the summary below, with a fuller update attached at Appendix A. This includes service improvements supported by the Leader's Initiative developed within the community, with partners and across Council services to enable older people to remain independent, active and healthy.

Safety and Security

- Free burglar alarms – To date, the burglar alarm scheme funded by the Leader's Initiative has fitted almost 7,000 free alarms to the homes of older residents. Phase 8 of the scheme (1000 alarms) is completed, with 675 alarms from Phase 9 installed by the end of September 2016. A further 1000 alarms will be made available to older residents when Phase 10 is launched. Satisfaction with the scheme remains high. Older people say they are happy with the alarm, feel safer in their own home and 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. Trading Standards have received several reports of possible doorstep crime in 2016-17. Reports include roofing work and sales of unidentified frozen fish. In the second quarter of 2016-17 large sums were paid out by victims of 3 possible doorstep crimes, with little prospect of recovering the money.

Officers continue to use opportunities to publicise to older residents the dangers of scams and doorstep sales.

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 September 2016 4,761 service users (4,306 households) were in receipt of a TeleCareLine equipment service, of which 3,627 people were aged 80 years or older. There are also 23 clients using the GPS technology for the Safer Walking device used by clients with early stages of dementia.
- Between 1st April 2016 and 30th September 2016, 411 new service users have joined the TeleCareLine Service of which 252 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 - Between April and October 2016 194 people took part in exercise activities such as aerobic and strength seated exercise, Zumba and dance fitness at 13 different locations in the Borough.

Free swimming – The Council continues 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 remains very popular. Between June and August 2016, over 65's took part in a total of 6,446 free swimming sessions across all of the Borough's pools.

Free swimming lessons for over 65's - Free swimming lessons also continue to be extremely popular. Lessons take place at the three main pool facilities on a termly basis. Botwell offer 4 classes per week with 3 of the 4 classes at full capacity. Hillingdon Sports and Leisure Centre offers 2 classes per week with both classes at full capacity. Highgrove Pool offers 4 classes per week with 2 at full capacity.

- 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.

Supporting Older People in the Community

- Support for older people during the economic down-turn

During Q1 and Q2 a total of 137 older people were referred for a Financial Health Check provided by Age UK Hillingdon. Following these checks 76 received a benefit check leading to £108,616 being generated for the community. Additional amounts may be generated as the Department for Work and Pensions continues to deal with claims.

The service has seen an increase in both referrals and benefit checks since an article appeared in the July/August 2016 edition of Hillingdon People. In Q2 2016 there were 82 referrals for a financial health check, compared with 59 in the same period in 2015/16. Referrals led to 56 benefit checks in Q2 2016/17, compared with 23 in the same period in 2015/16.

- Allotments - Across the Borough of Hillingdon there are currently 356 free-of-charge allotment plots allocated to people aged over 65, a slight increase on last year
- Supporting community events - Several community groups and organisations have been granted funding from the Leader's Older People Initiative to hold parties and events to celebrate Christmas and applications continue to be considered. Grants have also been provided to the Northwood Live at Home Scheme, to hold a 1940s themed tea party and to enable older residents to visit Worthing and take a Thames boat trip.

Funding has been provided for ESOL training courses for older members of the Hillingdon Gurkha/Nepalese community. A pilot scheme to deliver 'seated football' sessions in care settings has also received start-up funding, which includes training for staff to enable the sessions to be continued.

Housing

- 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 an hourly fee subsidised by Age UK Hillingdon, 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 the first six months of 2016/17, the handyperson service undertook 1,092 jobs for 754 older people in the Borough. 14% (155) of these jobs were related to safeguarding i.e. fitting aids and adaptations, moving furniture, improving security. Demand continues to be high with a 3 week waiting list for appointments.

- Preventing falls - Age UK Hillingdon also provide a free Falls Prevention Service funded by Hillingdon CCG 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 appropriate, they may prescribe a home exercise programme to build confidence, improve strength and increase mobility.

In the first six months of 2016/17 the service received 153 referrals with 86 older people receiving a falls assessment in the home. There is a 4 week waiting list for this service.

Bell Farm Christian Centre

Work at Bell Farm Christian Centre in West Drayton to build a new sun lounge extension has recently been completed. The extension will enable the Centre to offer an additional 25 older residents a hot lunch each time a meal is provided. The work was part-funded by the Leader's Initiative for Older People.

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 first two quarters of 2016/17. 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

Previous Older People's Plan updates to Cabinet.