

Older People's Action Plan 2016/17, Update November 2016

Ref No	Task	Actions	Lead	Target Dates	Progress Update
1. Safety and Security					
1.1	Increase home security amongst older people.	1.1.1 Ensure that free burglar alarms scheme delivered and that free service offered after 18 months. (phases 8&9)	John Wheatley	31.03.17	<p><u>Ongoing</u> – To help older people feel safe and secure, free burglar alarms have been installed into the homes of older people aged over 65.</p> <p>At the end of September 2016, Phase 9 consisting of 1000 alarms had installed 675 alarms. This leaves 325 alarms available to older residents in Phase 9.</p> <p>Satisfaction with the scheme remains high with 98% of survey respondents happy with the alarm and significantly less concerned about being burgled.</p>
1.2	Take action to tackle rogue traders.	1.2.1 Address reports of Rogue Traders including raising awareness.	Susan Pollitt	31.03.17	<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 3 further reports of possible doorstep crime in Q2 of 2016-17. A total of £24k had been paid out. In the second two cases, the victims will have to pay out further money to put right the poor work carried out. In both cases it is unlikely that the trader can be traced.</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.		31.03.17	Discussions are in progress to implement 'Making Every Contact Count' as specified in the BCF. Agreement has been reached to train staff through a combination of e-learning (all staff) and face to face delivery (up to 50 staff) in Q4.

2. Preventative Care					
2.1	Assist vulnerable people to secure and maintain their independence	2.1.1 Continue to deliver the TeleCareLine service	Manesh Patel	31.03.17	<p><u>Ongoing</u> - 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. 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.</p> <p>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.</p> <p>Between 1st April 2016 and 30th September 2016, 411 new service users have joined the TeleCareLine Service of which 252 were aged over 80.</p>
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	31.03.17	<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 end of Q2, 137 older people were in receipt of personal care budgets.</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	31.03.17	<p><u>Ongoing</u></p> <p><u>Wellbeing days and activities</u></p> <p>New agreement and programme of Wellbeing activities is in development by the Wellbeing Team. Wellbeing event to be held at West Drayton Community Centre in Q3. Events will include: dances, physical activity taster sessions, health information stalls, local library and leisure programmes. Target groups to include housebound residents.</p>

					<p><u>Mature Exercise Programme</u></p> <p>There were 194 people and 2,763 attendances at exercise activities such as aerobic and strength seated exercise, Zumba and dance fitness across 13 different locations in the Borough. Strength and conditioning tests have been introduced to assess the improvement the classes are having on participants, as this is known to reduce the risk of falls in older people (this data will be available from December 2016).</p>
		3.2.2 Continue to offer free swimming sessions to residents aged 65+	Claire Lynch	31.03.17	<p><u>Ongoing</u> – The programme for older people to take up free swimming continues to be popular.</p> <p>From June to Aug 2016, over 65's took part in a total of 6,446 free swimming sessions across all the pools. This is a small decrease of 182 from 6,628 from the same time last year.</p>
		3.2.3 Deliver free swimming lessons for people aged 65+	Claire Lynch	31.03.17	<p><u>Ongoing</u> – Free swimming lessons commenced from 28th April 2014 and continue to be popular.</p> <p><u>Free swimming lessons for over 65's</u> Lessons take place at the three main pool facilities on a termly basis. Attendance has remained stable across the pools. 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.</p>
		3.2.4 Hold regular tea dances and other dances for older people to promote participation in physical activity.	Claire Lynch	31.03.17	<p><u>Ongoing</u></p> <p>Four Tea Dances were held during Q2, with 959 people attending. Feedback from participants confirms the positive impact the dances have by encouraging older people to be more active, make friends and feel less lonely. A new membership scheme is being developed, linked to the Hillingdon First card.</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.	Linda Matthews Alzheimer's Society	31.03.17	<p><u>Ongoing</u> -This project to support residents with dementia is developing well in partnership with the Alzheimer's Society</p> <p><u>Dementia Action Alliance & Dementia Friends Scheme</u> Between April to September 2016 there have been two Alliance meetings with 20 organisations now signed up to the Alliance.</p> <p>There are:</p> <ul style="list-style-type: none"> · 36 Dementia Friends Champions · 3839 Dementia Friends · Up to 25 people (including people living with dementia and carers) regularly attend the Dementia Friends Coffee Morning, held at Uxbridge Library. <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	31.03.17	<p><u>Ongoing</u> - the number of our older residents applying for a brown badge continues to increase. In the 3 months to October 2016, a total of 336 new Brown Badges were issued to our older residents.</p> <p>There are currently a total of 10,264 active Brown Badge users.</p> <p>An additional two Brown Badge bays have been installed in Devonshire Lodge car park, Eastcote, 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	31.03.17	<p><u>Ongoing</u> - In total 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.</p> <p>Regular maintenance works continue to be carried out, including repairing leaking water tanks, replacement of locks, grounds maintenance and waste removal. Non-cultivation orders are served to tenants not utilising the land as part of their agreements.</p> <p>Waste removal days were organised for various sites. The most recently</p>

					<p>cleared was West End Road (Ruislip) which is a very small site. This has made the site much easier to manoeuvre around for plot holders with limited mobility.</p> <p>Inspections have taken place on all the allotments to assess the levels of dumped waste; arrangements will be made to supply the worst affected sites with a skip. Sites with limited access will have alternative arrangements made for waste removal.</p> <p>Improvement works have been planned for three of our least used sites: Bourne Farm, Grosvenor and Stafford Road allotments. This work will include cutting back the encroaching perimeter vegetation, spraying of weeds, rotavating unused plots and rolling out 1-meter paths for access around each plot.</p> <p>A white handrail and water trough were introduced by the committee at Highgrove allotments to assist a plot holder with a visual impairment.</p> <p>Chrysalis bids are pending for a toilet facility and extended fencing for Western Avenue allotments, and for improved drainage at Chestnut Avenue allotments.</p> <p>Field End Road allotments were successful in a Ward Budget bid for funding for the supply and installation of four water tanks; this work has now been carried out. The tanks installed are taller, limiting over-bending and are situated so they can be accessed by all.</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	3.5.1 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	Emma Gilbertson / Lisa Taylor	31.03.17	<p><u>Ongoing</u> – articles appear in every edition of Hillingdon People on the older people's page.</p> <p>November/December will feature a double page spread on the TeleCareLine service.</p> <p>The Older People's Assembly held on Tuesday 27 September was attended by 108 older residents.</p> <p>One of the key concerns that attendees raise on a regular basis is the condition of roads, pavements and parking in the borough. For this reason it was agreed by the Older People's Assembly Steering Group to dedicate the September Assembly to providing presentations about the Council's services and an opportunity for older people to tell us how roads, pavements and parking have an impact on them.</p>

					This provided an opportunity to communicate the issues the council faces in maintaining our roads and pavements and tackling parking issues, and to manage expectations. It was also an opportunity to obtain constructive feedback.
4. Supporting Older People in the Community					
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	31.03.17	<u>Ongoing</u> 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 DWP 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.
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.	John Wheatley	31.03.17	<u>Ongoing</u> – The Council continues to provide a heater loan to residents aged over 65 whose heating is not working. A further supply of heaters is on order for winter 2016/17.
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.	John Wheatley	31.03.17	<u>Ongoing</u> – The Leader continues to support community groups working with older people. During Q2 grants were made to the following for a variety of lunches outings and other events for older people: Hayes End Community Centre End of the Month Dance Club Bell Farm Christian Centre Glencoe Friendly Club Yiewsley and West Drayton Community Centre Pretty Asian Ladies Group Charville Community Centre

					<p>Northwood Live at Home Yeading Community Association Cobden Close Social Club</p> <p>In addition funding was provided to DASH to pilot seated football sessions within a number of care locations including training for staff to continue the sessions and to Uxbridge College/Hillingdon Gurkha Nepalese Community to run a popular ESOL course for older members of the community.</p>
5. Housing					
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	31.03.17	<p><u>Ongoing</u> -</p> <p>No update this quarter.</p>
		5.1.2 Deliver the Handy Person Service	Age UK Hillingdon Peter Okali	31.03.17	<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 an hourly fee subsidised by Age UK Hillingdon, 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 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 'safeguarding' related jobs i.e. fitting aids and adaptations, moving furniture, improving security. Demand continues to be high with a 3 week waiting list for appointments.</p>
		5.1.3 Deliver the Falls Prevention Service	Age UK Hillingdon Peter Okali	31.03.17	<p><u>Ongoing</u> - Age UK Hillingdon 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.</p> <p>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.</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	31.03.17	<p><u>Ongoing</u> - In the second quarter of 2016-17 a total of 54 homes had adaptations completed to enable disabled occupants to continue to live at home. This includes adaptations to the homes of 33 older people, of which 8 were in the private sector. Year to date (Apr-Sep) 133 adaptations have been completed, of which 76 adaptations have been made to the homes of older people.</p> <p>Additionally 119 new applications for Disabled Facilities grants have been received during the second quarter. This includes applications for grants from 66 older people, of which 25 were in the private sector. Year to date a total of 198 new applications for Disabled Facilities Grants have been received, of these 114 from older people.</p>
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