

## OLDER PEOPLE'S PLAN - UPDATE

<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 in delivering the actions in the plan for older people.
<b>Putting our Residents First</b>	This report supports the Council's objective of <i>Our People</i>  Supporting older people to live independent, active, healthy lives and providing opportunities to improve well-being this report supports 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 for Older People' Fund.
<b>Relevant Policy Overview Committee</b>	Social Services, Housing and Public 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 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.

## **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 2016-17. Several 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. At the end of March 2016, 926 alarms had been installed under Phase 9 (1000 alarms). This leaves 74 alarms available to older residents in Phase 9. Capital Release has been approved for Phase 10 of the scheme, under which residents will receive an upgraded alarm and a free 18 month service. The new system will be a higher specification with additional features included following feedback received from residents, including a door contact sensor with an entry/exit delay and a 'pet-friendly' movement sensor. The solar-powered siren is an improved design and the new system will include a replica siren identical to the main siren.

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.

## **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. 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.
- Since 1st April 2014 the TeleCareLine Scheme has been free to older people aged 80 years or older.
- As at 31<sup>st</sup> March 2017 4,788 service users (4,324 households) are in receipt of TeleCareLine service of which 3,634 are aged 80+.(3,253 households). Note: Households are where there is more than one person receiving TeleCareLine service living in the same property.
- For the year April 16 - March 17 there have been 796 new service users have joined the TeleCareLine service of which 527 are aged 80+.

## **Keeping Independent and Healthy**

- 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.

The number of our older residents applying for a Brown Badge continues to increase and, in the 3 months to April 2017, a total of 669 new Brown Badges were issued to our older residents. There are currently a total of 10,594 active Brown Badge users. Since January 2017, new Brown Badges have been set to expire in March 2020. The remaining 10,315 Brown Badges that needed to be renewed for a further 3 years were printed and posted to Brown Badge holders in March 2017.

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

- Financial support for older people

In the 12 months to March 2017, a total of 309 older people were referred for a Financial Health Check provided by Age UK Hillingdon.

Following these checks 210 clients received a benefit check leading to £292,826 being

generated for the community. Additional amounts may be generated as DWP continues to deal with claims.

The success of the scheme has resulted in an increase in both referrals and benefit checks, leading to waiting lists for a financial health check. To help provide additional capacity, the Leader's Initiative for Older People has provided £25k to Age UK Hillingdon to employ an additional part time (3 days a week) adviser for 15 months to March 2018.

- Allotments - Across the Borough of Hillingdon there are currently 315 free allotment plots allocated to the over 65's. In addition, there are 75 plots allocated to the over 60's at a half price concession.
- Supporting community events - During the year 2016/17 39 grants have been made to community groups and organisations to hold parties and events or to provide activities for older people. These included numerous Christmas lunches and excursions, the Mayor's Christmas Tea Dance,
- Theatre Handholds The Leader's Initiative for Older People has provided funding to install handholds at the Beck and Winston Churchill theatres, to assist older people to climb the stairs to take their seats.
- Leaflet for Older People The Council produced a leaflet for older residents to promote the range of activities and services for people aged over 65. The leaflet gives residents information on the Hillingdon First card, Connect to Support and Carers and provides older people with help and advice on avoiding being caught by scams. A range of activities to improve health and well-being, keeping active, help at home, travel and learning is also contained in the leaflet.

## Housing

- Handyperson service - Age UK Hillingdon continue to support older people in their homes by providing a range of services as part of the Handyperson 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 12 months to March 2017 the Handyperson Service undertook a total of 1801 jobs for older people in the Borough. 360 (20%) of these jobs were "safeguarding" related jobs i.e. fitting aids and adaptations, moving furniture, improved security.

- 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 12 months to March 2017, the service received 308 referrals with 184 older people receiving a falls assessment in the home. There is a 4 week waiting list for the service.

- Housing adaptations In Q4 2016-17, 23 homes had adaptations completed to enable older people to continue to live at home. During 2016/17, a total of 119 adaptations have been completed in the homes of older people.

Additionally 68 new applications from older people for Disabled Facilities grants have been received during Q4. During 2016/17 a total of 227 new applications for Disabled Facilities grants have been received from older people.

- Heater Loans scheme The Council offers the loan of a heater to older residents during the colder months where their heating has failed. An additional supply of heaters was ordered during 2016/17. In addition to providing a heater, the Council also offers a small grant to cover the costs of running the heater.

## **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 People's 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 update reports to Cabinet.