

## Older People's Action Plan 2016/17, Q4 Update - March 2017

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 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 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.</p>
1.2	Take action to tackle rogue traders.	1.2.1 Address reports of Rogue Traders including raising awareness.	Martin King	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>
<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	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.</p> <p>At 31/03/2017 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 are more than one person receiving TeleCareLine service living in the same property.</p> <p>For the year April 16 - March 17 there have been 796 new service users, of which 527 are aged 80+.</p>

					<p>GPS Safer walking programme ongoing - This technology is supporting people living with early stages of dementia to maintain their independence and well being while accessing the community, it also supports family / carers by providing reassurance and the ability to locate their loved one if they do not return home.</p> <p>There are currently 21 clients using the GPS technology (the Vega watch). 2 devices have been returned since last quarter.</p>
<b>3. Keeping Independent and Healthy (Health and Wellbeing)</b>					
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 of 31/03/17, there were 2788 clients with a personal budget and an eligible service. 429 clients had direct payments and pre-paid cards, representing 15.4% of all clients.</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	Priscilla Simpson	31.03.17	<p><u>Ongoing</u></p> <p><u>Mature Exercise Programme</u></p> <p>The MOVES programme maintains strong with 12 classes running. New sessions are being looked into starting up to maintain suitable convenient classes for 65+ ages to attend. The main goals are to improve the health and wellbeing of those that attend the sessions. A variety of gentle exercise sessions are provided that include zumba, chair exercises, dance fitness. It is important for older adults to have adequate strength, flexibility, and endurance to accomplish everyday tasks.</p> <p>Assessing these components of fitness can detect weaknesses which can be treated before causing serious functional limitations. Therefore functional tests are included in this programme which will give a clear reading of participants' health and wellbeing improvements.</p>
		3.2.2 Continue to offer free swimming sessions to residents aged 65+	Priscilla Simpson	31.03.17	<p><u>Ongoing</u> – The programme for older people to take up free swimming continues to be popular.</p>

					From Dec to March 2017, over 65's took part in a total of 7,610 free swimming sessions across all the pools. This is an increase of 549 from 7,061 from the same time last year. Nationally swimming participation has declined over the past year.
		3.2.3 Deliver free swimming lessons for people aged 65+	Priscilla Simpson	31.03.17	<p><u>Ongoing</u> – Free swimming lessons in Hillingdon commenced from 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.	Priscilla Simpson	31.03.17	<p><u>Ongoing</u></p> <p>Tea Dances remain popular with strong attendances throughout the months. Feedback from participants indicates the positive impact the dances have on their lives by encouraging them to be more active, make friends and free less lonely.</p> <p>The new booking system has been implemented and is running well. The March dance saw a 'Strictly Come Dancing' star join the session. This has helped promote the session to a wider audience.</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.	Priscilla Simpson  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>Dementia Action Alliance: Making Hillingdon a Dementia Friendly Borough- The last meeting took place on March 22nd 2017. Thirty people attended the meeting. There are now 22 member organisations including Care Homes, Pharmacies, Uxbridge College, Gill, Age UK Hillingdon and Hillingdon Carers.</p> <p>Dementia Coffee Mornings: There are now two weekly dementia coffee mornings one operating in Uxbridge Library (since 2014) with an average of 25-30 people attending weekly. A second started at Botwell Library in March 2017. This runs on a Thursday and currently has between 4-8 people attending. The groups offer activities for people living with dementia such as singing along, reminiscence and</p>

					<p>reading as well as offering a point of contact with the Alzheimer's Society. A series of special activities for dementia awareness week will take place in May 2017 including art and drumming workshops. This will conclude with an art exhibition during the week of the 29th May in Uxbridge Library.</p> <p>Dementia Friends: there are now regular dementia friend sessions running from the Civic Centre in Uxbridge. These include monthly sessions for residents as well as sessions for staff. Other sessions are also offered upon request in different locations. Since January 2017, 22 members of the Public have attended sessions and 37 LBH staff. This is a total of 59 people. As well as the regular monthly sessions there are also 6 dementia friend sessions planned for Dementia Awareness Week 2017 (14th-20th May).</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> -</p> <p>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.</p> <p>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.</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>Ongoing -</p> <p>Regular maintenance jobs continue are carried out, including repairing water leaks to troughs, fencing for security and grounds maintenance on site (cutting of communal areas and walkways) and waste removal on occasion.</p> <p>Grosvenor, Bourne Farm and Stafford road allotments were selected for improvement works to the grounds.</p> <p>These works consisted of cutting back the encroaching perimeter vegetation, spraying the vacant plots to reduce couch grass and other problematic weeds and rotavating the grounds to improve aeration and soil quality ready for the new prospective tenants.</p>

					<p>This also included the removal of historic waste and some small traces of asbestos.</p> <p>A Chrysalis bid was pending for a toilet facility and extended fencing for Western Avenue allotments the toilet facility was successful and a composting toilet was installed and completed on the 6th of April.</p> <p>315 free allotment plots are allocated to the over 65's. 75 plots allocated to the over 60's at a half price concession.</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>Ongoing – articles appear in every edition of Hillingdon People within the older people's page. Recent content is as follows:</p> <p><b>March/April magazine</b></p> <ul style="list-style-type: none"> <li>- Article about new dementia resource centre.</li> <li>- New access guide (DisabledGo) launched for disabled residents.</li> <li>- Review article of Heart Month and the activities on offer at libraries.</li> <li>- Guide for over-65s publicised.</li> <li>- H4All wellbeing service article.</li> <li>- Budget article: council tax freeze and what the budget included for older people.</li> </ul> <p><b>May/June magazine</b></p> <ul style="list-style-type: none"> <li>- Handrails installed at three of the borough's theatres to help residents and visitors climb the stairs to their seats.</li> <li>- Article promoting the Carers' Fair in June.</li> <li>- Article on the council's tea dances and how they benefit health.</li> </ul> <p>The Older People's Assembly took place on 28 March in the council chamber. 57 older people attended. The theme was 'Working together for better health and care' and included information on the Better Care Fund, hospital discharge and the new care connection teams. Speakers included Dr Julie Vowles, Consultant Geriatrician from Hillingdon Hospital.</p> <p>Attendees were given the opportunity to discuss experiences of hospital discharge and provide feedback on the support they would like to see available, as well as share ideas on preventing hospital</p>

					admissions. The feedback will be collated and shared with officers and partners. They could also put questions to a panel that included managers from the social care team and representatives from Hillingdon Hospital and the Accountable Care Partnership.
<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  Julian Lloyd	31.03.17	<u>Ongoing</u>  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.
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. In addition the Council paid a number of small grants to people who had benefitted from a heater loan to ensure they were not discouraged from using the heaters by the costs of fuel.
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 Leader's Initiative for Older People.	John Wheatley	31.03.17	<u>Ongoing</u> – The Leader continues to support community groups working with older people.  During Q4 seven grants were made to support events for older people being planned for 2017 by community groups. In addition funding was provided to Age UK Hillingdon to support the Financial Health Checks programme for a limited period.
<b>5. Housing</b>					
5.1	Help older people to live independently in safe, warm homes	5.1.2 Deliver the Handyperson Service	Age UK Hillingdon  Julian Lloyd	31.03.17	<u>Ongoing</u> - 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.
		5.1.3 Deliver the Falls Prevention Service	Age UK Hillingdon  Julian Lloyd	31.03.17	<p>Ongoing - 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 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.</p>
5.2	Deliver the major adaptations programmes for all tenures within budget	5.2.1 Improve private sector homes for older vulnerable people Complete major adaptations increasing independence for older people	Mohamed Bhimani	31.03.17	<p>Ongoing –</p> <p>In the fourth quarter of 2016-17 (01.11.17 – 31.03.17) a total of 38 homes had adaptations completed to enable disabled occupants to continue to live at home. This includes adaptations to the homes of 23 older people, of which 10 were in the private sector. Year to date 252 adaptations have been completed, of which 119 concern the homes of older people.</p> <p>Additionally 103 new applications for Disabled Facilities grants have been received during quarter 4 (01.01.17 – 31.03.2017). These include applications for grants from 68 older people, of which 28 were in the private sector. Year to date 369 new applications for Disabled Facilities grants have been received, of these 227 are from older people.</p>