

## Appendix 1 - Older Peoples Action Plan 2009/10 – Quarter 3 Update

Ref No:	Task	Actions	Lead	Target Dates	Progress at end of quarter 3
<b>Theme 1 - Safety and Security</b>					
1.1	Increase home security among older people.	a) Install 1000 burglar alarms free to the homes of vulnerable older people	Sarah Owen	31 March 2010	<u>On track (green)</u> – 845 alarms have been fitted to date (11/02/10).
		b) Promote increased home security - distribute information packs about security to all future recipients of alarms	Sarah Owen	31 March 2010	<u>On track (green)</u> - all recipients of burglar alarms are given a security pack containing useful crime prevention information. 1,000 have been passed to Age Concern who are distributing with each alarm installed.
1.2	Take action to tackle rogue traders. (Ref: ECP001)	a) Tackle reports of Rogue Traders in cooperation with Police and other partners.	Peggy Law	31 March 2010	<u>On-going (green)</u> - Trading Standards Officers have responded to 23 incidents of rogue traders and intervened on 14 occasions.
1.3	Raise awareness amongst older people of safety and security	a) Deliver 2 presentations to older people's forums/assemblies	Sarah Owen	31 March 2010	<u>On track (green)</u> – The Community Safety Team have delivered or supported presentations to Older People's Forums/ Assemblies. A programme of Community Safety and Crime Prevention talks to sheltered housing units has begun. Two talks have been booked for February 2010.
		b) Conduct home fire safety visits in priority postcodes	Colin Gribble	31 March 2010	<u>On track (green)</u> – 1,861 Home Fire Safety Visits have been undertaken. Of these 47% (875) have been in priority postcodes.
1.4	Continue to make the streets feel safer, particularly in the evenings.	Continue to tackle anti-social behaviour - resolve at least 80% of all cases referred to the community safety team by eliminating (totally or	Mick Dunckley	31 March 2010	<u>On track (green)</u> – to resolve at least 80% of all cases referred to the Community Safety Team (Currently over 90% have been resolved within 3 months) & in 77% of cases referred to the Community Safety Team, the problem was eliminated (totally or partially) or referred to Hillingdon Community Mediation.

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		partially) the problem or referring the case to Hillingdon Community Mediation			
1.5	Raise awareness amongst front-line staff about security and safety for older clients	a) Deliver 7 community safety risk management training sessions to front-line social care staff on crime prevention, fire safety and trips and falls.	Sarah Owen	31 March 2010	<b>Completed (green)</b> – eight training sessions have been delivered to social care staff & volunteers – a total of 132 staff have received training. The training is now to be converted to e-learning and will be launched on 1 April.
		b) Provide quarterly bulletins to social care staff about community safety news and projects that benefit older people – 4 bulletins by March 2010.	Sarah Owen	31 March 2010	<b>Completed (green)</b> – Five information bulletins have been distributed to date to social care staff, Hillingdon Homes staff and Housing and Benefits staff with information on the key safe protocol, fire safety, bogus callers and burglar alarms. Bulletins have also included information about how to book on to the community risk training. The sixth bulletin will be distributed in the Spring 2010.
<b>Theme 2 - Preventative Care</b>					
2.1	Increase the number of people in receipt of assistive technology to help them remain independent and live safely at home.	a) Deliver a target of 350 additional people receiving telecare by 31 March 2010	Tolu Roche	31 March 2010	<b>On track (green)</b> –As at the 26 February 2010, 230 installations have been completed and a further 30 are awaiting installation.
2.2	Improved arrangements for advocacy for older people and adults with disabilities	a) Complete a review of advocacy services available to support local people	Gary Collier	31 March 2010	<b>Completed (green)</b> - The interim arrangements for safeguarding advocacy are in place and longer-term arrangements have been agreed. The service will be operational from 1 Apr 10.

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2.3	Develop and progress arrangements to transform adult social care – giving people more choice and control over their lives	a) Deliver the pilots for self-directed support by 31 March 2010 to promote greater choice, independence and control over the social care and support individuals receive.	Dave King	31 March 2010	<p><b>On track (green)</b> – On track to deliver Self-Directed Support services to offer people who need adult social care more of a say in their care and support arrangements. Pilots to test how the new arrangements will work have been launched.</p> <p>All existing service users who have day care and domiciliary care will be provided with a personal budget at their next review by August 2010. In addition all new service users will be offered a Self Directed Support budget by April 2011.</p>
<b>Theme 3 - Keeping independent and healthy</b>					
3.1	Improve health and wellbeing and quality of life for older people with mental health needs (ref: Healthy Hillingdon TP – 23)	a) Quarterly promotion of walks in libraries (including walk and talk sessions run with 2 local libraries)	Andrew Knight	31 March 2010	<p><b>On track (green)</b> – Healthy walks promoted at all libraries. Walks taking place as planned - 54 walks from 11 sites. Walks programme co-ordinated with Hayes Streets Ahead campaign and walks from Uxbridge Library, Harlington Library and Manor Farm Library.</p> <p>10 new walk leaders have trained as part of the promotion in libraries of the walks scheme and 290 new walkers participating to the end of December.</p> <p>Additional walks planned for Streets Ahead events in 2010. Walks for special needs patients planned with Hillingdon Hospital in 2010.</p>
		b) 2 walks promotion sessions with mental health services	Andrew Knight	31 March 2010	<p><b>Completed (green)</b> – The promotion of mental health is integrated with all walks. Mental health service users are regularly participating in walks. 2 walks completed on 1st October and 26th October 2009 with more than 100 walkers participating.</p>

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3.2	Develop capacity for 50+ uptake of active lifestyle options, through partnership work with Age Concern, Green Spaces, Arts, Leisure and Adult education (ref: Healthy Hillingdon TP – 03)	a) Intergenerational cultural events run with at least 200 participants in Fassinage Park and Manor Farm - Events run with Family Information Service and Vyners Swing Band	Andrew Knight	31 Oct 2009	<b>Completed (green)</b> – 200+ people attended "Jazzing up the Park". Positive feed back received from participants with ideas and requests for more activities in parks including a Christmas event and regular use of the band stand by local musicians.
3.3	Promote take-up of allotments in Hillingdon amongst older people (ref: Healthy Hillingdon TP – 03)	a) Adult education on allotments run on 2 sites to promote take-up of allotments - 2009 programme run and evaluated by June 09. 2010 programme scheduled by Feb 2010	Andrew Knight	28 Feb 2010	<b>Completed (green)</b> - Adult Education promoted the take-up of allotments running 5 courses with 47 participants. 43 participants took up the option for an allotment.  A new programme is planned with Adult Education to run from the Spring term 2010.
3.4	Investigate extension of brown badge scheme to private car parks (ref: ECP035/E= )	Work to get the Brown Badge scheme adopted in at least one car park of a supermarket by the end of March 2010, as well as one hospital car park and one railway station. (If we can persuade a trial of the Brown Badge Scheme in one site then it will be easier to roll it out to further car parks once they have seen how successful the scheme is.)	Roy Clark	30 Sept 2009	<b>Ongoing (green)</b> – Additional Brown Badge parking bays have now been installed in the Chimes Shopping Centre and Breakspear Crematorium. More venues for bays, including all Green Spaces car parks, are being considered with a view to extending the Brown Badge scheme further.  A further six bays have now been marked out in the Lombardy Retail Park in Hayes. Bays have also been installed at the West Ruislip Railway Station. 4 bays will be installed in the Beck Theatre car park alongside some proposed new blue badge bays. Leisure Services are looking to install bays at each of the 4 golf course car parks in the borough. The increase in bays across the borough gives our older residents a wider choice of brown badge bays to use and publicity for this scheme has resulted in a large increase in

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					applications for permits. 4,716 have currently been issued.
3.5	Promote physical activity opportunities (ref: Healthy Hillingdon TP – 22)	a) Extend active lifestyle promotion to all areas in collaboration with Streets Ahead - Active lifestyle promotion at 5 events (run with leisure services)	Andrew Knight	31 March 2010	<p><b>On track (green) -</b>  <b>The Streets Ahead Active Lifestyle promotion was launched on the 21st November with 150 Healthy walks leaflets handed out.</b></p> <p><b>A walk took place on the 26th November as part of the 'Walk of Action' promotion with 23 people participating.</b></p> <p><b>Work is continuing with the Green Spaces Team to promote 'Active parks' to include a ranger patrol attending walk leader training, website promotion of regular events and project work to support NVQ opportunities for the Green Spaces Team.</b></p>
3.6	Promote take-up of free Swimming lessons for people aged 60+	a) Publish a promotional article in Hillingdon People by March 2010	Sue Drummond	31 March 2010	<p><b>Completed (green) –</b>  <b>The May 09 issue of Hillingdon People included a promotional article on swimming lessons for people aged 60+. The promotional article was linked to the Botwell Green Leisure Complex and Hillingdon Sports and Leisure Complex.</b></p> <p><b>This was also promoted at the Older Peoples Assembly.</b></p>
		b) Deliver a campaign to promote take-up of free swimming lessons working with partners.	Sue Drummond	31 March 2010	<p><b>On track (green) – We have increased the number of swimming lessons for people aged over 60 in response to demand by 264 lessons compared to the last financial year. (No of free swims – April-Nov = 19,956).</b></p>
3.7	Deliver a physical activity plan with the active ageing co-ordinator	a) Age Concern and Hillingdon Council appoint an active ageing co-ordinator to promote	Sue Drummond / Age Concern	31 March 2010	<p><b>Completed (green) - Recruitment process with Age Concern complete. Active Ageing Co-ordinator appointed and is now in post.</b></p>

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		community based activities for a healthier lifestyle for older people			
<b>Theme 4 - Tackling age discrimination</b>					
4.1	Work towards achieving excellent level of the new equalities framework for local government and embed equalities throughout service delivery (ref: DCEO 04 (POI) E=)	a) Use equality impact assessments (EIA's) to monitor how older people access services, identify age-related barriers and develop improvement actions	All services Support from Policy Team	31 March 2010	<b>On track (green)</b> - both annual and predictive Equality Impact Assessments (EqIAs) are continually used by service areas to review the delivery of services over the year and assess the impact to any change in service provision or function for older people.  An assessment has also been completed of the procurement of residential and nursing home provision under a regional framework agreement.
		b) Work with partners to create shared equality aims and objectives and address age-related barriers	Policy Team Vicky Trott / Rob Mackenzie-Wilson	31 March 2010	<b>Completed (green)</b> – a revised equality statement for Hillingdon partners was presented and agreed by the Local Strategic Partnership on 21 <sup>st</sup> July 09.
		c) Monitor complaints from residents and visitors	Policy Team Vicky Trott / Rob Mackenzie-Wilson	31 March 2010	<b>On track (green)</b> - the corporate complaints policy and procedure is being updated to include complaints of discrimination based on age.

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4.2	Support residents and businesses through the economic downturn (Ref: DCEO 36 (PB&CE))	a) Provide a series of practical support measures via the voluntary sector, including additional advice and support services for Age Concern Hillingdon to provide financial information and assistance for older people.	Partnerships – Ian Edwards	31 March 2010	<p><b>On track (green) - A £20k credit crunch grant has been allocated to Age Concern Hillingdon to employ an outreach worker to support older residents during the recession. The service is delivering 'financial assessment', support and advice sessions as part of our 'Ageing Well' activities across the borough. As at December 2009, 116 older people have been supported on a range of issues including sheltered housing, welfare benefits, social services and heating / home grants.</b></p> <p><b>The Hillingdon Joint Visiting Team held a benefits awareness event in Ruislip on the 23<sup>rd</sup> September as part of the Streets Ahead week of action. Faith leaders received information to help people in their community access support and advice during the downturn and a drop-in session gave local people an opportunity to discuss issues and access direct support from benefits advisors.</b></p> <p><b>The Hillingdon Joint Visiting Team held a second benefits awareness event in Hayes on the 26th November 2009 as part of the Streets Ahead week of action.</b></p>
<b>Theme 5 - Planning for Retirement</b>					
5.1	Promote planning for retirement to people living in Hillingdon	a) include an article in Hillingdon People about planning for retirement, employment and volunteering.	Emma Marsh	31 March 2010	<b>Completed (green) – Life changes article in place for January/February 2010 edition of the Hillingdon People magazine.</b>

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5.2	Promote Take-up of Volunteering in Hillingdon.	b) assist HAVS to recruit new volunteers to achieve the Local Area Agreement target in 2009/10.	Vanessa Hurhangee	31 March 2010	<p><b>On track (green)</b> - There has been increased visibility in Hillingdon People promoting volunteering, encouraging people to recognise themselves and others as volunteers. Publicity and nomination packs will be used to promote the launch of the 2010 Volunteer Achievement Awards.</p> <p>In partnership with Hillingdon Carers we have developed focused publicity to encourage carers to consider volunteering to enhance their wellbeing but also as a tool for returning to paid employment once their caring commitments have ended.</p> <p>The delivery of the Department for Work and Pensions Volunteering Option Project has begun, which involves in partnership with Job Centre Plus, the referral of long term unemployed people (6mths +) to voluntary placements, allowing them to learn new/enhance existing skills as well as opening areas of experience for possible development. A significant number of referrals are jobseekers with mild-moderate learning disabilities.</p>
<b>Theme 6 - Housing</b>					
6.1	Help older people to live independently in safe, warm homes	a) Make 200 homes decent for vulnerable older person householders in the private sector	Beatrice Cingtho	31 March 2010	<b>On track (green)</b> - 154 homes of older people have been improved to date during 2009/10 – an increase of 52 during quarter 3.
		b) Deliver 80 heating system completions for older vulnerable people in the private sector	Beatrice Cingtho	31 March 2010	<b>On track (green)</b> – 58 older people living in private sector housing have benefited from improved heating systems since April 2009.

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		c) Deliver 350 home energy insulation measures for older people in the private sector	Beatrice Cingtho	31 March 2010	<b>On track (green)</b> - 271 home energy insulation measures have been installed in the homes of older people since April 2009.
		d) Increase benefit take-up for 150 older people in the private sector	Beatrice Cingtho	31 March 2010	<b>Completed (green)</b> – Target has been exceeded. During the nine months ending 31 December 2009, 273 older people have received additional benefits.
		e) Deliver 430 Handyperson completions for older people in the private sector through the council's Care and Repair service	Beatrice Cingtho	31 March 2010	<b>On track (green)</b> – to date 361 improvements have been made to the homes of older people helping older people to stay independent in their own home.
		f) Deliver 75 grant assisted essential repairs for older people on lower incomes in the private sector through the council's Care and Repair service	Beatrice Cingtho	31 March 2010	<b>Completed (green)</b> - 88 grant assisted essential home repairs for older people have been completed since April 2009.
6.2	Provide specialist extra care housing for older people	a) Conduct feasibility studies on the development of specialist 24 hour extra care provision within existing sheltered housing schemes.	Paul Feven	31 October 2009	<b>Completed (green)</b> - Feasibility studies completed on two existing sites. One site has been identified as being suitable for re-development for the provision of extra care housing for a proposed 47 homes. Funding from the Homes and Communities Agency (HCA) has been successfully secured. At the other site, the proposal is to re-develop into extra-care homes.

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		b) Work with housing associations partners to deliver specialist extra care facilities on new build sites including West Ruislip RAF site	Paul Feven	April 2011	<p><b>On track (green)</b> - 48 extra care facilities are being developed on the West Ruislip RAF site. There will be a phased completion over 18 months. Work started on site on 22nd September 2009 and will deliver 48 extra care units due for completion between March and May 2012.</p> <p>Triscott House - Funding from the HCA (Homes and Communities Agency) for this scheme was approved and given in October 2009, and this scheme will provide 45 extra care places for older people. The scheme is due to start on site in June 2010 with completion forecast for September 2011.</p>
6.3	Increase the housing options for older people	a) Fast track housing applications and halve assessment time to 7 days for housing register applications	Beatrice Cingtho	31 March 2010	<b>On track (green)</b> – The average time to complete a housing assessment has fallen to 5 days. Target will be met by year end.
		b) 17 days for homeless applications	Beatrice Cingtho	31 March 2010	<b>On track (green)</b> – The average time to complete a homelessness application is 17 days as at 2 March 2010 - target expected to be met by year end.
		c) Ensure that no older people are placed in Bed and Breakfast accommodation where there is a housing duty	Beatrice Cingtho	31 March 2010	<b>On track (green)</b> – 2 clients were placed in Bed and Breakfast accommodation where there was a housing duty during Dec 09. These people have now been rehoused into alternative suitable accommodation.
		d) Ensure that no older people remain in hospital due to a lack of accommodation	Beatrice Cingtho	30 Sept 2009	<b>Completed (green)</b> – As at 23 December 2009, no older people remain in hospital due to lack of accommodation where there is a housing duty.
		e) Build new high quality housing for older people as part of the council's	Paul Feven	31 March 2011	<b>On track (green)</b> – Meeting held with government officials to discuss and promote the bid for “Challenge” funding. Application made for

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		"Pipeline Sites" project			development of extra care scheme and units of accommodation under Housing Revenue Account Pipeline Sites programme.  Programme has now been approved.
<b>Theme 7 – Learning and Sharing Skills</b>					
7.1	Older people are helped to develop skills and knowledge to use the computer	a) Continue to target older people living in sheltered housing with information and advice about the support available to improve their computer skills	Jan Lynn	31 March 2010	<b>Completed (green)</b> - Posters are displayed at all sheltered schemes promoting IT courses in libraries and other organisations through-out the Borough. Five schemes already have computer facilities for tenants use and three more will be introduced in 2009/10 using existing resources. There is ongoing dialogue with Brunel university and Age Concern regarding training for tenants.
7.2	Promote access to learning and volunteering opportunities for older people	a) include an article in Hillingdon People	Emma Marsh	31 March 2010	<b>Completed (green)</b> – 'Learn something new' article included in the January/February 2010 edition of Hillingdon People.
<b>Theme 8 – Consulting and Informing</b>					
8.1	Continue to develop access to the Older Peoples Assembly	a) Review how the Older Peoples Assembly is working – review with Hillingdon's FORCE Group	Alison Coote / Tolu Roche	31 Dec 2009	<b>Completed (green)</b> - The operational arrangements of the Older Peoples Assembly have been reviewed, enhanced and improved by the FORCE Group (the Older Peoples Assembly Steering Group). Feedback questionnaires for attendees are provided at each meeting, and suggestion/ comment boxes are used.  The Assembly have been asked about the timing of meetings, the length of meetings, time for questions, refreshments and venues.

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		b) Agree with FORCe and the Older Peoples Assembly ways to develop the Assembly	Alison Coote / Tolu Roche	31 March 2010	<b>On track (green)</b> - In June 2009, the play 'Who's Helen?' was performed at the Older Peoples Assembly to help enhance awareness and understanding of loneliness, isolation and depression in older age. This was the first time that such a mode of communication was used at the Assembly and was welcomed by older people. Further discussion with the FORCe group is taking place about ways to further develop the Older Peoples Assembly. Options are being considered by the FORCe Group about future chairmanship arrangements to encourage greater involvement by older people.
		c) Promote access to the Older People's Assembly and how people can get involved – promotional article in Hillingdon People, positive press coverage and outreach work with community groups	Alison Coote / Tolu Roche	31 March 2010	<b>On track (green)</b> - The Council's web-page "Life Changes - Enjoying Retirement in Hillingdon" has a section dedicated to older people, and is used to promote Assembly activities.  Details of each Older Peoples Assembly are advertised widely, including Hillingdon People and the Talking Newspaper.  The FORCe Group are considering further press coverage and outreach work.
8.2	Continue to develop ways to improve services to older people in Hillingdon using the Leaders Initiative	a) attend Force and other groups as appropriate to promote the Leader's initiative and encourage appropriate bids for this funding.	Kevin Byrne	31 March 2010	<b>On track (green)</b> - The Leader's Initiative continues to fund a broad range of voluntary and community organisations that provide services to help older people remain independent, active and healthy. This includes the installation of burglar alarms into the homes of 1,000 older residents – an initiative which will continue into 2010/11.

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					<p>7 Community Associations have received a share of £17,700 funding to expand and improve services for older people. Funding will go towards:</p> <ul style="list-style-type: none"> <li>• A series of day trips for older people to get out and about;</li> <li>• Establish coffee morning events;</li> <li>• Monthly lunch clubs to provide free meals for older people;</li> <li>• Free transport services to enable older people to attend events; and</li> <li>• The purchase of new equipment to expand exercise, sports and social activities</li> </ul> <p>A grant of £6k has been used to pump prime a 'Heater Loan Scheme' that will provide free temporary heaters and small grants to cover electricity costs to older people that have no heating because of breakdown. The heaters will be loaned, usually for a maximum of two weeks, to help older people heat their homes while they arrange repairs or seek further help.</p> <p>Ruislip &amp; Northwood Old Folks Association (RNOFA) have been awarded £11,200 to replace flooring in the Tudor Lunch club, which will improve facilities and events for older people.</p>
8.3	Supporting other forums that offer a direct voice to older people in the development of service planning and delivery.	a) regularly attend meetings with the Black Minority Ethnic Elders Forum prior to the older people's assemblies and feedback to the Assembly the views of older people	Tolu Roche	31 March 2010	<b>Completed (green)</b> - Arrangements are in place for the Chairman of the Older Peoples Assembly to attend the Black and Minority Ethnic Elders Forum on a quarterly basis in order to provide a direct link with the Older Peoples Assembly.

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8.4	Keep older people informed about developments in Hillingdon	a) ensure a page is dedicated to older people in every edition of Hillingdon People.	Emma Marsh	31 March 2010	<b>Completed (green)</b> - A dedicated older people's page has been in place since October 2008, providing information on what the council is doing for older people as well as information on schemes/events specifically for older residents. The page will continue to update older residents about developments within the main themes of the older people's plan and other initiatives important to them.