

OLDER PEOPLE'S PLAN UPDATE

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)	John Wheatley, Residents' Services
Papers with report	Appendix A - Plan update

HEADLINES

Summary	To provide an update on the progress in delivering the actions in the plan for older people.
Putting our Residents First	The Older People's Plan assists the Council to deliver its plans to put residents first. 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 Health
Relevant Ward(s)	All wards

RECOMMENDATION

That the Cabinet notes the successes to date and continued progress to deliver the Older People's Action Plan during 2017-8 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.

SUPPORTING INFORMATION

1. 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 and the Better Care Fund.
2. 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.
3. 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.
4. There have been a number of achievements during the first half of 2017-18. 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

5. Free burglar alarms – To date, the burglar alarm scheme funded by the Leader's Initiative has fitted over 7,000 free alarms to the homes of older residents. At the end of September 2017, 371 alarms had been installed under Phase 10 (1000 alarms). This

leaves 629 alarms available to older residents in Phase 10. Approval for a further 1000 alarms in Phase 11 has been granted. This will ensure that older residents can continue to receive a high-quality alarm system free of charge, together with a free service after the first 18 months. 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.

6. Rogue traders - Trading Standards 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. In September, Trading Standards Officers gave a presentation on rogue traders and scams to the Older People's Assembly. During Q2 2017/18, 26 priority referrals were received from the National Trading Standards Scams Team who identified elderly and vulnerable Hillingdon residents who had been the victims of scams or rogue traders. Trading Standards Officers are in the process of visiting all these victims and are offering advice and assistance.

Preventative Care

7. 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. At the end of September 2017 there were 4,949 service users (4,461 households) benefiting from the use of the TeleCareLine service, of which 3,768 were aged 80+ (3,361 households). In the period from April 2017 to September 2017, 176 people new users joined the Telecare service, of which 119 are aged 80+.

Keeping Independent and Healthy

8. Free swimming - The programme for older people to take up free swimming continues to be very popular. Between April and August 2017 12,830 visits were made, this is up by 2,038 compared to 10,792 visits for the same period last year. Free swimming lessons for older people are also highly successful. Lessons take place at each of the Borough's three pools and most classes are running at full capacity.
9. Tackling dementia - A significant amount of work is being done to help tackle dementia. A variety of activities are provided in Botwell and Uxbridge libraries art, seated football and reminiscence activities. Coffee mornings, singing and walks are also taking place regularly. These sessions have been well received.
10. Hillingdon is the first place in the country to make use of the 'Tovertafel' magic play table which is a play table for people with dementia, learning disabilities or autism. An additional 6 tables are to be purchased for use in libraries and residential care settings.

11. Extending the Brown Badge Parking Scheme - In the 3 months to October 2017, a total of 460 new Brown Badges were issued to our older residents and, at the start of October 2017, there were 10,715 active Brown Badge users. During the same period 58 replacement Brown Badges were issued to holders that had mislaid their badges. An additional Brown Badge bay has been made available at Ruislip Lido, bringing the total there to 8.

Supporting Older People in the Community

12. Financial support - Age UK Hillingdon provides a check to ensure that older people are receiving all of the financial help they are entitled to. This service is supported by the Council and through the Leader's Initiative for Older People. In the 3 months to September 2017 a total of 88 older people were referred for a Financial Health Check provided by Age UK Hillingdon. Following these checks 66 clients received a benefit check leading to £445,479 being generated for the community.
13. Supporting community events - The Leader continues to support community groups working with older people through his Older People's Initiative. During Q2, 7 grants were made to support events for older people being planned for 2017 by community groups. Several more grants have recently been approved to enable community associations, sheltered housing tenant schemes and others to hold Christmas parties and other events.

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 for Older People' Fund.

RESIDENT BENEFIT & CONSULTATION

The benefit or impact upon Hillingdon residents, service users and communities?

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.

CORPORATE CONSIDERATIONS

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 2017/18.

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.

BACKGROUND PAPERS

NIL