

Appendix A

Older People's Action Plan 2017/18, Q2 Update – October 2017

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 the free burglar alarms scheme is delivered and that a free service is offered after 18 months. (Phase 10 installations & Phase 8 servicing)	John Wheatley	31.03.18	<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 2017, 371 alarms had been installed under Phase 10 leaving a further 629 to be installed in older residents' homes.</p> <p>980 18-month services to alarm systems have been completed under Phase 8, leaving 20 before Phase 9 servicing commences.</p>
1.2	Take action to tackle rogue traders.	1.2.1 Address reports of Rogue Traders including raising awareness.	Martin King	31.03.18	<p><u>Ongoing</u> - 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.</p> <p>In the second quarter of 2017/2018, only one report of doorstep crime was received by the Trading Standards Service in which an older person was targeted. The victim was overcharged for gardening work. Unfortunately it has not been possible to trace this trader.</p> <p>In July, Trading Standards Officers attended the Adult Safeguarding Team Meeting. Closer ways of working were identified to allow more effective referrals of cases involving</p>

					<p>vulnerable adults.</p> <p>In September, Trading Standards Officers gave a presentation on rogue traders and scams to the Older People's Assembly. Questions from the audience were taken and valuable intelligence gained.</p> <p>Twenty six priority referrals were received from the National Trading Standards Scams Team who identified elderly and vulnerable Hillingdon residents who have been the victims of scams/rogue traders. Trading Standards Officers are in the process of visiting these victims and offering the necessary advice and assistance to hopefully ensure they do not become repeat victims.</p>
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	31.03.18	<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. Since 1st April 2014 the TeleCareLine Scheme has been free to older people aged 80 years or older.</p> <p>As of 30th September 2017 there are 4,949 service users (4,461 households) who are benefiting from the use of the TeleCareLine service, of which 3,768 are aged 80+ (3,361 households).</p>

					<p>In the period from April 2017 to September 2017 we welcomed 176 new service users, of which 119 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>We welcomed 6 new users to the service in the quarter and there are currently a total of 27 clients using the GPS technology (the Vega watch).</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	31.03.18	<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>
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	31.03.18	<p><u>Ongoing</u></p> <p><u>Mature Exercise Programme</u></p> <p>12 'MOVES' classes are run each week with capacity for 198 people.</p> <p>Work is continuing to collect data to show the benefits of movement and exercise for older people.</p>

		3.2.2 Continue to offer free swimming sessions to residents aged 65+	Nicky McDermott	31.03.18	<p><u>Ongoing</u> – The programme for older people to take up free swimming continues to be popular.</p> <p>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.</p>
		3.2.3 Deliver free swimming lessons for people aged 65+	Nicky McDermott	31.03.18	<p><u>Ongoing</u> – Free swimming lessons in Hillingdon commenced from April 2014 and continue to be popular.</p> <p>Lessons take place at the three main pool facilities on a termly basis. Attendance has remained stable across the pools. A total of 10 classes of 30 minutes per lesson are offered each week at the 3 centres. 7 are 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	31.03.18	<p><u>Ongoing</u></p> <p>Tea Dances remain popular with good levels of attendance each month. 759 residents attended tea-dances at the Civic Centre and Winston Churchill Hall this quarter.</p> <p>Two new regular dances are being planned in the south of the borough to start in October 2017 and January 2018.</p> <p>New volunteers have been assisting at the tea dances, and a new registration format has been implemented for residents to use their Hillingdon First Cards to book onto the tea dances.</p>

		<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.</p>	<p>Priscilla Simpson</p>	<p>31.03.18</p>	<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:</u> There have been 2 meetings since July 2017. There are now a total of 29 member organisations. Over the past two meetings we have had presentations on the 'Tovertafel' which is a 'play table' for people living with dementia, and developing a dementia-friendly generation. These are projects the Alliance are aiming to develop over the next year.</p> <p><u>Dementia Coffee Mornings:</u> These are continuing in Uxbridge and Botwell with around 25 people attending Uxbridge weekly and around 6 attending Botwell. During Q2 external providers joined the group to provide sessions on art, seated football and reminiscence. These sessions have been well received.</p> <p>The coffee morning group has also had the opportunity to perform songs in public on two occasions: once at a Flower and Music Festival at St Bernadette's school and once at the Day of the Older Person. A resident who has been attending the group since 2014 said recently: 'The coffee morning is a lifeline for me, I get to do what I enjoy: singing, it makes me feel alive'.</p> <p><u>Dementia Friends:</u> Two sessions were held during Q2, with 16 people attending.</p> <p><u>Dementia Healthy Walk:</u> The Dementia Friendly Walks continue at Norman Leddy Gardens. The walks are now included in the main healthy Walks leaflets.</p>
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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	31.03.18	<p><u>Ongoing</u> -</p> <p>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.</p> <p>Following improvements to the car parking arrangements around Ruislip Lido, the Brown Badge bays in the Willow Lawn car park were re-marked so that they meet current national standards for parking bays. This has increased the number of spaces by 1 so that there are now 8 Brown Badge bays available to our older residents that visit the Lido.</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	31.03.18	<p><u>Ongoing</u> - Regular maintenance jobs continue to be carried out, including repairing water leaks to troughs, fencing, grounds maintenance and waste removal as required.</p> <p>328 free allotment plots are allocated to the over 65's. 72 plots are allocated to the over 60's at a half price concession.</p> <p>Summer maintenance works have been carried out across the borough for communal areas and pathways in September 2017, with a second cut due before the end of October.</p> <p>Chrysalis funding has been awarded to Chestnut Avenue allotments and the surrounding areas in a bid to improve ongoing drainage issues. Works are due to take place in November 2017.</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	31.03.18	<p><u>Ongoing</u> – articles appear in every edition of Hillingdon People within the older people’s page. Recent content is as follows:</p> <p>September/October Magazine</p> <ul style="list-style-type: none"> • Information on the new hospital discharge information booklet for residents that was produced by Hillingdon Hospital, Hillingdon Healthwatch, Hillingdon CCG and the council. • Publicity for the Older People's Day event in September. • Article on the building extension at Bell Farm Christian Centre for their older people's social club. • Article on the Carers' Recognition Scheme. <p>The Older People’s Assembly took place on 26 September in the council chamber. 88 older people attended. The theme was ‘Combating Fraud and Rogue Traders’. The Trading Standards team talked about the services they offer residents and two of their officers did role plays on different scam scenarios. Adult Social Care outlined the support available to victims and vulnerable residents and the Client Financial Affairs team provided financial help and advice.</p> <p>Attendees were given the opportunity to ask questions and further discuss their experiences relating to scams.</p>
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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 Julian Lloyd	31.03.18	<p><u>Ongoing</u></p> <p>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.</p> <p>Following these checks 66 clients received a benefit check leading to £445,479 being generated for the community. Additional amounts may be generated as DWP continues to deal with claims.</p>
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	31.03.18	<p><u>Ongoing</u> –</p> <p>The Council continues to provide a heater loan to residents aged over 65 whose heating is not working. In addition, once the heater is returned, the Council pays a one-off small grant to people to ensure they are not discouraged from using the heater by the cost of fuel.</p> <p>33 heaters are currently held in reserve at the Harlington Road depot ready for use in colder weather.</p>
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	31.03.18	<p><u>Ongoing</u> – The Leader continues to support community groups working with older people.</p> <p>During Q2, 7 grants were made to support events for older people being planned for 2017 by community groups.</p>

5. Housing					
5.1	Help older people to live independently in safe, warm homes.	5.1.2 Deliver the Handyperson Service	Age UK Hillingdon Julian Lloyd	31.03.18	<p><u>Ongoing</u> -</p> <p>Age UK Hillingdon continue to support older people in their homes by providing a range of services including the Handyperson Service where for an hourly fee subsidised by Age UK Hillingdon, the service can provide help with small jobs around the home. Age UK Hillingdon also helps residents find a trusted tradesperson, where tasks are beyond the scope of their service.</p> <p>In the 3 months to September 2017 the Handyperson Service undertook a total of 185 jobs for older people in the borough. 24 (13%) of these jobs were “safeguarding” related jobs i.e. fitting aids and adaptations, moving furniture, improved security.</p> <p>Age UK Hillingdon is reviewing its services to ensure they remain viable and the Handyperson service has been scaled down, in favour of encouraging greater use of trusted tradespeople.</p>
		5.1.3 Deliver the Falls Prevention Service	Age UK Hillingdon Julian Lloyd	31.03.18	<p><u>Ongoing</u> -</p> <p>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. In the 3 months to September 2017, the service received 59 referrals with 50 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	Residents Services	31.03.17	<u>Ongoing</u> – During the period 1 st April 2017 to 30 th September 2017 the DFG & Adaptations Team completed works for a total number of 138 cases. There are currently 355 active cases as at 30 th September 2017 which are being actively progressed to completion. Adaptations cover a range of works to promote independence in the home, including the installation of walk-in showers, stair lifts and kitchen works.
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