

## OLDER PEOPLE'S PLAN - UPDATE JUNE 2018

<b>Cabinet Member(s)</b>	Councillor Ray Puddifoot MBE Councillor Philip Corthorne
<b>Cabinet Portfolio(s)</b>	Leader of the Council Social Services, Housing and Health & Wellbeing
<b>Officer Contact(s)</b>	Kevin Byrne, Residents Services
<b>Papers with report</b>	Appendix A - Plan update

### HEADLINES

<b>Summary</b>	To provide an update on the progress in delivering the actions in the plan for older people.
<b>Contribution to our plans and strategies</b>	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.
<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 Care, Housing and Public Health
<b>Ward(s) affected</b>	All

### RECOMMENDATIONS

**That Cabinet notes the successes to date and continued progress to deliver the Older People's Action Plan during 2017-18 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**

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 and contributes directly 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 remain: 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 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**

Free burglar alarms – The Free Burglar Alarm scheme started in 2008/9 and since then the scheme, funded by the Leader's Initiative for Older People, has fitted over 9,000 alarms to the homes of older residents across Hillingdon. The scheme is now in Phase 11 which will see a further 1,000 alarms installed to provide increased security and peace of mind for older residents. The scheme includes special systems designed to help people with hearing impediments. A free initial service of the system is offered to residents after 18 months of operation.

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**

### **Dementia Friends**

In 2017/18 the Council made 183 new dementia friends. In total there are over 7,700 dementia friends in Hillingdon out of which the Council has trained 2,276. This makes Hillingdon the second highest Borough in London for the number of Dementia Friends.

### **‘Magic Tables’**

Hillingdon is also introducing innovative technologies to help people living with dementia. Through the Leader’s Initiative for Older People a Tovertafel ‘magic’ table was installed in Uxbridge Library in November 2017, the first of its kind in any library in the UK.

The system projects animations onto table surfaces and allows users to interact with the light and images by moving their arms and hands, providing physical, mental and social stimulation for people with dementia. The Council has now installed magic tables in Botwell, Northwood Hills and Ruislip Manor libraries, with a further two tables to be installed within the new extra care schemes opening in 2018.

### **Extra care housing**

Extra care housing is supported housing that enables people to live independently. Older people are offered greater security and the privacy of a home of their own, with a range of facilities on the premises and 24 hour care services available if needed. New extra care schemes are planned to open in Hillingdon in September 2018 and January 2019.

### **Activities and events**

The Leader’s Initiative for Older People has provided funding for more than 50 events and excursions for older people’s groups during 2017/18 and in April and May 2018. This included numerous Christmas parties, trips to seaside resorts and most recently a number of events held to celebrate the Royal Wedding. Social events of this kind are extremely popular with older residents.

The Sport and Physical Activity Team has provided tea dances at the Civic Centre since 2012, and more recently at the Winston Churchill Hall, Ruislip. The programme of events has expanded through partnership working with Age UK, Hillingdon Carers, GPs, Hillingdon4All and others. The programme now includes events such as art workshops, healthy walks, coffee mornings, intergenerational reminiscence and music and flower festivals, plus a ‘Day of the Older Person’ held in Uxbridge Town Centre. The aim is to promote access for residents to local activities which offer social occasions to reduce loneliness and increase health, wellbeing and independence in older people. Events have also been made accessible for people who are housebound, for the Gurkha community and for older residents living with dementia or Alzheimer’s, and are held at a range of locations including libraries and community centres.

## Telecareline

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.

- In April 2014 the TeleCareLine Scheme was made available free of charge to older people aged 80 years or older. The scheme will shortly be extended free of charge to older people over the age of 75.
- As at 31<sup>st</sup> March 2018 5,072 residents are in receipt of TeleCareLine service of which 3,899 are aged 80+.

## Keeping Independent and Healthy

- Free swimming and free swimming lessons for over 65's - Free swimming and free swimming lessons for older people 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.
- During 2017/18, a total of 3,164 Brown Badges were issued to new applicants. At the end of March 2018, there were 11,751 active Brown Badge users. A total of 41.6% of the new Brown Badge applications during 2017/8 were made by residents using the council's online application form. The Council also issued 358 replacement Brown Badges to holders that had mislaid their badges.
- During the year, additional Brown Badge bays were installed in the new ASDA car park in South Ruislip and in the new Lidl car park in Hayes. The Brown Badge bays in the Willow Lawn car park, Ruislip Lido, were also re-configured which resulted in the number of bays increasing by one.
- The Council has recently been contacted by Buckinghamshire County Council for advice on Hillingdon's popular Brown Badge scheme as they are interested in developing a similar scheme.

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

- Financial support for older people Age UK Hillingdon continues to provide successful Financial Health Checks to help generate additional income for older people. During 2017/18 a total of £386,609 was generated, exceeding the annual target by £86,609. Additional amounts may be generated as DWP continues to deal with claims.
- Allotments - Across the Borough of Hillingdon there are currently 359 allotment plots allocated free of charge to the over 65's. In addition, there are 61 plots allocated to the over 60's at a half price concession.

## **Housing**

- Handyperson service - Age UK Hillingdon continue to support older people in their homes. The transition from the small-scale Handyperson service to a fully functioning local trusted traders service has completed. Two former Age UK Hillingdon 'handy people' have joined the Age UK trusted traders list and are able to complete jobs at comparable rates to the Handyperson service. In addition, local traders are joining the scheme from a far wider range of professional backgrounds including plumbers, gardeners, electricians, builders etc. All traders go through a careful vetting process to ensure they are reputable, trustworthy and provide quality services at reasonable prices.
- Heater Loans scheme 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 electricity. An additional stock of 70 heaters has recently been purchased to ensure the scheme is ready to operate once cold weather returns.

## **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.

## **RESIDENT BENEFIT & CONSULTATION**

### **The benefit or impact upon 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 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

Previous Cabinet reports