

Appendix A

Older People's Action Plan 2017/18, Q4 Update – June 2018

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 May 2018, Phase 10 installations had completed and 181 alarms had been installed under Phase 11, leaving a further 819 to be installed in older residents' homes.</p> <p>A further 1000 alarms have been serviced in Phase 9 during 2017/18. Phase 10 servicing is now underway with 74 alarms having the necessary checks and battery replacement carried out.</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 fourth quarter of 2017/2018, one reports of doorstep crime was received by the Trading Standards Service in which an older person was targeted. Trading Standards were contacted by the victim's bank who were concerned about the amount of money being withdrawn from the account. Trading Standards Officers visited the victim in order to offer her the necessary advice and support. It turns out she was a repeat victim.</p>

					Where appropriate, Trading Standards will liaise with the council's Adult Safeguarding Team to ensure that the borough's residents receive the help and support they need.
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. Since 1st April 2014 the TeleCareLine Scheme has been free to older people aged 80 years or older. Going forward the scheme will be made free to people aged over 75.</p> <p>As at 31st March 2018, 5,072 residents were in receipt of TeleCareLine service of which 3,899 are aged 80+.</p>

3. Keeping Independent and Healthy (Health and Wellbeing)					
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>Mature Exercise Programme</p> <p>19 'MOVES' sessions run weekly</p> <p>Total = 819 residents</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 December 2017 and March 2018 8,433 visits were made, this is up by 821 visits compared to 7,612 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.</p> <p>Attendance figures for Jan - March 2018:</p> <p>489 Civic Centre Tea Dance 213 Winston Churchill Hall Tea Dance 335 Yiewsley West Drayton Community Centre Tea and Line Dances 68 Botwell Leisure Centre 'Desi' (Bollywood/Bhangra style) dance</p> <p>Total = 1105 residents</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	31.03.18	<p><u>Ongoing</u> -This project to support residents with dementia is developing well in partnership with the Alzheimer's Society</p> <p><u>Tovertafel</u></p> <p>Tovertafel continues to be popular. Four Tovertafels have now been installed in libraries. The project was presented to the registered managers' network and care homes now bring residents to 'play' with Tovertafel. New residents living with dementia regularly attend the Friday Tovertafel session at Uxbridge. Tovertafel sessions can now be booked for use directly through the libraries.</p> <p><u>Events to support Older people</u></p> <p>During Q4 there were two events for older people with a focus on housebound residents at West Drayton Community Centre: had 86 people attended the event in January and 75 people attended in March. Activities included seated exercise; seated golf; Drummunity (drumming) session; Bus Pass to Broadway entertainment; refreshments and information stalls.</p> <p>For each event transport was provided to 45 people to ensure that people with limited mobility could attend. Feedback was very positive. Residents enjoy the opportunity to socialise and leave the house. A successful trip to the new Bunker Visitor Centre took place in May 2018.</p>
--	--	---	-------------------	----------	---

					<p><u>Dementia Action Alliance:</u></p> <p>Hillingdon has successfully applied to become a Dementia Friendly Community. The Alliance currently has 28 partner organisations.</p> <p><u>Dementia Coffee Mornings:</u></p> <p>The coffee mornings remain popular with a total of 12 new service users attending the Botwell Coffee morning and 8 new service users attending Uxbridge. Two new coffee mornings are planned for Northwood Hills and Ruislip Manor libraries.</p> <p><u>Dementia Friends:</u></p> <p>In Q4 there were a total of 42 new dementia friends. In 2017/18 the Council made 183 new dementia friends. In total there are over 7700 dementia friends in Hillingdon out of which the Council has trained 2276. This makes Hillingdon the second highest Borough in London for the number of Dementia Friends.</p> <p><u>Dementia Healthy Walk:</u></p> <p>The dementia friendly walks continue on a monthly basis.</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	31.03.18	<p><u>Ongoing</u> -</p> <p>In the 3 months to April 2018, a total of 1,411 new Brown Badges were issued to our older residents and, at the start of April 2018, there were 11,751 active Brown Badge users.</p> <p>During the same period 107 replacement Brown Badges were issued to holders that had mislaid their badges. There was an increase in the number of Brown Badge applications during this period as a result of Ward Councillors making residents aware of the Brown Badge scheme.</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>359 free allotment plots are allocated to the over 65's. This initiative will continue for 2018/2019 financial year. 61 plots are allocated to the over 60's at a half price concession.</p> <p>Works took place in January to improve facilities at Chestnut Avenue allotments. Chrysalis funding has been awarded to provide palisade fencing and communal building roof repairs at Hill House, for new perimeter fencing and raised beds at Hayes End, and for improved entrance fencing at Ashford Avenue allotments to prevent trespassing.</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>Hillingdon People March/April 2018</p> <ul style="list-style-type: none"> • New Desi dance session launched at Botwell Green Sports and Leisure Centre. • Opportunities to socialise and stay active (adult learning, bowling, dining centres, led walks, library groups, mobile library, MOVES fitness programme, dancing, volunteering and Call in Time from Age UK. • Budget - council tax freeze for over-65s <p>Hillingdon People June 2018</p> <ul style="list-style-type: none"> • TfL step-free access news welcomed (Ruislip and Ickenham tube stations) • Positive hospital discharge figures - council working closely with NHS to better understand issues resulting in delays. • Safety feature - scam protection advice and burglar alarm scheme publicity • Revamped bowling clubhouse for Ruislip Bowls Club and Mill Bowling Club <p>The Older People's Assembly took place on 27 March 2018 in the council chamber. The two areas covered were "update on works carried out on roads and pavements across the borough" and the various services offered to residents by H4All.</p>
-----	---	--	-------------------------------	----------	--

					<p>The Highways and Traffic Manager shared information on planned maintenance, improvements, and the regulatory functions. He also provided information about the challenges of highways maintenance and how work is prioritised.</p> <p>The Community Development Officer from H4All shared information on the services they offer. These include home visits, practical and emotional support, counselling and befriending services and volunteering opportunities.</p> <p>She talked about how these opportunities have been a way for people to be actively involved and in turn help in reducing social isolation.</p> <p>Attendees were given the opportunity to ask questions and have discussions on the areas covered.</p>
--	--	--	--	--	---

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>Between January to March 2018 a total of 66 people were referred for a FHC, lead to generating £60,653 of extra income. Total for the 17/18 year was £386,609 which exceeded our annual target by £86,609</p> <p>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>An additional stock of 70 heaters has recently been purchased to ensure the scheme is ready to operate again once cold weather returns.</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 2017/18 and the first months of 18/19, funding was made available for over 50 celebratory events and excursions. This included numerous Christmas parties, several coach trips to seaside resorts and most recently a number of events held to celebrate the Royal Wedding.</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><u>Handyperson service</u> - 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.</p> <p>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.</p> <p>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.</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 to people aged 65 or over. A falls assessment is conducted and advice is given on the range of aids, adaptations and other support which may be available.</p> <p>A home exercise programme may be prescribed to build confidence, improve strength and increase mobility. For the period January to March 2018 Age UK received 62 referrals and had 12 clients on the waiting list on 31.3.18. Currently the waiting list time is 6 weeks. A new physiotherapist has been recruited to help reduce waiting times.</p>

5.2	Deliver the major adaptations programmes for all tenures within budget	<p>5.2.1 Improve private sector homes for older vulnerable people</p> <p>Complete major adaptations increasing independence for older people</p>	Residents Services	31.03.17	<p><u>Ongoing –</u></p> <p>During the period 1st April 2017 to 31st March 2018 the DFG & Adaptations Team completed works for a total number of 301 cases. There are currently 376 active cases as at 31st March 2018.</p> <p>Of the cases in the pipeline, these include:</p> <ul style="list-style-type: none"> • 190 level access showers • 45 ramps • 52 stair lifts • 22 specialist toilets • 7 through floor lifts • 15 Ceiling track hoist • 3 step lifts <p>For those cases approved, officers are using our framework contractor and alternative providers to deliver and actively progress the cases through to completion as quickly as possible. Our alternative providers are delivering modular ramps, stair lifts, through floor lifts and step lifts to enable the adaptation team to deliver our programme which is still ongoing.</p>
-----	--	--	--------------------	----------	--