

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, Health & Wellbeing
Officer Contact(s)	Kevin Byrne, 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.
Contribution to our plans and strategies	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 Care, Housing and Public Health
Ward(s) affected	All

RECOMMENDATIONS

That Cabinet notes the successes to date and continued progress to deliver the Older People's Action Plan during 2018-19 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 2018-19. 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 is funded by the Leader's Initiative for Older People and has fitted over 9,500 alarms to the homes of older residents across Hillingdon. The scheme is currently 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.

A tender exercise is in progress to award a new contract to continue the Council's popular scheme. A report will be brought to Cabinet in December.

Trading Standards investigations

Between July and September, Trading Standards has seen a significant increase in the number of reported rogue trader incidents, with 15 reports received. A common pattern is a trader cold calling on an individual offering to clean guttering. Having gone onto the roof, allegedly to clean guttering, the trader claims that expensive repairs to the roof are required. Officers are making ongoing enquiries to establish the true identities of these traders.

Preventative Care

Telecareline

The Council's Telecareline uses technology to enable older people to continue to live independently in their own homes, with the comfort and security of knowing that help is at hand if necessary.

Telecareline is now available free of charge to people aged over 75. More than 5000 people over 75 now benefit from the Telecareline service. More than 80% use the level 1 service with the standard equipment installed, which can trigger an alert and get help, either from nominated relatives, friends or neighbours, or through the Council's mobile response service.

Dementia

Hillingdon is now a Dementia Friendly Community. The work achieved in Hillingdon libraries around early support to residents living with dementia was recognised at the national Alzheimer's Society Conference in May 2018. There has been extensive work done in the past few months with INTU and Pavilions shopping centres and the focus of some of the work for 2018/19 will be to promote dementia friendly shopping. A lot of work has also been carried out to promote dementia-friendly access to arts and culture including a trip for residents living with dementia to the new Bunker museum, dementia-friendly movie screenings in libraries, dementia art exhibitions and dementia-friendly activities being included in Culture Bite for 2018.

'Magic Tables'

Hillingdon is the first authority in the UK to introduce the innovative 'Tovertafel' magic table technology to help people living with dementia. 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 Uxbridge Botwell, Northwood Hills and Ruislip Manor libraries, with further tables due to be installed within the new extra care schemes.

Following the success of the Tovertafel initiative in Hillingdon, officers were invited to the Dutch Embassy to describe how Hillingdon had adopted and implemented the Tovertafel into local libraries. Following this presentation, the Tovertafel team from the Netherlands and UK have expressed interest in learning more about the Hillingdon approach and in piloting the Tovertafel for children and young people with autism.

Housing

Through the “Home Release Reward” scheme, the London Borough of Hillingdon assists tenants to downsize to a smaller, more suitable and affordable home, giving a financial incentive to assist with the costs associated with moving and setting up a new home. These payments will be; £1,500 for those downsizing by one bedroom; £2,500 for those downsizing by two bedrooms; £ 4,500 for those downsizing by three bedrooms or more. Pensioners are also entitled to up to five years free contents insurance.

The Council also recognises that moving home, particularly from larger to smaller accommodation, can present a number of practical issues and problems. A dedicated housing officer is available to work with tenants to identify and implement measures to support moving to a more suitable accommodation.

In the period April 2018 to October 2018, 26 tenants successfully downsized to more affordable and suitable accommodation.

The Council's allocations policy awards a high priority band on our choice based lettings scheme, Locata, to under occupiers. As at October 2018, there are 177 tenants registered on Locata to downsize.

Grassy Meadow Court is now open with the expectation that 40 flats will be occupied by Christmas. The Dementia Resource Centre is also operational. There is close working with GP practices and new residents receive information on registering with a GP practice.

Park View Court is now scheduled for handover at the end of February 2019 and with first tenants likely to move in at the beginning of March.

A pilot to install electric mobility scooter storage at Mandela Court has been completed. This provides charging points for up to 8 scooters. All 21 sheltered housing schemes have been surveyed to review scooter storage provision. Five already have sufficient capacity. Requirements and costings are being prepared for consideration of additional storage at the remaining 15 schemes.

Keeping Independent and Healthy

Activities and events

The Leader's Initiative for Older People continues to provide funding to enable groups and organisations to provide celebratory events for older people. In the period from April to October 2018 funding has been provided for 28 separate events including summer and Christmas parties, lunches and excursions.

The Sport and Physical Activity Team has provided three Wellbeing days for more than 150 older people living with dementia and their carers. The following trips took place: A visit to the new Bunker museum (May), a trip to Brighton (July) and participation in the Day of the Older Person in the Pavilions (September). The events have offered history and reminiscence,

entertainment, a trip to the seaside, chair-based exercises, group singing, art activities, food and refreshments and information and advice.

Tea dances remain very popular. There were more than 2000 attendances at tea dances and 'Desi' Bhangra style dances in the first six months of 2018/19, held in the Civic Centre, Winston Churchill Hall, Yiewsley & West Drayton Community Centre and Botwell Leisure Centre.

Free swimming and free swimming lessons for over 65's

Free swimming and free swimming lessons for older people lessons 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.

The Brown Badge Older Person's parking scheme continues to be popular and, in the 6 months to October 2018, a total of 1,077 new Brown Badges were issued to our older residents. This represents an increase in applications of 5.4% over the same period in 2017. At the start of October 2018, there was a total of 12,202 active Brown Badge users.

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 the first six months of 2018/19 a total of £921,810 in additional income was generated for older residents. Additional amounts may be generated as DWP continues to deal with claims. The extra income helps radically improve the quality of life of older residents and injects new money into the local economy.

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. The Council has 87 heaters in stock to ensure that 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 residents 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 for Older People.

Legal

Before the Cabinet is a progress update report on the delivery of Hillingdon's Older People's Plan for 2018/19. 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

- Older People's Plan
- Previous Action Plan updates to Cabinet