

Appendix A

Older People's Action Plan 2018/19, Q2 Update – November 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 11 installations & Phase 10 servicing)	John Wheatley	31.03.19	<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 2018, 553 alarms had been installed in Phase 11, leaving a further 447 to be installed in older residents' homes.</p> <p>A further 1000 alarms were serviced in Phase 9 during 2017/18. To date, 298 residents have had their alarm systems checked and batteries replaced in Phase 10, with a further 702 to be carried out once the alarm has been in place for 18 months.</p>
1.2	Take action to tackle rogue traders.	1.2.1 Address reports of Rogue Traders including raising awareness.	Martin King	31.03.19	<p>Ongoing - 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>Trading Standards continue to visit victims to help avoid repeat incidents. Where appropriate, Trading Standards will liaise with the council's Adult Safeguarding Team to ensure that residents receive help and support.</p> <p>We have established new links with Hillingdon Neighbourhood Watch and are now able to put out messages through the OWL e-mail system (Online Watch Link) alerting watch members of suspected rogue traders.</p>

2. Preventative Care					
2.1	Assist vulnerable people to secure and maintain their independence	2.1.1 Continue to deliver the TeleCareLine service	Louise Forster	31.03.19	<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. In April 2014 the service was made free to people aged 80 years or older. The scheme is now available free to those aged over 75.</p> <p>As at 30 September 2018, 5,382 residents aged over 75 years were in receipt of TeleCareLine services. More than 80% of older residents receive the Level 1 or Level 2 service, which offers a standard equipment installation package, with either named responders such as family, friends or neighbours, or the Council's mobile response service.</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	31.03.19	<p><u>Ongoing</u></p> <p>Mature Exercise Programme (MOVES) Based on increasing resident demand the chair based exercises for the over 65's is now offered across 18 sessions weekly in 8 libraries and 2 community venues.</p> <p>A total of 6480 visits to sessions took place in the first 6 months of 2018/19.</p>

		3.2.2 Continue to offer free swimming sessions to residents aged 65+	Nicky McDermott	31.03.19	<u>Ongoing</u> – The programme for older people to take up free swimming continues to be popular.
		3.2.3 Deliver free swimming lessons for people aged 65+	Nicky McDermott	31.03.19	<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	31.03.19	<p><u>Ongoing</u></p> <p>Tea Dances remain popular and provide enjoyment, an opportunity to make friends, be active, and to have something to look forward to. There are 5 dances held across 4 venues.</p> <p>Attendance figures up to October 2018:</p> <p>978 - Civic Centre Tea Dance 432 - Winston Churchill Hall Tea Dance 672 - Yiewsley West Drayton Community Centre Tea and Line Dances 156 - Botwell Leisure Centre 'Desi' (Bollywood/Bhangra style) dance</p> <p>Total = 2238 attendances.</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	31.03.19	<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>All four Tovertafel's have been in place since May 2018. They are now present in Uxbridge, Botwell, Ruilsip Manor and Northwood hills libraries. They are being used regularly by the attendees of the dementia coffee mornings as well as a range of other groups including: Care homes, supported housing, DASH, Mencap and special schools. They are being promoted through a variety of methods including special sessions being offered through Culture Bite to families with a loved one living with dementia.</p> <p><u>Events to support older people</u></p> <p>Three Wellbeing days for older people living with dementia and their carer's. The events have offered history and reminiscence, entertainment, a trip to the sea-side, chair-based exercises, group singing, art activities, food and refreshments and information and advice. 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). Total participation: over 150 people living or supporting someone living with dementia.</p>

				<p><u>Dementia Action Alliance:</u></p> <p>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 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 been undertaken to promote dementia friendly access to arts and culture through a trip for residents living with dementia to the new Bunker museum, as well as dementia friendly movie screenings in libraries, dementia art exhibitions and dementia friendly activities being included in Culture Bite for 2018. The current number of DAA members in Hillingdon is 33 organisations.</p> <p><u>Dementia Coffee Mornings:</u></p> <p>Since April 2018, four new dementia coffee mornings have opened in Hillingdon libraries. Northwood Hills has been running since May '18 with an average of 6-8 people attending weekly; Ruislip Manor started in July'18 with an average of 6 people attending; and Yiewsley and Harlington are due to start in October 2018. This means there are now 6 available coffee mornings across the Borough offering regular support and social interaction to residents in the early to mid-stages of dementia. Overall, across the 6 groups up to 70 residents use the coffee mornings regularly.</p> <p>Residents have described the coffee mornings as being a lifeline allowing them to meet other people locally who are experiencing living with dementia. They like being in the library which keeps the groups feeling social and fun.</p>
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3.3	Continue to develop and expand the Brown Badge Parking Scheme for older people.	3.3.1 Continue to deliver the Brown Badge older persons parking scheme and promote the scheme to older people.	Roy Clark	31.03.19	<p><u>Ongoing</u> -</p> <p>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% for the same period in 2017. At the start of October 2018, there were a total of 12,202 active Brown Badge users.</p> <p>During the same period 143 replacement Brown Badges were issued to holders that had mislaid their badges.</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	31.03.19	<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 is continuing for 2018/2019 financial year. 61 plots are allocated to the over 60's at a half price concession.</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 / Marion Finney	31.03.19	<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 July/August 2018</p> <ul style="list-style-type: none"> • Article on refurbishment works at Elm Park Club and Ruislip Royal British Legion club. • Dementia Action Week post event feature. • Feature on outdoor activities, including fishing, golf and led walks. • Royal wedding parties for older residents. • Article to highlight that the TeleCareLine service is now free for over-75s. <p>September/October</p> <ul style="list-style-type: none"> • Trip to Brighton for residents living with dementia. • Feature about dining centres and lunch clubs. <p>November/December</p> <ul style="list-style-type: none"> • Article about the new extra-care development, Grassy Meadow Court, featuring one of its new residents. • Feature about our variety of dance classes. • Club and Mill Bowling Club
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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	31.03.19	<p><u>Ongoing</u></p> <p>Through our information and advice services Age UK helped Hillingdon residents to secure £921,810 of benefits during the first 6 months of 2018/19. It should be noted that this figure is a little higher due to some delayed data entry from 2017/18, as such we expect a slightly lower figure for the second half of 2018/19. This additional income has the potential to radically improve quality of life for older residents of Hillingdon as well as inject new money into the local economy.</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	31.03.19	<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>There are 87 heaters in stock ready for use during cold 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	31.03.19	<p><u>Ongoing</u> – The Leader continues to support community groups working with older people.</p> <p>During Q1 and Q2 of 2018/19, funding has been provided from the Leader's Initiative for Older People to older people's groups and organisations to hold 28 celebratory events and excursions. This includes Christmas parties, lunches and summer excursions.</p>
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5. Housing					
5.1	Help older people to live independently in safe, warm homes.	5.1.2 Deliver support for older people in their own homes	Age UK Hillingdon Julian Lloyd	31.03.19	<p><u>Ongoing</u> -</p> <p>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>Age UK's Trusted Traders offer is proving incredibly popular and effective. There are now 16 local tradespeople on the list, all of whom are vetted by Age UK. Age UK can signpost older people to trustworthy local tradespeople who cover a wide range of professions, from odd jobs through to qualified electricians and plumbers. In the first 6 months of 2018/19, 483 enquiries have been signposted to local traders. The service has received many positive reviews and to date no complaints.</p> <p>The Help at Home Service provides assistance covering odd jobs, help with decluttering, practical help with bereavement and support to regain skills and confidence. The Service carried out 8,396 jobs in the period from April to September and has an average of 300 clients each month.</p>

		5.1.3 Deliver the Good Neighbours and Falls Prevention Services	Age UK Hillingdon Julian Lloyd	31.03.19	<p><u>Ongoing -</u></p> <p>Age UK Hillingdon provide a free Falls Prevention Service funded by Hillingdon CCG and LBH through the Better Care Fund 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. A home exercise programme may be prescribed to build confidence, improve strength and increase mobility.</p> <p>The service is overseen by trained physiotherapists and during the first 6 months of 2018/19 101 older people benefited from this intervention.</p> <p>Our Good neighbours and befriending services are targeted at supporting isolated, lonely and vulnerable older people in Hillingdon. In the first 6 months of 2018/19 we have supported 195 older people through regular home visits or support to attend activities. This scheme is successful thanks to the 115 regular volunteers who provide this valued service.</p>
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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	31.03.19	<u>Ongoing –</u> 19 people aged 60 and over were assisted to stay in their own home through the provision of disabled facilities grants (DFGs) during Q1, which represented 55% of the grants provided. This has prevented the need to identify alternative housing options at a time when housing in short supply and compares to 14 older people who were assisted in the same period in 2017/18.
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