

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 (Councillor 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

Hillingdon's Free Burglar Alarm scheme is believed to be the only one of its kind in the country. The scheme started in 2008/9 and continues to be funded by the Leader's Initiative for Older People. Residents aged 65 or over are entitled to receive a free alarm system and one free service with all batteries replaced after 12 months of operation. The scheme includes special systems designed to help people with hearing impairments.

10,100 alarms have now been fitted 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 Council receives 60-120 requests for alarms from older residents each month. Following the award of contract to ERA Home Security Ltd., work is in hand to improve the way installation appointments are booked and to improve the monitoring of requests from residents.

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.

By 31st March 2019, 5,541 residents were using the Telecare service. 4,738 of these residents are aged 75 years or over.

2,633 older residents receive the Level 1 service, which offers a standard package with named responders such as either family, friends or neighbours. 2,615 older residents receive the Level 2 service which offers the standard package with the Council's mobile response service.

Keeping independent and healthy

Dementia

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 already installed magic tables in Uxbridge, Botwell, Northwood Hills and Ruislip Manor libraries. Funding has been released to install three more tables in a further three libraries in Harefield, Oak Farm and Yeading.

A 'dementia-friendly' film screening was held at the Beck Theatre in March 2019. Staff were trained as 'Dementia Friends'. The pilot screening was a success and further screenings are being provided.

Tea and other dances

Regular dances are held at the Civic Centre, Winston Churchill Hall, Yiewsley and West Drayton Community Centre, and Botwell Leisure Centre. Consideration is being given to offering a dance in Harefield.

The dances are popular and well-attended, with over 1200 attendances recorded in the last quarter of 2018-19.

Supporting Older People in the Community

Financial support for older people

Age UK Hillingdon continues to provide information and advice to help generate additional income for older people. During 2018/19 Age UK estimates that a total of £1,914,810 in additional income was generated for older residents through this work. This figure includes

some delayed information from 2017/18. The extra income has the potential to radically improve the quality of life for older residents and injects new money into the local economy.

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. During 2018-19, 56 groups received funding of almost £70k for a variety of parties, lunches and excursions.

Dining centres

Work has been agreed to resurface entrance paths at the Dovetail Dining Centre, making access safer for the many older people who visit the centre for lunches which are provided 5 days a week.

Housing

Trusted Traders and Help at Home schemes

Age UK Hillingdon operates a 'Trusted Traders' scheme which offers access to local tradespeople who have all been vetted by Age UK. In 2018/19, 861 enquiries were signposted to local traders.

The Age UK Help at Home service helps older people with odd jobs, decluttering and help and support following bereavement. The service carried out over 16,000 jobs during 2018/19.

Major adaptations programmes

Improvements have been made to the process for implementing major adaptations to older people's homes, to enable them to continue to live independently. The system is now delivering projects more quickly with temporary arrangements put in place if necessary. In some cases, if residents choose, a move to a more suitable property such as a bungalow may be preferable to making major adjustments to the existing property. In all cases a range of housing options are considered.

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.

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