

Appendix A

Older People's Action Plan 2018/19, Q4 Update – May 2019

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 12 months. (Phase 10 installations & Phase 8 servicing)	John Wheatley	31.03.20	<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 March 2019, 836 alarms had been installed under Phase 11 leaving a further 164 to be installed in older residents' homes.</p> <p>A free service is now offered 12 months after the initial installation. 536 systems have been serviced under Phase 10 to end March 2019 leaving 464 services to be carried out.</p>
1.2	Take action to tackle rogue traders.	1.2.1 Address reports of Rogue Traders including raising awareness.	Martin King	31.03.20	<p><u>Ongoing</u> - The Trading Standards Service continues to respond to reports of rogue traders / doorstep crime on receipt of intel. In the last quarter we have received 9 reports which have been actioned accordingly on review of each individual case.</p> <p>In circumstances where intervention may be required, officers will visit victims to advise how to deal with avoiding repeat incidents. Where appropriate we liaise with the Council's Adult Safeguarding Team to ensure that residents receive any further help and support they may need.</p> <p>We are maintaining links with Hillingdon Neighbourhood Watch and put out messages through the Online Watch Link system alerting Watch members to suspected rogue traders. Daily Crime reports received by the Community Safety team are shared with the Service where relevant.</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	31.03.20	<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.</p> <p>As at 31st March 2019, Hillingdon had 5,541 residents in receipt of Telecare. Of that, 4,738 residents were aged over 75 years.</p> <p>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.</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	31.03.20	<p><u>Ongoing</u></p> <p>Based on increasing resident demand, chair-based exercise for the over 65's is now offered across 22 sessions weekly in 10 libraries and 2 community venues.</p> <p>Total = 2376 visits to sessions</p>
		3.2.2 Continue to offer free swimming sessions to residents aged 65+	Nicky McDermott	31.03.20	<p><u>Ongoing</u> – The programme for older people to take up free swimming continues to be popular.</p> <p>The number of free swims for the period Jan to March is 6,937 compared to 6,663 for Jan to March 2018 . This is an increase of 274 swims.</p>
		3.2.3 Deliver free swimming lessons for people aged 65+	Nicky McDermott	31.03.20	<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	31.03.20	<p><u>Ongoing -</u></p> <p>Tea and other dances remain popular with good levels of attendance each month. There are 5 dances held across 4 venues. Attendance figures are shown below: 459- Civic Centre Tea Dance 186 - Winston Churchill Hall Tea Dance 513 - Yiewsley West Drayton Community Centre Tea and Line Dances 102 - Botwell Leisure Centre 'Desi' (Bollywood/Bhangra style) dance. Total = 1260</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	31.03.20	<p><u>Ongoing -</u></p> <p>Tovertafel – currently available in 4 libraries. Between 10 - 12 people using Tovertafel weekly in each library. Users include residents living with dementia, autism and learning disabilities as well as Mencap, special schools, DASH, LBH Care Homes</p> <p>Active Minds Resources - In March 2019 an Active Mind resource pack was given to 8 libraries which don't have a Tovertafel. Each pack contains various activities that provide stimulation for people living with dementia; benefits are specifically designed that include, improving dexterity, increasing engagement and encouraging conversation.</p> <p>Events</p> <p>Music: Up to 70 residents over the age of 65 attended a free event at the Middlesex Suite on 16th March'19. The Royal Albert Hall Songbook was performed by musicians from Albert's Band leading a nostalgic journey through the musical history of the Royal Albert Hall through songs, stories and audience participation.</p> <p>Film: the Beck Theatre's first Dementia Friendly Screening. Beck Theatre staff were trained as Dementia Friends and the theatre environment assessed for being dementia-friendly. The screening was piloted by the theatre on 11th March for 30 people living with dementia and their carers. The immediate</p>

					<p>success and positive feedback has lead the Beck Theatre to offer DF screenings up until June'19 (further screenings are being planned).</p> <p>Dementia Coffee Mornings An increase to 7 coffee mornings held in 7 libraries. Weekly sessions are held in Uxbridge, Botwell, Harlington, Ruislip Manor, Northwood Hills; monthly at Yiewsley library; on 26th February 2019 Hillingdon's first weekly Younger-onset (people diagnosed with dementia younger than 65) group set up in Northwood Library. These offer regular support and social interaction to residents in the early to mid-stages of dementia. Feedback remains very positive.</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	31.03.20	<p><u>Ongoing</u> -</p> <p>The Brown Badge Older Person's parking scheme continues to be popular and, in the 3 months to April 2019, a total of 485 new Brown Badges were issued to our older residents. This brings the total number of new Brown Badge issued during 2018/9 to 1,926. There are currently a total of 12,523 active users.</p> <p>During 2018-9, 1,204 (62.5%) of the Brown Badge applications were made using the online application system.</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	Stuart Hunt	31.03.20	<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>We now have 379 free allotment plots allocated to over 65's and 53 plots allocated to the concession offer for over 60's.</p> <p>Summer works - The first cut for the communal areas and pathways is currently underway, a second cut planned for later on in the summer period. A third cut will be carried out if required.</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	31.03.20	<p>Ongoing – articles appear in every edition of Hillingdon People within the older people’s page. Recent and planned content is as follows:</p> <p>Hillingdon People March/April</p> <ul style="list-style-type: none"> • Feature on the TeleCareLine service <p>Hillingdon People May/June</p> <ul style="list-style-type: none"> • Feature on Dementia for Dementia Action Week • Home Library Service article • Article providing advice about rogue traders (features Age UK’s business directory) <p>The Older People’s Assembly took place on 26 March 2019 in the council chamber, with more than 80 residents in attendance.</p> <p>The Agenda covered:</p> <ol style="list-style-type: none"> 1. Update on Planning Development and Infrastructure in Hillingdon 2. Managing changing Health needs in Hillingdon <p>The LBH Planning Team shared information on the mechanics of planning and how the Council’s planning service addresses the issues of housing and infrastructure delivery, including new health services. His presentation also covered how decisions are made on submitted planning application, including planning enforcement.</p> <p>The Chair of Hillingdon Clinical Commissioning Group spoke about how population health needs are changing nationally and in Hillingdon. His presentation highlighted 3 key themes that have been identified to help transform care and make the best use of local resources. These themes are to keep residents well, support residents in times of crisis and accessing the right care in the right place in a timely manner. Information was also shared about a number of primary care hubs that would soon be established across the borough in response to the anticipated increase in demand.</p> <p>Attendees were given the opportunity to ask questions and to discuss the areas covered.</p>
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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	31.03.20	<u>Ongoing</u> - Through their information and advice services Age UK reported that they helped Hillingdon's older residents to secure £1,914,809.79 of benefits during 2018/19. It should be noted that this figure is a little higher due to some delayed data entry from 2017/18. 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.
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	31.03.20	<u>Ongoing</u> - 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.
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	31.03.20	<u>Ongoing</u> - The Leader continues to provide support to community groups working with older people. During the year 2018/19, 56 grants totalling £68.6k were made to support events for older people run by older people's groups and sheltered housing schemes.
5. Housing					
5.1	Help older people to live independently in safe, warm homes	5.1.1 Provide access to assistance with repairs and other home maintenance services.	Age UK Hillingdon Julian Lloyd	31.03.20	<u>Ongoing</u> - Age UK's Trusted Traders offer is proving incredibly popular and effective. There are now 19 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. During 2018/19, 861 enquiries have been signposted to local traders. The service has received many positive reviews and to date one complaint. 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

					<p>carried out 16,320 jobs during 2018/19 and has an average of 300 clients each month.</p> <p>Age UK Hillingdon has received funding from Nationwide to set up a Homeshare Scheme in Hillingdon. Homeshare is an initiative where isolated older people with a spare room offer low cost accommodation to a lodger who in turn provides companionship and commits to an agreed range of tasks each week. This is an exciting new initiative which has the potential to reduce isolation, promote independence of older residents and provide low cost accommodation in the borough.</p>
		5.1.2 Deliver the Falls Prevention Service	Age UK Hillingdon Julian Lloyd	31.03.20	<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 2018/19 216 older people benefited from 1142 visits through this intervention, an 8% increase on last year.</p> <p>Our Good Neighbours and befriending services are targeted at supporting isolated, lonely and vulnerable older people in Hillingdon. During 2018/19 we have supported 387 older people through regular home visits or support to attend activities. This scheme is successful thanks to the 124 regular volunteers who provide this valued service.</p>
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	Glen Martin	31.03.20	<p><u>Ongoing</u> -</p> <p>23 people aged 60 and over were assisted to stay in their own homes through the provision of disabled facilities grants (DFGs) during Q4, which represented 45% of the grants provided. 17 older people were assisted in the same period in 2017/18. In all cases a range of housing options are considered to ensure the solution offered to older residents best meets their needs and promotes their independence.</p>