

Appendix One

HILLINGDON COUNCIL'S ACTION PLAN FOR OLDER PEOPLE 2008-2011 (QUARTER 4 2008/09 UPDATE)

This action plan represents a working tool for the implementation of Hillingdon Council's Plan for Older People 2008-2011 and will be implemented by the Champion for Older People, Partners and Older People themselves.

Outcome	Lead Officer	Objective taken from the Plan	Action	Target 2008-2011	Links to other strategies
1 Safety and Security	1a Emma Marsh	We will continue to increase the confidence of older people by reducing both the fear of crime and the chances of them becoming victims.	1 Encourage older people to talk to their safer neighbourhood teams. Encourage older people to join Ward Panels. This would help raise the profile of older people and their particular needs.	1a Raise awareness of safety and security, to include 4 articles in Hillingdon People <u>Completed (Green)</u> – The November/December 08 edition of Hillingdon People included an article on bogus callers and tips on staying safe when someone calls at their door, and an article on keeping safe in the winter. There will be subsequent articles during 2009. (Emma Marsh)	Safer Hillingdon Partnership Annual Plan

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	1b Ed Shaylor / Andy Jones			<p>1b Presentations by police and other agencies at the Assemblies</p> <p><u>Completed (Green)</u> A presentation was delivered to the Older Peoples Assembly on 29th September 2008. The presentation covered CCTV and asked for views from the Assembly to inform the Residents Environmental Services Policy Overview Committee review; also publicised the Burglar Alarms project and invited referrals (see 4a).</p> <p>A Community Safety talk was delivered to the Older People's Assembly on 15th December 2008. This included presentations from the Community Safety Team, Fire Brigade, CAB, Age Concern and Trading Standards.</p> <p>(Teresa McKee / Ed Shaylor)</p>	

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	<p>1c / 1d Andy Jones Safer Neighbourhood Teams (Stewart Walker/Sgt Kelly Donoghue)</p>			<p>1c Visits to sheltered housing complexes to ensure older people know how to report anti-social behaviour and address the fear of repercussions by Safer Neighbourhood Teams and Safer Transport Team, and the Sheltered Housing Forum</p> <p><u>Completed (Green)</u> Safer Neighbourhood Teams visit sheltered housing as part of their routine community liaison. Safer Neighbourhood Teams have been advised about the location of all sheltered housing units in the borough and are using these details to inform their visits.</p> <p>(Teresa McKee / Ed Shaylor)</p>	

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				<p>1d 5 older people (aged 65 years or older) will join Ward Safer Neighbourhood Team Panels in 2008/09.</p> <p><u>Completed (Green)</u> There is already good representation from older persons on Ward Panels, the Community and Police Consultation Group (CPCG) and Transport Users Forum. Also, we have active involvement within the Borough Wide Neighbourhood Watch Scheme and on the Crime Prevention Panel that both has good representation from people aged 65 or older and also reaches out to these groups on the various events and road shows it participates in.</p> <p>(Teresa McKee / Ed Shaylor)</p>	

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	2a Sue Pollitt		2. Warn older people about bogus callers to reduce the risk of deception used to enter homes and steal.	<p>2a Trading standards will respond to all reports of rogue traders targeting older people or vulnerable people</p> <p><u>Ongoing</u> - Trading Standards have responded to all referrals regarding possible rogue traders targeting older or vulnerable residents. This has included contacting the possible victim and talking through the circumstances, offering appropriate advice and gathering intelligence.</p> <p>Where appropriate e.g. where traders are still on site, or are returning to collect money allegedly owing, intervention by Officers has taken place.</p>	

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	2b Sue Pollitt / Emma Marsh			<p>2b By March 2009, publish an article in Hillingdon People warning about bogus callers and other crime prevention messages.</p> <p><u>Completed (Green)</u> Lead article on the older people's page for the November/ December edition of Hillingdon People focussed on information and advice regarding bogus callers. (Emma Marsh)</p> <p>In addition a production by Attic Theatre Company called "Ma Kelly's Doorstep" took place in Brunel Ward on 21st October 2008. Brunel Safer Neighbourhood Team identified and invited 70 vulnerable people aged 65 or over or any older person who had been a victim of burglary or distraction burglary. The 1-hour event included songs and a drama show.</p> <p>The production has been designed to warn older people about the dangers of bogus callers and rogue traders.</p> <p>(Ed Shaylor / Teresa McKee)</p>	

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	3a Ed Shaylor / Chris Scott		3. Continue to make the streets feel safer, particularly in the evenings.	<p>3a Develop new initiatives for dealing with groups of youths causing anti-social behaviour and racial harassment.</p> <p><u>Completed (Green)</u> A number of initiatives have been held or are underway to provide positive activities for young people as part of the Children and Families Trust plan. This includes</p> <ul style="list-style-type: none"> • Fiesta programme summer 2008 was the largest programme in London. • KICKZ football programme is operating in Hayes (QPR) and Northwood (Watford). Both projects attract between 50 and 100 young people and are run on 3 evenings a week. • Targeted Youth Support Service being piloted in Harlington. • Early Intervention Panel diverts young people coming to notice. • Information about tackling anti-social behaviour and nuisance behaviour over Halloween and bonfire night was put on the council website and distributed via Street Champions and Hillingdon Neighbourhood Watch. 'No Trick or Treat' posters were given out by Safer Neighbourhood Teams and available to download from the website. • Darker Nights campaign is being led by the Crime Prevention Office and has encouraged people to take extra precautions in the run up to Christmas. • Updates to the community safety web pages to provide more detailed information about tackling anti-social behaviour. <p>(Ed Shaylor/Teresa McKee)</p>	

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	3b / 3c Mary Worrall			<p>3b Work with the Green Spaces Team and the Police to provide a rapid response to anti-social behaviour in parks and green spaces where identified.</p> <p><u>Ongoing (Green)</u>- the green spaces team and safer neighbourhood teams are working closely on issues where they arise to good effect.</p> <p>3c Ensure there is adequate lighting in areas identified as being unsafe. Bring forward priorities from 2005-08 older peoples plan</p> <p><u>Completed (Green)</u> – a programme of streetlight improvements, prioritised with partners to tackle key safety concerns has been agreed and works to install the lights is ongoing. Improvements completed on 5 sites and installation underway on 2 other sites. (Mary Worrall)</p>	

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	4a Ed Shaylor / Mike Smooker		4. Ensure an increase in the number of security and personal alarms.	<p>4a 500 burglar alarms to be fitted free to the homes of vulnerable older people by 2009 via Age Concern Handy Person Scheme and meeting Community Safety Team criteria.</p> <p><u>Ongoing (Green)</u> Scheme has now started with Age Concern with 171 alarms fitted against target in 2008/09 of 150 to be fitted. Scheme continuing into 2009/10.</p> <p>55 recipients of Age Concern burglar alarms returned satisfaction questionnaires. Of these, 96% were very or fairly worried about being burgled before they got an alarm, only 9% were very/fairly worried after they got an alarm. 98% of recipients were happy with the alarm, 82% feel safer in their own homes after the alarm was installed and 36% sleep better at night.</p> <p>An urgent referral by the burglary squad was dealt with swiftly with the residents receiving the installed alarm less than 24 hours after the initial referral.</p> <p>Modified alarms have been purchased for residents who have severe hearing impairments.</p> <p>All recipients also receive a home security information pack.</p> <p>Liaising with Environmental Protection Unit, we have negotiated a discount for recipients interested in joining the London Keyholder Database. (Teresa McKee / Ed Shaylor)</p>	

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	4b Gerard Hollingworth			<p>4b Develop a programme with London Fire Brigade to make sure that older people are fully aware of the need to test smoke alarms and make sure they are working. 2 presentations to be programmed in for the Older People's Assemblies.</p> <p><u>Completed (Green)</u></p> <p>London Fire Brigade have a dedicated fire safety officer to deal with community fire safety issues who is targeting older people and people with disabilities with advice and assistance. Advice is being provided to residents and smoke alarms fitted free of charge by operational fire fighters.</p> <p>Since 1 April 2008, the stations have completed 1747 visits (as at 24.03.08) compared to 1330 visits last year. On average one and a half smoke alarms per visit are fitted (a recommendation is one alarm per floor).</p> <p>The officer has attended a number of community events to promote fire safety and reach older people in the community. A presentation on fire safety was made to the Older Peoples Assembly on 15th December 2008.</p> <p>(Ed Shaylor / T. McKee)</p>	

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	5 Chris Commerford		5. Break down the barriers between older and younger people.	<p>5 Time Travellers Project continues involving older people visiting schools. This initiative is PCT and Hillingdon Community Trust funded.</p> <p><u>On track (Green):</u> 43 volunteers now in place exceeding the target of 35-40 volunteers.</p>	

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	6. Paul Greene		6. Strengthen the processes for safeguarding older people from physical, financial and verbal abuse	<p>6 Safeguarding adults – campaign delivered in the Autumn 2008.</p> <p><u>Ongoing (Green)</u> - A robust and in-depth safeguarding Adults Improvement Plan 2008-2009 has been put in place and has mostly been delivered, to ensure older people and other vulnerable groups are protected from abuse.</p> <p>The Improvement Plan has covered the following themes:</p> <ul style="list-style-type: none"> • Making sure safeguarding processes are robust and adhered to • Providing a wide range of services to help prevent abuse and neglect • Making sure staff and managers know what to do • Performance monitoring and quality assurance processes • Partnership arrangements and the multi-agency safeguarding committee. <p>A high-level body (the Safeguarding Adults Partnership Board) was re-launched in November 2008, with senior representation from all agencies. A new governance structure has been implemented, modelled on best practice across the country.</p>	

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				<p>A business planning workshop was held on 8th December attended by partners and Members. This established the vision and priorities for Safeguarding Adults in Hillingdon over 2009-12 within a rigorous framework.</p> <p>As part of the 2009-12 Strategic Plan, a safeguarding communications workstream is being developed that will raise awareness of safeguarding issues across a number of channels – including posters, leaflets, events and the council website.</p> <p>Campaign activities scheduled include</p> <ul style="list-style-type: none"> • Improved website information about safeguarding concerns and how to report this • Measuring staff awareness of safeguarding to inform future campaign activities • Targeting awareness raising and briefings to service users and their carers, including under-represented groups <p>The communications sub-group of the Board will review the success of the campaign.</p>	

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<p>2 Preventative Care that helps people to continue living at home.</p>	<p>Head of Older People's Service/Sarah Morris/PCT rep/Hillingdon Hospital rep/Ambulance Service/GP and Pharmacy rep/ Belinda Norris Kerry Fellows</p>	<p>Older people will live active and healthy lives in the community</p>	<p>1 Ensure that there are adequate services for older people with Dementia and their Carers.</p>	<p>1. Continue to reduce by 5% the numbers of Older People entering residential care</p> <p><u>Ongoing (Green)</u> - over the last two years the number of older people placed in spot purchased care homes has reduced significantly and the number of weeks in residential or nursing care has fallen.</p> <p>There can be seasonal increases in demand for care home beds during the winter months.</p> <p>Developments in services for older people designed to promote independent living over the next three years will help to reduce the need for care home placements. This includes extra care housing, telecare services and intermediate care services.</p> <p>The fall in the number of weeks of residential and nursing care indicates that older people are being supported longer and with greater complexity within a community setting.</p>	

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			<p>2 People are treated with Dignity and Respect whether they live at home or in residential care.</p> <p>3 Work with partners and the voluntary sector to maximise on the community services they can offer to help older people make more use of dining clubs and other social facilities which stimulate and encourage social inclusion.</p>	<p>2. Deliver the Dignity Challenge workshop to care providers by March 2009.</p> <p><u>Ongoing (Green)</u> – Care providers in Hillingdon are taking part in a self-assessment against Dignity Challenge standards. The findings from the self-assessments will be followed up with care providers during 2009/10 to ensure actions take-place to address any gaps found.</p> <p>3. 2/3 planned events staged in parks to encourage social inclusion, dancing and physical fitness.</p> <p><u>Completed (Green)</u> - The Teddy Bear Picnic inter-generational event ran at Ruislip Manor in July 08 with 1500 participants of all ages attending. The event was organised by the Family Information Service and Supported by Healthy Hillingdon.</p> <p><u>A number of bowling clubs have run “come and try” events with input from green spaces staff and these have been well received.</u></p> <p><u>This has taken place at Ruislip Bowls Club and Eastcote Bowls.</u></p>	

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	<p>Andrew Knight Damien Searle Helen Vincent Mary Worrall</p>		<p>4. Work with partners to encourage the uptake of allotments for social inclusion, physical fitness and healthy eating. Assist with initiatives to help older people take up gardening (raised beds/small plots, co-operatives, Horticultural</p>	<p>The Ruislip Woods Open Day included a guided walk for people of all ages.</p> <p>A schedule of future events is available from the green spaces team and available on the Council's website.</p> <p>The Healthy Walks programme has run as planned during 2008/09. In 2008/09 there were 2944 participants, with 255 new walkers. There were 215 walks on 11 sites throughout the year.</p> <p>(Andrew Knight)</p> <p>Article about Leader's dining club visit included in May/June 09 edition of Hillingdon People (Emma Marsh)</p> <p>4. Dining clubs – review the transport available to support attendance at dining clubs.</p> <p><u>Ongoing (Green)</u> – most people attending the voluntary sector-run dining clubs in Hillingdon arrange their transport through 'dial-a-ride'. Some dining centres have their own mini-buses. Quarterly meetings take place between the council and dining centre managers to review issues and identify opportunities for shared learning. Discussion is continuing with dining</p>	

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			Societies)	<p>clubs to develop ideas for gaining customer feedback about how the dining centres are working, including areas for improvement. This includes transport arrangements to / from the dining clubs.</p> <p>Overall, Hillingdon Council has increased support for dining clubs during 2008/09 through the Leaders Initiative.</p> <p>5. Recruiting 20 volunteers with the Allotment Federation and Adult Education.</p> <p><u>Completed (Green)</u> - 46 volunteers have been recruited. 8 volunteers are manning stalls in The Pavillions; 26 volunteers are site secretaries; and 8 volunteers are on the Hillingdon Allotment and Horticultural Federation (HAHF).</p> <p>(Mary Worrall)</p> <p>6. Deliver the allotment strategy to promote take-up / maintain use and encourage healthy eating and an active lifestyle, including:</p>	

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				<p>6.1 Provide new toilet facilities at 3 sites identified through the Joint Allotment Strategy</p> <p><u>Completed (Green)</u> – Composting toilets have now been installed.</p> <p>(Mary Worrall)</p> <p>6.2 Provide plot preparation to all new tenants to assist in start up</p> <p><u>Completed (Green)</u> - this service is now being provided to all new tenants.</p> <p>(Mary Worrall)</p> <p>6.3 Promote introductory sessions to allotment gardening with Adult Education to older people, including information in Hillingdon People.</p> <p><u>Completed (Green)</u> – An article appeared in Hillingdon People in March/April 09.</p> <p>Taster sessions were held at two sites in May and June 2008 and the uptake of allotments continues to rise through continuous promotion with partners and the work of the borough’s allotments officer. 13 sites in the south of the Borough have received improvements to fencing to improve their safety and</p>	

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				<p>security and signage to many sites has been improved. The number of plots let now stands at 1182 out of a possible 1450 available plots – 82% of plots have been let. Approximately 44% of allotments are let to people over 60.</p> <p>(Mary Worrall)</p> <p>6.4 The Hillingdon Joint Allotment Strategy is updated by December 2008 and agreed by Cabinet Member lead (Environment).</p> <p><u>Completed (Green)</u> – Meetings have been undertaken with the allotments federation to complete the strategy.</p> <p>(Mary Worrall)</p> <p>7. Recruiting 20 volunteers for parks and open spaces conservation project.</p> <p><u>Completed (Green)</u> - Two significant new projects have commenced at Eastcote House, which has 14 volunteers, and River Pinn, which has 12 volunteers. This is in addition to over 2000 volunteer days in Ruislip Woods with 50% provided by older people.</p> <p>(Mary Worrall)</p>	

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<p>3 Keeping independent and healthy</p>	<p>Sarah Morris Andrew Knight Chris Commerford David Holdstock Paul Feven Maria O'Brien Belinda Norris Howard Griffin</p>	<p>Keeping independent</p>	<p>1. Working with health partners to tackle the difficulties that arise through frailty, poor physical and mental health, poverty and social isolation.</p> <p>2. Work with GPs to ensure that older people have access to treatments and therapies which support an early intervention model.</p>	<p>1. Preventing social isolation through befriending schemes – funded by Social Services – 54 volunteers (Increase by 10% during 2008/09)</p> <p><u>On track (Green) - 44 volunteers are placed with an older person providing a befriending service.</u></p> <p><u>In addition 2 volunteers are providing home share day care for 12 older people each week.</u></p> <p>2. Promoting physical and mental wellbeing through the active age project (17 attendees – increase by 20%).</p> <p><u>Completed (Green) – the active age project takes place every Tuesday and Thursday at the Torrington Road Baptist Church, for older people who have left hospital as well as those who need activities that promote health and well-being through social interaction, improve mobility through gentle exercise and build confidence.</u></p> <p><u>The Leader has approved additional resources to support this project through the Leaders Initiative.</u></p> <p>3. Increase take-up of older people using</p>	<p>Hillingdon Health Promotion Strategy</p> <p>Joint Commissioning Strategy for Older People</p>

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		Keeping healthy	3. Reduce the number of older people going into residential care and recognising that this depends on moving more resources into intensive home and community support.	<p>leisure services in Hillingdon by delivering a media campaign.</p> <p><u>Completed (Green)</u> – A leisure campaign is scheduled for the new year, encompassing promotion of leisure services for older people. The launch of the campaign is proposed for April 2009. The campaign is in the planning stages and it is proposed that it will focus on ‘real’ services for ‘real’ people, with three key strands:</p> <ul style="list-style-type: none"> • Keep it real: for young people • Get real: 20-49 yr olds • Real choices: over 50+ <p>(It has been agreed that for the purposes of this campaign, ‘older people’ will include those from 50 years old and above, to tie in with national guidance from on sport activities.)</p> <p>Consultation with the Older People’s Forum will be undertaken prior to finalising the campaign details.</p> <p>Updated information produced for Young at Heart scheme at leisure facilities. Broader information and opportunities to get active for older people will be developed in partnership with Age Concern by recruiting a 55 plus Activator</p>	

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				<p>to identify gaps in provision, co-ordinate and deliver activities.</p> <p>External Community Investment Fund (CIF) secured for new project working with Age Concern aimed at people aged 55+ that would include additional marketing, research to identify gaps and provide new opportunities for older people to get active. Final element of matched funding has been agreed from the Leaders initiative - sign off agreements with Sport England to draw down their funding being completed. Recruitment of an Active ageing co-ordinator to take place during period June/July 09.</p> <p>4. Research trends in participation of leisure services to inform future service development.</p> <p><u>Completed (Green)</u> - Information on take up of swimming by older people obtained in preparation for Department for Culture Media and Sport free swimming programme that is starting in 2009/10. Grant funding for free swimming for older people for 2 years has now been confirmed.</p> <p>An article about this was included on the</p>	

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				<p data-bbox="1256 213 1897 464">Older People's Page in the May/June 2009 Hillingdon People. Free swimming scheme now underway. Information and a display was made at the Older Peoples Assembly in March 2009. The focus is on encouraging take up of swimming lessons.</p> <p data-bbox="1256 507 1877 687">5. Develop the use of sheltered housing by older people in the local community – including particularly vulnerable people (as part of the Sheltered Housing and Extra Care Strategy).</p> <p data-bbox="1256 730 1890 911"><u>Ongoing (Green).</u> The implementation phase of the Sheltered Housing and Extra Care Strategy is underway. This is composed of a number of distinct projects, including:</p> <ul data-bbox="1312 919 1897 1362" style="list-style-type: none"> <li data-bbox="1312 919 1872 986">• Agreeing models of extra care for development in Hillingdon <li data-bbox="1312 994 1883 1174">• Working with Hillingdon Homes to investigate the feasibility of developing 24 hour extra care schemes within existing sheltered housing <li data-bbox="1312 1182 1897 1362">• Working with housing associations to investigate the feasibility of developing 24 hour extra care schemes on new built sites including West Ruislip MOD site <p data-bbox="1256 1366 1449 1398">(Paul Feven)</p> <p data-bbox="1256 1406 1823 1437">7. Help to reduce the number of older</p>	

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				<p>people experiencing a fall by working with health and voluntary sector services to provide practical information and advice to older people.</p> <p><u>Completed (Green)</u> – Hillingdon Council has commissioned handy person schemes to help older people to remain independent, living in their own home. This includes a scheme provided by Age Concern.</p> <p>In addition to the scheme provided by Age Concern, there is also a complementary scheme for people aged 65 years or older to provide assistance with minor repairs and urgent problems in the home e.g. blocked sink, leaking tap.</p> <p>6. Development of pharmacies as sources of health information - 2 (out of 6) Choosing Health campaigns are delivered by March 2009 with pharmacists focussed on issues affecting older people.</p> <p><u>Completed (Green)</u> - 3 Campaigns run with 64 pharmacies. Information also sent to all libraries and occupational health workers at Hillingdon Hospital, Grassy Meadows Day Service and 2 GP practices involved in developing practice based health promotion.</p>	

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				<p>Campaign themes: Physical Activity (April), Safe in the Sun (July), Mental Health (September). 11,000 leaflets distributed with supporting posters.</p> <p>Additional campaigns include Keep Warm Keep Well in Winter Campaign.</p> <p>(Andrew Knight)</p> <p>7. Mental Health sub-group is developing a care pathway to promote early diagnosis in relation to dementia/mental health.</p> <p><u>Ongoing (Green)</u> – the mental health sub-group are continuing to meet to progress the mental health strategy. Consultation on the national dementia strategy has been undertaken locally by the sub-group.</p> <p>8. Development of an Independent Living strategy by March 2009 which sets out the vision for services which help people to remain living in their own home.</p> <p><u>Ongoing (Green)</u> – A stakeholder event was held in March 09 to scope the strategy. The project has now been extended so that the Independent Living Strategy becomes part of an overarching commissioning strategy covering all care</p>	

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				<p>groups that form the basis of a 3 – 5 year work programme for the Healthier Communities and Older People Theme Group. This will be delivered by October 2009. (Paul Feven)</p> <p>9. Expand take-up of technology that assists people to remain living at home – 150 people by March 2009.</p> <p><u>Completed (Green)</u> - 251 people have received assistive technology to assist with daily living - helping to maintain independence and keeping people safe at home. (Gary Collier)</p>	
4 Tackling Age Discrimination	Kevin Byrne Heads of Service Chris Commerford	Older people will cease to be part of any age discrimination	1. Publicise how older people can complain about equality and achieve a successful outcome.	<p>1. Monitor and report quarterly on complaints received across partners and other customer feedback about Age Discrimination and the action taken to tackle this.</p> <p><u>Ongoing (Green)</u> - The council's new single equality scheme now includes within its scope age discrimination, and this includes an age duty, which gives us the following responsibilities:</p> <ul style="list-style-type: none"> • Eliminate unlawful discrimination • Promote equality of opportunity • Promote good relations between people of different ages <p><u>As well as this the council where</u></p>	

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				<p>appropriate, monitors inputs by age, and will take the following steps:</p> <ul style="list-style-type: none"> • Collect and analyse accurate data for all relevant policies, practices and functions identified as high priority • Present the data and analysis to the senior management teams. • Determine what action we need to take to tackle any adverse impact, gaps or differences identified by our monitoring. • Make the necessary changes to our policies. • Publish the results of our monitoring. <p>In addition to this scheme the council use equality impact assessments to ensure their policies, procedures and services are planned and delivered in a manner that provides equal life chances to all our residents.</p> <p>Each service has a complaints officer, and all complaints are monitored by age to determine if there is an indirect affect on different age groups.</p> <p>So far there have been no complaints to the council based directly on age discrimination. Similarly cases to partner organisations (such as CAB) are low.</p>	

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				<p>Age Concern are actively seeking to report and address any cases of age discrimination. (Kevin Byrne)</p> <p>2. Actively promote how older people can make a complaint, pass on their concerns or access help to make a complaint – a promotional article in Hillingdon People by March 2009.</p> <p><u>Completed (Green)</u> - Hillingdon People article appeared on the Older People's Page in March/April 09 edition (Emma Marsh)</p>	
5 Planning for retirement	Kevin Byrne/David Holdstock	Older people will, if they choose to do so, remain active members of the community both in the private and public sector.	<p>1. We will improve the Council Website to assist with information on planning for retirement, working or volunteering.</p> <p>2. We will publicise</p>	<p>1. By July 2008 publish information about planning for retirement, employment and volunteering, linked to the life events project for older people.</p> <p><u>Completed (Green)</u> – Following extensive research and consultation to ensure the Life Changes project meets the needs of older people, the website has now been developed.</p> <p>2. Assist HAVS to recruit new volunteers</p>	

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			opportunities in Hillingdon People.	<p>through Hillingdon People and publish their targets. LAA stretch target is 1300 (2008 – 2011). Target for 08/09 is 400.</p> <p><u>On track (Green)</u> - The Local Area Agreement stretch target is measured through a survey.</p> <p>HAVS volunteer centre data is being used as a local indicator for progress towards meeting the target, and current figures show good progress with 1009 additional volunteers added since April 2007.</p> <p>The number of residents on the database at the volunteer centre has continued to increase. HAVS, Hillingdon Council and Brunel are working together to ensure that we continue to enhance volunteering opportunities, ensure that members of the Hillingdon's community recognise that they are volunteers and that they are valued for their contribution through celebrating their achievements.</p> <p>This activity includes the 2009 / 2010 Volunteer Achievement Awards, volunteer week 2009 and various community events over the summer period. The events will strive to ensure the profile of volunteering is raised and we reach those volunteers that are in the more traditional voluntary roles (sports clubs, amateur dramatics</p>	

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				<p>and schools) where volunteers consider themselves as 'helpers' and not necessarily 'volunteers'.</p> <p>(Richard Robbins)</p> <p>3. At least one article per year about planning for retirement, employment and volunteering.</p> <p><u>Ongoing (Green)</u> – A double page spread about volunteering was included in the May/June edition of Hillingdon People article. (Emma Marsh)</p>	
6 Housing	Paul Feven	Older people would prefer to live in extra care housing given a choice between that and residential care.	<p>1. Provide access to information and advice about improvements and adaptations that enable older people to continue living in their own home.</p> <p>2. Deliver the</p>	<p>1. Provide information about housing options, home improvements and adaptations, to include information at an Older Peoples Assembly by March 2009 and information in Hillingdon People.</p> <p><u>Completed (Green)</u> - Hillingdon People article scheduled for March/April edition. Information provided at Older Peoples Assembly in March 2009. (Paul Feven)</p> <p>2. By March 2009, launch the Council's</p>	<p>Housing Strategy</p> <p>Sheltered Housing and Extra Care Strategy</p> <p>Independent living strategy</p> <p>Joint</p>

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			<p>strategy for sheltered housing and extra care.</p> <p>3. Provide a range of housing options for older people</p>	<p>publication 'Housing options and support services for older people: assistance you can get to help you stay in your own home and housing options if you want to leave.' The publication to be launched at the Older Peoples Assembly, placed on the Council's website and ensure all relevant agencies have copies.</p> <p><u>Completed (Green) – Launched at the Older Peoples Assembly in March 2009. (Paul Feven)</u></p> <p>3. Consult with stakeholders on the Council's Strategy, particularly those living in sheltered housing.</p> <p><u>Completed (Green). Implementation phase of strategy now in progress. (Paul Feven)</u></p> <p>4. Give greater priority within sheltered housing for vulnerable people and those needing housing support.</p> <p><u>Ongoing (Green) – Recommendations for changes to access and assessment for sheltered housing to be completed as part of Sheltered Housing and Extra Care project and reported to Cabinet for approval. (Paul Feven)</u></p> <p>5. Work with partners to deliver specialist</p>	<p>Commissioning Strategy for Older People Strategy for older people with mental health needs</p>

Outcome	Lead Officer	Objective taken from the Plan	Action	Target 2008-2011	Links to other strategies
				<p>extra care within the Borough</p> <p><u>Ongoing (Green)</u> – Discussions are underway with McCarthy and Stone regarding the development of private sector assisted living housing specifically for older people on the RAF site in West Ruislip.</p> <p>In addition, extra care facilities will be provided on the same site by the council in partnership with Paradigm Housing Association. A detailed application was heard and approved at planning committee in December 2008. Delivery of the extra care facility is anticipated by April 2011. (Paul Feven).</p> <p>6. Improve the condition of existing council sheltered housing</p> <p><u>Ongoing (Green)</u> - Generally, all sheltered schemes meet the decent homes standard. A number of small programmes of work remain to upgrade fire precautions, make improvements to the environment and security, and to enable compliance with the Disability Discrimination Act (e.g. door automation and stair lifts).</p> <p><u>Improvements to sheltered housing has</u></p>	

Outcome	Lead Officer	Objective taken from the Plan	Action	Target 2008-2011	Links to other strategies
				<p>been the focus of a successful bid to the GLA this year. Overall Hillingdon Homes obtained £1.7 million over three years including £180,000 for a pilot programme to improve sheltered schemes.</p> <p>(Paul Feven)</p> <p>7. Provide existing social housing specifically to people aged over 55.</p> <p><u>Completed (Green)</u> – At Cabinet on 18th December 2008, Cabinet agreed to designate certain blocks of flats in Hillingdon to be let only to people aged 55 years of age or older.</p> <p>8. Develop new high quality housing for older people as part of the Council's pipelines sites project.</p> <p><u>On going (Green)</u> – this is a core element of the council's Housing Revenue Account Pipeline Sites programme. Following a meeting with the Affordable Housing Policy Group in January 09, officers are investigating the feasibility of a joint venture partnership with developers and financial institutions. (Paul Feven)</p>	
7 Learning	Helen Vincent	Older people	1. Older people are	1. By March 2009, target older people	

Outcome	Lead Officer	Objective taken from the Plan	Action	Target 2008-2011	Links to other strategies
and sharing skills	Jan Lynn David Holdstock	will learn new skills as well as sharing their wealth of experience with younger people.	helped to develop skills and knowledge to use the computer	<p>living in sheltered housing with information and advice about the support available to improve their computer skills</p> <p><u>Ongoing (Green)</u> – A number of initiatives are underway to promote the use of information technology for people living in sheltered housing.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Posters within sheltered housing schemes will be used to remind tenants of available IT resources in their area. • All the information packs offered to new tenants have information on how to access IT resources. • Exploring options to install IT facilities in communal areas of sheltered housing schemes and thereby extend access to technology. Three schemes now have use of IT in the communal lounges and we will be expanding this to additional sites in partnership with Age Concern in the coming year • In the Spring 2009 edition of our bi-annual newsletter for tenants we will be informing our tenants about any new facilities and training which will be offered in partnership with Brunel and Age Concern. 	

Outcome	Lead Officer	Objective taken from the Plan	Action	Target 2008-2011	Links to other strategies
			<p>2. Ensure access to language classes for those who do not speak English.</p>	<p>2. Promote the support available to develop skills to make best use of the computer – an article in Hillingdon People by March 2009</p> <p><u>Completed (Green): Article included in Jan/Feb edition of Hillingdon People, focussing on the whole offer of adult education classes, with the main focus on computer skills. (Emma Marsh)</u></p> <p>3. By March 2009 publish information about how people can access support and assistance to learn English</p> <p><u>Completed (Green): information about accessing support and assistance reviewed and updated on the Council's website.</u></p> <p>(Emma Marsh)</p>	
8 Consulting	David	Older people	1. Supporting the	1. Continue to develop access to the	

Outcome	Lead Officer	Objective taken from the Plan	Action	Target 2008-2011	Links to other strategies
and informing	Holdstock Kevin Byrne	will have clear accurate and timely information	Older People's Assembly.	<p>Older Peoples Assembly through telephone conferencing and other methods.</p> <p><u>On track (Green)</u> – for each Assembly, 380 people in receipt of a service from the Meals Service receive a feedback form inviting comments and questions to be made to the Assembly for those people unable to attend. In addition, 80 care homes receive a feedback form for older people and / or their relatives to complete, to pass on requests, issues or comments to the Older Peoples Assembly.</p> <p>The Chairman for the Older Peoples Assembly is exploring with the FORCE group other possibilities and preferred methods to strengthen access to the Older Peoples Assembly. (John Morgan)</p> <p>Work has been done with FORCEe group members to improve the representative nature of the group and that it reflects the needs and wishes of older people. This has been accomplished by making sure that they are identified to Assembly attendees, who are provided with means of contacting them.</p> <p>An 'Enjoying retirement in Hillingdon' section of the Life Changes initiative for the Council website is being developed.</p>	

Outcome	Lead Officer	Objective taken from the Plan	Action	Target 2008-2011	Links to other strategies
			<p>2. Supporting the Leader's Initiative.</p> <p>3. Supporting other forums that offer a direct voice to older people in the development of service planning and delivery.</p>	<p>Discussions are also taking place between FORCE and the Local Information Network for adult social care and health (LINK) as to how the latter can be used to capture the views and concerns of older people in care homes and to give them the opportunity to have their say at Assembly meetings. (Paul Feven)</p> <p>2. Collecting bids for consideration/ approval. <u>Completed (Green)</u> - Under the Leader's Initiative 2008-9, the high-profile burglar alarm scheme for older residents was launched and has been implemented (see 1.4a). Further bids from the voluntary sector, dining centres and residents have been approved by the Leader. (Kevin Byrne)</p> <p>3. Regular meetings with the Black Minority Ethnic Elders Forum prior to the older people's assemblies. <u>Ongoing (Green)</u> – the Chairman for the Older Peoples Assembly attended a meeting of the Black Minority Ethnic Elders Forum in November 2008 in preparation for the Older Peoples Assembly in December 2008.</p> <p>The February 2009 Black Minority Elders</p>	

Outcome	Lead Officer	Objective taken from the Plan	Action	Target 2008-2011	Links to other strategies
			<p>4. Making best use of Hillingdon People to inform and consult on matters which affect the daily lives of older people.</p> <p>5. Improve access to</p>	<p>Forum agreed that a Council officer should attend its meeting following each Assembly to provide a summary of what took place and also give members the opportunity to influence the agenda for the subsequent Assembly. (Paul Feven)</p> <p>4. Page in every issue dedicated to older people.</p> <p><u>Completed (Green)</u> - The older people's page was introduced in the September/October 08 edition of the magazine and was launched with a feature article on the older people's plan.</p> <p>The page was reviewed for the January/February 09 edition to include more information on what the council is doing for older people and provide details of new initiatives available to them e.g. funding for services through the Leader's Initiative, older people's assembly etc. (Emma Marsh)</p> <p>5. By March 2009:</p>	

Outcome	Lead Officer	Objective taken from the Plan	Action	Target 2008-2011	Links to other strategies
			<p>information particularly around consumer protection and community safety</p>	<p>- find out what best practice information is already available about key issues / concerns affecting older people. -actively provide older people with information about the advice, support and assistance available using a variety of different routes and databases.</p> <p><u>Completed (Green)</u> - article regarding bogus callers was included on the older people's page of the November/December edition of Hillingdon People and promoted at the Older Peoples Assembly in December 2008. (Emma Marsh)</p>	

Updated 11/05/09, Ver 7.3