

## OLDER PEOPLE'S PLAN - UPDATE

<b>Cabinet Member(s)</b>	Councillor Ray Puddifoot MBE Councillor Philip Corthorne
<b>Cabinet Portfolio(s)</b>	Leader of the Council Social Services, Housing and Health
<b>Officer Contact(s)</b>	Kevin Byrne, Residents Services
<b>Papers with report</b>	Appendix A - Plan update

### HEADLINES

<b>Summary</b>	To provide an update on the progress in delivering the actions in the plan for older people.
<b>Contribution to our plans and strategies</b>	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.
<b>Financial Cost</b>	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's Fund.
<b>Relevant Policy Overview Committee</b>	Social Care, Housing and Public Health
<b>Ward(s) affected</b>	All

### RECOMMENDATIONS

**That Cabinet notes the successes to date and continued progress to deliver the Older People's Action Plan during the first half of 2019-20 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 2019-20. Several are highlighted in the summary below, with a fuller update attached at Appendix A. The update reflects Quarter 2 of 2019-20, but where possible information is provided in this report for the first half of the year.

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 impediments.

10,630 alarms have now been fitted the homes of older residents across Hillingdon. The scheme is currently in Phase 12 which will see a further 1,000 alarms installed to provide increased security and peace of mind for older residents. The quickest way for residents aged

65 or over to request an alarm is to phone the contact centre, or to use the online application form via the Council website.

## **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 30th September 2019, 5,856 residents were using the Telecare service. 5,003 of these residents were aged 75 years or over. In the period from April to September 2019, 531 new clients have joined the Telecare scheme.

2,721 older residents receive the Level 1 service, which offers a standard package with named responders such as either family, friends or neighbours. 2,777 older residents receive the Level 2 service which offers the standard package with the Council's mobile response service.

In addition, there are 67 residents who receive the enhanced level 4 service, which offers the standard package plus specialist equipment, and the mobile response service.

147 residents are self-monitoring, where alerts go directly to a pager managed by a carer or family member on site, instead of going to the monitoring centre.

## **Keeping independent and healthy**

### Seated exercise

The Council's chair-based exercise programme continues to grow in popularity. Exercise sessions suitable for older people are now running in 12 libraries and 2 community centres, offering 20 sessions each week. Between April and September 2019, more than 3,500 visits were made to these sessions.

### Free swimming and free swimming lessons

The Council's free swimming offer for older people remains highly successful. In the period April to September 2019, there were 16,437 free swims. 10 free half-hour swimming lessons also take place each week with many sessions fully subscribed each term.

### Tea and other dances

Dances offer older people the chance to meet friends and make new ones and to take gentle exercise. Between April and September 2019 there were 694 attendances at dances held at the Civic Centre, with large numbers also attending events held at the Winston Churchill Hall and the Yiewsley and West Drayton Community Centre. The 'Desi' dances held at the Botwell Leisure Centre are also proving to be popular.

## Dementia

'Dementia-friendly' film screenings provide a safe and relaxed environment for people with dementia to enjoy cinema. Lights remain on low, people are free to move around and staff trained as dementia friends are on hand to offer assistance. Screenings have taken place at the Beck Theatre Hayes and the Compass Theatre Ickenham and the forward programme is now under evaluation.

A new monthly coffee morning at Manor Farm library was launched in July. The total number of regular Dementia Coffee Mornings held in libraries is now 10.

## Events

The 'Day of the Older Person' took place on 24 September in Uxbridge. Approximately 1000 people visited and enjoyed a range of activities, including yoga, singing (including a dementia choir) and live entertainment. A variety of organisations, including Age UK Hillingdon, the Alzheimer's Society, Brunel University, Hillingdon Carers, the Met Police, Parkinson's UK and Driving Miss Daisy were on hand to provide information and advice to residents on a range of services, including finance, care, remaining independent and staying safe, leisure and adult education.

## **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 the first two quarters of 2019/20 Age UK helped Hillingdon's older residents to secure £707,732 in benefit income. The extra money has the potential to radically improve the quality of life for older residents and inject 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. Applications are accepted from properly constituted groups that hold a bank account in the name of the group.

During the first half of 2019-20, 32 grants have been made to support Christmas parties and other events for older residents.

### Heater loan scheme

The Leader's Initiative offers older homeowners whose heating breaks down in cold weather the loan of one or two portable electric heaters for use while the heating system is repaired. A small grant may also be claimed to help cover the cost of running the heater/s.

## Housing

### Trusted Traders and Help at Home schemes

Age UK Hillingdon's Trusted Traders offer is proving popular and effective. There are now 21 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 the first two quarters of 2019/20, 520 enquiries have been signposted to local traders. The service has received many positive reviews and during this period only one complaint which was satisfactorily resolved.

The Age UK Hillingdon 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 8,116 jobs during the first two quarters of 2019/20 and provided services to 281 clients.

### 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 2019/20. 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

NIL