

Appendix A - Older People's Action Plan 2019/20, Q2 Update – November 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 18 months. (Phase 10 installations & Phase 8 servicing)	John Wheatley	31.03.20	<p>Ongoing – 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 2019, Phase 11 was complete. 336 alarms have been installed under Phase 12 in Q2, leaving 664 to be installed in older residents' homes.</p> <p>A free service is now offered 12 months after the initial installation. 850 systems have been serviced under Phase 10 to end September 2019 leaving 150 services to be carried out.</p> <p>Since the beginning of the scheme in 2008 the Council has installed 10,630 alarms.</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>Ongoing - The Trading Standards Service continues to respond to reports of rogue traders / doorstep crime on receipt of reports. In circumstances where intervention may be required, officers will visit victims to advise on how to avoid 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>Trading Standards presented a Scams talk at the Older People's Assembly in September, and provided information at a 'Stay Safe for Older People' event establishing new connections and identifying tools that can be used to assist our residents.</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>Ongoing - 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 control centre to providing assistance to older people when needed, 24/7.</p> <p>As at 30th September 2019, Hillingdon had 5,856 residents in receipt of Telecare. Of that, 5,003 residents are aged over 75 years.</p> <p>2,721 residents receive the Level 1 service, which offers a standard package with named responders such as family, friends or neighbours. 2,777 residents receive the Level 2 service which offers the standard package with the Council's mobile response service.</p> <p>67 residents receive the enhanced level 4 service , which offers the standard package plus any one or more specialist equipment, and mobile response service.</p> <p>147 residents are self monitoring, this is where the alerts from the sensors go directly to a pager managed by carer/family on site, instead of going to the monitoring centre.</p> <p>Between 1st July - 30th September 2019 the Council provided the TeleCareLine service to 283 new clients.</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 20 sessions weekly in libraries and community venues.</p> <p>Total = 1593 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 July to September is 8,321 compared to 8,967 for July to September 2018. This is a decrease of 646 swims compared to the same period last year.</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. 5 are at full capacity with the other 5 being at on average 60% 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:</p> <p>331 - Civic Centre Tea Dance 85 - Winston Churchill Hall Tea Dance 146 - Yiewsley West Drayton Community Centre Tea and Line Dances 89 - Botwell Leisure Centre 'Desi' (Bollywood/Bhangra style) dance.</p> <p>Total attendances = 651</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 3 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>Training & resources Two library staff from South Ruislip and Manor Farm library attended the Dementia Reminiscence training at the Museum of Brands and</p>

				<p>were given a box of resources to be able to run similar sessions at their libraries. These resources will enhance the existing offer for residents attending the Dementia Coffee Morning sessions</p> <p>Staff at the Compass Theatre received a Dementia Friends training session and a risk assessment of the venue in advance of Dementia Friendly Screenings that started in September.</p> <p>Events</p> <p>A trip to The Savill Garden was organised for 35 residents living with dementia and their carers attending of the Dementia Friends Coffee Morning on the 12 August. The aim, with a guided tour, was to stimulate memory and aid reminiscence through sight and smell of plants and flowers.</p> <p>The Day of the Older Person was held on the 24 September at The Pavilions Shopping Centre, Uxbridge. Approximately 1000 people visited the event. Over- 65s were invited to experience and enjoy 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.</p> <p>Dementia Coffee Mornings</p> <p>A new monthly coffee morning at Manor Farm library was launched on the 26 July with 11 people attending. The total number of Dementia Coffee Mornings held in libraries is now 10.</p> <p>The newly established seated exercise classes for people living with dementia in the Decathlon store (in INTU), Uxbridge, continues to run on a monthly basis with around 14 people attending each session.</p>
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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 with older residents and, in the 3 months to Oct 2019, a total of 421 new Brown Badges were issued, along with 58 replacement badges where they had been lost or misplaced. There are currently a total of 12,846 active Brown Badge users. During Q2 of 2019/20, 280 (66%) of the Brown Badge applications were made using the online application system.</p> <p>Brown Badges are issued for 3 years at a time and the next mass renewal of the current Brown Badges during March 2020 is currently being planned. As part of this renewal process, the design of the Brown Badge will be amended to make it easier to identify expired badges. Parking Services are also working with the Contact Centre team to undertake data checks on the current Brown Badge holders to identify any users that may have moved out of the borough and who are no longer entitled to a Brown Badge.</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 currently have 381 free allotment plots allocated to over 65's and 53 plots allocated to over 60's concession rate.</p> <p>Summer works – A third communal areas cut is being considered following the end of the summer and the recent wet weather may have encouraged some growth. This is to be included in part of inspections carried out on the allotments.</p> <p>Projects - Following the success of a similar instalment at Hayes End allotments (Self-managed site), we liaised with the Chrysalis team to install 9 DDA compliant raised beds for people with mobility issues, which could include local people who are over 65 at Moor Lane allotments.</p> <p>Another project, also through the Chrysalis scheme, is currently underway at West Drayton Depot allotments (Porters Way) this work is to renew the surrounding fencing of the allotment site.</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 Sep/Oct</p> <ul style="list-style-type: none"> • Feature about the Leader's Initiative • Dementia-friendly screening as the Compass Theatre <p>Hillingdon People Nov/Dec (planned stories)</p> <ul style="list-style-type: none"> • Age UK befriending scheme feature • Article about meals on wheels service • New extra-care development opens (Park View Court) <p>The Older People’s Assembly took place on 17 September 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. Community Safety - CCTV operations and investment in the borough 2. Community Safety - Trading Standards: Rogue Traders and enforcement 3. Age UK presented information on the Trusted Traders Scheme for over 65s <p>Attendees were given the opportunity to ask questions and to discuss the areas covered.</p>
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	<p><u>Ongoing -</u></p> <p>Through our information and advice services Age UK helped Hillingdon’s older residents to secure £707,732 of benefits during the first two quarters of 2019/20. 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	31.03.20	<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 91 heaters in stock for use in the scheme when cold weather returns, plus a small number held at the Civic Centre for use in out of hours emergencies.</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	31.03.20	<p><u>Ongoing</u> –</p> <p>The Leader continues to provide support to community groups working with older people.</p> <p>During the second quarter of 2019/20, 11 grants totalling £13.6k were made to support events for older people run by older people's groups and sheltered housing schemes.</p>
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	<p><u>Ongoing</u> -</p> <p>Age UK's Trusted Traders offer is proving incredibly 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.</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 8,116 jobs during the first two quarters of 2019/20 and provided services to 281 clients.</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</p>

					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. We have promoted the service at Brunel University with a view to attract mature students as lodgers. We are visiting our first potential customer in mid-October.
		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 the first two quarters of 2019/20, 208 older people benefited from 691 visits through this intervention.</p> <p>Our Good Neighbours and befriending services are targeted at supporting isolated, lonely and vulnerable older people in Hillingdon. During the first two quarters of 2019/20 we have supported 66 older people through regular home visits or support to attend activities. This scheme is successful thanks to the 112 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	Greg Watson	31.03.20	<p><u>Ongoing</u> -</p> <p>During Q2, capital release was agreed for 108 jobs of which 55 were for older people. These releases were either Disabled Facilities Grants or Housing Revenue Account. The works will assist older people to stay in their own homes.</p> <p>In all cases a range of housing options is considered to ensure the solution offered to older residents best meets their needs and promotes their independence.</p>