

Appendix A - Older People's Action Plan 2020/21, Q1&2 Update 2020

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 12 installations & Phase 10 servicing)	John Wheatley	31.03.21	<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>In March 2020, our contractor suspended installation of alarms in the homes of older residents because of the pandemic.</p> <p>In the period January to end September 2020, 130 alarms were installed in Phase 12, leaving 368 to be installed in older residents' homes. Funding for Phase 13 for a further 1000 alarms has been approved.</p> <p>A free service is now offered 12 months after the initial installation. In the period January to end September 2020, 278 services were carried out, leaving 586 services to be carried out in the current phase</p> <p>Since the beginning of the scheme in 2008, the Council has installed 10,926 alarms.</p>
1.2	Take action to tackle rogue traders.	1.2.1 Address reports of Rogue Traders including raising awareness.	Martin King	31.03.21	<p>Ongoing - The Trading Standards Service continues to respond to reports of rogue traders / doorstep crime on receipt of reports.</p> <p>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</p>

					<p>need.</p> <p>Trading Standards assisted an elderly resident who has spent in excess of £100k on solar panels over the years. A Council electrician accompanied Trading Standards on a visit to check on the status of the system installed and provided advice in how to proceed.</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	31.03.21	<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 control centre to providing assistance to older people when needed, 24/7.</p> <p>As at 30 September 2020, Hillingdon had 6,642 residents in receipt of Telecare, of whom 5,612 are aged over 75 years.</p> <p>Between 1st April 2020 and 30th September 2020, the Council provided the TeleCareLine service to 261 new clients aged 75 & over.</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	31.03.21	<p><u>Ongoing</u></p> <p>All programmes and activities delivered or commissioned by the Sport and Physical Activity team were suspended from 23rd March 2020.</p> <p>Between this date and end of June, the team worked with 9 library staff members to make regular telephone calls to more than 400 older residents who were registered to attend our chair-based, tea dance and dementia coffee morning programmes. 57% of these residents requested a follow-up telephone call either every 2-3 days,</p>

				<p>twice a month or monthly.</p> <p>The aim was to provide a welfare and wellbeing check. Feedback from residents receiving these phone calls was very positive and in many cases was the only contact the resident was receiving.</p> <p>By the beginning of July'20, with the ease of lockdown measures, a significant number of these residents reported going out more to exercise outdoors, meet friends or join in on online exercise sessions.</p> <p>New risk assessments and procedures have been drafted to ensure facilities and activities are COVID secure. Provided they can operate within Government guidelines, chair-based exercise sessions will be set up in Q3.</p>	
		3.2.2 Continue to offer free swimming sessions to residents aged 65+	Nicky McDermott	31.03.21	<p><u>Ongoing</u> – The programme for older people to take up free swimming continues to be popular.</p> <p>Following a period of closure, Leisure Centres were allowed to re-open on the 25th July and free swimming for over 65's resumed from this date. A total of 3,326 free swims have taken place since the 25th July to the end of September. Understandably this figure is considerably down on last year.</p>
		3.2.3 Deliver free swimming lessons for people aged 65+	Nicky McDermott	31.03.21	<p><u>Ongoing</u> – Free swimming lessons in Hillingdon commenced from April 2014 and have been very popular.</p> <p>Free swimming lessons for older people have not yet restarted at leisure centres, as older people are a higher risk group.</p>

		3.2.4 Hold regular tea dances and other dances for older people to promote participation in physical activity.	Priscilla Simpson	31.03.21	<p><u>Ongoing -</u></p> <p>Tea and other dances are currently suspended.</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	31.03.21	<p><u>Ongoing -</u></p> <p>Tovertafel</p> <p>Access to the 'magic tables' is not currently permitted. The aim is to have limited access to the Tovertafel in Q3, subject to the guidance. This is dependent on sufficient space allocation in the libraries that have the Tovertafel installed.</p> <p>Training & resources</p> <p>One Dementia Reminiscence training held with 18 library staff on Zoom on the 8th June.</p> <p>On 21st July a first online Dementia Friends training session was held for 9 library staff. This was well received. More sessions are planned for the autumn.</p> <p>Events</p> <p>In early July, Bus Pass to Broadway, one of the Dementia Action Alliance members, prepared a 'Best of British' singing and dancing video which we were able to share through the Buddymail. This received very good feedback from residents living with dementia. Further online events are planned for Q3.</p>

				<p>Dementia support online</p> <p>Five Zoom sessions continue each week. Attendance has varied with people able to go out more. The sessions are still very valuable; the suggestion is to maintain these into the winter as people are now used to them and attendance is likely to increase again.</p> <p>Outdoor Meetups for residents living with dementia and their carers</p> <p>Two outdoor meetups on the grounds of Uxbridge Cricket Club took place with 35 residents attending, across three sessions (in groups of 6). The early onset dementia group meetup was held outside Northwood Hills library; 5 residents attended. These sessions will continue as long as the weather permits. The plan for Q3 is to propose a move for indoor sessions indoors. Draft plans and risk assessments submitted.</p> <p>‘Buddy Packs’</p> <p>A small resource pack is sent out weekly to residents living with dementia. The packs include a variety of puzzles, quizzes, songs, poems, reminiscence stories, and chair-based exercises. This resource pack can be emailed or delivered directly to the resident's home. Volunteers from the Uxbridge Amblers (commissioned by the team) provide this delivery service.</p> <p>‘Buddymails’ increased from 61 a week to 91 a week by Q2; these residents were also emailed daily with the Zoom links.</p> <p>Doorstep visits have been offered to residents who do not have online access. There are currently 23 doorstep visits taking place a week.</p>
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				<p>Referrals received</p> <p>The Team received a total of 61 referrals for either joining a Zoom Early Onset Dementia Group or to receive a 'Buddy pack'. Referrals were made by Age UK, the Alzheimer's Society, LBH Admiral Nurse and The Hillingdon Hospital Memory Clinic Cognitive Stimulation Group. By July the team had contact with 108 residents who are either living with dementia or carers for someone living with dementia.</p> <p>Zoom meetings</p> <p>There are 5 Zoom meeting sessions a week with an average of 8 people per session. These include:</p> <ul style="list-style-type: none">● Afternoon tea on a Monday with an average of 10 participants● Sing-a-long session on a Tuesday with an average of 8 participants/per week● Dementia Coffee morning on a Wednesday with an average of 12 participants● Early Onset Dementia Group on a Thursday with an average of 7 participants. There has been one new referral to this group from the Alzheimer Society who has been attending weekly since May. This group represents 7 out of the 9 usual attendees at Northwood library early onset group. <p>In July 2020, 184 residents took part in the weekly Zoom meetings.</p> <p>On the 18th July we introduced a new Zoom session: Football Fridays.</p>
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				<p>This is a continuation of the work started in January 2020 when we ran a football reminiscence session at Middlesex FA. This was due to be followed by a series of football related events to celebrate the Euros 2020. As we have not been able to carry out these events due to lockdown we have now introduced the Football Friday zoom sessions which so far have been well attended with an average of 9 people attending each session.</p> <p>Football reminiscence boxes have also been prepared and delivered to 8 residents. These have reflected each resident's own team. Boxes have been delivered to residents unable to take part in the Football Zoom sessions and to two of the residents who have had to go into care homes.</p> <p>On the 27th July, a special Zoom session was hosted by Adult Learning where we explored gardening. The session was attended by 11 residents with one couple attending who had never yet attended a Zoom session. The aim is to work with Adult Learning to run further sessions in the Q3 to offer new opportunities to residents.</p> <p>WhatsApp Groups</p> <ul style="list-style-type: none">● 34 members on the general dementia support WhatsApp group● 9 members on the Early Onset Dementia WhatsApp group <p>These groups are used daily by residents for social interaction. Themes to the group chats have been introduced over the past two months such as posting favourite things (books, films, holiday destination), posting a picture of a meal you have cooked, 'Mikercise' (exercise videos), seated exercise sessions, singing videos. One resident stated that the WhatsApp group "was what has kept me going, having contact with everyone".</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	31.03.21	<p><u>Ongoing</u> -</p> <p>The Brown Badge Older Person's parking scheme continues to be popular with older residents.</p> <p>In the 6 months to October 2020, a total of 618 new Brown Badges were issued, along with 191 replacement badges where they had been lost or misplaced. There are currently a total of 13,274 active Brown Badge users. During Q1 and Q2 of 2020/21, 453 (73%) 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 all the badges on issue were replaced in March 2020, as the previous badges expired on 31st March 2020.</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	31.03.21	<p><u>Ongoing</u>:</p> <p>We continue to carry out regular maintenance jobs, including repairing water leaks to troughs, fencing and grounds maintenance with waste removed as required. We currently have 389 allotment plots allocated to over 65s and 88 allotment plots allocated to over 60s on the concessionary rate.</p> <p>Due to Covid-19 we have installed signs informing plot holders to keep to social distancing and follow guidelines set out by the Government. Plots are still able to be allocated as allotment officers have been provided with suitable PPE and request any meetings are strictly one to ones and masks are used.</p>

					<p><u>Projects</u></p> <p>The Chrysalis team have received a request from the Meadway allotments who wish to update their facilities including water tanks, communal shed and improved fencing for security purposes.</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	31.03.21	<p><u>Ongoing</u> – 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"> • Article about rogue traders/scams <p>Hillingdon People May/June (coronavirus edition)</p> <ul style="list-style-type: none"> • Support for residents at risk • Updates on cancelled events • Article on health and wellbeing at home <p>Hillingdon People July/August</p> <ul style="list-style-type: none"> • Gold award for extra-care development (Grassy Meadow Court) • Overview of pandemic support during lockdown, included detail about care services, the community support hub, calls to residents who would have attended tea dances and dementia sessions, <p>Hillingdon People September/October</p> <ul style="list-style-type: none"> • Feature about supporting older residents during the pandemic (includes Leader’s Initiative support, dining centres, core grant support for voluntary organisations and work from sheltered

					<ul style="list-style-type: none"> housing schemes) • Coronavirus advice and guidelines • Activities to support residents living with dementia <p>The Older People's Assembly is being put on hold due to the current governments' advice and guidance on gatherings and social distancing. This will be reviewed in line with the governments' advice and decision making of the Council.</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	31.03.21	<p><u>Ongoing</u> -</p> <p>Through our information and advice services, Age UK helped Hillingdon's older residents to secure £417,281 of benefits during the first two quarters of 2020. 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> <p>COVID has impacted our ability to provide this service, though from June government systems allowed us to complete all assessments and paperwork over the phone. It is more time consuming to complete assessments over the phone and some of our service users are holding back until they are able to access face to face support for benefits advice. As such we anticipate our figures will be a little below our usual annual totals.</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	31.03.21	<p><u>Ongoing</u> -</p> <p>The Council continues to offer the loan of heaters to residents aged over 65 whose heating has broken down. In addition, once the heater or heaters are returned, the Council offers to pay a small one-off grant to ensure people are not discouraged from using the heater by the cost of fuel.</p>

					<p>The scheme recommenced the loan of heaters in late October as temperatures dropped.</p> <p>There are 75 heaters in stock as at September 2020.</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	31.03.21	<p><u>Ongoing</u> –</p> <p>The Leader continues to provide support to community groups working with older people.</p> <p>During the first two quarters of 2020/21 no grants were approved because of the ongoing pandemic.</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	31.03.21	<p><u>Ongoing</u> -</p> <p>The Help at Home service continued to support clients throughout lockdown. In the first 2 quarters of 2020/21 they made 6,630 visits, providing 9,372 hours of support to 263 of our most vulnerable clients. They delivered services such as shopping, meal preparation and general wellbeing checks requested from families who were unable to visit their parents/grandparents. PPE was issued to ensure the safety of our clients and staff.</p> <p>Our Homeshare Scheme was suspended due to Covid-19 from March to July 2020. We are now back up and running, promoting the service on Social Media and our Website. Since July, we have received 37 enquiries and have 3 householders on our books waiting to be matched with sharers.</p> <p>We now have 22 local tradespeople on our Trusted Traders list, the majority of these suspended their services during lockdown. In the first 2 quarters of 2020/21 431 enquiries have been signposted to</p>

					local traders.
		5.1.2 Deliver the Falls Prevention Service	Age UK Hillingdon Julian Lloyd	31.03.21	<p><u>Ongoing</u> -</p> <p>Community: Our Good Neighbours and befriending services are targeted at supporting isolated, lonely and vulnerable older people in Hillingdon. During the first quarter, all Good Neighbours tasks were suspended as a direct result of Covid 19. The exception was obtaining emergency shopping and medication for people in lockdown. Referrals for this type of support were chiefly received during the first three weeks of lockdown until the local authority had set up their Covid 19 response.</p> <p>164 referrals were received during that time and 132 tasks were completed by 39 volunteers and 7 staff members. Since the easing of restrictions a limited Good Neighbours service has resumed, chiefly offering support such as prescription collection, dog walks, posting letters and parcels, small shops and short walks.</p> <p>During the first 2 quarters of 2020/21, the Befriending Team implemented a Check-In & Chat service in Hillingdon (now re-branded Call, Chat, Care) whereby volunteers made frequent short calls, in some cases daily, to service users who have been particularly affected by social isolation as a result of the lockdown. In addition to a friendly chat, volunteers have ensured people have sufficient food and medication and have encouraged them to do some daily exercise. In total 51 volunteers been involved with this service.</p> <p>Approximately 3,123 welfare calls were made by staff and volunteers to service users during this time. Of these, volunteers made approximately 2436 check-in and chat calls to 84 service users.</p>

					<p>Around 6% wanted a daily call, 10% wanted a call twice a week, 6% wanted a call just once a fortnight and the remainder 74% received a call once a week.</p> <p>Falls: Over the first 2 quarters of 2020/21 the Falls prevention team have worked with a total of 67 clients in their homes on one or more occasions, with a total of 219 visits. This has required extensive undertaking of individual Covid- related risk assessments and use of high levels of PPE to ensure the safety of vulnerable clients and of staff.</p>
5.2	Deliver the major adaptations programmes for all tenures within budget	<p>5.2.1 Improve private sector homes for older vulnerable people</p> <p>Complete major adaptations increasing independence for older people</p>	Greg Watson	31.03.21	<p><u>Ongoing</u> –</p> <p>During Q1 and Q2, capital release was agreed for 79 jobs of which 40 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>