

## Older Peoples Action Plan 2009/10 – Quarter 4 Update (as at 30.06.10)

Ref No:	Task	Actions	Lead	Target Dates	Progress at end of quarter 4
<b>Theme 1 - Safety and Security</b>					
1.1	Increase home security among older people.	a) Install 1000 burglar alarms free to the homes of vulnerable older people	Sarah Owen	31 March 2010	<b>Completed (green) - 1,000 burglar alarms have been fitted to homes of residents aged 65+.</b>
		b) Promote increased home security - distribute information packs about security to all future recipients of alarms	Sarah Owen	31 March 2010	<b>Completed (green) - 100% of residents who receive burglar alarms have received a home security information pack.</b>  <b>5 joint crime prevention talks have been given by police Crime Prevention Officers and the Council Community Safety Officer to Sheltered Housing complexes.</b>  <b>During 2009/10 more than 2,100 Home Fire Safety Visits have been carried out.</b>
1.2	Take action to tackle rogue traders. (Ref: ECP001)	a) Tackle reports of Rogue Traders in cooperation with Police and other partners.	Peggy Law	31 March 2010	<b>Completed (green) - There have been 33 reported incidents of rogue trader activity. Of these interventionist help was given in 20 cases.</b>

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1.3	Raise awareness amongst older people of safety and security	a) Deliver 2 presentations to older people's forums/assemblies	Sarah Owen	31 March 2010	<b>Completed (green) - 2 presentations to the older people's forum were delivered throughout the course of the year on home and personal security.</b>
		b) Conduct home fire safety visits in priority postcodes	Colin Gribble	31 March 2010	<b>Completed (green) - 422 Home Safety Fire Visits (HSFV) were delivered during quarter 4. Throughout the year 46% of HSFV were in priority postcode areas exceeding the target of 45%.</b>
1.4	Continue to make the streets feel safer, particularly in the evenings.	Continue to tackle anti-social behaviour - resolve at least 80% of all cases referred to the community safety team by eliminating (totally or partially) the problem or referring the case to Hillingdon Community Mediation	Mick Dunckley	31 March 2010	<b>Completed (green) - 75% of cases were closed because the problem was totally or partially eliminated. The remaining quarter of these cases were closed because either the issues reduced significantly in frequency or residents were able to deal with issues themselves.</b>
1.5	Raise awareness amongst front-line staff about security and safety for older clients	a) Deliver 7 community safety risk management training sessions to front-line social care staff on crime prevention, fire safety and trips and falls.	Sarah Owen	31 March 2010	<b>Completed (green) – 7 training sessions delivered in 2009/10 to social care staff on crime prevention, fire safety and trips and falls.</b>
		b) Provide quarterly bulletins to social care staff about community safety news and projects that benefit older people – 4 bulletins by March 2010.	Sarah Owen	31 March 2010	<b>Completed (green) - 4 bulletins were delivered.</b>

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<b>Theme 2 - Preventative Care</b>					
2.1	Increase the number of people in receipt of assistive technology to help them remain independent and live safely at home.	a) Deliver a target of 350 additional people receiving telecare by 31 March 2010	Gary Collier	31 March 2010	<b>Completed (green) – target achieved.</b>
2.2	Improved arrangements for advocacy for older people and adults with disabilities	a) Complete a review of advocacy services available to support local people	Gary Collier	31 March 2010	<b>Completed (green) – pilot advocacy service for vulnerable adults started 01/04/10.</b>
2.3	Develop and progress arrangements to transform adult social care – giving people more choice and control over their lives	a) Deliver the pilots for self-directed support by 31 March 2010 to promote greater choice, independence and control over the social care and support individuals receive.	Dave King	31 March 2010	<b>Completed (green) – A number of people in need of social care support have agreed to test and are in receipt of a personal budget to help them achieve greater independence and choice in their life.</b>
<b>Theme 3 - Keeping independent and healthy</b>					
3.1	Improve health and wellbeing and quality of life for older people with mental health needs (ref: Healthy Hillingdon TP – 23)	a) Quarterly promotion of walks in libraries (including walk and talk sessions run with 2 local libraries)	Andrew Knight	31 March 2010	<b>Completed (green) - 54 Walks linked with the Streets Ahead campaign were completed on 11 sites. Regular walks are taking place from Uxbridge, Harlington and Yeading. Additional walks are also taking place from Ickenham and Hayes as part of a 'Love your Heart' initiative. Harefield and Yiewsley libraries have requested further walks in 2010/11.</b>

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		b) 2 walks promotion sessions with mental health services	Andrew Knight	31 March 2010	<b>Completed (green) - Regular walks are taking place at Woodland Centre (adult mental health service) and Hillingdon Hospital.</b>
3.2	Develop capacity for 50+ uptake of active lifestyle options, through partnership work with Age Concern, Green Spaces, Arts, Leisure and Adult education (ref: Healthy Hillingdon TP – 03)	a) Intergenerational cultural events run with at least 200 participants in Fassinage Park and Manor Farm - Events run with Family Information Service and Vyners Swing Band	Andrew Knight	31 Oct 2009	<b>Completed (green) - approx 200+ people attended the 'Jazzing up the Park event' in Fasnidge Park,</b>
3.3	Promote take-up of allotments in Hillingdon amongst older people (ref: Healthy Hillingdon TP – 03)	a) Adult education on allotments run on 2 sites to promote take-up of allotments - 2009 programme run and evaluated by June 09. 2010 programme scheduled by Feb 2010	Andrew Knight	28 Feb 2010	<b>Completed (green) - Adult Education promoted the take-up of allotments running 5 courses with 47 participants. 43 participants took up the option for an allotment.</b>  <b>A new programme is planned with Adult Education to run from the Spring term 2010.</b>
3.4	Investigate extension of brown badge scheme to private car parks (ref: ECP035/E= )	Work to get the Brown Badge scheme adopted in at least one car park of a supermarket by the end of March 2010, as well as one hospital car park and one railway station. (If we can persuade a trial of the Brown Badge Scheme in one site then it will be easier to roll it out to further car parks once they have seen how successful the scheme is.)	Roy Clark	30 Sept 2009	<b>Ongoing (green) – Currently working with various private car park operators in an effort to persuade them to adopt the council's Brown Badge Older Persons parking scheme.</b>  <b>A total of 43 Brown Badge bays have been installed in 7 new private car parks. These</b>

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					<p>car parks include the Lombardy retail park (which serves Sainsburys and Homebase) and the West Ruislip Railway Station car park.</p> <p>Brown badge bays have been installed in the Chimes Shopping Centre(6), Ruislip Lido (2), Lombardy Retail Park (6), West Ruislip Railway Station (2), Breakspear Crematorium (14), Highgrove Leisure Centre (5) and Hillingdon Sports &amp; Leisure Complex (8) During the year, Parking Services have continued to publicise the Brown Badge scheme and we continue to receive applications for Brown Badges on a daily basis. At the end of 2009/10, the number of Brown Badges on issue had increased to 4,959. A total of 1,643 badges were issued during 2009/10.</p>

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3.5	Promote physical activity opportunities (ref: Healthy Hillingdon TP – 22)	a) Extend active lifestyle promotion to all areas in collaboration with Streets Ahead - Active lifestyle promotion at 5 events (run with leisure services)	Andrew Knight	31 March 2010	<b>Completed (green) - 2 Streets Ahead Healthy walks were completed. Events were completed with 35 walkers on the Harefield walk (including Deputy Mayor) and 5 new walkers attending. 200 leaflets were also handed out at both events to promote new walkers. 50+ Physical activity campaigns have been held at the Chimes Shopping Centre, Uxbridge and 3 multi-sport sessions planned by June'10 at Hillingdon Leisure Complex.</b>
3.6	Promote take-up of free Swimming lessons for people aged 60+	a) Publish a promotional article in Hillingdon People by March 2010	Sue Drummond	31 March 2010	<b>Completed (green) - Article published in May/June edition of Hillingdon People, promoting the scheme to residents.</b>
		b) Deliver a campaign to promote take-up of free swimming lessons working with partners.	Sue Drummond	31 March 2010	<b>Completed (green) - For the additional free lessons offered to launch the scheme in 2009/10, a total of 219 people have enrolled on a course of free lessons with a total number of 2,251 free lessons being delivered. Discussions are continuing with management partners to deliver an additional lessons programme in 2010/11.</b>

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					<p>Free swimming has now extended to the new Hillingdon Sports &amp; Leisure Complex.</p> <p>Since the launch of the free swimming programme in April 2009, there have been a total of 29,503 free admissions by older people broken down as follows:  Highgrove Pool 18,875  Hayes Pool 9,561  William Byrd Pool 1,067.</p>
3.7	Deliver a physical activity plan with the active ageing co-ordinator	a) Age Concern and Hillingdon Council appoint an active ageing co-ordinator to promote community based activities for a healthier lifestyle for older people	Sue Drummond / Age UK	31 March 2010	<p><b>Completed (green) - Active Ageing co-ordinator now in post and working with the Sport &amp; Leisure Team to develop and promote opportunities for older people to be active and engaged in Sport. In addition, successful Nordic Walking pilot completed and programme now extended with regular weekly sessions.</b></p>

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<b>Theme 4 - Tackling age discrimination</b>					
4.1	Work towards achieving excellent level of the new equalities framework for local government and embed equalities throughout service delivery (ref: DCEO 04 (POI) E=)	a) Use equality impact assessments (EIA's) to monitor how older people access services, identify age-related barriers and develop improvement actions	All services Support from Policy Team	31 March 2010	<b>Completed (green) - both annual and predictive Equality Impact Assessments (EqIAs) are continually used by service areas to review the delivery of services over the year and assess the impact to any change in service provision or function for older people.</b>
		b) Work with partners to create shared equality aims and objectives and address age-related barriers	Policy Team Vicky Trott / Rob Mackenzie-Wilson	31 March 2010	<b>Completed (green) - a revised equality statement for Hillingdon partners was presented and agreed by the Local Strategic Partnership on 21<sup>st</sup> July 09.</b>
		c) Monitor complaints from residents and visitors	Policy Team Vicky Trott / Rob Mackenzie-Wilson	31 March 2010	<b>Completed (green) – arrangements for residents to make a complaint are in place with a focus on early resolution. Complaints are routinely monitored.</b>



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4.2	Support residents and businesses through the economic downturn (Ref: DCEO 36 (PB&CE))	a) Provide a series of practical support measures via the voluntary sector, including additional advice and support services for Age Concern Hillingdon to provide financial information and assistance for older people.	Partnerships – Ian Edwards	31 March 2010	<b>Ongoing (green) – A £20k credit crunch grant has been allocated to Age UK Hillingdon to employ an outreach worker to support older residents during the recession. The service will deliver ‘financial assessment’, support and advice sessions as part of our Ageing Well activities across the Borough. Older people have been supported on a range of issues including sheltered housing, welfare benefits, social services and heating / home grants.</b>
<b>Theme 5 - Planning for Retirement</b>					
5.1	Promote planning for retirement to people living in Hillingdon	a) include an article in Hillingdon People about planning for retirement, employment and volunteering.	Emma Marsh	31 March 2010	<b>Completed (green) - A dedicated older people's page has been in place since October 2008, providing information on what the council is doing for older people as well as information on schemes/events specifically for older residents. The page will continue to update older residents about developments within the main themes of the older people's plan and other initiatives important to them.</b>

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5.2	Promote Take-up of Volunteering in Hillingdon.	b) assist HAVS to recruit new volunteers to achieve the Local Area Agreement target in 2009/10.	Vanessa Hurhangee	31 March 2010	<b>Completed (green) – volunteering target has been achieved.</b>
<b>Theme 6 - Housing</b>					
6.1	Help older people to live independently in safe, warm homes	a) Make 200 homes decent for vulnerable older person householders in the private sector	Beatrice Cingtho	31 March 2010	<b>Completed (green) – Target has been exceeded. 209 homes for older people have been improved in 2009/10.</b>
		b) Deliver 80 heating system completions for older vulnerable people in the private sector	Beatrice Cingtho	31 March 2010	<b>Completed (green) – Target has been exceeded. 121 older vulnerable people have benefited from improved heating systems in 2009/10.</b>
		c) Deliver 350 home energy insulation measures for older people in the private sector	Beatrice Cingtho	31 March 2010	<b>Completed (green) – Target has been exceeded. A total of 354 homes for older people have been installed with home energy insulation measures. Target met and exceeded.</b>
		d) Increase benefit take-up for 150 older people in the private sector	Beatrice Cingtho	31 March 2010	<b>Completed (green) – Target has been exceeded. 273 older people have received an additional benefit to remain independent in their own home.</b>
		e) Deliver 430 Handy person completions for older people in the private sector through the council's Care and Repair service	Beatrice Cingtho	31 March 2010	<b>Completed (green) – Target exceeded. 485 improvements have been made to older people's homes in 2009/10.</b>

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		f) Deliver 75 grant assisted essential repairs for older people on lower incomes in the private sector through the council's Care and Repair service	Beatrice Cingtho	31 March 2010	<b>Completed (green) – Target exceeded – 101 grant assisted repairs for older people on lower incomes have been achieved in 2009/10</b>
6.2	Provide specialist extra care housing for older people	a) Conduct feasibility studies on the development of specialist 24 hour extra care provision within existing sheltered housing schemes.	Paul Feven	31 October 2009	<b>Completed (green) - Feasibility studies completed on two existing sites. One site has been identified as being suitable for re-development for the provision of extra care housing for a proposed 47 homes. Funding from the Homes and Communities Agency (HCA) has been successfully secured. At the other site, the proposal is to re-develop into extra-care homes.</b>

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		b) Work with housing associations partners to deliver specialist extra care facilities on new build sites including West Ruislip RAF site	Paul Feven	April 2011	<p><b>Ongoing (green) - 48 extra care facilities are being developed on the West Ruislip RAF site. There will be a phased completion over 18 months. Work started on site on 22nd September 2009 and will deliver 48 extra care units due for completion between March and May 2012.</b></p> <p><b>Triscott House - Funding from the HCA (Homes and Communities Agency) for this scheme was approved and given in October 2009, and this scheme will provide 45 extra care places for older people. The scheme is due to start on site in June 2010 with completion forecast for September 2011.</b></p>
6.3	Increase the housing options for older people	a) Fast track housing applications and halve assessment time to 7 days for housing register applications	Beatrice Cingtho	31 March 2010	<b>Completed (green) – The average time to complete a housing assessment has fallen to 3 days.</b>
		b) 17 days for homeless applications	Beatrice Cingtho	31 March 2010	<b>Completed (green) – The average time to complete a homelessness application is 15 days. Target has been exceeded.</b>

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		c) Ensure that no older people are placed in Bed and Breakfast accommodation where there is a housing duty	Beatrice Cingtho	31 March 2010	<b>Completed (green) – No older people currently in Bed and Breakfast accommodation requiring general need accommodation.</b>
		d) Ensure that no older people remain in hospital due to a lack of accommodation	Beatrice Cingtho	30 Sept 2009	<b>Completed (green) – No older people have remained in hospital due to lack of accommodation.</b>
		e) Build new high quality housing for older people as part of the council's "Pipeline Sites" project	Paul Feven	31 March 2011	<b>Completed (green) - The programme of 47 new homes started under the pipeline housing initiative for 2009/10 has been achieved. The remaining 53 new homes are scheduled to start in 2010-11.</b>
<b>Theme 7 – Learning and Sharing Skills</b>					
7.1	Older people are helped to develop skills and knowledge to use the computer	a) Continue to target older people living in sheltered housing with information and advice about the support available to improve their computer skills	Jan Lynn	31 March 2010	<b>Completed (green) - Posters are displayed at all sheltered schemes promoting IT courses in libraries and other organisations through-out the Borough. Five schemes already have computer facilities for tenants use and three more will be introduced in 2009/10 using existing resources. There is ongoing dialogue with Brunel university and Age UK regarding training for tenants.</b>

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7.2	Promote access to learning and volunteering opportunities for older people	a) include an article in Hillingdon People	Emma Marsh	31 March 2010	<b>Completed (green) - Life changes article in January/February 2010 edition of the magazine, providing information and on planning for key changes in life, including retirement and other opportunities, linked to launch of life changes information on the council website.</b>
<b>Theme 8 – Consulting and Informing</b>					
8.1	Continue to develop access to the Older Peoples Assembly	a) Review how the Older Peoples Assembly is working – review with Hillingdon’s FORCE Group	Alison Coote	31 Dec 2009	<b>Completed (green) - The operational arrangements of the Older Peoples Assembly have been reviewed, enhanced and improved by the FORCE Group (the Older Peoples Assembly Steering Group). Feedback questionnaires for attendees are provided at each meeting, and suggestion/comment boxes are used.</b>  <b>The Assembly have been asked about the timing of meetings, the length of meetings, time for questions, refreshments and venues.</b>
		b) Agree with FORCE and the Older Peoples Assembly ways to develop the Assembly	Alison Coote	31 March 2010	<b>Completed (green) – Options developed to further engage older people in the Assembly.</b>

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					Review by FORCE group of sources of information for older people resulted in a survey at the Assembly in March 2010 to canvas the options of members.
		c) Promote access to the Older People's Assembly and how people can get involved – promotional article in Hillingdon People, positive press coverage and outreach work with community groups	Alison Coote	31 March 2010	<b>Completed (green)</b> - Promotional sessions held with the Northwood Live at Home Group and Age Concern's Ethnic Minorities Access Project. Link to the Older People's Assembly page included in the Life Changes section of the Council Website, which has been promoted in Hillingdon People.
8.2	Continue to develop ways to improve services to older people in Hillingdon using the Leaders Initiative	a) attend Force and other groups as appropriate to promote the Leader's initiative and encourage appropriate bids for this funding.	Kevin Byrne	31 March 2010	<b>Completed (green)</b> - Force meetings regularly attended. A total of £17,659 has been allocated to community associations delivering services to older people. The Leader's initiative has developed and implemented a Heater Loan Scheme to support older people during winter months. Bell Farm Christian Centre received funding for replacement kitchen equipment for the weekly older people's lunch club.

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8.3	Supporting other forums that offer a direct voice to older people in the development of service planning and delivery.	a) regularly attend meetings with the Black Minority Ethnic Elders Forum prior to the older people's assemblies and feedback to the Assembly the views of older people	John Morgan	31 March 2010	<b>Completed (green) - Arrangements are in place for the Chairman of the Older Peoples Assembly to attend the Black and Minority Ethnic Elders Forum on a quarterly basis in order to provide a direct link with the Older Peoples Assembly. Key updates from the Older Peoples Assembly are fed back to the user group.</b>
8.4	Keep older people informed about developments in Hillingdon	a) ensure a page is dedicated to older people in every edition of Hillingdon People.	Emma Marsh	31 March 2010	<b>Completed (green) - A dedicated older people's page has been in place since October 2008, providing information on what the council is doing for older people as well as information on schemes/events specifically for older residents.</b>