

OLDER PEOPLE'S PLAN UPDATE JULY 2022

Cabinet Member(s)	Cllr Ian Edwards Cllr Jane Palmer
Cabinet Portfolio(s)	Leader of the Council Health & Social Care
Officer Contact(s)	Kevin Byrne Central Services Directorate
Papers with report	Appendix A - Older People's Action Plan update

HEADLINES

Summary	To provide an update on the progress in delivering the actions in the plan for older people.
Putting our Residents First	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.
Financial Cost	There are no direct financial implications for the Council in respect of this strategic update report.
Relevant Select Committee	Health & Social Care
Relevant Ward(s)	All

RECOMMENDATION

That Cabinet notes the successes to date and continued progress to deliver the Older People's Action Plan during 2021-22 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

The alternative would have been to not deliver some or all of the support offered to older residents which would not have enabled the Council to achieve its objectives of supporting older people to live well and be independent.

Select Committee comments

None at this stage.

SUPPORTING INFORMATION

1. 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.
2. 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.
3. Hillingdon's Older People's Plan, led by the Older People's Champion (Cllr Ian Edwards, 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.
4. The Older People's Plan is grouped under 5 broad headings - Safety and Security, Preventative Care, Keeping Independent and Healthy (Health and Wellbeing), Supporting Older People in the Community, and Housing. The Plan is discussed and agreed through the Older People's Assembly and with the Leader of the Council in his role as Older People's Champion.
5. The Covid-19 pandemic inevitably curtailed some activities, but services have now resumed and there have been several achievements during 2021-22. Some are highlighted in the summary below, with a fuller update attached at Appendix A.

Safety and Security

6. To help older people feel safe and secure, free burglar alarms have been installed into the homes of older people aged over 65. Since the beginning of the scheme in 2008, the Council has installed 11,299 alarms in the homes of Hillingdon's older residents.

7. Following a suspension from March to September 2020 during the first pandemic lockdown, installations of alarms resumed. The volume of applications is significantly lower than before the pandemic. In the period June 2021 to end April 2022, 196 alarms were installed in Phase 13.
8. The current contract with our supplier ERA Home Security Ltd is due to expire in February 2023. It is recommended that options for the future are reviewed.

Preventative Care

9. 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 assist to older people when needed, 24/7. As at 31st May 2022, Hillingdon had 7,034 residents in receipt of Telecare, this is an increase of 199 since May 2021. 5,910 are aged over 75 years. In preparation to the digital switch over in 2025, TeleCareLine is continuing the program of upgrading the Lifeline units, resulting in a saving of £28 per unit.

Keeping Independent and Healthy

10. A new Sport and Physical Activity Strategy (2022 – 2025) is in the final stages of completion. London Sport was commissioned in summer of 2021 to undertake internal stakeholder interviews and draft a Strategy that addressed local need, Active Lives data (showing current levels of inactivity amongst children, young people and adults), Public Health Outcomes Data, and Hillingdon's Health and Wellbeing Strategy. The Strategy is due for completion by summer 2022.
11. Chairobics sessions have resumed in libraries. Ensuring adequate air-flow to the rooms enabled sessions to take place. Working with each individual library, risk assessments were completed, and sessions were launched in a total of 8 libraries: Botwell, Charville, Harefield, Harlington, Manor Farm, Oak Farm, Ruislip Manor, Uxbridge. 2,357 residents attended these sessions.
12. In July 2021, the first online Dementia Friends training session was held for library staff. This was well received, and more sessions are planned for the autumn. From November 2021 to May 2022, 11 dementia friends' sessions were held online, for library staff, Social Care staff, residents and NHS staff. A total of 92 people attended.
13. Dementia Friends sessions and 'dementia friendly training' has continued to run throughout the year with a success being the on-going relationship with HHCP to run the dementia section of their monthly staff induction training. In total 221 people have attended the sessions. This includes library and local heritage staff, NHS staff, Brunel staff and residents. In addition, a range of training has taken place with library and bunker staff on how to run a dementia session and utilise the range of resources available centrally at Uxbridge library.
14. In May 2021, several events took place for Dementia Action Week. These included two sensory walks at Eastcote House Gardens; a walking football event at Middlesex FA; and outdoor sessions at Uxbridge Sports club for the wider dementia group and the early onset group. The *Day of the Older Person* event was held in February 2022, reaching over 300 residents with representations from a range of services across Hillingdon.

15. The Brown Badge Older Person's parking scheme continues to be popular with older residents. Between April 2021 and March 2022 (inclusive), a total of 893 new Brown Badges were issued, along with 252 replacement badges where they had been lost or misplaced. This service continued operating as normal throughout the lockdown period. At the start of April 2022 there were a total of 13,608 active Brown Badge users.
16. Opportunities open to older people are promoted regularly through Hillingdon People magazine, which carries a dedicated 'older people' page in each edition.
17. The Older People's Assembly brings together older residents to discuss topics of interest and to review the Older People's Plan. Meetings have resumed as the pandemic has receded.

Supporting Older People in the Community

18. The Leader's Initiative for Older People provides funding to support capital and revenue projects which benefit older people living in Hillingdon. The Older People's Initiative has resumed its support for community groups working with older people. In 2021, 17 grants totalling almost £15k were provided to groups to hold Christmas lunches and parties. Applications for Summer events have been submitted for consideration.
19. Age UK Hillingdon provides a range of services which support older residents. Age UK's information and advice services helped Hillingdon's older residents to secure £1,064,646 of benefits during 2021/22.
20. The Age UK Hillingdon Help at Home service continued to support clients throughout the pandemic, including periods of lockdown. During 2021/22 they made 3,103 visits, providing 4,365 hours of support to 273 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.
21. Age UK Hillingdon's Call, Chat, Care service continued to ensure that the most isolated or vulnerable people had support. Referrals were taken from social services, social prescribers, GP's and others. Calls consisted of asking if enough food and medication was available and if the client felt unwell or had any Covid symptoms, with signposting for further help if required. The regular contact with a volunteer stopped many from feeling forgotten or alone during shielding or just being isolated from family and friends.
22. Growing numbers of older people have access to, and make use of, the internet but there are still many who do not use this technology. The Council is providing funding for an Age UK Hillingdon project for people 65+ living in Hillingdon who are vulnerable - low resilience, requiring coping strategies and practical support - and/or impoverished - mental health, physical health, social isolation or financial - to enable them to have new access and ability to use the internet, to combat loneliness and support mental and physical health.

Financial Implications

There are no direct implications for this strategic update.

RESIDENT BENEFIT & CONSULTATION

The benefit or impact upon Hillingdon 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. Appendix A includes more detail on the work being carried out.

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 the Older People's Plan.

CORPORATE CONSIDERATIONS

Corporate Finance

Corporate Finance has reviewed the report and concur with the financial implications set out above, that there are no direct financial implications associated with the recommendations in this report.

Legal

Legal Service confirm that there are no specific legal implications arising from this report.

BACKGROUND PAPERS

Older People's Plan.