

Appendix A

Older People’s Action Plan Update – July 2022

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 12 months.	John Wheatley	31.03.23	<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 the period June 2021 to end April 2022, a further 196 alarms were installed in Phase 13 of the scheme.</p> <p>Since the beginning of the scheme in 2008, the Council has installed 11,299 alarms in the homes of Hillingdon’s older residents.</p>
1.2	Take action to tackle rogue traders.	1.2.1 Address reports of Rogue Traders including raising awareness.	Martin King	31.03.23	<p><u>Ongoing</u> - 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 need.</p> <p>Trading Standards are now part of the Adult Financial and Material Abuse Sub Group, working with various teams in the Council and the Met Police to tackle collective issues. The team met with the MASH Team to discuss how we may better signpost concerns.</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	31.03.23	<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 assist to older people when needed, 24/7.</p> <p>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.</p> <p>In preparation to the digital switch over in 2025, TeleCareLine is continuing the program of upgrading the Lifeline units.</p> <p>In discussion with the equipment suppliers, we are now purchasing the new V lifeline (£90) rather than the V+ lifeline (£123), both versions are digitally compatible.</p> <p>The V+ enables additional sensors to be added and can replace the V lifeline easily should the requirement arise.</p> <p>The majority of our users are on a standard package that the V lifeline will support at a cost saving of £28 per unit.</p>
3. Keeping Independent and Healthy (Health and Wellbeing)					
3.1	Provide opportunities for older people to participate in sport and physical activity.	3.1.1 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	31.03.23	<p><u>Ongoing</u></p> <p>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.</p>

		3.1.2 Continue to offer free swimming sessions to residents aged 65+	Nicky McDermott	31.03.23	<p><u>Ongoing</u> – The programme for older people to take up free swimming continues to be popular.</p> <p>Free swimming for older people has recovered well following a period of closure for Covid 19. Each month 1600 free swims take place at Highgrove, Botwell and Hillingdon Sports and Leisure Centre.</p>
		3.1.3 Deliver free swimming lessons for people aged 65+	Nicky McDermott	31.03.23	<p><u>Ongoing</u> – Free swimming lessons in Hillingdon commenced from April 2014 and have been very popular.</p> <p>Hillingdon Complex: Free over 65 resident lessons restarted in September 2021. From Sept 2021 to May 2022, 15 people booked onto 29 sessions.</p> <p>Highgrove: 5 people are booked onto the Tuesday morning class.</p> <p>Botwell: From Jan 2022 to date, there were 35 people booked onto classes.</p>
		3.1.4 Hold regular tea dances and other dances for older people to promote participation in physical activity.	Priscilla Simpson	31.03.23	<p><u>Ongoing -</u></p> <p>Tea and other dances have remained suspended due to facility availability. Events are due to restart June 2022 at 3 venues.</p>

		<p>3.1.5 65+ MOVES gentle exercise classes.</p>	<p>Priscilla Simpson</p>	<p>31.03.23</p>	<p><u>February 2021 – March 2022</u></p> <p>65+ online gentle exercise classes. Participants sign up prior to sessions by completing a health questionnaire. Online codes to join class are sent weekly and participants complete a 1 hour weekly live class.</p> <p>Online started 2nd week in February 2021 106 residents attended over 12 weeks.</p> <p><u>September 2021 and March 2022</u></p> <p><u>Online Classes</u></p> <ul style="list-style-type: none"> - 65+ online sessions continue on a weekly basis - 154 residents attended these sessions <p><u>Outdoor Classes (Harefield)</u></p> <ul style="list-style-type: none"> - Outdoor fitness sessions were offered to residents to enable them to feel safe returning to exercise - 135 residents attended these sessions <p><u>Library settings</u></p> <ul style="list-style-type: none"> - Library settings were re-opened and the chairobic sessions were able to restart with joint working - Air flow to the rooms was a significant factor to the individuals allowed in the room at any one time. Working with each individual library, risk assessments were completed, and sessions were launched - A total of 8 libraries held classes, Botwell, Charville, Harefield, Harlington, Manor Farm, Oak Farm, Ruislip Manor, Uxbridge. Some of the venues run 2 weekly sessions - 2357 residents attended these sessions
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		<p>3.1.6 - 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.</p>	<p>Priscilla Simpson</p>	<p>31.03.23</p>	<p><u>Tovertafel ('Magic Tables')</u></p> <p>Six Tovertafel tables reopened in February 2022. The tables are now available to book through individual libraries and there are also drop-in sessions at 3 libraries. There have been bookings from Care homes and Special Schools with a weekly dementia drop-in every Friday at Northwood Hills. Numbers remain restricted dependant on library regulations however the tables are in regular use.</p> <p><u>Training & resources</u></p> <p>A Dementia Reminiscence training session was held with 18 library staff on Zoom in June 2021.</p> <p>In July'21, the first online Dementia Friends training session was held for library staff. This was well received, and more sessions are planned for the autumn.</p> <p>From November 21 - May 22, 11 dementia friends' sessions were held online, for library staff, Social Care staff, residents and NHS staff. A total of 92 people attended.</p> <p>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.</p> <p>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.</p> <p>The local heritage team have increased the number of resources</p>
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				<p>with the purchase of two 'smell' boxes, a hat box and a variety of games. As well as this we have built a collection of reminiscence boxes which are all available to staff and residents to borrow and utilise to support residents living with dementia.</p>
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Events 2021 - 2022

In May 2021, several events took place for Dementia Action Week. These included two sensory walks at Eastcote House Gardens which 23 people attended; a walking football event at Middlesex FA which 24 people attended; and outdoor sessions started again at Uxbridge Sports club for the wider dementia group and the early onset group with 18 people attending.

In October 2021, 24 residents attended a tour at Cranford Park. There was a Christmas event held at Yiewsley West Drayton Community Centre for 96 people in December 21, a *Punch and Judy* afternoon tea for 50 residents in February'22; a day at the Bunker Museum for 32 residents in March; finally, The Day of the Older Person Event was held in February'22 reaching over 300 residents with representations from a range of services across Hillingdon.

Dementia Friendly Hillingdon

The DAA meetings have continued throughout the year on a quarterly basis. The work achieved in Hillingdon has been recognised by the Alzheimer Society in Dementia Friendly Communities as well as by the GLA for Hillingdon achieving

				<p>dementia friendly venue status for ten our of local sites including libraries, theatres, local heritage and the Bunker Museum.</p> <p>Referrals continue to be received by the Memory Service, Admiral nurses, Extra Care and the Alzheimer Society Advisors.</p> <p><u>Leisure opportunities</u></p> <p>Since August 2021 residents living with dementia now attend weekly walking football sessions at the Middlesex FA. These sessions are run in partnership with Middlesex FA and Uxbridge Amblers and include walking football exercise and reminiscence sessions.</p> <ul style="list-style-type: none">- An average of 25 residents attend weekly. <p>Since September 2021 residents living with dementia have had the opportunity to attend weekly adaptive golf sessions and weekly adaptive tennis.</p> <ul style="list-style-type: none">- On average 24 residents attend golf and around 10 residents attend tennis. <p>Since January 2022, residents living with dementia have been able to attend a monthly daytime disco with the opportunity to dance to music from across the decades.</p> <ul style="list-style-type: none">- On average 30 residents attend these sessions.
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					<p><u>Library sessions</u></p> <p>There are now 10 library-based dementia coffee mornings operating on a weekly basis including one early onset group at Northwood library. Since July 2021, 2012 residents have attended the library groups with an average of 65 residents attending weekly since July.</p> <p>Currently there are 79 residents attending weekly.</p>
		3.1.7 Continue to deliver the led walks programme "Walk Hillingdon"	Priscilla Simpson	31.03.23	<p>A range of graded walks delivered across the borough to allow for varying levels of fitness. Phased return from May 2021:</p> <ul style="list-style-type: none"> • 9 locations in May 2021 increased to 18 by March 2022 • Throughput was 1,751 • 6 new volunteers recruited • 2 new short walks are introduced to support Covid recovery
3.2	Continue to develop and expand the Brown Badge Parking Scheme for older people.	3.2.1 Continue to deliver the Brown Badge older persons parking scheme and promote the scheme to older people. Encourage provision of Brown Badge bays as part of planning developments wherever possible.	Roy Clark	31.03.23	<p><u>Ongoing</u> -</p> <p>The Brown Badge Older Person's parking scheme continues to be popular with older residents.</p> <p>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.</p> <p>At the start of April 2022 there were a total of 13,608 active Brown Badge users.</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	31.03.23	<p><u>Ongoing:</u></p> <p>We continue to carry out regular maintenance jobs, including repairing water leaks to troughs, repairs to fencing and gates along with any substantial waste being removed as required. The first borough wide communal area cut is underway.</p> <p>We currently have 387 allotment plots allocated to over 65s and 98 allotment plots allocated to over 60s including those that are disabled and receive benefits on the concessionary rate.</p> <p>We have streamlined our allotment allocation process, bringing it online and paperless, which has improved efficiency for our allotments team. New terms and conditions have recently been improved and will be sent out to all current tenants soon. Waiting lists are now closed due to high demand for allotment plots, we are working to allocate plots accordingly.</p> <p>Projects: The Chrysalis and Green Spaces team are currently working together to help improve the drainage at Moor Lane allotments by creating a flood bund along the boundary of the site. Currently in the early stages of development is the removal of a historical waste mound and creating new parking for allotment tenants at the Grosvenor Allotment site.</p>
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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	31.03.23	<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 May/June 2021</p> <ul style="list-style-type: none"> • Highlighting the support available for unpaid carers. • Feature on the extra care housing schemes at Park View Court, Grassy Meadow Court, Triscott House and Cottesmore House. • Coronavirus feature – keeping Hillingdon safe. • Older people page – supporting residents and carers who are living with dementia through online support and trailing Amazon’s Alexa to provide targeted support in the home. • What’s on – exercise classes for the over-65s. <p>Hillingdon People July/August 2021</p> <ul style="list-style-type: none"> • Review of dementia action week 2021 and the events held. • Feature on keeping well and active (outdoor gyms, golf, tennis, free swimming, bowling, seated exercise classes, walking groups). • Coronavirus feature – keeping Hillingdon safe. <p>Hillingdon People September/October 2021</p> <ul style="list-style-type: none"> • NHS weight loss programme article. • Uxbridge BID and the Fassnidge Memorial Trust hold tea dance on Civic Centre forecourt. • Coronavirus feature – keeping Hillingdon safe. • Article on downsizing your council home (includes extra-care options). • Feature on Citizens Advice and how they support residents. <p>Hillingdon People November/December 2021</p> <ul style="list-style-type: none"> • Article to launch Community Awards.
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				<ul style="list-style-type: none"> • Coronavirus feature – keeping Hillingdon safe. • Feature on staying well and warm in the winter (seated exercise classes, outdoor gyms, golf, free swimming, led walks, heater loan scheme, hot meal delivery service, support for residents living with dementia) <p>Hillingdon People January/February 2022</p> <ul style="list-style-type: none"> • Article on the Heart Month activities being run by the Libraries Service. • Round-up of Leaders’ Initiative funded Christmas parties. Advert for Day of the Older Person event. • Coronavirus- Stay safer this winter. • Feature on health and fitness featuring free activities for over-65s. <p>Hillingdon People March/April 2022</p> <ul style="list-style-type: none"> • Feature on Community Award winners. • Feature on Platinum Jubilee. • Feature on International Day of the Older Person event • Learning to live with COVID-19 feature. • NHS article on helping to prevent type two diabetes. <p>HP Locals 2022: Included section on each targeted at older residents.</p> <p>After a long break due to the pandemic, the Older People’s Assembly has resumed. First one was held on 21 March 2022. The leader was introduced as the new champion for older residents. Next assembly due to take place in June</p>
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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	31.03.23	<p><u>Ongoing</u> -</p> <p>Through their information and advice services Age UK helped Hillingdon's older residents to secure £1,064,646 of benefits during 2021/22. 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>As the government guidance evolved through the course of the year face to face surgeries were re-established and were greatly valued. Age UK have developed their ability to support older people over the phone, via email and also through our digital inclusion programme are supporting older people to be able to help themselves to apply for benefits or to liaise with statutory bodies.</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	31.03.23	<p><u>Ongoing</u> -</p> <p>The Council continues to offer the loan of heaters to homeowners 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>There are 36 heaters in stock as at June 2022, with a further 20 awaiting collection.</p>
4.3	Provide and encourage opportunities for older people to actively participate in events	4.3.1 Provide support to community groups for older people as requested through the Leader's Initiative	John Wheatley	31.03.23	<p><u>Ongoing</u> -</p> <p>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.</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	31.03.23	<p><u>Ongoing</u> -</p> <p>The Age UK Hillingdon Help at Home service continued to support clients throughout the pandemic, including lockdown periods. 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. PPE, full training and regular testing of staff was maintained to ensure the safety of our clients and staff.</p> <p>Received from a client's family after she had passed away: <i>"I am writing to say how grateful I am with the care B received from all your ladies over the last 6 years Age UK was the first organisation I used when B needed some support ,starting with just one hour a day. This has gone on without fail and you have never let B down. Your girls have had to adapt to her changing needs and I do know on several occasions have gone above and beyond their actual duties - please pass on my thanks to the whole team. It is through all their dedication that B was able to stay in her own home where she wanted to be right to the end."</i></p> <p>Our Homeshare Scheme was suspended due to Covid-19 We are now back up and running, promoting the service on Social Media and our Website. During 2021/22 we have received 127 enquiries and have 3 sharers who have been successfully placed with householders. We now have 26 local tradespeople on our Trusted Traders list. Some traders suspended services during lockdown, those who continued trading were vetted to ensure infection control measures were in place. During 2021/22 664 enquiries have been signposted to local traders.</p>

		5.1.2 Deliver the Falls Prevention Service	Age UK Hillingdon Julian Lloyd	31.03.23	<p><u>Ongoing</u> -</p> <p>Falls: During 2021/22 the Falls prevention team have worked with a total of 308 clients in their homes on one or more occasions, with over 800 visits or phone calls. Strong risk assessments and use of PPE have ensured staff and patient safety.</p> <p>Good Neighbour Service Short Walks task. - Due to the huge impact on older people's confidence in going outside after Covid Lockdowns, we have added a short walks task to our GNS service. An older person who is mobile enough to walk safely and independently is matched with a volunteer for a short walk each week.</p> <p>This improves confidence in going outside, improves health and wellbeing both physically and mentally and allows them to re-enter the community feeling supported by a volunteer.</p> <p>Ageing Well walking group has also been established with the aim of promoting physical exercise and social interaction. This has proved very popular and we are looking to replicate the model.</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	Sarah Jane Bartlett	31.03.23	<p><u>Ongoing</u> -</p> <p>Between April 2021 to April 2022 308 major adaptations were completed, of which 213 were Housing Revenue Account, and 95 Disabled Facilities Grant projects. 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>

