

OLDER PEOPLE'S PLAN UPDATE

Cabinet Member(s)	Councillor Ian Edwards Councillor Jane Palmer
Cabinet Portfolio(s)	Leader of the Council Health and Social Care
Officer Contact(s)	John Wheatley – Central Services Directorate
Papers with report	None

HEADLINES

Summary	This report updates Cabinet on developments regarding services for older people and the Council's Older People's plan over the last year.
Putting our Residents First Delivering on the Council Strategy 2022-2026	<p>This report supports our ambition for residents / the Council of: Live active and healthy lives</p> <p>This report supports our commitments to residents of: Safe and Strong Communities</p> <ul style="list-style-type: none">• Council Strategy 2022-2026• Joint Health & Wellbeing Strategy 2022-2025• Better Care Fund plan 2023 - 2025
Financial Cost	There are no costs arising directly as a result of this report: services cited are covered through existing budget setting processes.
Relevant Select Committee	Health and Social Care Select Committee.
Relevant Ward(s)	All

RECOMMENDATIONS

That the Cabinet notes the activities underway across services and with partners to support older people in Hillingdon.

Reasons for recommendation

To provide Cabinet with oversight of activity particularly related to support for older people.

Alternative options considered / risk management

The alternative would be not to receive a report or update on such services, this would not provide Cabinet with the direct oversight of such activity.

Democratic compliance / previous authority

The last report to Cabinet on the Older People's plan was in July 2022.

Select Committee comments

The Health and Social Care Select Committee reviewed the report at its meeting on 20th June 2023 and made no formal comments.

SUPPORTING INFORMATION

Council Strategy 2022-2026

1. In November 2022, the Council adopted a new Council Strategy 2022-2026 following consultation with residents and businesses in Hillingdon. The Strategy supersedes the Older People's Plan which coordinated support for older people provided by the Council and by voluntary sector partners and had been in place for over 15 years.
2. The new Council Strategy carries forward many of the actions contained within the Older People's Plan. Our vision for residents remains *Putting Residents First*. We will continue to engage with older residents and organisations that work with and represent older people, through partnership working and through engagement, including the regular Older People's Assembly.
3. The following ambitions contained in the new Council Strategy are particularly relevant to older people. We want all our residents to:
 - Live active and healthy lives
 - Be/feel safe from harm
 - Stay living independently for as long as they are able.
4. In addition, the new Strategy sets out the Council's commitments to residents including older people, it states that we will:
 - Work to keep residents safe from harm
 - Enable children, young people, their families and vulnerable people and older people to live healthy, active and independent lives.
 - Develop housing options for vulnerable adults and older people that promote active independent living.
 - Work with the NHS and other partners to continue to develop joined-up services to meet the health, care and support needs of residents in the community.
 - Work with partners to ensure better access to healthcare in the community.

- Explore ways to work innovatively with the voluntary sector to help improve health and wellbeing outcomes for residents.
- Improve digital access for all.

Developing the Older Peoples Plan

5. To date the Hillingdon Older People's Plan has grouped activities under the following headings:
 - Safety and Security
 - Preventative Care
 - Keeping Independent and Healthy
 - Supporting Older People in the Community.
6. Many of the activities contained in the plan are ongoing and remain important parts of the offer for older people. We have included these in an assessment of activities under the seven commitments to residents (as in paragraph 4 above) within the new strategy and these are set out below, to form the basis of a revised forward looking Older People's Plan based on the Council's Strategy 2022-2026.
7. There are some elements of the former Older People's Plan that have now concluded. The free burglar alarm scheme operated successfully for 15 years and installed over 11,000 alarms in the homes of residents aged 65 and over. In recent years demand for the scheme reduced considerably, and our contractor decided to withdraw from providing the alarms. The scheme, therefore, closed to new applicants in February 2023. A process is in place to allow residents with existing systems to continue to maintain them through payment with a separate commercial provider. In addition, the programme of small grants for older people's groups to hold events during the summer and at Christmas, drew to a close after the last round of awards in December 2022. 21 groups applied for and received a grant to help provide Christmas lunches and/or parties for around 1,350 older people. £6.2k was awarded in total.
8. The Council Strategy commitments are:

Work to keep residents safe from harm

- Trading Standards priorities include protecting vulnerable residents from rogue traders. Where an older resident is targeted by cold-callers Trading Standards will respond and intervene to ensure the trader provides the legally required calling-off periods and that they do not mislead residents over the work required on their properties.
- Tackling anti-social behaviour and substance misuse. A new Localities and Anti-Social Behaviour Team is being introduced which will provide a more community focussed response to issues affecting the quality of life in a local area and see the Council lead on developing plans which will tackle those problems.
- Working with the Police and other local organisations to promote Stronger Communities and tackle community tensions and hate crime. This includes delivering hate crime workshops to community groups, faith groups and local

voluntary organisations, promoting the Hate Crime Upstanders scheme and supporting the Hillingdon Inter-Faith network.

- Supporting the Age UK Trusted Traders Scheme vetting local traders on behalf of older residents. The scheme guarantees that traders have two references and proof of valid public/employer liability insurance.
- Promoting older people to join Neighbourhood Watch and OWL schemes to receive crime reduction advice and support.
- Providing public space CCTV across the Borough to deter crime and aid the identification of persons involved in crime or anti-social behaviour.
- Facilitating the Hillingdon Community Risk Multi-Agency Risk Assessment Conferences which brings together organisations from across the area to review the support being provided to people who may be at increased risk of harm. Support for vulnerable older people can be sought at these conferences and they are attended by Hillingdon Mind and Age UK so comprehensive support can be facilitated.

Enable children, young people, their families and **vulnerable people and older people to live healthy, active and independent lives.**

- Offering sport and physical activity programmes

Community based health campaign targeted at residents aged 55+; physical activity, planning for a healthy retirement, with links to social group activities. Implement the new Sport and Physical Activity Strategy 2023 – 2026 and focus on links to older people's activities such as walking football for men and women.

As part of the Council's Leisure Contract with our operator, Better, the Council continue to be able to offer residents aged 65 or over the opportunity to swim for free during any public swimming session. In addition to this they offer free swimming lessons for over 65's who are non or weak swimmers. The pools included are Highgrove Pool, Botwell Green Sports and Leisure Centre and Hillingdon Sports and Leisure Complex.

During 2022/23 a total of 30,018 visits were recorded for over 65's swimming sessions across the 3 pools. 56% were men and 44% were women. During the same period a total of 1,259 visits were recorded for swimming lessons.

- Dementia Cafes and support schemes (libraries and magic tables).

35 organisations are active members of the Hillingdon Dementia Action Alliance working together to make Hillingdon a Dementia friendly Borough. Hillingdon was awarded Dementia Friendly Community Status in 2018 and currently has ten venues accredited under the Mayor of London's Dementia Friendly Venue Charter. There are 261 residents actively engaged with the Council's Dementia Friendly Offer.

Residents living with dementia and their carers can access a range of 13 different free activities weekly offering 230 free spaces, including dementia friendly library

groups, a range of physical activities (golf, boccia, tennis, chair exercise and football). These offer an opportunity for social connectedness, and physical and cognitive activities. Feedback from residents has been overwhelmingly positive and there has been a self-reported increase in wellbeing, mobility and maintained cognitive function. Residents also report feeling less lonely and having friends they can connect with. In 2022/23 there were 62 new referrals made from the Memory Clinic, Alzheimer Society and Admiral nurses into the Council early intervention programme.

As well as the weekly programme there is a monthly disco offered at the Compass theatre and dementia friendly film screenings at the Beck theatre. Several trips have taken place this year including trips on Hillingdon canal boats, the bunker museum, theatre productions, London Zoo and more. These extra events offer opportunities for those residents with low mobility to take part as transport is offered to enable them to attend. A total of 690 people took part in these activities.

There are 7 Tovertafels in libraries. These are used as part of the dementia groups, with Care homes and the hospital Memory Service using them for their cognitive stimulation groups with residents living with dementia.

A new online dementia pathway has been introduced to enable residents to access information on services and activities relating to dementia from point of diagnosis to end of life. This online tool is now available on the Council website.

- Falls prevention

The Council has developed a Falls prevention education tool and a strength and balance programme. The Falls Toolkit is a guide to avoiding slips, trips and falls which was developed and distributed Borough-wide. This has been supported with a series of face-to-face workshops. There have been 25 postal requests for hardcopies of the falls toolkits with copies also distributed directly to residents through libraries. 101 residents have attended falls workshops from Jan to March 2023. A total of 2,250 toolkits have been distributed to residents across services including libraries, sheltered housing, extra care and social prescribing.

A new strength and balance programme has also been developed and launched from April 2023 with 6 sessions weekly across the Borough. There are currently 80 residents attending these sessions every week.

Exercise sessions were piloted at three sites including Triscott House, Grassy Meadows and the Burroughs. Overall, 35 residents attended. The sessions have identified that a more targeted seated exercise programme is more suitable to residents at these sites, and this will be reviewed further.

- Tea Dances

Dances restarted in September 2022. Between September 2022 and March 2023, 365 residents over 65 attended the tea dance in Uxbridge and 90 residents over 65 attended the Desi Dance at Botwell.

- Chairobics

Seated exercise classes for older people have been slowly building back to the numbers achieved pre pandemic. With 65% of libraries now at full capacity, we are now looking at how we can encourage movement between these classes and develop a new stream of exercise classes aimed at those able to do standing exercise. 16 sessions a week are held across 10 libraries. 2,149 residents attended sessions between September 2022 and March 2023.

81% of residents reported that their activity levels had increased because of the classes, and 85% of residents reported that the classes had improved their everyday lives.

- Walk Hillingdon programme

Between April and October 2022 there were 1,587 attendances (50% lower than pre-Covid), across 133 walks including 20 new routes. 3 new volunteer walk leaders were recruited.

- Brown Badge preferential parking scheme

The Brown Badge Older Person's parking scheme continues to be popular with residents.

Between October 2022 and March 2023 (inclusive), a total of 482 new Brown Badges were issued, along with 231 replacement badges where they had been lost or misplaced. During this period an average of 46% (247) of the Brown Badge applications were made using the online application system. There was a total of 13,723 active Brown Badge users on 31 March 2023.

Brown Badges are renewed in bulk every 3 years and during March 2023, renewals were issued to all active Brown Badge holders which are valid until 31 March 2026. A new Brown Badge database and application process is being developed to improve the service.

- Free Allotment scheme

The Council continues 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 took place in July 2023.

There are currently 393 allotment plots allocated to over 65s and 112 allotment plots allocated to over 60s including those that are disabled and receive benefits on the concessionary rate.

The Chrysalis and Green Spaces team are working with Drayton Fencing to improve the Fencing at Stafford Road allotments by replacing the fence across two thirds of the site boundary as the old fence is not fit for purpose. This will prevent unauthorised access from members of the public and prevent wildlife from potential injury and from damaging plot holders' crops.

- Age UK Hillingdon services

Age UK Hillingdon has been able to deliver a range of services to enable older people to live healthy active and independent lives. These include information and advice, exercise and social classes, befriending and Good Neighbours and Trusted Traders schemes along with domiciliary support services.

From this programme of support:

- 5,634 residents have benefitted from information and advice and 2,973 with casework,
- 796 residents obtained benefits support, successfully claiming £1.3m in benefits,
- 412 participated in group activities,
- 310 from the Good Neighbours befriending scheme
- 343 from the Help at Home scheme and
- 701 from the Trusted Traders scheme.

Develop housing options for vulnerable adults and older people that promote active independent living

- **Telecare:** This technology ranges from the traditional push button alarm to a variety of sensors and detectors that can help reduce risk and provide reassurance both to the older resident but also their relatives, especially those that may live far away. Older people are the main beneficiaries of this service. The availability of a response service delivered by the Reablement Team is particularly supportive to people who live on their own and means that they are less likely to suffer injuries or illnesses that can lead to hospitalisation or a decline in their overall health. It is free to over 75s in Hillingdon.
- **Community equipment:** The community equipment service supports residents with the provision of daily living aids ranging from raised toilet seats to electric profiling beds and hoists. The service also provides adaptations to residents' homes, e.g., grab rails by a door or a toilet and/or bath, valued up to £1k as well as door entry systems to facilitate authorised access to the homes of residents where the resident is unable to directly open their front door because of a

disability. There are currently 16,700 residents using this service and approximately 80% are older people.

- **Age UK Hillingdon Housing Options Service.** The service offers information, advice and practical support including on downsizing, moving into retirement housing or supported housing, or staying put with additional support put in place.
- **Homeshare Scheme** delivered by Age UK Hillingdon and 2 Generations. Homeshare is designed to help reduce isolation and improve wellbeing, it enables two unrelated people to share a home for mutual benefit. An older person with a spare room (Householder) is carefully matched with a person who needs low-cost accommodation (Sharer). In return for accommodation the Sharer gives the Householder 10 hours of their time each week as a combination of practical support and companionship such as light housework, cooking, shopping, gardening, help with computers and technology, or spending time together over a meal or a cup of tea. The presence of another person in the house, especially overnight, will also benefit the Householder and reassure their families.

Work with the NHS and other partners to continue to develop joined-up services to meet the health, care and support needs of residents in the community.

- **Neighbourhood working** - multi-agency teams working at a neighbourhood level, i.e., clusters of GP practices covering populations of around 50,000 people, proactively identify the top 2% of the population aged 18 and above most at risk of hospital admission and target support with the aim of preventing a loss of independence. Older people are the main beneficiaries of this approach. Social work teams are aligned to the neighbourhood working model.
- **End of life care** – a new coordination hub led by Harlington Hospice provides a single point of access to information, advice and support for people at end of life and those caring for them.
- **Carer Support** – The majority of people receiving unpaid care are aged 65 and above but most unpaid carers are aged between 25 and 64. Adult carers have the right to a carer's assessment to determine whether they meet the national eligibility criteria for Council funded support. However, the Council funds the Carer Support Service that provides a range of information, advice and support services to carers of all ages. This is currently provided by Carers Trust Hillingdon on behalf of a consortium of local voluntary and community organisations known as the Hillingdon Carers Partnership.
- The Council has contracted with Central North West London NHS Foundation Trust to provide an **Admiral Nurse service** which provides specialist advice and support to people living with dementia in the community and to their carers. Over recent years this service has supported on average 260 families averaging about 10 referrals a month.

Explore ways to work innovatively with the voluntary sector to help improve health and wellbeing outcomes for residents

- Age UK assessment of “holistic” needs service: leading to more than 5,000 contacts and casework for over 3,000.
- Age UK financial health check service supporting access to benefits where entitled and advice in managing financial affairs, referral to debt advice.
- Age UK befriending scheme.
- Age UK social activities programme.
- Winter warm spaces programme.

Improve digital access for all

- Digital access for all via libraries.

Financial Implications

There are no direct financial implications arising from activities set out in the update on the older people's plan. All costs are covered in usual business planning and financial budgeting.

RESIDENT BENEFIT & CONSULTATION

The benefit or impact upon Hillingdon residents, service users and communities?

The Older People's plan sets out activities across services and with partners that support older residents, and these are set out under the commitments of the Council's Strategy (paragraph 8 above).

Consultation carried out or required

The Council's strategy, which the Older People's plan delivers against, was widely consulted on before being adopted in 2022.

CORPORATE CONSIDERATIONS

Corporate Finance

Corporate Finance have reviewed this report and concur with the Financial Implications set out above, noting there are no direct financial implications associated with the recommendation included in this report.

Legal

Legal Services confirm that there are no specific legal implications arising from this report. Whenever necessary legal advice is given in relation to specific issues as they arise to ensure that the Council always meets its legal obligations.

Comments from other relevant service areas

The plan includes contributions from Public Health, Social Care, Green Spaces, Community Safety and from Age UK Hillingdon, Harrow and Brent.

BACKGROUND PAPERS

NIL