

OLDER PEOPLE'S PLAN UPDATE

Cabinet Member & Portfolio	Cllr Jane Palmer – Cabinet Member for Health and Social Care
Responsible Officer	Sandra Taylor – Corporate Director, Adult Social Care & Health
Report Author & Directorate	Sarah Durner – Adult Social Care and Health Gary Collier – Adult Social Care and Health
Papers with report	Appendix 1 – Draft 2026/27 Hillingdon Age Friendly Delivery Plan

HEADLINES

Summary	This report updates Cabinet on delivery of the 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:</p> <ul style="list-style-type: none">• Live active and healthy lives <p>This report supports our commitments to residents of:</p> <ul style="list-style-type: none">• Safe and Strong Communities <p>The report also supports the following:</p> <ul style="list-style-type: none">• Draft Joint Health and Wellbeing Strategy, 202- 2031• Better Care Fund Plan, 2025/26• Public Health priorities
Financial Cost	There are no direct financial implications in this report.
Select Committee	Health and Social Care
Ward(s)	All

RECOMMENDATIONS

That the Cabinet:

- 1) Notes the activities undertaken to support older people in Hillingdon.**
- 2) Endorses the proposed approach for the development of a Hillingdon Age Friendly Plan from 2026/27 as described in the report.**

Reasons for recommendation(s)

1. This report provides Cabinet with oversight of activity to support older people in Hillingdon in the twelve-month period since the last update and proposes a new approach to supporting Hillingdon's older residents from April 2026. The new approach proposes to use the World Health Organisation (WHO)'s *Age Friendly Framework* as this is a proven model for enabling better health and wellbeing for older people and will contribute to the delivery of the Ageing Well priority within the draft Health and Wellbeing Strategy.

Alternative options considered/risk management

2. *Noting activities undertaken to support older people:* No alternative option has been considered as Cabinet has asked to receive an annual update. Cabinet could, however, decide that it did not wish to receive any future updates.
3. *Development of a Hillingdon Age Friendly Plan:* Cabinet could decide that it did not wish to pursue the proposed approach in the report and/or instruct officers to explore other options.

Democratic compliance / previous authority

4. Cabinet last considered an update on support provided to Hillingdon's older residents by the Council and its partners in November 2024.

Select Committee comments

5. None at this stage.

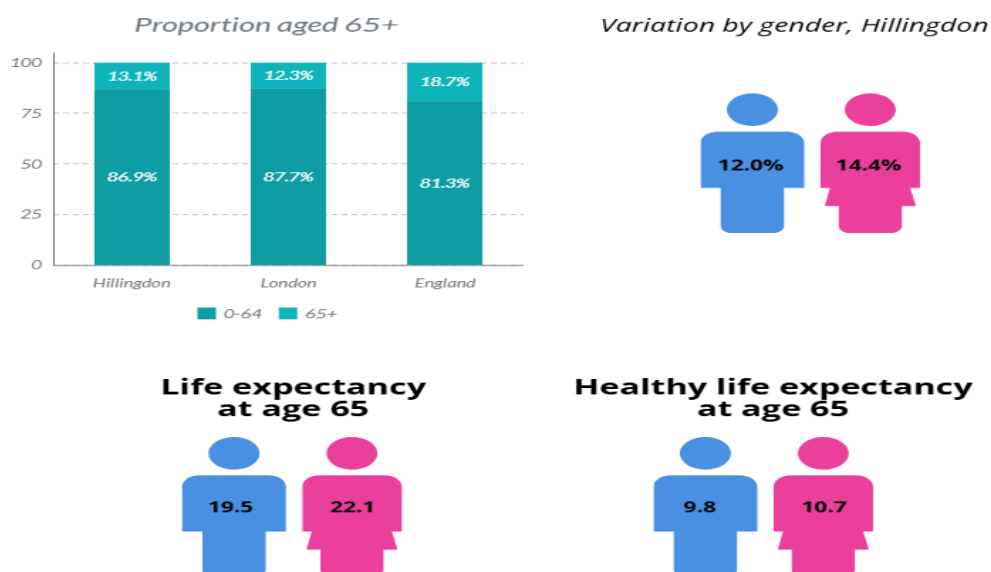
SUPPORTING INFORMATION

Strategic Context: Hillingdon's Older People Population

6. Estimates suggest that in 2025 there are 44,000 people aged 65 +, 12,000 aged 80+ and 2,292 aged 90+. Over the next 10 years to 2035 the 65 + population is projected to increase by nearly 21% to 53,082, the 80+ population by nearly 26% to 15,092 and the number of people aged 90+ by 25% to 2,870. People aged 65 and above account for 13.1% Hillingdon's population, which is higher than the London average of 12.3% but lower than England, which is 18.7%¹.
7. Life expectancy of Hillingdon residents at age 65 is 19.5 years for men and 22.1 years for women, **BUT** healthy life expectancy at 65 is 9.8 years for men and 10.7 years for women in Hillingdon, which means that men are living 9.7 years and women 11.4 years in poor health, and this is increasing. This is a challenge for health and care services where demand is increasing.
8. For example, people aged 65 and above account for 13.1% of the resident Hillingdon population but make up over 30% of GP and unplanned and urgent acute (Accident and Emergency) attendances and 40% of emergency hospital admissions.

¹ Office of National Statistics (ONS): Subnational Population Projections, mid-year 2022.

Hillingdon 65+ population (2024)



Part One: The Older People's Plan and the Council Strategy

9. The November 2024 update report to Cabinet advised that the 2022 to 2026 Council strategy carried forward many of the activities to support older residents that had been reflected in the Older People's Plan that had been in place since 2009. Many of the activities contained in the plan are ongoing and remain important parts of the offer for older people. Reflecting practice in 2024, this part of the report provides updates to Cabinet aligned to the seven commitments in the Council Strategy.

Commitment 1: Work to keep residents safe from harm

Age-friendly facilities in parks and green spaces

10. The Council have undertaken a range of projects to improve accessibility and safety in parks making it easier for older people to enjoy outdoor spaces:
 - We improved lighting last year at The Closes.
 - The car park at Barra Hall was resurfaced to make it more accessible.
 - 61 Age-friendly benches, i.e., including arm rests to provide support, were installed.
 - In response to concerns raised by residents, the lighting system in Dowding Park was improved.

Accessibility of public footpaths

11. Improvements to the footpath network were carried out in Bessingby Park, Shenley Park, and Churchfield Gardens.

12. 55 stretches of pathway in the borough will be improved, including through resurfacing by the end of 2025/26.

Commitment 2: Enable ... older people to live healthy, active and independent lives

Information, Advice and Guidance

13. The Information, Advice, Guidance and Wellbeing Service for Adults is a cornerstone of the Council's commitment to supporting vulnerable residents. Under a contract for up to eight years that started in June 2025, the service provides a single, accessible gateway for free, confidential information, advice and wellbeing support, delivered by the Hillingdon Advice Partnership, a consortium led by Age UK Hillingdon, Harrow and Brent and comprising of Disability Advice and Support Hillingdon (DASH), Bell Farm Christian Centre, and Nucleus Legal Advice Centre. This collaborative approach ensures residents receive timely, expert assistance on issues ranging from benefits and housing to health, debt, and social wellbeing.
14. Between 1 June and 31 August 2025, the service supported 925 new residents supported, nearly 50% of which have been people aged 65 and above. There have been 1,108 new enquiries and 3,514 repeat contacts. During this period an additional £120,111.96 has been secured in actual benefits awarded, with an additional £190,000 estimated to be confirmed.



Case Study: Maximising Income and Wellbeing (Mrs A – aged 84)

Mrs A, living alone with Alzheimer's, was unaware of her benefit entitlements. Through local outreach, Age UK helped her secure Attendance Allowance (£110.40/week, plus £900 backdated), and a Severe Mental Impairment council tax discount. Mrs A's financial stability and wellbeing improved, enabling her to access care and remain active in her community.

Age UK Services

15. *Community services:* During 2024/25 601 tasks were carried out for older people through the Good Neighbour Scheme that uses volunteers to support people to undertake specific activities, e.g., one-off errands, accompanying them to a medical appointment, and/or to shops if a person is anxious or has low confidence. There were 3,488 attendances at Active Ageing Groups in the borough, and these involved 151 unique residents.
16. *Hospital services:* In 2024/25 Age UK's Home from Hospital Service escorted 598 older people who did not require personal care back to their usual home from Hillingdon Hospital and provided continuing support to them for up to six weeks. This included 1,219 follow-up welfare calls and 125 visits. Age UK's Take Home and Settle Service also provided support on wards at Hillingdon Hospital to 3,746 older people. Supported included tea and a chat as well as information and advice.
17. *Falls prevention team:* Age UK's Falls Prevention Team conducted 605 visits to 136 older people at risk of falling to advise on management techniques to avoid falls.
18. *Charged for services:* The Help at Home Service supported 400 older people by delivering 12,506 jobs that ranged from social contact to practical tasks like cleaning, shopping or accompanying them to appointments. 614 enquiries were received from older people about the Trusted Trader Service that in 2024/25 had 27 local traders registered that underwent a vetting process.

Methodist Homes Association (MHA)

19. Between September 2024 and October 2025 1,438 older residents participated in social groups led by MHA. 1,749 older people also participated in physical activities organized by MHA.

Warm Welcome Centres

20. A range of 19 organisations that included libraries, faith organisations, community centres and associations, agreed to take part in establishing warm welcome centres between December 2025 and March 2026. During this period there were 8,097 visits to sessions at 13 centres attended by 547 unique residents. The range of activities taking place at the centres included games afternoons, social group, health talks, health checks, physical activity sessions.
21. The main concerns raised by attendees at the centres included loneliness due to bereavement, memory problems, financial difficulties, health conditions including general fitness, mobility, balance and weight, how to keep warm in winter, difficulty in accessing services because everything is online, stopping smoking.

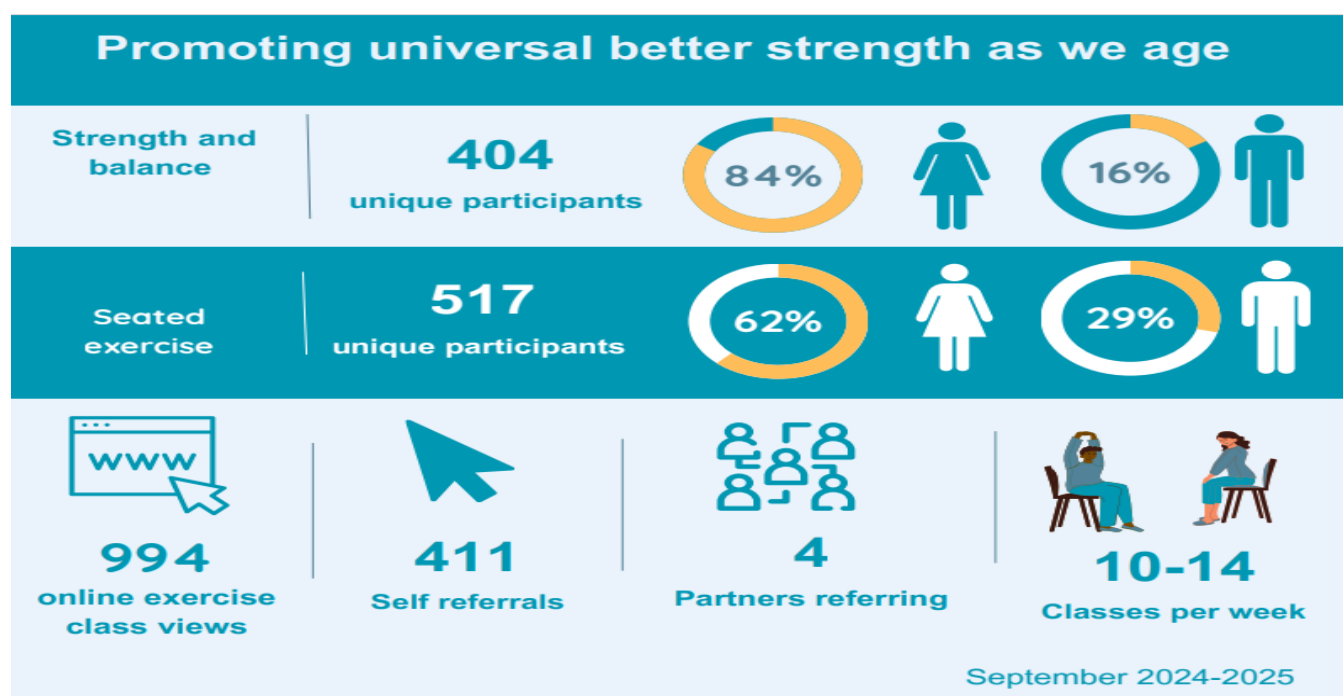
Some Resident Feedback

Question to resident: What do you like about coming?

I lost my wife; I am lonely and since coming here I have met some other fellas who also lost their wife. Now I know I am not alone.

Promoting better strength as we age

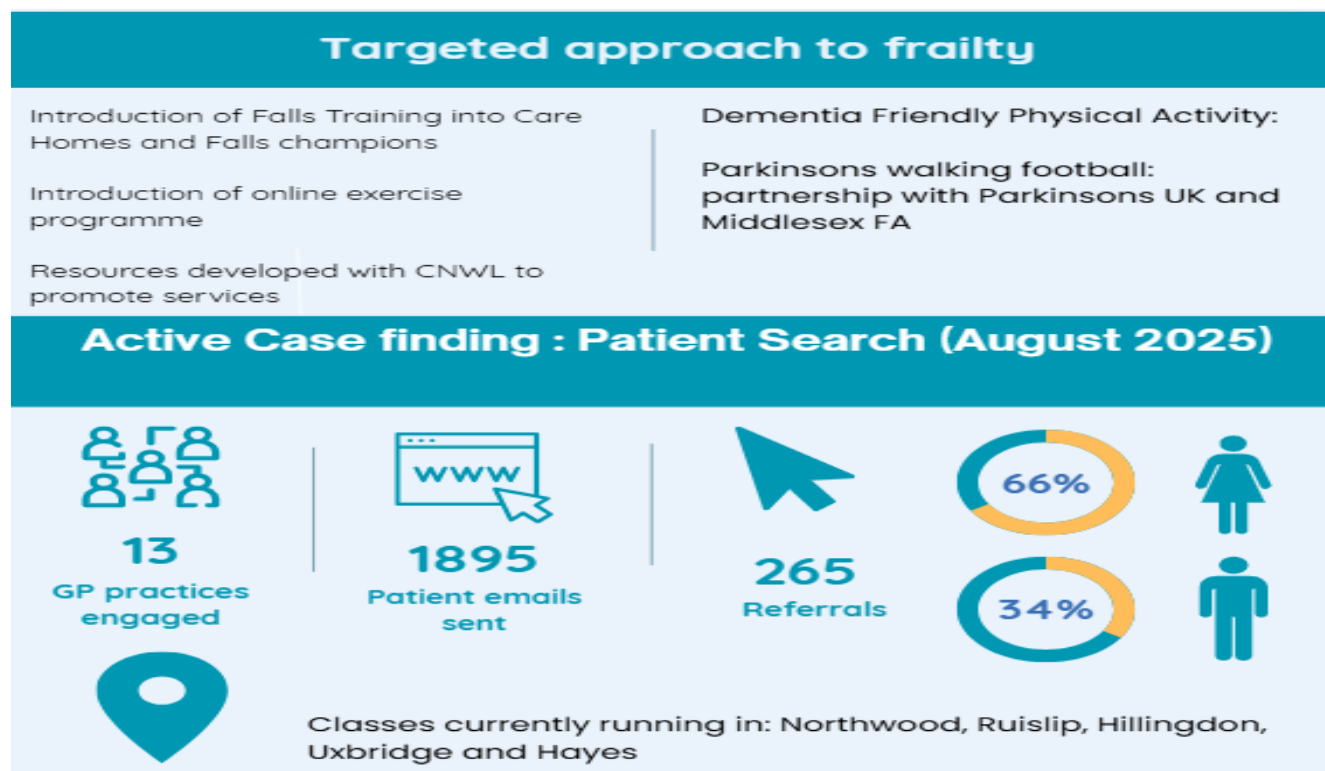
22. Keeping active is crucial to preventing frailty in older people and with the risk of falls. There are several initiatives that have taken place over the review period and will continue going forward. Universal provision is shown below:



- *Walk Hillingdon programme:* There have been 420 walks across the year with an average of 16 different routes to choose from. The walks remain popular and continue to be led by local volunteers.
- *Walking football:* Men Walking Football has 22 active attendees who all suffer from, or are recovering from, a long-term condition and this low-level activity allows them to recover physically and mentally. Women's Walking Football has 21 active attendees. This low-level physical activity is an opportunity to reintroduce residents into being active as they get older.
- *Tea dances:* Hosting tea dances are important because they provide significant social, physical, and mental health benefits to participants of all ages. They serve as a vital community gathering space that promotes social interaction and connection, while

helping to combat loneliness. 36 sessions took place during the twelve-month period to September 2025, and these supported 248 mainly older residents.

23. Examples of targeted provision are shown below.



24. *Dementia friendly physical activity:* A range of disability sporting activities including golf, boccia (a precision ball game related to bowls), tennis and football aimed at both the person living with dementia and their carer. Sessions allow participants to work on their cognitive skills, mobility, and overall wellbeing. There are 95 active participants a week.
25. Cabinet may be interested to note that a Hayes resident who benefits from Hillingdon Council's range of support for those living with dementia had a once in a lifetime opportunity when he accompanied the England football team in their friendly against Wales on 9 October. He was one of 22 people living with dementia given the opportunity thanks to a partnership between the Alzheimer's Society and the Football Association (FA). The resident regularly joins the Forget Me Knot Football Club dementia walking football sessions at Rectory Park Football Centre, Northolt every Friday, which were developed by the Uxbridge Amblers. These sessions are funded by the Council and delivered in partnership with the Amblers and Middlesex FA.
26. *Parkinsons walking football:* This has been established because of a partnership between Parkinsons UK and Middlesex Football Association. There are currently 12 active participants all aged 65 and above.

Library Services

27. Libraries offer a wide range of services to older people in Hillingdon, including access and support to digital services, health and wellbeing initiatives, reading, literacy and cultural events. Between April 2024 and March 2025 libraries hosted 2,201 events attended by 20,587 people over the age of 65. Between April and October 2025 there have been a further 1,085 library events attended by 9,453 residents over 65.
28. The Home Library Service also provides a valuable resource to support people living with disabilities unable to leave their homes.

Telecare

29. 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. People aged 65 and over represent nearly 89% (6,187) of the total users of the service. 74% (5,183) of users are aged 75 and above. An out of hours response service provided by Comfort Care Services is in place to assist people who do not have a responder if the alarm button is pressed or where the responded cannot be contacted.

Community Equipment

30. The community equipment service continues to support 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, such as 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 31,960 residents being supported by this service and nearly 77% (24,549) are people aged 65 and above.

Adult Social Care

31. 2,330 people aged 65 + received long-term Adult Social Care support from the Council in 2024/25, of which 68.7% (1,601) in the community and 31.3% (729) was in a residential/nursing home setting.

Commitment 3: Develop housing options for vulnerable adults and older people that promote active independent living.

Improving Council homes for older tenants

32. The Council has in place an extensive planned works programme to improve its rented housing stock. Improvements that will particularly benefit older tenants include replacing windows with high efficiency A+ rated double glazed units, and the installation of new high efficiency and easy to use, domestic gas boilers. Our energy improvement programme that includes upgrading loft and cavity wall insulation and installing external wall insulation on some solid walled properties, will improve energy efficiency and help tenants to manage energy costs.

33. Improvements to Council homes also includes fire safety upgrades such as replacing front entrance doors that are high security units and satisfy all required fire, smoke, security and energy standards. Smoke and heat detection devices have also been installed in all our properties to ensure the safety of our tenants.

Extra Care and Sheltered Housing

34. The Council has 243 flats available for rent in four extra care schemes that have personal care available on site 24/7. The schemes are Cottessmore House (Ruislip), Grassy Meadow Court (Hayes), Parkview Court (Hillingdon) and Triscott House (Hayes). The Council also has 19 sheltered housing schemes, all of which have a scheme manager who will help with information, advice and assistance.

Care Home Provision

35. In 2025 the Council purchased a 70-bed care home in the borough that will increase the scope for older people whose needs can no longer be safely supported in the community to remain in the borough.

Commitment 4: 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

36. Neighbourhood working is a critical part of the Hillingdon's model of care intended to identify people most at risk of hospital admission and a loss of independence. The model brings together in three Integrated Neighbourhood Teams (INTs) GPs, community nurses, social care professionals, mental health practitioners, therapists and voluntary sector partners to populations of approximately 100,000 residents to deliver coordinated, joined-up care. A key function of the INTs is to undertake proactive case finding to identify the residents most at risk of escalating need, e.g., people living with high blood pressure and those with a mild frailty score and take proactive measures through care planning to help prevent the level of need increasing.
37. Since August 2025 Public Health has been working with 13 surgeries in the North INT and 1,895 emails have been sent to patients aged between 45 and 85 with a mild frailty score. This has resulted in 265 referrals for frailty awareness sessions (91 men and 174 women).

Dementia Medication Review Pilot

38. The North INT are collaborating with the Memory Clinic, Celandine and MetroCare PCN are piloting dementia medication reviews within primary care to enhance resident support and streamline services. This model, already practiced in other Northwest London boroughs, is now being developed into a shared care agreement between primary and secondary care to ensure residents receive the best possible support.

Supporting care homes

39. There are 44 care homes in Hillingdon with a bed capacity of 1,380. Approximately 88% of beds are supporting older people. Falls are one of the main causes of admission to hospital from care homes. A partnership project involving CNWL, Public Health and the third sector consortium, 3rd Sector Together (3ST) is targeting the 10 care homes with the highest number of falls-related admissions. A falls-related online training resource has been developed and distributed to all of Hillingdon's care homes. This includes online seated exercise and strength and balance and programmes.

Carer Support

40. The 2021 census showed that the 74% (16,625) of people who identified themselves as unpaid carers were aged between 25 and 26. The main offer of support to carer is through the Carer Support Service delivered by the Hillingdon Carers Partnership that is led by Carers Trust Hillingdon and Ealing. In 2024/25 1,017 new adult carers were registered and 4,643 directly supported. 345 new young/young adult carers were registered and 1,811 were directly supported. The service arranged 2,151 breaks for adult carers and secured £1.6m in carer-related benefits that benefited 130 households.

Admiral Nurse Service

41. The Council jointly funds the Admiral Nurse Service with CNWL. The service provides specialist support to carers of people living with dementia and a five-year contract was awarded in 2025. The 'Admiral Nurse' name is licenced by Dementia UK. Between April 2024 and March 2025, the service recorded 195 referrals, averaging 16 per month. The team supported an average of 110 people monthly, including new cases and ongoing ones through a mixture of face-to-face, telephone, emails and liaison work. The most common interventions provided to carers included providing emotional & psychosocial support and education, developing coping strategies & skills, adjustment, loss & bereavement counselling, managing & promoting physical wellbeing & managing risk.

Commitment 5: Work with partners to ensure better access to healthcare in the community.

Local Access Hubs

42. The Council is working closely with NHS partners to develop three neighbourhood centres, known as Local Access Hubs, that will offer a range of 7-day integrated services. The hubs, based in Ruislip, Uxbridge and Hayes, will offer same day GP services, community nursing services, access to mental health services and community diagnostic services, e.g., blood tests, wound management, ultrasound and X-ray.

Commitment 6: Explore ways to work innovatively with the voluntary sector to help improve health and wellbeing outcomes for residents.

Wellbeing Support Services for Residents

43. During 2024/25 officers coproduced with existing providers and users of services a new model of provision for a range preventative services to be delivered by the voluntary,

community and social enterprise (VCSE) sector. Contracts for up to eight years were tendered and contract awards were made by Cabinet in March 2025. The services included:

- Carer Support Service (Carers Trust Hillingdon and Ealing as lead for Hillingdon Carers Partnership)
- Information, Advice, Guidance and Wellbeing Service for Adults (Age UK as lead for the Hillingdon Advice Partnership)
- Mental Health Early Intervention/Prevention Programme (Hillingdon Mind)

Age Friendly Festival

43. This comprised of a range of events that took place throughout October in libraries, the Compass Theatre, St May's Church in Harmondsworth and the Battle of Britain Bunker with the intention of enabling older people to access health checks, vaccinations as well as information and advice. The festival replaced the '*Day of Older People*'. 206 older people attended events, 101 health checks were completed and 19 vaccines completed.

Resident Feedback

Have these types of the events more often and in more libraries. I'm living proof - I came to the library for a computer class and stumbled on this event. This has been excellent, and I got my vaccinations. It's made my day.

Commitment 7: Improve digital access for all.

44. The Council's Digital Strategy, 2024 – 2027, sets out a vision to make it easier for residents to access Council services. The Council and health and care partners recognise the importance of digital options to enable residents to manage their own health and wellbeing needs. Examples of how online options have been developed for residents have been given in this report. Further examples are given below.

AskSARA

45. AskSARA (Self-Assessment Rapid Access) is an online assessment tool that will help residents to identify potential aids and services that might be helpful. This can be accessed through the following link [AskSARA \(Self-Assessment Rapid Access\) - Hillingdon Council](#). This has been visited 1,598 times since March 2025.
46. The use of lifestyle monitoring apps like Intelligent Lilli have enhanced the Council's understanding of care needs at home and helped to inform the deployment of telecare equipment mentioned in paragraph 28.

Accelerated Reform Fund (ARF)

47. The Council is working with Carers Trust to use funding provided under the above, which is part of a government initiative to improve online access to services for carers. This will be developed further during Q4 2025/26.

Part Two: An Age Friendly Approach

48. This report proposes the development of an Age Friendly Plan that will contribute to the delivery of commitments to prevention and early intervention goals to maximise the independence of Hillingdon's older residents and reduce or delay the demand for health and care services. It is proposed that the Council and health and care partners take a system-wide approach to delivering agreed actions for 2026/27 across the eight domains in the WHO's Age Friendly Framework. It also proposed that consultation on a longer-term Age Friendly Plan be undertaken during 2026/27 and that Cabinet continue to receive an annual update report on delivery. It is suggested that in future reporting be aligned with financial years to reflect how the Council and its partners generally collect and report data.

Age Friendly Domains
Domain One: Outdoor Spaces and Building
Ambition: To build a community where everyone feels welcomed and supported in public spaces and older people feel motivated to lead active lives and fully engage with their community. Our vision includes well equipped parks, vibrant high streets, and accessible public spaces.
Domain Two: Transport
Ambition: Transport systems within the borough make it easier for older people to reach their destinations effortlessly. Every journey is simple and reliable, whether you're walking, wheeling, driving, or using public transport. Aiming for transport infrastructure which encourages active travel.
Domain Three: Housing
Ambition: Older People have access to quality housing. Affordable options are available for those who want to move house, and support is provided for those who wish to stay, and they can adapt their homes.
Domain Four: Social Participation
Ambition: Older people can build meaningful social connections. Diverse and accessible social opportunities are widely available, supported by community infrastructure that encourages participation.
Domain Five: Respect and Social Inclusion
Ambition: Older People are treated with respect and have a voice in the decisions that affect their lives. The contributions of older community members are recognised, fostering interactions between generations where a range of perspectives are shared.
Domain Six: Civic Participation and Employment
Ambition: Older People have roles that allow them to feel engaged in their communities that fit their needs, support their growth and keep them active. There are many ways to contribute to the community, both paid and unpaid, and these contributions are celebrated.
Domain Seven: Communication and Information
Ambition: Older people who are isolated can easily access relevant and timely information about services and opportunities. Information is accessible to everyone, regardless of disability

or internet access, allowing full engagement with the community and ensuring older people can make informed choices regarding their health.

Domain Eight: Community Support and Health Services

Ambition: Older people will be able to live healthier for longer and feel confident in engaging with services through whatever means they are happy to use. Older people can access the information they need in a timely manner and have access to a range of early intervention and prevention programmes.

Hillingdon Age Friendly Network

49. An Age Friendly Network has been established that has contributed to the intended objectives in the draft 2026/27 Hillingdon Age Friendly Delivery Framework attached as **Appendix 1**. Actions to deliver the objectives in 2026/27 within existing resources will be consulted on in Q4, subject to Cabinet approving recommendation 2. Cabinet is advised that many of the commissioned services and programmes to deliver the ambitions for domains four to eight shown below are already in place and funded from the Public Health Grant (PHG) and therefore represent Council funded support, e.g., Information, Advice, Guidance and Wellbeing Service for Adults Service, Carer Support Service, Better strength as we age programme.
50. Should Cabinet approve the recommendation the Network will be used to develop the longer-term plan. Existing forums such as the Older People's Assembly, the Assembly for People with Disabilities and the Carers Forum will also be used to develop the plan and provide feedback on delivery. Wider consultation with older residents through community groups will also be undertaken.

Hillingdon Age Friendly Network		
<ul style="list-style-type: none"> • Green Spaces • Transport • Adult Social Care • Public Health • Housing • Planning 	<ul style="list-style-type: none"> • Primary care • CNWL • Older People's Mental Health Services • Hillingdon Hospital 	<ul style="list-style-type: none"> • Age UK • 3ST • Carers Trust • Methodist Homes Association

Financial Implications

51. There are no direct financial implications in this report.

RESIDENT BENEFIT & CONSULTATION

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

52. The report reports activities across Council services and partner organisations that support older residents aligned to the commitments within the Council Strategy. The proposed approach to a new Age Well Plan aims to maximise the health, wellbeing and independence of Hillingdon's ageing residents.

Consultation & Engagement carried out (or required)

53. The Council's Strategy was widely consulted on before being adopted in 2022. Officers continue to consult with residents on emerging issues and concerns through routes such as the Older People's Assembly, the Assembly for People with Disabilities and the Carers Forum. Subject to recommendation 2 being agreed, the development of a longer-term Age Friendly Plan would require consultation that would be undertaken as described in paragraph 50.

CORPORATE CONSIDERATIONS

Corporate Finance

54. 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 recommendations included in this report.
55. Furthermore, it is noted that the activities set out in the Older People's plan are existing services contained within various service areas approved budgets.

Legal

56. There are no legal impediments to the recommendations set out within this report.

BACKGROUND PAPERS

Nil

Appendix 1

Draft Hillingdon Age Friendly Delivery Plan / Framework, 2026/27

Domain One: Outdoor Spaces and Buildings

Ambition: To build a community where everyone feels welcomed and supported in public spaces and older people feel motivated to lead active lives and fully engage with their community. Our vision includes well equipped parks, vibrant high streets, and accessible public spaces.

What Hillingdon already does well:

- Provide assisted collections for people who cannot put their waste or Recycling at the boundary of their property.
- Offer a discount for the removal of bulky waste for people over the age of 65.
- Offer discounts on allotments for over 60's, and over 65's are free of charge.
- There are a range of outdoor gyms that are well maintained and offer a range of equipment for all ages.

Objectives:

- Improve accessibility of public buildings.
- Improve accessibility of public footpaths.
- Increase provision of age-friendly facilities in parks and green spaces.
- Ensure that the information needed for older people to be supported and active within public spaces is accessible to them.

Intended impact:

- More older people feel safe in parks and can enjoy outdoor spaces due to increased availability of seating, better paths and lighting.
- More older people have access to public buildings due to better signage and step free access.
- Outdoor spaces offer a range of opportunities for older people to be active.
- Positive benefits for mental and physical health and well-being and reducing frailty.

Domain Two: Transport

Ambition: Transport systems within the borough that make it easier for older people to reach their destinations effortlessly. Every journey is simple and reliable, whether you're walking, wheeling, driving, or using public transport. Aiming for transport infrastructure which encourages active travel. Everyone can move freely and comfortably.

What Hillingdon already does well:

- 98% of Bus Stops are accessible with dropped kerbs and level access to the bus.
- 3km of towpath have been upgraded including resurfacing. Access points are also being upgraded, with two being fully accessible.

Objectives:

- Improve walking and cycling routes within the Borough. Improve accessibility of public transport for older and disabled residents.
- Ensure resident concerns are considered in Council decision-making about transport.

Intended impact:

- More older people feel confident walking on local footpaths and roads due to improvements made.
- Older people can access public transport to engage with activities in Hillingdon
- There are a reduced number of falls occurring due to pavements and roads.
- Positive benefits for mental and physical health and well-being and reducing frailty.

Domain Three: Housing

Ambition: Older People have access to quality housing. Affordable options are available for those who want to move house, and support is provided for those who wish to stay, and they can adapt their homes. People of all ages can live comfortably.

What Hillingdon already does well:

- The Council is addressing housing shortages and has invested in extra care and supported living.

Objectives:

- Recognising housing as a key determinant of healthy ageing.
- Promote age-friendly housing design and access to extra care schemes.
- Improve safety in Care Homes through reducing falls risk.

What impact this will have:

- Older people have choice regarding where they want to live and have access to housing they can afford and the support they need to live safely and comfortably in an environment that meets their needs.
- Positive benefits for mental and physical health and well-being and reducing frailty.

Domain Four: Social Participation

Ambition: Older people can build meaningful social connections. Diverse and accessible social opportunities are widely available, supported by community infrastructure that encourages participation.

What Hillingdon already does well:

- Older residents in Hillingdon have access to a range of social opportunities through Age UK, Carers Trust, Libraries, Public Health, community groups and faith organisations.
- Housebound residents have access to social interaction through the home-visiting library service.
- Residents in sheltered housing have access to social opportunities through Age UK and the mobile library service.
- Care Home residents have access to social opportunities through the mobile library service and dementia activities.
- Residents living with dementia have access to a wide range of free activities on a weekly basis.
- Leisure centres offer a range of social opportunities for over 65s including club games.

Objectives:

- Ensure older people who are at risk due to factors including living alone, bereavement, retiring, being a carer, being frail or living with another long-term condition, have access to the support they need to build or maintain meaningful relationships.
- Continue to work in partnerships with VCSE organisations to deliver social opportunities for older people.
- Include community outreach and engagement as a core delivery method.
- Ensure social opportunities are culturally appropriate and offer language-accessible services.
- Ensure older people who are housebound have access to a range of opportunities for social interaction including those using digital solutions.
- Improve access to social opportunities for older people through introducing new activities, discounts and local offers.
- Develop more targeted opportunities for social interaction that respond to the needs and interests of older people

Intended impact:

- Older people who are housebound have better access to social opportunities
- Older people have access to meaningful social interaction that allows them to participate and engage with others in a way that suits them.
- Older people have access to culturally appropriate social opportunities.
- Positive benefits for mental and physical health and well-being and reducing frailty.

Domain Five: Respect and Social Inclusion

Ambition: Older People are treated with respect and have a voice in the decisions that affect their lives. The contributions of older community members are recognised, fostering interactions between generations where a range of perspectives are shared. If ageism arises, it is promptly reported and resolved.

What Hillingdon already does well:

- The Older People's Assembly and the Assembly for People with Physical and Sensory Disabilities offer older people a regular opportunity to express their views.

Objectives:

- Ensure older people have a voice in the decisions made about them.
- Create opportunities for older people's stories to be preserved, celebrated and valued.
- Work to reduce inequalities in access to services, particularly for ethnic minorities.
- LGBTQIA+ communities, and those with communication barriers.

Intended impact:

- Older people feel valued.
- Older people feel their voices are heard and action is taken.
- With the voice and views of older people being included, services are more likely to be designed and developed to meet need.
- Positive benefits for mental and physical health and well-being and reducing frailty.

Domain Six: Civic Participation and Employment

Ambition: Older People have roles that allow them to feel engaged in their communities that fit their needs, support their growth and keep them active. There are many ways to contribute to the community, both paid and unpaid, and these contributions are celebrated. Everyone is empowered to help shape their community.

What Hillingdon already does well:

- Older people working in libraries in flexible roles as casual library assistants.
- Older people are employed as casual duty officers in local heritage and theatres.
- Older people participate in a wide range of volunteering opportunities across the Council and voluntary sector in Hillingdon.

Objectives:

- Creating more volunteering opportunities for older people in libraries, theatres and local heritage sites.

Intended impact:

- Older people have opportunities to engage in their community and feel valued for their contributions.
- Communities, services, and organisations across the borough will be better able to draw on the breadth and depth of knowledge, skills, and resources held and offered by older people.
- Positive benefits for mental and physical health and well-being and reducing frailty.

Domain Seven: Communication and Information

Ambition: Older people who are isolated can easily access relevant and timely information about services and opportunities. Information is accessible to everyone, regardless of disability or internet access, allowing full engagement with the community and ensuring older people can make informed choices regarding their health.

What Hillingdon already does well:

- Face to face support is available in libraries
- Hillingdon People magazine is delivered to every household and provides information and guidance about local services and how to contact them
- Online information through the Care and Support Directory
- Hillingdon webpages

Objectives:

- Promoting a self-management approach to enable people to make informed choices by providing them with a range of advice and information
- Address digital poverty and digital skills to enable older people to access and benefit from the multitude of opportunities online.
- Continue to provide non digital communication opportunities for those older residents who are unable to engage digitally.

Intended impact:

- Older people will feel confident in engaging with services through whatever means they are happy to use.
- Older people can access the information they need in a timely manner.
- Improving timely access to services will improve the availability of proactive care and support and reduce the need for reactive care and support, often delivered in a crisis
- Positive benefits for mental and physical health and well-being and reducing frailty.

Domain Eight: Community Support and Health Services

Ambition: Older people will be able to live healthier for longer and feel confident in engaging with services through whatever means they are happy to use. Older people can access the information they need in a timely manner and have access to a range of early intervention and prevention programmes.

What Hillingdon already does well:

- Universal provision for older people's physical activity.
- Free swimming is available for the over 65s.
- Free chair-based exercise programmes.
- Free health education classes.
- Introduction of neighbourhood working.
- Prevention of long-term conditions through hypertension case finding.

Objectives:

- Deliver targeted prevention and early intervention action to help reduce demand for health and social care
- Introduce a range of programmes to reduce the risk factors for frailty and encourage people to take responsibility for their health.
- Proactively case find hypertension in residents to prevent the future risk of strokes and cardiovascular disease.
- Co-produce services with residents to ensure that we are meeting their needs
- Deliver new digital technologies to enable better health and independence.
- Collaborate with NHS and VCSE partners on targeted interventions to promote mental health and prevent crisis for older people.
- Offer a range of programmes to support residents in taking responsibility for their own health.

Intended impact:

- Older people live healthier for longer.
- More people are taking responsibility for their health as they get older and implementing lifestyle changes to enable healthier ageing.
- Positive benefits for mental and physical health and well-being and reducing frailty