

Appendix 1 - Older Peoples Action Plan 2010/11 – (Quarter 2 Update)

Ref No:	Task	Actions	Lead	Target Dates	Quarter 2 progress updates
Theme 1 - Safety and Security					
1.1	Increase home security among older people.	1.1.1 Install 1000 burglar alarms free to the homes of older people	Sarah Owen	31 Dec 2010	<p><u>On track</u> - To the end of September, 887 burglary alarms have been fitted.</p> <p>The number of burglar alarms to be installed during 2010/11 has been increased by 500 to meet demand.</p> <p>On track to install 1,500 burglar alarms by March 2011.</p>
		1.1.2 Promote increased home security - distribute information packs about security to all future recipients of alarms	Sarah Owen	31 Dec 2010	<p><u>On track</u> – All recipients of burglar alarms receive information packs about home security. To the end of September, 887 home security information packs have been distributed.</p>
1.2	Prevent and respond to rogue traders.	1.2.1 Prevent and respond to reports of Rogue Traders in cooperation with Police and other partners.	Peggy Law	31 March 2011	<p><u>On track</u> – To the end of August, 18 reports of rogue traders targeting elderly residents have been responded to. We have intervened in 3 cases.</p>

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1.3	Raise awareness amongst older people of safety and security	1.3.1 Deliver 6 presentations to Sheltered Housing residents about home and personal security	Sarah Owen	31 March 2011	Completed – 6 talks given to Sheltered Housing units. Approximately 70 older residents attended the discussions. Presentations were given by the council's Community Safety Team and the Police Crime Prevention Officer about how to prevent pick pocketing, how to deal with door-step sellers, rogue traders and how to make sure homes are kept safe and secure.
		1.3.2 Conduct home fire safety visits in priority postcodes.	Colin Gribble	31 March 2011	On track – During the first six months of 2010/11, 652 Home Fire Safety Visits were undertaken. 67% were in priority 1 postcodes. Priority postcodes are determined by particular needs characteristics of the population living in these postcodes. This includes older people. Each fire station is provided with a list of priority postcodes in their area and householders are targeted by the fire service for a visit. Each visit involves: <ul style="list-style-type: none"> • Providing the householder with general home fire safety advice • Discussing escape plans in the event of a fire • Provide and fit a standard smoke alarm There are 541 priority post codes in Hillingdon which cover all 22 wards. The target for 2010/11 is that 60% of all home visits should be in priority postcode areas.
1.4	Raise awareness amongst front-line staff about security and safety for older clients	1.4.1 Encourage 100 people to complete e-learning sessions on crime prevention, fire safety and trips and falls.	Sarah Owen	31 March 2011	On track – During July and August e-learning has been promoted at the Uxbridge College Social Care course. It has also featured on Horizon & in Hillingdon People. Hillingdon Carers newsletter has also promoted the link to the e-learning package.

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		1.4.2 Provide quarterly bulletins to social care staff about community safety news and projects that benefit older people – 4 bulletins by March 2011.	Sarah Owen	31 March 2011	On track – Bulletins have been distributed during the first and second quarters of 2010/11. The quarter 2 social care community safety bulletin has been distributed via the ASCHH news email plus Age UK, Trading Standards, Hillingdon Carers and to residents who provide email addresses at events such as Streets Ahead. The current bulletin includes information on the burglar alarm scheme, the Be Safe at Home e-learning package, updates on dealing with bogus callers and how to keep safe on public transport.
Theme 2 - Preventative Care					
2.1	Promote Assistive Technology (Tele-care) programme as part of the Government's preventative agenda across the day care & home care services.	2.1 1 To raise awareness of the tele-care service through 4 workshops and Hillingdon People.	Brian Barry	31 March 2011	On track - Senior home carer's are promoting telecare when visiting service users in their own home. Workshops are being arranged by the dedicated Telecare Co-ordinator to assist homecare staff to identify potential service users for Telecare equipment. Workshops to commence in quarter 3 targeting all home carers.
2.2	Deliver Telecare to promote independent living in the community	2.2.1 Deliver a target of 450 enhanced sensors for vulnerable people.	Belinda Norris	31 March 2011	On track - 225 referrals have been received with 148 confirmed installations (of which 25 were pending at the end of Sept 2010). Work is underway and continuing to promote the take-up of telecare including a pilot of a mobile response service for people living on their own without support they can call on.

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Theme 3 - Keeping independent and healthy					
3.1	Extend opportunities for older people to participate in Sport and physical activity	3.1.1 Continue to offer free swimming at existing facilities and extend scheme to Hillingdon Sports & Leisure Complex and Botwell Green Leisure Centre.	Sue Drummond	30 June 2010	<p>Completed - Free Swimming extended to include two new leisure centres in Hillingdon. Although government funding ceased on 31st July 2010, provisions have been made to continue the scheme at Hillingdon pools throughout 2010/11.</p> <p>In the first six months of 2010/11, 16,274 free swimming sessions for older people have been provided (compared to 30,000 during 2009/10).</p>
		3.1.2 In partnership with Age Concern, deliver the active Ageing project	Sue Drummond	31 March 2011	<p>On Target - The following programmes have been organised in partnership with Age UK;</p> <ul style="list-style-type: none"> • Young at Heart programme extended to Active Lifestyles Gym and EXTEND, exercise classes now provided in 3 sheltered homes to provide adapted range of exercise for older people. • Dance class workshops organised at Botwell Green Leisure Centre for older people in preparation for the Dance Stage performance at the South Bank Centre in July. • Following the opening of the Boots Well Being Centre in Uxbridge an additional weekly EXTEND class has been added to the existing programme currently being delivered at three sheltered housing sites.
3.2	Investigate extension of brown badge scheme to private car parks	3.2.1 Work to get the Brown Badge scheme adopted in at least 5 additional car parks during 2010/11	Roy Clark	31 March 2011	<p>On track – We are continuing to work enthusiastically with various private car park operators in the borough.</p> <p>Since 1st April 2010 we have successfully installed a total of 15 fully operational Brown Badge Bays in the following venues; Beck Theatre, Cranford Park, Harefield Business Park in Uxbridge and at the new Botwell Green Sports and Leisure Centre.</p> <p>A total of 5,507 Brown badges have been issued to the end of September and new applications are received daily.</p>

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		3.2.2 Process and issue 100% of all new Brown Badge applications within 4 working days of receipt.	Roy Clark	31 March 2011	On track – The number of Brown Badges issued as at the end of September 2010 is 5,507. 99.9% of these badges have been issued within 4 working days of the request being received. Two applications missed the four day turnaround target – both were issued on the fifth working day. Parking Services are working to achieve 100% of badges issued in 4 working days for the remainder of the year.
3.3	Promote take-up of allotments in Hillingdon amongst older people	3.3.1 Adult education on allotments run at 2 locations to promote take-up of allotments - 2010 programme run and evaluated by June 10. 2010 programme scheduled by Feb 2011	Paul Richards	28 Feb 2011	<p>On track – Three adult education ‘on allotment’ programmes were run this Spring in partnership with Adult Education with a total of 26 participants. We are expanding the programme with DASH to include disabled participants in 2010 -11.</p> <p>During the second quarter, allotments have been promoted through a ‘Taster Session’ with assistance from DASH.</p> <p>We successfully secured press and broadcast coverage for the council’s allotments. ITV’s local news ‘London Tonight’ ran a piece promoting allotments focusing on the sites in Hillingdon. Hillingdon People also run a full page article promoting allotments. Of the 966 allotment plots, 157 are available.</p>
3.4	Support older people by delivering a council tax discount	3.4.1 Freeze Council Tax levels for older people age 65 and over	Rob Smith	31 March 2011	Completed - Council Tax levels have been frozen for people aged 65 years or older.

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Theme 4 - Tackling age discrimination					
4.1	Improve financial inclusion for older people in the borough	4.1.1 Deliver additional advice and support services for older people across the borough through the Age UK Hillingdon financial health checks	Rob MW	31 March 2011	<p>On Track - Between 1st April and 10th September 2010 (Q1 & Q2) a total of 130 advice surgeries were held across the borough.</p> <p>In addition to the weekly 'Ageing Well' sessions new bi-monthly surgeries have been established in sheltered housing schemes. In the north of the borough, 2 have been established in Harefield, 3 in Northwood and 1 session each in Northwood Hills, Ruislip and Eastcote. In the south 2 additional surgeries have been established in Hillingdon and 1 session in Hayes and Townfield.</p> <p>The Age UK outreach worker is currently liaising with an over 60's club in the Sipson area on plans to deliver local advice sessions.</p>
		4.1.2 Increase the take up of benefits by older people.	Nigel Cramb Rob MW	31 March 2011	<p>On Track - Between 1st April and 10 September 2010 (Q1 & Q2) a total of 512 enquiries (face-to-face and telephone) had been dealt with by the outreach worker. Enquiries cover a broad range of issues from housing and care services to welfare benefits.</p> <p>Enquiries resulted in 54 home visits to provide additional advice. Of these 30 benefit checks were completed resulting in 27 attendance allowance applications. To date 16 allowance applications have been awarded totalling £54,496.</p>

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Theme 5 - Planning for Retirement					
5.1	Promote information and advice about planning for retirement	5.1.1 Provide an article in Hillingdon People about planning for retirement and promote / signpost with other public information	Emma Marsh	31 March 2011	On track – An article is scheduled for a future edition of Hillingdon People.
Theme 6 - Housing					
6.1	Increase the number of new homes provided by the Council; deliver homes for vulnerable people	6.1.1 Deliver completion of Triscott house, extra care accommodation for older people. To be 75% complete by March 2011. This means that the steel frame superstructure will be complete by March ready for roofing works, walls and internal works to start.	Marcia Gillings	31 March 2011	On track - Foundations and lift pits have been completed and services are being installed. Steel works to allow for installation of frame will commence in early September 2010. Work is ahead of schedule and progressing well. The scheme is expected to become available during 2011/12 providing 47 units in total.

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		6.1.2. Work with Paradigm HA to deliver 48 No extra care and 20 No age restricted homes for older people to be 70% complete by March 2011. This means concrete frame superstructure will be complete, ready for finishes such as roof walls and windows and internal works.	Marcia Gillings	31 March 2011	<p>On track - The frame of the building is up and works are progressing well with delivery of the units expected in June 2011.</p> <p>80% of works will be completed by March 2011.</p> <p>The scheme is expected to become available during 2011/12 providing 33 units in total.</p>
6.2	Deliver the targets for assistance and home improvements for older people under the Health and Wellbeing.	6.2.1 Make 200 homes decent for vulnerable older person householders in the private sector	David McCulloch	31 March 2011	<p>On track – 80 home improvements have been completed to date.</p> <p>On track to achieve the target by March 2011.</p>
		6.2.2 Deliver 60 heating system completions for older vulnerable people in the private sector	David McCulloch	31 March 2011	<p>On track - 31 households received improvements to heating systems at the end of August.</p> <p>On track to achieve the target by March 2011.</p>

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		6.2.3 Deliver 350 home energy insulation measures for older people in the private sector	David McCulloch	31 March 2011	<p>On track – 127 homes for older people have benefited from improved home energy insulation measures. A further 100 homes have been approved for energy efficiency works.</p> <p>Target expected to be met.</p>
		6.2.4 Deliver 430 Handyperson completions for older people in the private sector through the council's Care and Repair service	David McCulloch	31 March 2011	<p>On track - 190 repairs and handyperson jobs have been completed to end of September.</p> <p>Target expected to be met.</p>
		6.2.5 Deliver 75 grant assisted essential repairs for older people on lower incomes in the private sector through the council's Care and Repair service	David McCulloch	31 March 2011	<p>On track –33 minor works grants have now been approved and works are in progress.</p> <p>Target expected to be met.</p>

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6.3	Increase the number of older and vulnerable people in the private sector living in a 'Decent Home'.	6.3.1 Bring 300 properties up to the Decent Homes Standard.	David McCulloch	31 March 2011	On track – 142 properties have been improved for vulnerable people. Target is expected to be met.
6.4	Increase the energy efficiency of homes for older households or people on lower incomes	6.4.1 70 homes receiving heating measures;	David McCulloch	31 March 2011	On track – 47 older people households have received heating efficiency measures. Target is expected to be met.
		6.4.2 500 homes insulated (loft and/or cavity wall insulation through the Warm Zones and GLA/LDA/ boroughs Pan London Energy programmes;	David McCulloch	31 March 2011	On track - 187 homes have received insulation through the Warm Zones and GLA/LDA/ boroughs Pan London Energy programmes. Overall, target expected to be met.
		6.4.3 100 eligible people to be referred to the Government Warm Front scheme;	David McCulloch	31 March 2011	On track - 38 people have been referred to the Government Warm Front scheme to the end of August. Overall, target expected to be met.

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		6.4.4 Bid for and deliver the Hillingdon element of the pan- London Home Energy Efficiency Programme.	David McCulloch	31 March 2011	On track - Hillingdon has secured Lead borough status for West London Sub-Region. Bid submitted. Tender Report to Cabinet scheduled for December. £1.2m funding available for 7 boroughs.
6.5	Support older people in their own homes to stay warm and healthy during winter months	6.5.1 Deliver the Heaters Loan Scheme to provide free temporary heaters and small grants to cover electricity costs to older people that have no heating because of recent breakdown.	Belinda Norris	31 March 2011	On track - Advert due to appear in November/December edition of Hillingdon People advertising availability of heaters. The Older Peoples Assembly (27/09/10) were made aware of the Heater Loan Scheme. Currently exploring options of joining up with Hillingdon Housing Service to manage the distribution, collection and maintenance of the heaters.
Theme 7 – Learning and Sharing Skills					
7.1	Promote access to learning and volunteering opportunities for older people	7.1.1 Include an article in Hillingdon People	Emma Marsh	31 March 2011	On track – An article is scheduled for a future edition of Hillingdon People.

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Theme 8 – Consulting and Informing					
8.2	Review groups and forums to ensure they are fit for purpose, providing an opportunity for residents to influence and shape services.	8.2.1. Review Older Persons Assembly	Jody Hawley	31 March 2011	<p>On track – Q1 and Q2. The review continues to develop the strategic aspects of the Assembly. To this end, a survey was conducted in June with members of the Assembly mailing list which identified some priority areas for older people in the borough. These included: Road and pavement repairs, clean streets, health services, the level of crime and transport.</p> <p>The FORCE group is using the findings of the Older Peoples Assembly survey to shape its priorities and looking at how best to work with practitioners to represent the needs of older people in the borough.</p>
		8.2.2. Review the FORCE Group.	Jody Hawley	31 March 2011	<p>On track – Discussions have been held with the FORCE group. The terms of reference have been reviewed and the following changes made; The term "Over 50s" has been removed. The reference to the Joint Strategy Group for Older People has been removed and replaced with text regarding a representative on the Long-Term Conditions Delivery Group.</p>
8.3	Continue to develop ways to improve services to older people in Hillingdon using the Leaders Initiative	8.3.1 Attend the older people's assembly and contact groups appropriate to promote the Leader's initiative and encourage appropriate bids for this funding.	Kevin Byrne	31 March 2011	<p>On track - During Q1 and Q2 the Leaders Initiative has continued to fund a broad range of voluntary and community organisations that provide services to help older people remain independent, active and healthy. Key projects include:</p> <ul style="list-style-type: none"> • Barnhill Community Association received a total grant of £2,365 to expand its range of social events and day trips for older people attending the weekly senior citizens club. • Yiewsley Cornerstone Centre was awarded £1,960 to run their weekly social club for a period of 49 weeks to provide an opportunity for older people to socialise, remain active and learn new skills. Events will include regular IT training sessions, exercise classes and informative seminars. • Age UK Hillingdon has been supported to by the Leaders Initiative to deliver the Hillingdon 60+ fair, which provided information, advice and activities for older people in the centre of Uxbridge in October 2010.