

## OLDER PEOPLE'S PLAN 2008 - 2011 Q3 UPDATE 2010-11

<b>Cabinet Members</b>	Cllr Ray Puddifoot Cllr Philip Corthorne
<b>Cabinet Portfolios</b>	Leader of the Council Social Services, Health & Housing
<b>Officer Contact</b>	Dan Kennedy, Deputy Chief Executive's Office
<b>Papers with report</b>	Older People's Action Plan 2010-2011

### HEADLINE INFORMATION

<b>Purpose of report</b>	To provide a progress report on the improvements during 2010/11 for older people contained within the Older People's Plan.
<b>Contribution to our plans and strategies</b>	The older people's plan assists the Council to deliver its plans to put residents first and to work with partners in delivering the Sustainable Community Strategy for Hillingdon.
<b>Financial Cost</b>	The majority of proposals will be financed from within existing resources. However, some proposals may be financed via funding set aside under the "Leader's Initiative".
<b>Relevant Policy Overview Committee</b>	Social Services, Health & Housing
<b>Ward(s) affected</b>	All

### RECOMMENDATION

**That Cabinet notes the significant achievements to deliver the Older People's Action Plan during 2010/11 to date to improve the quality of life of older people.**

### INFORMATION

#### Reasons for recommendation

1. The development of the three-year older people's plan 2008-2011 endorses the commitment from the Council and its partners to the continued development and improvement of services designed to create a better quality of life for older people in Hillingdon. The plan supports the council to put residents first and supports Hillingdon in delivering the Sustainable Community Strategy.

## Alternative options considered / risk management

2. None considered

## Comments of Policy Overview Committee(s)

3. None at this stage

## Supporting Information

4. The Older People's Plan from 2008-2011 is the second three-year plan for older people in Hillingdon, and continues the work of the 2005-2008 plan. On 15 July 2008 Cabinet approved the three-year plan for older people 2008-2011. The implementation of the plan is achieved through annual action plan targets.
5. The three year plan was developed in consultation with older people and a wide range of partners including the Hillingdon Primary Care Trust, Hillingdon Hospital, Voluntary Sector Partners, Police, Ambulance Service and Fire Brigade. This collaborative approach has proved successful and will continue to further improve services for older people in the borough and promote health and well-being in Hillingdon.
6. The Older People's Plan 2008-2011 is made up of eight themes which older people have said are important to them. The eight themes are:
  - a. Safety and security
  - b. Preventative care
  - c. Keeping independent and healthy
  - d. Tackling age discrimination
  - e. Planning for retirement
  - f. Housing
  - g. Learning and sharing skills
  - h. Consulting and informing
7. The action plan is regularly monitored and updated. Projects identified by the Leader's Initiative are considered against these stated themes.
8. There have been a number of achievements during the first nine months of 2010/11. Highlights include:

### **Safety and Security**

- Free burglar alarms - the provision of free burglar alarms to older people who are victims of crime – by the end of November 2010, 1000 alarms had been installed. All older people who receive an alarm said they felt safer in their own homes after an alarm was installed, with all recipients of burglar alarms also receiving information packs about home security. We are on track to install alarms into 1,500 homes for older people by the end of March 2011. This project has been funded by the Leader's Initiative.
- Fire safety – As of the 8<sup>th</sup> December 2010, 1415 Home Fire Safety Visits were undertaken. 38% were in priority 1 postcode areas. 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:

- 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.

- Home Safety Awareness – In the six months since 1 April 2010, 6 presentations have been delivered to older people living in sheltered housing. 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. From October 2010 onwards, a programme of outreach presentations are being delivered to community groups to continue the programme to raise awareness of keeping safe, including what to do if you have a concern about the safety of a vulnerable adult.
- Rogue traders - To the end of November 2010, 25 reported incidents regarding rogue traders have been responded to. We have intervened in 13 of these incidents and are actively pursuing 3 cases in conjunction with the Metropolitan Police. In these three cases alone, elderly / vulnerable residents have parted with £77,000 for unnecessary home improvement work.

### **Preventative Care**

- Assistive technology / telecare – we are on track to install technology into 450 homes. This is an increase compared to 2009/10 when 350 people benefitted from telecare. In the first nine months of 2010/11 the service has received 347 referrals, and installed technology into the homes of 239 older people.

The use of assistive technology is a central part of our strategy to help keep older people and vulnerable adults independent, safe and living in their own home wherever appropriate. As a consequence, a new, enhanced Telecare service is in development for residents of the borough. This is in the process of being modelled financially and will form a core part of the adult social care offer. Implementation is planned to commence in early 2011.

### **Keeping Independent and Healthy**

- Extending the Brown Badge Parking Scheme – The Brown Badge Parking Scheme offers older people a designated place to park their car / vehicle which means older people are closer to amenities. All 22 Council-owned car parks have Brown Badge parking bays. We are continuing to work enthusiastically with various private car park operators in the borough. 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. At the end of November a total of 5,643 Brown badges have been issued and new applications are received daily. We are exploring how we can extend the scheme further into privately owned car parks.

- 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. 20,721 free swimming sessions have been provided up to the end of November 2010.
- Allotments - A new recycling scheme has been implemented (November 2010) to make it easier for plot holders to get rid of items such as sprout stalks that are difficult to compost on the plots. DASH have been given 3 allotments in Belmore Avenue site in Hayes. They are encouraging disabled users to try them out and plan to install some raised beds in the future
- Active aging project - A group of older people took part in a 'Dance Stage' event, a London wide project with a local group taking part in a series of rehearsals, to the lead up to the event.

The Young at Heart group has grown substantially since relocating to Botwell Green with around 40 people attending each week, almost double the number prior relocation. As a result the weekly session is due to be extended by an extra half hour.

A revised brochure is due to be distributed shortly. Two volunteers have been recruited to undertake EXTEND training to deliver future exercise sessions in sheltered accommodation.

### **Tackling Age Discrimination**

- Providing Support Through the Economic Downturn – A total of 175 advice surgeries have been held across the borough; approximately 45 surgeries were held during Q3 (1<sup>st</sup> October and 10<sup>th</sup> December 2010).

A number of new 'Ageing Well' surgeries have been established across the borough. Monthly surgeries are now delivered in the north of the borough at Harlington Library, the Tudor Lunch Club, Elm Park Lunch Club and the Juniper Court Sheltered Housing Scheme in Eastcote. In the south of the borough surgeries are now delivered at Abbeyfields Sheltered Housing Scheme in Hayes.

Plans are in place to deliver surgeries in

- Pelican Group for blind / visually impaired - West Drayton
- Friendship Group at Synagogue - Northwood
- Ickenham Library
- Safe Start Foundation - Ruislip

### **Planning for Retirement**

- Information about Planning for Retirement – an article is scheduled for a future edition of Hillingdon People signposting residents to further information.

### **Housing**

- Improving Housing Conditions for Older People – we have continued to improve the homes of older people. During the nine months of 2010/11 this included: 163 home improvements have been completed for older people; improvements have been made to the homes of 51 older people under Warm Zone (WZ) scheme and 2 households

under disabled facilities grant (DFG) scheme, with more households scheduled under both schemes. 308 referrals have been received by the Warm Front scheme; this increase in demand is due to the recent sustained cold weather.

- Specialist Extra Care Housing – The Council is on track to deliver two new extra care housing schemes for older people by the end of September 2011. Both schemes are a core part of the council's strategy to ensure that vulnerable older people have a wider choice of housing options to support independent living and avoid inappropriate admissions to residential care. Developments in telecare will also help to ensure that older people with support needs can safely and successfully live in community settings. Triscott House is a 47 bed council scheme using funding from the Homes and Communities Agency. Building works are progressing well and on target. Ickenham Park is a 48 bed scheme being delivered in partnership with partner agency Paradigm Housing on the RAF West Ruislip site. In addition, Paradigm are building 20 homes for older people (age restricted but not extra care). Building works are also progressing well and on target.

### **Learning and Sharing Skills**

- Volunteering opportunities – an article is scheduled for a future edition of Hillingdon People.
- Provide quarterly bulletins to social care staff - Bulletins have been distributed via the Council staff news email and to 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, how to stay safe during the darker nights, safety during the festive season and fire safety.
- E learning sessions on crime prevention - During quarter 3, e-learning has been promoted in the Safer Home Bulletin, and at the One Stop Shop and Citizen's Advice Bureau staff training session. It is also being promoted at the Safeguarding Adults outreach presentations. Systems are in the process of being improved to monitor the number of people completing the training (anticipated in early 2011).

### **Consulting and Informing**

- Dedicated Information for Older People - information for older people has been improved, with a dedicated page for older people in every edition of the Council's publication for local residents (called 'Hillingdon People').
- Supporting Hillingdon's Older People's Assembly – in response to feedback from attendees the following changes have been made.
- Older Persons Assembly dates have been changed to enable the Leader to attend.
  - The format for the December assembly was changed to a question and answer format. Previously the format was based around presentations.
  - Attendees submitted questions in advance so that key speakers were prepared to give information on matters of interest to residents.
  - The Assembly have engaged in a number of key discussion items in the last six months. This includes discussion about primary health care services and priorities for adult social care and housing to inform the re-refresh of the older people's plan.
  - A review of the FORCE Group has been completed and will be developed into a steering group for the Older People's Assembly.

- Leaders Initiative – Supporting Older People - During Q3 the Leaders Initiative supported local voluntary & community sector groups to improve their facilities, which are regularly used to provide social events and activities for older people. Projects include:
  - Ruislip & Northwood Old Folks Association received a capital grant of £45k to design and develop a car parking facility at the front of the Elm Park Club site enabling improved access to the premises for older people attending the lunch club and other social activities and events. An on-site car park will enable vehicles such as mini-buses to park directly outside the club premises and make it easier for older people with low level mobility difficulties to access the premises.
  - The Leaders Initiative has agreed to provide a capital grant to Ruislip & Northwood Old Folks Association to fund a new roof at the Tudor Lunch Club. This is considered by the association as urgent repair work as the roof is leaking in a number of places and pools of water are accumulating on the floor of the club after major rainfalls. The association has highlighted that this could be a safety hazard for older people using the premises.
  - Yiewsley Cornerstone Centre received a grant of £1,960 to run their weekly social club for a period of 49 weeks to provide an opportunity for older people to socialise, meet new people, remain active and learn new skills. The social club offers regular IT training sessions, exercise classes and informative seminars.

9. A full progress update of the action plan during 2010/11 is attached under appendix one.

### **Financial Implications**

10. The majority of proposals will be financed from within existing resources. However, some proposals may be financed via funding set aside under the “Leader’s Initiative”.

### **EFFECT ON RESIDENTS, SERVICE USERS & COMMUNITIES**

#### **What will be the effect of the recommendation?**

11. The 2008-2011 Older People’s Plan was welcomed by older people as positively continuing to raise their value and profile and as an opportunity to improve the lives of older people in the community.

#### **Consultation Carried Out or Required**

12. Engagement with older people to review the 2008-2011 plan will contribute to identifying future priorities for development. The Older People’s Assembly in Hillingdon receive progress updates on delivering the promises set out within the Older People’s Plan.

### **CORPORATE IMPLICATIONS**

#### **Corporate Finance**

13. A corporate finance officer has reviewed the report and its financial implications, and is satisfied that these reflect the resource implications for the Council for the implementation of the Older People’s Plan. Corporate Finance is satisfied that the majority of the

proposals will be contained within existing budgets but that some proposals may be financed by funding set aside under the “Leader’s Initiative”.

## **Legal**

14. Under the Council’s Constitution the Cabinet has the appropriate powers to agree the recommendation proposed at the outset of this report. There are no other significant legal implications arising out of this report to bring to Cabinet’s attention.

## **BACKGROUND PAPERS**

NIL