



Cwm Taf Well-being Cross-cutting Objective – **Tackling Loneliness and Isolation Delivery Plan**

NB This plan is subject to further work following the involvement of the Social Value Forum on 5 July

Well-being Cross-cutting Objective	Tackling Loneliness and Isolation
Lead Officer	Ian Davy, Voluntary Action Merthyr Tydfil
Immediate steps:	<p>We will work in new ways to channel the undoubted strengths of our communities to tackle more effectively the loneliness and isolation which often exists within many of them. We will help to remove any barriers to volunteering, focus involvement and support for those that are lonely or isolated and stand back when the communities are growing their own success. This will include:</p> <ol style="list-style-type: none"> a. working with our communities to understand what is important to them and how together, we can help to build support to make improvements; b. target volunteering to include people who are lonely or isolated, either through joining in or receiving support; c. connecting people interested in volunteering, along with specific interests, resources and skills. This will provide opportunities to children and young people as well as adults d. advertise volunteering opportunities on behalf of community groups, third sector, public sector organisations and businesses; e. help with the official parts of volunteering e.g. Disclosure and Barring Services (DBS) checks, advice on supervision and health and safety risk assessments; and f. recognition and celebration of volunteering and its achievements in our communities.
<p>Why do we need to do it?</p> <p><i>To be informed by Well-being plan, Well-being and any other Assessments and Future Trends</i></p>	<p>People want to feel a part of their community and many want to offer skills and connections. The Well-being Assessment demonstrated that feeling part of, or like you belong to, makes a huge difference to well-being and that we, as a Public Services Board, need to make sure there are as few things stopping people from getting involved as possible. Being part of and regularly contributing to the community has a positive impact on loneliness and isolation, as evidenced in the Journals of Gerontology 19% of people aged 16+ in RCT identify as feeling lonely according to the 2016-17 National Survey for Wales. The figure for Merthyr is 20%. This compares to 17% nationally. As</p>

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	<p>highlighted in the Cwm Taf Population Needs Assessment, loneliness and isolation is a challenge for people of all ages, but particularly older people. We know from research that social isolation affects 7-17% of older adults, and is becoming more prevalent. The same survey showed that 22% of people aged 16+ in RCT volunteer, 21% for Merthyr and 28% nationally. Volunteering has a non-monetary contribution to the economy that is vital to charities and civil societies.</p>
<p>What difference will delivering this Objective make to the people and communities in Cwm Taf?</p>	<p>The long term vision is to develop a greater understanding, with our communities, of why people get involved and volunteer, what barriers exist and what opportunities could be developed.</p> <p>Through delivering this Objective:</p> <ul style="list-style-type: none"> • people will feel more connected and less isolated; • people will be more active; • there will be increased community capacity to tackle loneliness and isolation; and • people will have better mental health and well-being
<p>What are the quick wins that the Partnership can complete in the first year?</p>	<ul style="list-style-type: none"> • Promoting Volunteering Wales http://www.volunteering-wales.net and https://en.infoengine.cymru/ to raise the profile of volunteering and the range of opportunities available. • Forming relationships with schools and colleges to explore ways to tackle loneliness and isolation whilst improving quality volunteering opportunities linked to the Welsh Bacalaureate Qualification (WBQ) – e.g. through intergenerational and health and social care opportunities. • Pilot opportunities in existing Community Hubs for people to be active and to volunteer and address loneliness and isolation. • Review the funding and delivery of existing befriending schemes and gaps in provision.
<p>Who will be involved in contributing towards this Objective? <i>This will include Cwm Taf PSB partners, people and communities, and new contributors who can help</i></p>	<p>Nominated colleagues from identified PSB partners (see action below), 3rd sector representation as identified from the Social Value Forum, communities, schools and colleges delivering the WBQ, communities and neighbourhood networks.</p>
<p>How does this Objective also contribute to the</p>	<p>This is a cross-cutting step supporting the delivery of all our Objectives.</p>

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<p>delivery of another Cwm Taf well-being objective?</p>	
<p>How does this Objective align with the delivery of other local or national plans or strategies?</p>	<p>It's a cross cutting theme throughout the Cwm Taf Well-being Plan as well as:</p> <ul style="list-style-type: none"> • WG's progress on producing a Loneliness & Isolation strategy (the WG team established, with Penny Hall leading a new team of 3); • Preventative actions within the SSWB Act and Mental Health Partnership Plan; and • Valleys Taskforce Landscape Park through their social prescribing and green spaces agenda.
<p>How have you considered the Sustainable Development principles i.e. five ways of working in delivering this objective:</p> <ul style="list-style-type: none"> • Thinking and planning for the Long term • Preventing problems before they happen • Integrating with other strategies • Collaborating with others • Involving people and communities 	<p>Long Term – potential to offer opportunities to young children by engaging with Primary Schools to spark their interest in volunteering at the earliest possible age. This will develop a culture of being active in the community for people of all ages and abilities to build community capacity and reduce loneliness and isolation.</p> <p>Prevention – setting up a robust framework for volunteering through the WBQ could result in more young people volunteering in their community, improving physical and mental well-being preventing loneliness and isolation among all age groups. As set out in the Children's Commissioner's <i>The Right Way: A Children's Rights Approach in Wales</i>: "Provide children with opportunities to act collectively to develop ideas and proposals, to take action and to influence decisions."</p> <p><i>The Right Way</i> also states: "Develop appropriate priorities, targets and programmes of action to increase participation, in particular amongst otherwise excluded/ marginalised or disadvantaged groups.</p> <p>Integration – this plan will positively contribute to the Cwm Taf SSWB Regional Plan, particularly around the key actions for the Mental Health Partnership and the work with older people and their Dementia Strategy. The work on this cross-cutting theme will also develop links across strategic partnerships to support people to develop confidence and skills through connecting to and being active in the community.</p> <p>This also contributes to the Older People's Commissioner's target, set as a challenge to PSB's: <i>a reduction in the number of older people affected by Loneliness and Isolations within the first 3 years of the Well Being Plans</i>. It also addresses the WBFG Commissioner's advice on developing volunteering opportunities and reducing isolation.</p> <p>Collaborating – ensuring partners in the Public Services Board develop the capacity of community and voluntary organisations, and all partners as 'one public service' offer staff the opportunity to be involved in the community; and to provide volunteer opportunities within public services.</p> <p>Involvement – we will speak directly with people and communities about how we remove barriers and what we can do to help and support. This will be done through accessible formats, using a</p>

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	<p>variety of formats to ensure we engage with diverse communities. Where we work with young people and the WBQ, we will promote and encourage the extension of active citizenship, so that young people are aware of their rights and develop their political literacy, to enable them to be effectively involved now and in the future.</p>
<p>How will work towards this Objective contribute towards the seven national well-being goals:</p> <ul style="list-style-type: none"> • A prosperous Wales • A resilient Wales • A healthier Wales • A more equal Wales • A Wales of more cohesive communities • A Wales of vibrant culture and thriving Welsh language • A globally responsible Wales 	<p><i>Identified in the well-being plan is contributing towards a more prosperous Wales, a healthier Wales, a more equal Wales, a Wales of more cohesive communities, and a Wales of vibrant culture and thriving Welsh language.</i></p> <p>Prosperous - the volunteering opportunities provided within this Objective could change people’s willingness and readiness to find paid employment. It could also give young people opportunities to explore future career opportunities.</p> <p>Healthier: the volunteering and befriending opportunities made available through this Objective, will have a positive impact on people’s mental health and well-being</p> <p>Healthier – through volunteering opportunities, there will be a reduction in people’s feelings of loneliness and isolation which will have a positive impact on people’s mental health and well-being.</p> <p>More equal – by developing this plan with people with protected characteristics and providing opportunities for older people, children and young people, people with disabilities, LGBT groups and BME groups, providing greater opportunities to volunteer get involved, the plan recognises the Public Sector Equality Duty and will carry out Equality Impact Assessments on any new or improved services.</p> <p>More Cohesive – by working through the Community Zones to deliver some of this plan, it will provide volunteering and befriending opportunities, which will contribute to well-connected and integrated communities that are pleasant to live in.</p> <p>Vibrant Culture and Thriving Welsh Language – the volunteering opportunities to be developed for young people through the WBQ will be bi-lingual, in line with curriculum requirements for the Welsh Language, and promoted in the Community Zone pilot areas, through Adult volunteering and learning opportunities, forging links with local and National Welsh Language organisations. Through the Community Zones and the volunteering opportunities provided for young people through the WBQ, culture and heritage will form an integral part of those opportunities, such as, music and dance, sport, art, heritage sites and tourism destinations.</p>

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Actions that will deliver this Objective

Actions (from first year plan)		Milestones		Delivery date	Lead
Ref	Description	Ref	Description		
a.	Working with our communities to understand what is important to them and how together, we can help build support to make improvements.	a.1	Establish a task and finish group and confirm membership and priorities from plan.	August 2018	Ian Davy
		a.2	Look to emulate success stories by undertaking research to establish best / good practice in tackling loneliness and isolation	August 2018	Ian Davy
		a.3	Use neighbourhood networks to find out about activities which seek to achieve the Objective	From autumn 2018	Simon James, as chair of ICE
		a.4	Promote activities, through ICE, which will seek to achieve the Objective – i.e. tackle loneliness and isolation.		Simon James, as chair of ICE
b.	Target volunteering to include people who are lonely or isolated, either through joining in or receiving support.	b.1	Audit of PSB partners current activity that contributes to the Objective including <ul style="list-style-type: none"> • Public sector core activity • Commissioned services • Third sector and community led activity 	Template rollout July 2018.	Ian Davy
		b.2	Identify PSB Activity and undertake gap analysis to identify priority groups.		
		b.3	Use gap analysis to inform / be considered as part of Well-being Delivery Plans	October 2018 (PSB 23 Oct)	Ian Davy
		b.4	Review and evaluate result of challenge	April 2019	
		b.5	Undertake review of the way in which tackling of loneliness and isolation has been or can be addressed in all three Well-Being Delivery Plans		
c.	Connecting people interested in volunteering, along with their specific interests, resources and skills. This will provide opportunities to children	c.1	Review the “community volunteering” requirement of the Welsh Bacalaureate to explore ways in which contributing to the Objective can be improved and maximised	August 2018.	Ian Davy
		c.2	To develop draft proposals for 2018/19 regarding the community	12 July	Simon James, as

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Actions (from first year plan)		Milestones		Delivery date	Lead
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	and young people as well as adults e.g. linking opportunities for young people doing the Welsh Baccalaureate or Duke of Edinburgh awards with local volunteering opportunities and encouraging public service employees to enable more volunteering in public services that help inspire others. This links to Objective 3.1 (strong economy)		challenge / skills challenge aspects of the WBQ to enhance young people's experience of volunteering and community action.	workshop	event 3 rd sector rep
		c.3	Work with schools to develop a Cwm Taf model for volunteering and improve the value of volunteering 'as a citizen'	Project proposal deliverable in Year One.	Sue Walker
		c.4	Pilot the model in identified/nominated schools	September 2018	
		c.6	Link to 'workforce development' workstream and 'strong economy' well-being Objective and developing corporate volunteering	Summer 2018	
			c.7	Pilot a Public Sector Employee Volunteering Scheme	January 2019
d.	Advertise volunteering opportunities on behalf of community groups, third sector, public service organisations and businesses.	d.1	Agree (at PSB level) minimum standards of levels of Information, Assistance and Advice provision in communities.	October 2018 Stage 1: April 2019	Ian Davy
		d.2	PSB to determine minimum standards. Look for leads and links with Neighbourhood Networks.	October 2018	To be confirmed
		d.3	Taking into account actions a.3 – a.4 and develop proposals for communities of greatest need as a pilot area.	Stage 1: April 2019	To be confirmed
		d.5	Volunteering Wales www.volunteering-wales.net as the tool for recruiting volunteers and promoting volunteering opportunities (NB live at the moment but not official launched as the full product)	From July 2018	Ian Davy
d.	Advertise volunteering opportunities on behalf of community groups, third	d.6	Promote info-engine as the directorate for third sector and well-	From July	Ian Davy

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Actions (from first year plan)		Milestones		Delivery date	Lead
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	sector, public service organisations and businesses.		being and community services (NB this will merge with Dewis in July 2018)	2018	
		d.7	Work with neighbourhood networks to use these as a tool for promoting and sharing as a way of improving information, advice and assistance (IAA) and informing single point of contact (SPOC).	Autumn 2018	Simon James, as chair of ICE
		d.8	Establish alignment between Well-being Plan and Social Services and Well-Being (SSWB) Regional Plan	Ongoing	Ian Davy
		d.9	Cwm Taf PSB Support Team and SSWB Regional Commissioning Unit (when in place) to develop jointly owned delivery mechanisms.	Once SSWB team in place	Ian Davy
		d.10	Engage co-productively with the Cwm Taf Social Value Forum (SVF) to establish a solution focused model for third sector delivery.	Ongoing	Ian Davy
		d.11	Work with Valleys Landscape Park to pilot the green spaces / social prescribing projects	By 2021 (VTF timescale)	Ian Davy
e.	Help with the official parts of volunteering e.g. Disclosure and Barring Service (DBS) checks, advice on supervision and health and safety risk assessments.	e.1	Work towards a public service partner arrangement that will support all volunteers in Cwm Taf to obtain DBS checks at Passport level	April 2019	Ian Davy
		e.2	Develop a model through Corporate Social Responsibility, to provide a central advice and support offer for Cwm Taf voluntary organisations for legislative compliance and good practice, e.g., health and safety, safeguarding, GDPR, Equalities.	April 2019	Ian Davy

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Information that will help to monitor the delivery of this Objective

Quantitative Evidence – including Performance Indicators

PI ref	Local/ National	PI description	Direction of travel	Frequency	Responsible partner
	National	National Survey for Wales: Percentage of people feeling lonely (to include target groups)	Decrease	As published	ICE – information element
	National	National Survey for Wales: Percentage of people volunteering	Increase	As published	ICE – information element
	Local	Number of Cwm Taf based opportunities and groups on ‘Infobase’ and ‘Volunteering Wales’	Increase		Ian Davy

Data and targets will be required for all identified Performance Indicators

Qualitative Evidence

Activity	What will/does it demonstrate?	When/how often will this be available?
Subjective Well-being Measures (Warwick/Edinburgh scale) to be used across activities delivered through community hubs	Asking people to grade how strongly they agree with subjective well-being statements at the beginning and end of an activity can assess the impact that the activity is having on the individual and collective well-being.	As activities are run

Risks that will affect the delivery of this Objective

Risk	Ref to existing action above, if relevant	Other mitigating actions if required
If there are insufficient resources then there is likely to be limited impact on loneliness and isolation		To look at what current resources could be more effectively used to direct providers to addressing loneliness and isolation
If there is an assumption this is about older people then key issues with certain groups including people with disabilities (physical and mental) children, young people and adults will not be addressed.		To ensure we define target groups and/or target communities in order to measure progress.

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Support required to progress this Objective, including any associated financial contributions

From PSB support Team	In respect of engagement/involvement	In respect of data or analyses
Support for audit and analysis as described in Action a.3 above.	Other Objective Leads and key partners to drive specific projects and ensure their own delivery plans seek to tackle loneliness and isolation, where possible	Evidence base for identifying how we collect and report making a difference.
Administration / secretariat of delivery group. Establishing a working group.	Help to identify what groups are most affected by loneliness and isolation and establish an evidence base.	Welsh Bacalaureate, results and value.
Clearer definition of target groups is required to assess involvement capacity and needs.	Integration and collaboration with SSWB board	Evidence gathering from other work areas and national schemes.

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