

Cwm Taf PSB – Strategic Partnership Board

Highlight / Exception Reporting from Objective Leads

Agenda No	SPBFeb19_5iv				
Well-being Objective /Group Name	Tackling loneliness and isolation				
Lead Officer	Ian Davy, VAMT				
Key Achievements and any quick wins	Date	Red	Amber	Green	White
	19/02/2019	0	1	11	14
	08/01/2019	0	1	10	15
	06/11/2018	1	0	8	17
	18/09/2018	1	0	19	6
<p><i>See Appendix 1 and 2 for details of progress against delivery plans and measures.</i></p> <p>Work is progressing for action D around Information, Advice and Assistance. This work doesn't have a clear timeline, so whilst work is planned and being explored, it is more important that the PSB's Well-being Plan and Social Service and Well-being Board's Regional Plan are trying to achieve the same thing and in the same timeline, so this is beyond some control. A paper (appendix 3) of recommendations will go to TLG on 26 February. This work will also be influenced by the health board boundary change and the impact that has on the SSWB. The reference group has not met since 7 November as an agreement was made to not call a meeting unless there were updates to discuss.</p> <p>An agreement to develop a community-led model around minimum standards, collaborating with Building Communities Trust in Aberfan and Penywaun has been progressed. Ian Davy and Kirsty Smith met with the Invest Local group of Aberfan in early January. Again, if this is taken forward in collaboration with the work of the SSWB then there are opportunities to work with Invest Local in Caerau through BAVO.</p> <p>Volunteering / forming relationships with schools and colleges</p> <ul style="list-style-type: none"> • OurCwmTaf signposts to the volunteering Wales and infoengine 					

	<ul style="list-style-type: none"> • Signup to infoengine (and Dewis) systems was encouraged at the volunteering fayres, and CVCs AGMs. • Feedback session has taken place with Treorchy with a view to develop a volunteering fayre toolkit and agree a way forward – e.g. incorporating a ‘get involved in your area’ slot on PSE days or contact sessions with local groups. Positive feedback also received from Merthyr College who would be keen to do something similar for volunteering week, although the timing may not work as this falls in June. • Volunteering will be celebrated at the upcoming Crystal Trophy awards evening; the PSB website will signpost for applications and help to support the event. <p>Pilot opportunities in Community Hubs</p> <ul style="list-style-type: none"> • Work is still ongoing to engage with communities to promote the opportunities, signpost (SPOC) and create the neighbourhood network / make the most of the community connector roles. Louise is firmly established with Fern Partnership, and Ceri has recently started in the Gurnos. <p>Review the funding and delivery of existing befriending services</p> <ul style="list-style-type: none"> • This strongly aligns to actions identified in the Regional Plan • Appendix 3 shows recommendations linked to befriending services, and asks that strong consideration is given to include befriending services in the 2019/20 Integrated Care Fund allocation.
<p>Other Activities that contribute to the delivery of the Well-being plan.</p>	<p>As a cross-cutting theme, the work in this area is interwoven across all Objectives and provides opportunities to strengthen alignment to other local partnership boards, particularly the RPB.</p> <p>A collaborative response on Tackling Loneliness and Isolation was pulled together for WG consultation on Connected Communities</p>
<p>What is working well and how is this being done differently (5 WOWs)?</p>	<ul style="list-style-type: none"> • Looking to test approaches and mapping in the Thriving Community Objective • Working in collaboration with colleagues working to deliver the Strong Economy through developing and strengthening volunteering opportunities, through Welsh Bacalaureate work. • Wide range of opportunities for integration and collaboration between Boards.

<p>What is not working well and what are the challenges / risks?</p>	<ul style="list-style-type: none"> • Shared model of social prescribing / community brokers • Longer-term and more sustainable funding for befriending services • Variations in the levels of peer support and community assets available across Cwm Taf • Risk and challenge to making any tangible progress on this without buy-in and support across both PSB and RPB – need for agreed approach. Much of being able to progress work on this Objective is dependent on support and buy in from SSWB.
<p>Priorities for Next Quarter</p>	<p>Confirm a collaborative way forwards – based on the recommendations as outlined in Appendix 3.</p>
<p>What needs to be escalated to PSB?</p>	<ul style="list-style-type: none"> • The Potential for the risk of overlap - if no resolution at SPB • PSB to request updated position on clarity of alignment between PSB and RPB
<p>What else can SPB members do to progress this Objective? Inc. information / comms and Engagement.</p>	<ul style="list-style-type: none"> • Partners to share any work being done on an individual organisation basis or in collaboration that will positively impact on tackling loneliness and isolation. • Decision around roles and responsibilities across the partnership boards on this agenda

Actions	Milestones			Progress - RAG (as at 19/2/19)	
Action that will Deliver Objective ("What we need to do")	Ref	Milestones / Sub Actions ("How will we do it")	Delivery Date "Timescales"	Lead "who is responsible inc Governance Arrangements"	
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.	Aug-18	Ian Davy	A group based on (47) Expressions of Interest submitted to Ian Davy met Sept 11 and are scheduled to meet again Nov 7. The initial group included representatives from the learning disability group looking at L&I under the RPB. Objective leads have been invited to the next meet to widen the scope, develop a statement of intent and agree a way forward
	a.2	Look to emulate success stories by undertaking research to establish best / good practice in tackling loneliness and isolation	Aug-18	Ian Davy	Research summary produced
	a.3	Use neighbourhood networks to find out about activities which seek to achieve the Objective	From autumn 2018	ICE	Work underway, initially started through the loneliness and isolation survey. VAMT continue to support the Gurnos Community Zone work, and Interlink the Ferndale one. Seed funding based awarded to Thriving Communities areas has been used to appoint community connector roles / information and advice roles to support and strengthen neighbourhood networks (Ceri for the Gurnos, Louise in Ferndale)
	a.4	Promote activities, through ICE, which will seek to achieve the Objective – i.e. tackle loneliness and isolation.		ICE	ICE will support this work, and website will be a tool for this
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 · Public sector core activity; · Commissioned services; · Third sector and community led activity	Template out autumn 2018 - revised deadline agreed at SPB	Ian Davy	Survey findings summarised and shared with reference group. Three key areas emerged: befriending, social prescribing / community brokers and community support / peer support. Part of the November SPB workshop around partners' activity regarding well-being picked up some current work and good practice which could inform work going forwards.
	b.2	Identify PSB Activity and undertake gap analysis to identify priority groups.		Ian Davy	Identified good practice could inform future work and challenge how loneliness and isolation
	b.3	Use gap analysis to inform / be considered as part of Well-being Delivery Plans		Ian Davy	Not due.
	b.4	Review and evaluate result of challenge	Apr-19	Ian Davy	Ongoing - links made across Plans where possible and planned work as the second year delivery plans are developed.
	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	Apr-19	Ian Davy	
Connecting people interested in volunteering, along with their specific interests, resources and skills. This will provide opportunities to children and young people as well as adults	c.1	Review the "community volunteering" requirement of the Welsh Baccalaureate to explore ways in which contributing to the Objective can be improved and maximised	Aug-18	Ian Davy	Complete
	c.2	To develop draft proposals for 2018/19 regarding the community challenge / skills challenge aspects of the WBQ to enhance young people's experience of volunteering and community action.	12 July workshop	Simon James, as event 3 rd sector rep	Complete
	c.3	Work with schools to develop a Cwm Taf model for volunteering and improve the value of volunteering 'as a citizen'	Project proposal - Year One.		Treorchy Comp on 25 Sept and Merthyr College 18 October). Positive feedback from both, further work needed to firm up next steps.
	c.4	Pilot the model in identified/nominated schools	Sep-18		Events taken place in identified pilot areas

Action that will Deliver Objective ("What we need to do")	Ref	Milestones / Sub Actions ("How will we do it")	Delivery Date "Timescales"	Lead "who is responsible inc Governance Arrangements"	Progress - RAG (as at 19/2/19)
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)	c.6	Link to 'workforce development' workstream and 'strong economy' well-being Objective and developing corporate volunteering	Summer 2018	Sue Walker	Links established and ways of collaborating continue to be explored, including using volunteering as a way of preparing for the world of work. We will explore work that has been done in Bridgend College around their volunteering fayre, held 17 October - The Community Challenge Festival.
	c.7	Pilot a Public Sector Employee Volunteering Scheme	Jan-19	Workforce Lead to be identified	Picked up in conjunction with the Strong Economy delivery group and the Employability Pledge.
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.	Oct-18	Ian Davy	An enhanced 'Be Well in Your Community' has been drafted as part of the Community Support / Tackling Loneliness and Isolation agenda shared by RPB and PSB proposing joint regional approach to Community Support (appendix 3). A community led approach to deciding and delivering minimum standards of IAA is being explored in Aberfan and Penywaun (and potentially Caerau), as well as being part of the developing Community Zone areas.
	d.2	PSB to determine minimum standards. Look for leads and links with Neighbourhood Networks.	Oct-18	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	Not due.
	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	Infoengine widget has been added to the recently launched engagement pages on Our Cwm Taf: www.ourcwmtaf.wales/our-community-matters / www.eincwmtaf.cymru/our-community-matters Along with DEWIS, these systems will support the SPOC approach online for Cwm Taf, and at the two Community Hubs. Work was also undertaken at the volunteering fayres to sign groups up to the system
	d.6	Promote info-engine as the directorate for third sector and well-being and community services (NB this will merge with Dewis in July 2018)	From July 2018	Ian Davy	
	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	ICE	Work ongoing
	d.8	Establish alignment between Well-being Plan and Social Services and Well-Being (SSWB) Regional Plan	Ongoing	Ian Davy	Links between the two Plans and possible areas for working together have been established however there is no clear way to progress. A further request has been made to review the recommendations in the Report on Loneliness and Isolation for TLG in February.

Action that will Deliver Objective ("What we need to do")	Ref	Milestones / Sub Actions ("How will we do it")	Delivery Date "Timescales"	Lead "who is responsible inc Governance Arrangements"	Progress - RAG (as at 19/2/19)
	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	Not due, Commissioning team is in the process of being appointed. Impact of health board boundary changes also need to be considered.
	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	Social Value Forum took place on 11 December (focusing on children and young people) but featuring an update from Claire Williams on 'Stay Well in Your Community' and sharing the statement of intent around 'Be Well in Your Community'. Feedback and learnings are being considered.
	d.11	Work with Valleys Landscape Park to pilot the green spaces / social prescribing projects	By 2021 (VTF timescale)	Ian Davy	Kirsty Harrington has contacted CVCs around establishing peer-to-peer networks of community groups to support the VRP initiative. There will be community conference held in February.

Action that will Deliver Objective ("What we need to do")	Ref	Milestones / Sub Actions ("How will we do it")	Delivery Date "Timescales"	Lead "who is responsible inc Governance Arrangements"	Progress - RAG (as at 19/2/19)
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	Apr-19	Ian Davy	CVCs consider this to be core work. List of 'Trusted Providers' in Cwm Taf obtained and shared with Safeguarding who may be better suited to take this forward
	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.	Apr-19	Ian Davy	Not due.

Objective	PI ref	Local/ National	PI description	2017/18 Actual				2018/19				Direction of travel	Comment	Frequency	Responsible partner
				Cwm Taf	Wales	Merthyr	RCT	Cwm Taf	Wales	Merthyr	RCT				
Loneliness and Isolation	L&I1	National	National Survey: Percentage of people feeling lonely		17%	20%	17%					Decrease			
Loneliness and Isolation	L&I2	National	National Survey: Percentage of people (aged16+) volunteering		28%	21%	22%					Increase			



VOLUNTARY ACTION
MERTHYR TYDFIL
GWEITHREDU GWIRFODDOL
MERTHYR TYDFIL



MERTHYR TYDFIL
County Borough Council
Cyngor Bwrdeistref Siro
MERTHYR TYDFIL



interLink
Rhondda Cynon Taf



RHONDDA CYNON TAF



GIG
CYMRU
NHS
WALES
Bwrdd Iechyd Prifysgol
Cwm Taf
University Health Board

Cwm Taf Social Services and Wellbeing Partnership Board

Report to TLG - January 2019

Title of Report - Tackling Loneliness and Isolation

Author: Ian Davy

PURPOSE OF REPORT

The purpose of this report is to brief colleagues on work carried out as part of the “Tackling Loneliness and Isolation” cross cutting objective in the Cwm Taf Well Being Plan and to ensure engagement and alignment with the Cwm Taf Regional Plan

A draft of the paper was presented to APDIG on 9th January. This version of the paper has been enhanced by comments at the meeting.

APDIG were very supportive and recognised the need for more coordination around this theme and for all SSWB delivery groups/workstreams/ project leads to have to consider in their plans and work programme what they are doing to help address the issues as they are cross cutting. The group also welcomed the links with work in Bridgend and suggested some further information could be added to the report about their Prevention and Wellbeing Group/Strategy.

RECOMMENDATIONS

Members of the Partnership Board are asked to:

- Note the research evidence and critical success factors summarised in the report
- Note the Scottish Government Strategy and their priorities and indicators
- Discuss the Next Steps
- Endorse the Recommendations

BACKGROUND/INTRODUCTION

1 Context

1.1 “Tackling Loneliness and Isolation” is a cross cutting objective in the Cwm Taf Well Being Plan. Ian Davy is the lead officer for this objective and responsible for reporting on progress to the Cwm Taf PSB.

The long term vision is that;

- 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

1.2 Welsh Government is consulting on their intention to produce a tackling loneliness and social isolation strategy called 'Connected Communities'. The closing date was 15th January and they will publish their strategy by 31st March 2019. Attached as an appendix is the Cwm Taf UHB response to the consultation.

1.3 There has already been research led by the third sector, into loneliness and isolation in Cwm Taf, using the lived experience of older people (story telling through SenseMaker) entitled "From Isolation to Integration".

2 Research Evidence

The PSB Support Team has reviewed evidence and some key points that emerge are:

- Loneliness takes different forms;
 - Emotional loneliness is the absence of a significant other with whom a close attachment is formed (a partner or close friend)
 - Social loneliness is the lack of a wider social network of friends, neighbours or colleagues
 - Transient loneliness can be temporary, linked to life events
 - Chronic tends to be more long term loneliness
- Loneliness is just as likely to be experienced by young people as older people
- Lifestyle patterns can contribute to loneliness, as well as ethnic group
- Some people are physically or geographically isolated and alone – this doesn't necessarily mean that they feel lonely or socially isolated
- Some people may have a large and varied circle of friends, family and neighbours but may still experience feelings of loneliness
- Those at greatest need of intervention are rarely those who are able to, or choose to take part in schemes or groups
- Services that help to reduce isolation and loneliness include
 - Information and signposting services
 - Support for individuals
 - Group interventions
 - Social and health promotion interventions
 - Wider community involvement
 - Community referral e.g. Community Connectors

- Users report high satisfaction with services that increase their social interaction and community involvement, taking up or going back to hobbies and participating in wider community activities
- Longitudinal studies reported that older people who were part of a social group intervention had a greater chance of survival than those who had not received such a service
- Users of Community Connector/Coordinator services weren't as socially isolated
- Befriending services are a cost effective way of reducing depression
- Telephone supported approaches were not effective in reducing loneliness and partially effective in reducing social isolation
- A reciprocal relationship exists between loneliness and a person's health to the detriment of their wellbeing.

3 Critical Success Factors

In their review of evidence, the PSB Support Team identified the following critical success factors;

- Identifying whether the approach/intervention is aiming to tackle loneliness OR social isolation
- Everyone can be affected by loneliness and/or isolation – irrespective of age, race, gender, social group, religion etc. Thus universal responses and approaches may not always be suitable
- Understanding different types of loneliness and their causes in order to tailor prevention and intervention measures
- Addressing and preparing for universal life points that could lead to feelings of loneliness, e.g. bereavement or retirement
- Recognising that change happens on the ground – public sector has a role to play but communities should lead
- Build on what's already existing in communities, and where possible, deliver through existing channels, groups and boards
- Acknowledging and devoting resources to the recruitment, training and retention of volunteers is vital
- Community based schemes can work in tandem with other commissioned interventions that focus on addressing the underlying causes of an individual's sense of loneliness

- Adopting a participatory approach which places local people at the heart of everything, with locally developed schemes tailored to the needs and circumstances of the local area
- Discussion around tackling loneliness and/or isolation should be framed in a positive way and this should be reflected in the work undertaken
- Promoting social prescribing as a tool to improve well-being, as well as a way of tackling/combating loneliness and isolation
- Making projects like befriending services, more sustainable and less reliant on short-term funding streams. Trying to ensure the stability and flexibility of funding for third sector organisations
- Integrated working through community planning partnerships

4 The Scottish Government Strategy

The Scottish Government launched their strategy in January 2018

- 4.1 They identified particular groups at increased risk of social loneliness and isolation:
- The socio-economically disadvantaged
 - Young mothers
 - Those with poor physical and mental health
 - People with disabilities
 - Children with few friends
 - Those living alone
 - Those who have been bereaved
 - Men over 50
 - Minority ethnic groups
 - Those from LGBTI communities
 - Carers
- 4.2 Priority One is 'Empower Communities to Lead'
- Community empowerment and public service reform
 - Building cohesive and resilient communities, promoting inclusive growth and championing community participation
 - Investing resources, with a greater emphasis on promoting the sustainability of funded projects
- 4.3 Priority Two is 'Play our Part'
- Reducing stigma
 - Encouraging kindness and contributing to creating kinder communities
 - Tackling poverty and addressing inequalities
 - Promoting and improving health and well-being
 - Giving our young people the best start in life
 - Promoting the role of the third sector and volunteering
 - Creating high quality places where people feel happy and safe to interact

- Promote heritage and culture
- Improve infrastructure, especially accessible transport

4.4 Outcome Measures

- Percentage feeling lonely/lonely sometimes
- Percentage of adults having contact with family, friends and neighbours less than once or twice
- Percentage of people having limited regular contact in their neighbourhoods
- Percentage who feel that they don't have a strong sense of belonging to their local community
- Percentage of people who exhibit a degree of social mistrust which is connected to the level of social contact and feelings of belonging to their local community
- Percentage of people who volunteer
- Percentage of people involved in some kind of community action to improve their local area
- Children vulnerable to social isolation because of poor peer support or bullying

5 Survey – What has Impact?

A mapping exercise of the third sector in Cwm Taf resulted in 53 responses. They considered the following has the most impact;

- Creating groups/services to bring people together
- Suitable, affordable transport is a barrier
- Community Connectors / GPSOs
- Befriending
- Community Centres / venues
- Self-management / peer support
- Access to advice and information

This mirrors the findings from the research evidence summarised above. It appears that a variety of approaches is needed. In a lot of cases it means understanding or, at least, better signposting to, existing groups and services.

ASSESSMENT/GOVERNANCE AND RISK ISSUES

A risk identified in the PSB is lack of alignment and duplication with the SSWB Partnership and the Cwm Taf Regional Plan.

NEXT STEPS

Recommendations

1 Social Prescribing and Community Coordination/Connectors

A shared understanding and regional collaborative approach is required at a strategic level. This must be developed in partnership and endorsed by the

Cwm Taf SSWB Partnership Board and delivered by the third sector working closely with community organisations.¹

Following recent discussions with colleagues in primary care and public health who have been carrying out preparatory work regarding the Transformation Proposal - **it is recommended that;**

- A Social Prescribing Task and Finish Group is established led by Sara Thomas and reports to the Enhancing Community Cluster Workstream
- A “concept paper” is produced which will detail our shared approach. The paper will make the case for two distinctive but connected role functions which are broadly speaking;
 - Social Prescribers – typically holding caseloads based in primary care settings or community hubs
 - Community Coordinators – acting as brokers between citizens and community groups and potentially developing new community support / services / assets.

2 *Befriending services*

Befriending services must be supported to be more sustainable. The current system of short-term funding or slippage is not conducive to developing robust support services of this kind. It can put existing services at risk and reduces the opportunity to extend and expand opportunities.

ICF slippage has been utilised to fund befriending services for the past two years and as this is no longer a possibility current provision will end in March 2019.

It is recommended that;

- Strong consideration is given including provision in the new 2019/20 ICF allocation.
- The CVCs will gather view from the sector about whether existing schemes roll forward or need to be reviewed or considered in context of any other schemes funded from alternative streams.

3 *Developing community support / community assets*

3.1 A shared understanding and regional approach is required for investing in and developing community support and improving people’s wellbeing at the preventative level. Critical to this is the embedding of early identification of, and support for those who are experiencing loneliness and/or isolation or are at risk of doing so.

Such an approach includes the need for all public services and commissioned providers to play an active role in delivering information, advice and assistance, in line with the draft ‘Be Well in Your

¹ There is a duty to promote and encourage third sector and social value organisations in the delivery of wellbeing services in relation to the SSWB Act (see Social Value Outcomes toolkit).
<http://walescoop.wpengine.com/wp-content/uploads/2018/09/walescoop-social-values-FPE-5.09-2.pdf>.

Community' model (attached). This builds on existing community assets and strengths and has three central themes;

- a) The right level of community support at the right time to support citizens and communities to become better connected and more resilient
- b) Focus on early help for those with emerging difficulties
- c) Pathways from community support into integrated public services for those who are really struggling

3.2 Initial discussions have been held with several communities including working with the Building Communities Trust (BCT) with a view to developing their "Invest Local" projects in Aberfan and Penywaun. There has also been discussion about a partnership approach of engaging lonely and isolated people through the PSB Information, Communications and Involvement Group (or ICI, formerly ICE). Further discussions with community members in Aberfan and Penywaun are programmed for the near future.

In Bridgend County, initial discussions have already started with BAVO, BCT and the "Invest Local Caerau" partnership to consider piloting work to develop a networked and resilient community through capacity building and community development approaches.

4 *Recommendation from APDIG*

A recommendation from APDIG that all groups consider loneliness and isolation as part of their plans/work programme as it is a cross cutting issue that affects all groups but solutions may be different depending on the service group etc.

5 *Further Considerations*

- BAVO manages a '[Community Companions](#)' scheme' which, in its next phase, will expand its offer to include young people. Further discussion is required with Cwm Taf partners to understand the approach taken by the various sectors within Bridgend County and to integrate plans and developments where possible.
- The work to date, based on national research, tends to focus on older people. But children, young, people and families, experience the same issues in relation to loneliness and isolation. Support for young people in the community is limited.
- There is a lack of bereavement support services and investment has been identified as a priority need in Cwm Taf.

Appendices

- 1 Response to the WG consultation “Connected Communities: Tackling Loneliness and Social Isolation”
- 2 Draft “Be Well in Your Community” model