

HSCP Social Isolation and Loneliness Strategy 2018-21


Generated on: 24 February 2022



PREVENT: prevent people from becoming chronically socially isolated or experiencing loneliness (primary prevention)


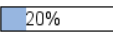

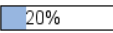

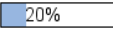
1 Promote kindness and self care, raise awareness and reduce stigma of social isolation and loneliness


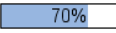
Action	Assigned To	Due Date	Status	Progress	Notes
SIL 01 Raise awareness of social isolation, loneliness, and kindness, across communities via South Ayrshire Health & Social Care Locality Planning Groups to reduce stigma and promote self-care.	Elizabeth Dougall; Neil Goudie; Stephanie Smith	31-Mar-2021		<input type="text" value="40%"/>	<p>24-Feb-2022 Wellbeing Pledge and funding – Whilst the £64k allocated to support the Wellbeing Pledge covered a range of priority issues some funding was allocated to organisations directly addressing social isolation (for example, Girvan Age Concern) other money allocated is likely to contribute to supporting isolated people (for example work in Ayr North, Broken Chains and Wheelchair Rugby).</p> <p>In late 2021 Scottish Government allocated resources to TSIs (in our case – VASA) to lead a third/community sector mental health and wellbeing programme. The guidance from SG included Social Isolation as one of the issues to be addressed. VASA was allocated £340k in 2021/22 and £340k for 2022/23 to support a local programme and 75 expressions of interested were submitted just before Christmas 2021 covering a variety of issues including social isolation. 39 of these submissions were then invited to put forward a full application and VASA will lead a scrutiny process in early February in order to allocate the funding.</p> <p>As part of a wider CPP Community Conference in November 2021 there was a Webinar exploring our collective work on Social Isolation. This provided illustrations of the work carried out re older people but also wider work linked to those living with learning disabilities and sensory impairment.</p> <p>24-Feb-2022 A small grant's funding process was conducted for the period 21/22. Supporting social isolation and loneliness remained a priority in the Prestwick & Villages and Troon & Villages locality areas. Funding was granted to 9 organisations in the Prestwick & Villages locality and 12 in the Troon & Villages locality which support work to address Social Isolation and Loneliness.</p>


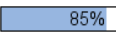
					07-Feb-2022 A small grant's funding process was conducted for the period 21/22. Supporting social isolation and loneliness remained a priority in the Carrick locality areas. Funding was granted to 10 organisations in the Girvan and South Carrick locality and 8 in the Maybole and North Carrick locality which directly supported work to address Social Isolation and Loneliness.
SIL 02 Develop and promote the values of kindness and consider the barriers to kindness within partner organisations and communities.	Susan McCardie	31-Dec-2021		<input type="text" value="60%"/>	14-Jan-2022 As highlighted in the last update, the values of kindness continue to be developed and promoted through partnership working that has continued to support communities through the pandemic and now as restrictions ease and this was reflected in the Local Outcomes Improvement Plan Annual Progress Report (2021) Local Outcomes Improvement Plan (south-ayrshire.gov.uk) . In November a Webinar was held as part of the CPP Webinar Series Event where the value of kindness was highlighted as part of local work taking place to support people who are lonely and isolated. It is proposed to hold a CPP Webinar on Kindness in early 2022.
SIL 03 Work with local businesses to raise awareness of and consider their role in tackling social isolation and loneliness, reducing stigma and promoting self-care.	Phil White	31-Mar-2021		<input type="text" value="20%"/>	24-Nov-2020 Update provided by Fiona Smith, Public Health 06.08.2020 Information on Keeping Connected was highlighted to local businesses registered with our Healthy Working Lives programme during both Mental Health & Wellbeing Awareness Week and Loneliness Week. Additionally Remote Working for Managers guidance was produced which included information on the importance of keeping connected during the COVID19 pandemic. Remote delivery of Resilience at Work training, which highlights maintaining connections as key, was piloted with colleagues from DWP.

2 Promote asset-based and place-based approaches


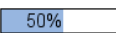
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<p>SIL 04 Identify and develop current asset-based activity within communities to ensure older people are included</p>	<p>Phil White</p>	<p>31-Mar-2021</p>			<p>VASA continues to receive funding from HSCP, Scottish Government Covid Mobilisation resources and some monies from NHS Endowment funding to support social isolation related activity including:</p> <ul style="list-style-type: none"> - South Ayrshire Lifeline: Point of contact for support and links to a range of local support options. - Telephone Befriending: Phone based befriending using volunteers to provide light touch regular support. - Up and About: Targeting those who have lost confidence through Covid and isolation to enable them to re-connect with ordinary support activity. - Digital Inclusion: Links to Connecting Scotland programme – distributing digital devices and providing light touch technical support. - Living Well Self-Management Training - Initially funded by the Health and Care Alliance, 11 programmes now delivered by lay leaders. Many of referrals have significant social isolation issue.
<p>SIL 05 Promote volunteering opportunities for older people across all organisations and communities</p>	<p>Phil White</p>	<p>31-Mar-2021</p>			<p>24-Feb-2022 VASA's telephone befriending programme continues which uses volunteers to provide light touch regular support.</p> <p>24-Nov-2020 Update provided by Linda West 06.08.2020</p> <p>Volunteer bank created during COVID19 pandemic in order to sustain volunteering capacity during this time.</p>
<p>SIL 06 Work together to understand the needs of older people and promote positive ageing to ensure local opportunities and services are being co-produced to meet the needs of older people.</p>	<p>Elizabeth Dougall; Neil Goudie; Stephanie Smith</p>	<p>31-Mar-2021</p>			<p>31-Jan-2022 Locality Planning Partnerships continue to support and promote services and activities for older adults and those with long-term limiting conditions. SAC Health and Wellbeing classes have resumes and individuals are encouraged to attend sessions.</p> <p>12-Aug-2021 Update from Marie Oliver (VASA) 12.08.2021</p> <p>New staff member will be ramping up membership of the senior's forum to ensure that they have a voice at local level and also to understand their needs. The "selling" of the Wellbeing Pledge will also be included in these actions.</p>

<p>SIL 07 Identify and work to influence relevant partners to consider their contribution to tackling social isolation and loneliness when developing community structures.</p>	<p>Laura Thomson</p>	<p>31-Mar-2021</p>			<p>31-Jan-2022 The redesign of the Council's housing support contracts is complete. The new contracts began on 1st September 2021. These contracts will support people who are homeless/at risk of homelessness/settling into permanent accommodation to become active members of communities.</p> <p>Architects involved in our ongoing Council New Build programme routinely consider features of new build housing that reduce social isolation.</p> <p>Our Tenant Participation Team previously supported people to become involved with the Housing Service by offering opportunities to attend group meetings face to face. However they have transformed the way they engage with tenants and customers by supporting many people to become digitally connected. This has included provision of devices and some training.</p>
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<p>SIL 08 Develop links with South Ayrshire Community Safety Partnership to consider their contribution to tackling social isolation and/or loneliness at a neighbourhood level by tackling anti-social behaviour and perception of unsafe neighbourhoods.</p>	<p>Mark Conway</p>	<p>31-Mar-2021</p>			<p>09-Feb-2022 Community based groups which specifically target social isolation and loneliness have fully resumed face to face delivery. Youth Workers have been deployed on the streets to engage with young people who may be engaging in anti-social behaviour.</p> <p>Senior Communities officers link with local partners including police to addresses issues and complaints that come through members of the public. Where appropriate they undertake joint patrols in hotspot area to provide reassurance to local residents.</p> <p>Officers are working in partnership with colleagues to support adult learning, in particular the development and support of groups such as Women's group/ Ayr north time team and community garden groups to empower, develop relationships and increase confidence and alter perceptions of ASB.</p>
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3 Raise awareness of local activities and services



Action	Assigned To	Due Date	Status	Progress	Notes
<p>SIL 09 Promote and evaluate the availability of a range of preventative services within communities that can be made available to support individuals as an alternative to statutory services.</p>	<p>Elizabeth Dougall; Neil Goudie; Stephanie Smith; Phil White</p>	<p>31-Mar-2021</p>			<p>07-Feb-2022 Maybole Connect have resumed their weekly drop-in clinic on a face to face basis and numbers attending are slowly increasing. Strong links have been made with the CLP aligned to Maybole Practice who has joined the Maybole and North Carrick LPP.</p> <p>31-Jan-2022 Connect hubs remain operational virtually in North and South Carrick. It is anticipated that some services in Ayr will resume with a targeted service within Kincaidston to support those affected by the recent incident.</p>

SIL 11 Support initiatives to increase participation of older people in cultural activities.	Gerry Bergin	31-Mar-2021			27-Jan-2022 The ongoing restrictions with COVID have proved challenging and restricted opportunity to progress to delivery stages. However good progress is being made with the collaborative Memories Project in Partnership with the Scottish Football Museum. Discussions are ongoing around the launch of the project with May 2022 looking likely. We have identified 3 locations to roll out the project- Alloway / Troon / Ayr. We have provided and fulfilled our commitment to content for the website.
SIL 12 Support initiatives to increase participation of older people in physical activity.	Janey Anderson	31-Mar-2021			03-Feb-2022 Gentle Movement classes have been introduced and are popular. This is a mixture of Tai Chi and Qui Qong and is a lower level activity and participants can sit or stand to perform the moves. Older participants also attend healthy weight classes called Weigh to go which is a 12 week program which includes information sessions and exercise. Walking groups are also available in Ayr, Prest, Troon and Girvan and we signpost to other Paths for All walks. 14-Jan-2022 Invigor8 falls prevention classes and HARP/ multimorbidity classes re-started on 17th May 2021. Due to social distancing additional classes were added to the programmes and previous participants were invited to attend. Presently all classes have been re-established as have new clients assessments / consultations. Some participants have decided not to attend the classes at the moment due to Covid. A new Activity for Health Membership which has a monthly payment has been introduced to motivate members to attend more activities, if appropriate
SIL 13 Work with older people to provide informal community spaces where older people can meet, and promote these activities throughout communities	Gerry Bergin; Elizabeth Dougall; Neil Goudie; Stephanie Smith; Phil White	31-Mar-2021			27-Jan-2022 Ongoing Covid restrictions prove challenging with public access to libraries prohibited. The most recent restriction has seen us allow public access again and we hope to reintroduce groups to deliver on our commitment to providing community spaces. Some of this is simple to reintroduce but we are keen to expand and are looking to increase partnership opportunities to achieve this.
SIL 14 Utilise the existing programmes and engagement taking place at 'new front doors' across South Ayrshire as a means to tackling social isolation and loneliness	Lisa McAlpine; Phil White	31-Mar-2021			24-Feb-2022 Connect hubs remain operational virtually in North and South Carrick. It is anticipated that some services in Ayr will resume with a targeted service within Kincaidston to support those affected by the recent incident. 25-Nov-2020 Update provided by Fiona Smith 06.08.2020 South Ayrshire Lifeline and Better Health Hubs continue to be promoted throughout the COVID19 pandemic via flyers distributed to households included within the emergency response. Additionally they were promoted via local webpages and social media.

4 Addressing inequality

Action	Assigned To	Due Date	Status	Progress	Notes
SIL 15 Ensure social isolation and loneliness is explicit within other key plans and strategies that target groups of older people at higher risk of experiencing social isolation and loneliness.	Kevin Anderson; Steven Kelly	31-Mar-2021		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	18-Feb-2022 A core function of the Social Isolation Group is to work with a range of community partners to ensure that social isolation is discussed within their service delivery and included within their action plans and strategies.

5 Transport

Action	Assigned To	Due Date	Status	Progress	Notes
SIL 16 Work with South Ayrshire Community Transport and local older people forums to further develop and promote their service across the locality with a particular emphasis on providing transport solutions which are accessible and affordable for older people.	Steven Kelly	31-Mar-2021		<div style="width: 60%;"><div style="background-color: #4f81bd; height: 10px; width: 60%;"></div></div> 60%	21-Feb-2022 South Ayrshire Community Transport have restarted the Out and About Trips in November 2021, after the relaxation of the COVID restrictions. The uptake is low at the present time due to time of year and there is still a bit of nervousness from participants about going on trips, however numbers have picked up over the last few weeks. SACT are updating it marketing materials in terms for the Out and About Trips which will be promoted through South Ayrshire Life and other partner organisations.
SIL 17 Explore rural transport routes and links to ensure accessibility is suited to the needs of older people using a co-production approach.	Elizabeth Dougall; Neil Goudie; Stephanie Smith; Phil White	31-Mar-2021		<div style="width: 25%;"><div style="background-color: #4f81bd; height: 10px; width: 25%;"></div></div> 25%	<p>24-Feb-2022 John Reid, Service Manager for South Ayrshire Community Transport attended Troon & Villages LPP on 16.02.2022 and will attend Prestwick & Villages LPP on 28.02.2022 - a presentation on the current services was delivered along with open discussion from members. Further work being carried out in the Troon & Villages locality with the hope of identifying a station to have a permanent bus for access.</p> <p>Community Transport Excursions for the period Jan- March 2022 have been promoted via PEO Engagement emails and on both Locality Planning and HSCP social media accounts.</p> <p>07-Feb-2022 John Reid, Service Manager for South Ayrshire Community Transport is scheduled to attend Girvan and South Carrick Locality Planning Partnership meeting 07.02.22 to discuss the current service provision. Community Transport Excursions for the period Jan- March 2022 have been promoted via PEO Engagement emails and on both Locality Planning and HSCP social media accounts. A discussion has taken place with Barrhill Community Council and SA Community Transport to ensure the inclusion of Barrhill, Pinwherry and Pinmore communities on future promotional materials.</p>

					31-Jan-2022 Partnership Engagement Officers have met with John Reid, Service Manager for SA Community Transport. John replaces Catriona Haston who has recently retired. John advised that he would like to see a bus sited in Troon to support those isolated. Services are now being delivered from Crown Street with vehicles secured in nearby compound.
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SIL 18 Work with older people to develop a network of volunteer drivers that is accessible and affordable.	Steven Kelly	31-Mar-2021		<input type="text" value="10%"/>	24-Feb-2022 Action still outstanding.
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6 Technology

Action	Assigned To	Due Date	Status	Progress	Notes
SIL 19 Provide opportunities for older people to develop their technological skills where younger people can share their knowledge with older people.	Callum Reilly	31-Mar-2021		<input type="text" value="55%"/>	25-Jan-2022 Digital inclusion and support remains a key priority for the Intergenerational Joint Action Group and initial discussions have taken place with VASA around proposed activity. Due to capacity issues of the group as a result of the pandemic these have not progressed as planned but hopeful that work can resume in the early part of 2022.
SIL 20 Investigate the role of Technology Enabled Care in tackling social isolation and loneliness including how it can support and maintain existing connections.	Steven Kelly	31-Mar-2021		<input type="text" value="30%"/>	24-Feb-2022 mPower has continued to support older people with digital connection and wellbeing plans. As mPower comes to the end of its European funding in May, there is consideration of its legacy including work that has been commissioned where the Health and Care Alliance is carrying out Ayrshire-wide work to identify ways of providing digital support in the future including explicit links to libraries as local hubs
					25-Nov-2020 The Connecting Scotland Programme, led by SAC with input from Public Health, VASA and SA HSCP, will see those on a low income on our COVID19 shielding list be provided with a digital device and connectivity to increase social connections during and following the pandemic. This will help to mitigate against the increasing digital inequality exacerbated by restrictions imposed to protect against COVID19 infection. Skills based input will be provided by SAC staff and volunteers working as Digital Champions.

RESPOND: prevent people from developing social isolation or loneliness following one of the known triggers or transitions (secondary prevention)

1 Develop a pathway from identification to reconnection

Action	Assigned To	Due Date	Status	Progress	Notes
SIL 21 Develop a consistent pathway from identification to reconnection that can be accessed and utilised by all partners, frontline and community staff.	Elizabeth Dougall; Neil Goudie; Stephanie Smith	31-Mar-2021		<div style="width: 50%;"><div style="background-color: #0070C0; height: 10px;"></div></div> 50%	31-Jan-2022 The Partnership Engagement Officers continue to promote South Ayrshire Lifeline to Locality Planning Partnerships and their wider networks.
SIL 22 Develop and deliver training for all partners, community and voluntary organisations and local business using a suitable model to identify and respond to social isolation and loneliness in communities.	Susan McCardie	31-Mar-2021		<div style="width: 10%;"><div style="background-color: #0070C0; height: 10px;"></div></div> 10%	14-Jan-2022 As highlighted previously. training was in development, however due to Public Health and other staff supporting the response to COVID19, this has not progressed as anticipated. Work commenced to develop an online version of this training, however, again due to staff supporting the COVID19 response, and staff changes within Public Health, this has not been completed. The Social Isolation and Loneliness Subgroup will now consider how to take this forward.
SIL 23 Promote social prescribing/referral to local activities as a means to preventing social isolation and loneliness around a life transition or "trigger point."	Elizabeth Dougall; Neil Goudie; Stephanie Smith; Phil White	31-Mar-2021		<div style="width: 30%;"><div style="background-color: #0070C0; height: 10px;"></div></div> 30%	31-Jan-2022 Ayr have met with CLP Team to discuss current workloads and joint approached to services. Services for older adults have been identified in Ayr and will be addressed by PEO , VASA and CLP's
SIL 24 Work with Primary Care to consider support required for those at risk of developing social isolation and loneliness ie around life transitions and "triggers."	Phil White	31-Mar-2021		<div style="width: 15%;"><div style="background-color: #0070C0; height: 10px;"></div></div> 15%	24-Feb-2022 This action is still to be progressed and requires review with the impact of the pandemic. 24-Nov-2020 Update provided by Fiona Smith 06.08.2020 Training on Social Isolation and Loneliness training was developed and delivered as a pilot session to CLPs to raise awareness of life transitions and triggers (March 2019). Discussion took place around potential sources of local support. To update when local 'pathway' has been agreed.

2 Promote service co-design and peer-led support

Action	Assigned	Due	Status	Progress	Notes
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	To	Date			
SIL 25 Involve a wider network of third sector organisations and older people in the planning and delivery of services to tackle social isolation and loneliness across our communities.	Steven Kelly	31-Mar-2021		<input type="text" value="15%"/>	24-Feb-2022 Revamped Senior's Forum to be established and developed over the coming weeks to ensure that they have a voice at a local level and also are aware of actions like the Wellbeing Pledge.

SIL 26 Develop links with local churches and faith groups to develop/promote local activity with those who are experiencing or are at risk of experiencing social isolation and/or loneliness.	Elizabeth Dougall; Neil Goudie; Stephanie Smith; Phil White	31-Mar-2021		<input type="text" value="20%"/>	31-Jan-2022 Partnership Engagement Officers continue to build engagement networks with local faith groups and will progress further as we move forward. A number of faith-based organisations have been involved in recent Small Grants Scheme.
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RESTORE: prevent people from developing social isolation or loneliness following one of the known triggers or transitions (tertiary prevention)

1 Provide support and reconnection

Action	Assigned To	Due Date	Status	Progress	Notes
SIL 27 Improve the knowledge and skills of key services such as social work/home care, housing services, Primary Care etc to identify and respond to those who may be chronically lonely and/or isolated	Steven Kelly	31-Mar-2021		<input type="text" value="30%"/>	24-Feb-2022 VASA continue to promote the services they deliver that can support those that are lonely and/or isolated. Over the coming months, VASA will look at ways of strengthening those links.

<p>SIL 28 Explore localised volunteering initiatives that can reintroduce people to social activities.</p>	<p>Phil White</p>	<p>31-Mar-2021</p>			<p>24-Feb-2022 The South Ayrshire Volunteer Strategy 2021-24 has recently launched and will help to provide opportunities to participate in volunteering through meeting the objectives set out in the strategy,</p> <p>The main objectives are:</p> <ol style="list-style-type: none"> 1. Activities across national & local government, community and voluntary sector to be more integrated and aligned. 2. Volunteering infrastructure to be strengthened and supported leading to more confident and knowledgeable management systems. 3. Recruit, deploy more volunteers and support both volunteers and voluntary organisations. 4. Levels of volunteering to be re-energised and increased. 5. The benefits of volunteering to be recognised, valued and promoted. 6. Promoting volunteering as a means to improve the wider community.
<p>SIL 29 Investigate the potential to develop stronger partnerships and programmes between schools/early year centres and care homes, including sheltered housing</p>	<p>Derek Cargill</p>	<p>31-Mar-2021</p>			<p>09-Jan-2022 At the moment the common areas are open but with reduce capacity due to the covid situation. There are little to no activities happening and the service users are just coming along to have a tea or coffee and some company. Work with the schools etc has been put on hold.</p>
<p>SIL 30 Investigate the contribution of mental health services in tackling social isolation and loneliness via psychological approaches.</p>	<p>Sharon Hackney</p>	<p>31-Mar-2021</p>			<p>18-Nov-2020 Update provided by Stephen McCutcheon 18.11.2020</p> <p>CMHTE continue to signpost appropriate patients to Nursing Assistants within CMHTE to alleviate Social Isolation .</p> <p>As above , Mental Health Practitioners within GP Surgeries identify and signpost individuals who are socially isolated.</p> <p>Community Link Practitioners continue to be actively involved in supporting individuals who have been identified as isolated to initiate contacts within their community.</p>
<p>SIL 31 Provide information and advice, and promote the uptake of self-directed support as a means to reconnecting individuals with their communities.</p>	<p>Steven Kelly</p>	<p>31-Mar-2021</p>			<p>24-Feb-2022 Advice on SDS is provided through CLS, a range of voluntary sector orgs and VASA. If people come into formal social work services, advice and guidance is provided to connect individuals with their communities. The new Social Work assessment is a strengths-based approach and focused on outcomes. The assessment emphasises community and family support.</p>