

Meeting of South Ayrshire Health and Social Care Partnership	Performance & Audit Committee
Held on	4th December 2020
Agenda Item:	7
Title:	Progress report on the Social Isolation and Loneliness Strategy 2018-2027
Summary:	
<p>The purpose of this report is to provide the Performance and Audit Committee with an update on the progress of the implementation plan of the Social Isolation and Loneliness Strategy which covers the period 2018-2027.</p>	
Author:	Steven Kelly, SDS Team Leader
Recommendations:	
<p>It is recommended that the Performance and Audit Committee</p> <ol style="list-style-type: none"> i. Note the significant progress made in delivering the strategy. ii. Provide comment on future delivery of the strategy. iii. Remits the report to Community Planning Partners for their consideration. 	
Route to meeting:	
<p>Routine progress report to Performance and Audit Committee of strategies approved by the Integration Joint Board.</p>	
Implications:	
Financial	<input type="checkbox"/>
HR	<input type="checkbox"/>
Legal	<input type="checkbox"/>
Equalities	<input type="checkbox"/>
Sustainability	<input type="checkbox"/>
Policy	<input type="checkbox"/>
ICT	<input type="checkbox"/>

PROGRESS REPORT ON THE SOCIAL ISOLATION AND LONELINESS STRATEGY 2018-2027

1. PURPOSE OF REPORT

- 1.1 The purpose of the report is to provide the Performance and Audit Committee with an update on the progress of the implementation plan of the Social Isolation and Loneliness Strategy which covers the period 2018-2027.

2. RECOMMENDATION

2.1 **It is recommended that the Integration Joint Board**

- i. **Note the significant progress made in delivering the strategy**
- ii. **Provide comment on future delivery of the strategy.**
- iii. **Remits the report to Community Planning Partners for their consideration.**

3. BACKGROUND INFORMATION

- 3.1 The [Social Isolation and Loneliness Strategy 2018-2027](#) was approved by the Integrated Joint Board at its meeting on 4 June 2019. The Strategy is accompanied with an Implementation Plan designed to take forward the three key Strategic Objectives namely 'prevent', 'respond' and 'restore' as well as delivering both local and national outcomes. This is the first update on progress made against the Implementation Plan. This nine-year strategy will focus on older people for the first three year implementation plan.
- 3.2 The attached update of the Implementation Plan ([Appendix 1](#)) produced through the Pentana Management System provides an update on each individual action as of 25th November 2020.
- 3.3 Social isolation in older people has been identified as a local priority within [South Ayrshire Local Outcomes Improvement Plan \(LOIP\)](#). The strategy has been progressed by the Social Isolation Strategy Implementation Group. The governance arrangements for this group are provided by the Communities and Population Health Strategic Delivery Partnership within the [Community Planning Partnership](#) structure.

4. REPORT

- 4.1 The current Covid-19 pandemic has brought the impact of social isolation and loneliness to the fore. The response from community and third sector organisations to support vulnerable people who are isolated throughout the pandemic has been truly significant. Beyond food provision, services to address digital exclusion, mental health and isolation, and wider aspects of poverty were created and developed. [Appendix 2](#) details the incredible response of the Third Sector to the pandemic.

- 4.2 Some specific actions in the implementation plan have not been able to progress during the pandemic. However, there has been great strides in others particularly in communities and services working together to support people who are isolated and also working together to improve people's digital capabilities.
- 4.3 The [LOIP Annual Report](#) published in October 2020 details the work that has been carried out in the last year to progress the strategy.
- 4.4 It is proposed that the Performance and Audit Committee considers the progress which has been made against the agenda set out in the Social Isolation and Loneliness Strategy. Significant progress has been made to date.

4.5

Status	Number
✓ Completed	1
▶ On Target	29
⚠ Showing Some Concerns	0
● Not on Target	0

- 4.6 Each action within the Implementation Plan supports the delivery of one of the three Strategic Outcomes with overlap on occasion. A brief summary of progress against each of the Strategic Outcomes is provided below:

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

- 4.7 The current COVID19 pandemic has increased awareness of SI&L and its impact on our health & wellbeing within our communities. Information on making and maintaining social connections was made available on the NHS Ayrshire & Arran Keeping Well During COVID-19 webpage to promote self-care within individuals and communities. This webpage was highlighted in flyers delivered to households receiving emergency support from SAC and VASA during this time and Keeping Connected messages were promoted via the NHS Ayrshire & Arran Public Health social media pages.
- 4.8 Values of kindness within communities were developed and promoted to support the delivery of the emergency response to the COVID19 pandemic by SAC and South Ayrshire Lifeline. This included delivery of food, medicines and hearing aid batteries by local volunteers and local resilience groups.
- 4.9 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.
- 4.10 There are several groups running within Ayr North which are supported by the Ahead project which involve local older people, including a Wellbeing Group which meets in the Ahead office and provides a welcoming space where people can share their skills; several groups at Morrison Gardens and a Friendship

Group at Newton & Wallacetown Church. The Community Builders also have a presence at Care & Share in Ayr North and can signpost lonely individuals to the Wellbeing Group.

- 4.11 More recently, groups have been meeting via Zoom due to restrictions imposed by COVID-19. These groups are promoted via the Ahead Facebook page which ensures an open invitation and new members can attend.
- 4.12 The Corporate and Housing Policy Team is currently reviewing Housing Support services in South Ayrshire. Work is ongoing to draft tender specifications which will include a outcome which will reduce social isolation and loneliness. Many people experiencing homelessness feel isolated and lonely. One of the priorities is to ensure that people are supported to find sustainable housing outcomes and build support networks around them to allow them to live well independent of housing support.
- 4.13 Disabled adaptations continue to be delivered to those living in private sector housing and help and support with delivery of the adaptations is available from the Corporate and Housing Policy Team. Many of these individuals are elderly and frail and require the adaptation to remain independent in their own home and maintain their community links.
- 4.14 The use of Community Transport vehicles was offered to support the response to the COVID-19 pandemic. The Community Transport service has maintained connection with their service users by phone during this time.
- 4.15 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)

- 4.16 mPower has continued to deliver their service during COVID 19 with a steady number of referrals continuing to come in from the established 5 priority pathways. The service receives a number of referrals from GP Practices and have been embedded within the PCMHT pathway for GP referrals. During Covid-19 home visits were suspended and the service moved to a telephone service.
- 4.17 Through the related loneliness and social isolation work promoted through our LPGs and other related groups (e.g. Dementia Friendly) there is some engagement with local churches who are actively supporting this agenda. This needs to be developed strategically in the next financial year's Work Plan.
- 4.18 VASA are looking at new ways of engaging with older people particularly now that many activities have been suspended. New services for example

telephone befriending and out and about have been set up to support the most vulnerable during these uncertain times.

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

- 4.19 In response to the COVID10 pandemic, a telephone befriending service was set up which, at its peak, saw 160 people receiving a call, from one a week to daily, from around 120 volunteers. This service will continue post-pandemic as many of these matches are still ongoing and still needed by those isolated in the community.
- 4.20 Due to COVID-19 the common areas in Sheltered Housing units are closed. However, some units are continuing to do some work with schools and early years. For example, Limonds Court is working with Newton Primary to design Christmas cards and kind quotes for the residents which will be printed and delivered in the community. During the summer, the staff within Sheltered Housing worked hard to keep people's spirits up and moved things outside when common areas closed. This included entertainment such as singers, musicians & bag pipers, music and movement for exercise, bingo, lunch clubs, coffee mornings/afternoons, helping residents with gardening, fund raising and one of the staff made a music video with the residents that ended up on the BBC Scotland Channel news.
- 4.21 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- My Life My Outcomes takes a strengths-based approach and is focused on what matters to the individual to achieve their personal outcomes. The assessment has an emphasis on access to available community and family support.

5. STRATEGIC CONTEXT

- 5.1 The Social Isolation and Loneliness Strategy 2018-2027 supports the Partnership's Strategic Objectives, namely:
- We will protect vulnerable (children and) adults from harm
 - We will shift the balance of care from acute hospitals to community settings
 - We will support people to exercise choice and control in the achievements of their personal outcomes
 - We will manage resources effectively, making best use of our integrated capacity
 - We will give all of our stakeholders a voice

6. IMPLICATIONS

6.1 Financial Implications

6.1.1 Resources will be required to continue with momentum. The Implementation Group are also considering the requirement for a designated post to maintain momentum across the wider community groups.

6.2 Human Resource Implications

6.2.1 There are no specific human resource implications arising directly from the consideration of this report.

6.3 Legal Implications

6.3.1 There are no specific legal implications arising directly from the consideration of this report.

6.4 Equalities implications

6.4.1 The proposals in this report allow scrutiny of performance. The report does not involve proposals for policies, strategies, procedures, processes, financial decisions and activities (including service delivery), both new and at review, that affect the Council's communities and employees, therefore an equality impact assessment is not required.

6.4.2 A full Equalities Impact Assessment was carried out on the Strategy.

6.5 Sustainability implications

6.5.1 There are no environmental sustainability implications arising directly from the consideration of this report.

6.6 Clinical/professional assessment

6.6.1 There is no requirement for a clinical/professional assessment.

7. CONSULTATION AND PARTNERSHIP WORKING

7.1 This report has been prepared in consultation with relevant officers from across statutory and third sector organisations, predominantly through the Social Isolation & Loneliness Strategy Implementation Group.

8. RISK ASSESSMENT

8.1. There are no anticipated risks arising from the content and recommendations of the report.

8.2. In terms of the IJB Risk Management Strategy, the level of risk is low.

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BACKGROUND PAPERS

[Social Isolation and Loneliness Strategy 2018-2027](#)

[South Ayrshire Local Outcomes Improvement Plan \(LOIP\).](#)

[LOIP Annual Report](#)

25.11.2020