

HSCP Social Isolation and Loneliness Strategy 2018-21

Generated on: 10 May 2023



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



Action	Assigned To	Due Date	Status	Progress	Notes
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1 Promote kindness and self care, raise awareness and reduce stigma of social isolation and loneliness

Action	Assigned To	Due Date	Status	Progress	Notes
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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; Amy Duthie; Neil Goudie; Stephanie Smith	31-Mar-2021			10-May-2023 Ongoing action to be carried into new strategic plan
					09-May-2023 Social Isolation is now an established item in relation to LPPs and features strongly in agendas and in relation to local grant funding of SI work
					09-May-2023 All Prestwick & Villages successful applicants have returned an interim evaluation report. No issues currently being reported, all projects on track to spend. Each member of the LPP has been involved in this process with at least 1 project.
					All Troon & Villages successful applicants have returned an interim evaluation report, no issues currently being reported, all projects on track to spend.
					Girvan and South Carrick meetings have resumed, presently have an interim chair and will continue to consider social isolation, loneliness and kindness as part of their agenda, no issues currently being reported.
The Ayr North/South Locality Planning Partnership will take place on Tuesday 16th May and are welcoming partners involvement to drive the partnership forward and work together to enhance service delivery across Ayr.					
03-Aug-2022 All Prestwick & Villages successful applicants have returned an interim evaluation report. No issues currently being reported, all projects on track to spend. Each member of the LPP has been involved in this process with at least 1 project.					

				<p>All Troon & Villages successful applicants have returned an interim evaluation report, no issues currently being reported, all projects on track to spend.</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> <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.</p> <p>31-Jan-2022 Locality Planning Partnerships continue to promote local services that help tackle social isolation. These services have been restricted due to COVID-19 but a number of telephone and online services remain available.</p> <p>13-Aug-2021 Small grant funding events were held online for the period 20/21 where organisations across the localities applied for small grants to assist with tackling social isolation. Funding was granted to 2 organisations within the Prestwick & Villages locality, 2 organisations within the Troon & Villages locality, 4 organisations within the North Carrick and Maybole locality and 3 Girvan and South Carrick locality. which directly supported Social Isolation and Loneliness. There was a small pot of funding left over from the Troon & Villages locality and the Locality Planning Partnership members agreed to allocate the remaining funds to Voluntary Action South Ayrshire to supplement the Connecting Scotland Programme.</p> <p>24-Nov-2020 Update provided by Fiona Smith 06.08.2020</p> <p>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. Additional messages were developed to support Mental Health & Wellbeing, and Loneliness Awareness Weeks.</p> <p>Training development is in progress that could be delivered to communities to raise awareness of loneliness and social isolation, promote self-care and reduce stigma.</p> <p>28-Jan-2020 Update provided by Seonaid Lewis 28.01.2020</p> <p>Within Troon & villages a sub group has been established to progress this, Linda West has been invited to ensure linkage with ageless and active initiative - initial meeting planned for 29th January. A sub group is also planned for Prestwick & Villages, hope to</p>
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				<p>have an update on this following LPG meeting on 27th January. Social isolation and loneliness has been included within criteria for both Troon & Prestwick Decision Days to help raise awareness and support local activity, additional information and link to strategy are included within application pack.</p> <p>28-Jan-2020 Update provided by Sharron Connolly 28.01.2020</p> <p>Social Isolation & Loneliness Strategy input given to both LPG groups in the Carrick Area. Maybole & North Carrick LPG has agreed to support the role out of Chatty Caf&eacute; Initiative to help tackle SI&L within the North Carrick area. £100 has been allocated to help fund 10 cafes throughout the North Carrick Locality to sign up to Chatty Caf&eacute; Initiative. Girvan & South Carrick are supporting the Keep Safe scheme to support this. Active and Ageless scheme is being promoted via Girvan Connect & Maybole Connect hubs.</p> <p>22-Jan-2020 Update provided by Linda West 22.01.2020</p> <p>Booklet, poster, folder pack and other leaflets produced to raise awareness of Ageless And Active. Booklet designed to inspire local organisations, business and services to encourage seniors to be active in the community and be aware of actions that may impact social isolation, loneliness and kindness. Certificates and window stickers created to be awarded accordingly through Ageless and Active brand.</p> <p>The Health, Social Care & Community Planning Facilitator at VASA has met with the Community Engagement Officers to feed into work being done at locality level and will also attend the Troon locality social isolation sub group meeting and the Girvan and Maybole Connect Hubs with promotional material for organisations and senior people accessing the hub.</p> <p>The booklet has also been distributed to Dementia Steering Group members and to Ayr South Locality Planning Group.</p> <p>The Health, Social Care & Community Planning Facilitator at VASA has had meetings with Kelly Craig (Dementia Friendly, SADSAs) to raise awareness for Ageless And Active and discuss partnership working where appropriate.</p> <p>17-Jan-2020 Update provided by Fiona Smith 17.01.2020</p> <p>Presentation on social isolation and loneliness has been delivered to each Locality Planning Group to raise awareness of the issues, their health impact and risk factors, and to promote a common language.</p>	
SIL 02 Develop and promote the values of kindness and consider the barriers to kindness	Amy Duthie;	31-Dec-2021		 100%	10-May-2023 Action to inform the next iteration of the Social Isolation Strategy and Implementation Plan.


within partner organisations and communities.	Susan McCardie				<p>09-May-2023 This has not progressed as anticipated due to staff changes and public health staff being recalled to COVID response at the start of the year.</p> <p>15-Jul-2022 This has not progressed as anticipated due to staff changes and public health staff being recalled to COVID response at the start of the year. A webinar on Kindness, Compassion and Social Isolation was held on the 10th March. Attended by 35 staff comprising partners and third sector organisations, the purpose of the webinar was to reflect on kindness, compassion and social isolation in relation to impact, cause, opportunities, existing responses and our strategic approach; to identify opportunities within larger settings and wider organisations, and develop ideas and action to inform the next iteration of the Social Isolation Strategy and Implementation Plan.</p> <p>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.</p> <p>06-Aug-2021 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. It is proposed to raise awareness of the values of kindness as part of an input on the Social Isolation and Loneliness Implementation Group at a community planning event taking place in November.</p> <p>24-Nov-2020 Update provided by Linda West 06.08.2020</p> <p>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. This response to the pandemic created relationships between local volunteers and individuals. The SAC response included signposting and referral to local organisations to help support individuals on our shielding list.</p> <p>The South Ayrshire Lifeline helpline has taken 8000+ calls signposting people to services or information. This includes direct signposting to our own services dealing with prescriptions pick-up and delivery, food ordering and delivery, hearing aid batteries, telephone befriending and sensory support. Many calls were signposted to other agencies dealing with food crisis, homelessness, adult protection, transport etc. Lots of the calls also dealt with people's anxieties and reassurances around what the guidelines were at any point of the pandemic.</p> <p>Over 3000 prescriptions picked up and delivered across South Ayrshire. 20% of these</p>
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				<p>were in the South Carrick area as far as Pinwherry, Pinmore, Barr, Lendalfoot, Girvan and the surrounding areas.</p> <p>Addictions Team referred a handful of clients to the service which saw South Ayrshire Lifeline pick up daily repeats of Methadone and other substances for delivery to clients in the community. With one client this meant the witnessing of consumption of the medicines daily alongside the support worker and required co-ordinating accordingly.</p> <p>Emergency requests were also dealt with when possible such as picking up samples from customers and delivering to doctors surgeries or altering schedules to suit emergency prescription pick-ups.</p> <p>Prescription service will end on 15th August 2020.</p> <p>100 items of toiletries and food stuff were offered, to purchase at cost price, to those self-isolating or shielding, this included toiletries, pet food, denture tablets, incontinence products, tea/coffee, meals, cold meats, raw meats, fruit, veg, biscuits etc. Shopping was paid for over the phone and delivered to the customer's door by volunteers. £17000 worth of cost price food was sold and 6000+ miles travelled across South Ayrshire from Dundonald to Ballantrae. Many customers used the service often over the 14 weeks, leading to good relationships being created and often a bit of a blether over and above the ordering of food. This also allowed the call handler to signpost these customers to other services when needed. This service ended at the beginning of July with all customers being signposted to other available options at that time.</p> <p>SA Lifeline has sent out over 2300 packs of Hearing Aid batteries, free of charge, to customers across South Ayrshire. They simply call the helpline number and give their name and address and battery size. This service will continue.</p> <hr/> <p>18-Nov-2020 Update provided by Susan McCardie 18.11.2020</p> <p>Examples of values of kindness can be seen in the Local Outcome Improvement Plan Annual Progress Report 2020 which demonstrates the partnership working to support communities as a result of the COVID-19 pandemic.</p> <hr/> <p>04-Feb-2020 Update provided by Fiona Smith 17.01.2020 GP Practice @ 9 Alloway Place, Ayr are considering how kindness can be used to identify and respond to lonely individuals. They are developing an action plan to address identified barriers to kindness within their practice.</p> <p>Update provided by Susan McCardie 17.01.2020 It is proposed to raise awareness of the values and barriers to kindness as an input at the Community Planning Conference which will take place in September or October 2020</p>
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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.	Amy Duthie; Phil White	31-Mar-2021			10-May-2023 Action in progress to be carried forward into new plan.
					09-May-2023 Workplace Health Team currently reviewing literature and developing a workplace training session focusing on social isolation & loneliness in the workplace.
					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.
					22-Jan-2020 Update provided by Linda West 22.01.2020
Promotional material has been produced that raises awareness of the impact businesses have on seniors accessing the community. Booklet designed to guide members of Ageless And Active to become 'age friendly' and inclusive. Certificate and window stickers have also been developed.					
17-Jan-2020 Update provided by Fiona Smith 17.01.2020					
Training is currently being developed by Public Health, NHS A&A which will raise awareness of these issues and provide an opportunity for businesses to consider their role.					



2 Promote asset-based and place-based approaches

Action	Assigned To	Due Date	Status	Progress	Notes
SIL 04 Identify and develop current asset-based activity within communities to ensure older people are included	Amy Duthie; Phil White	31-Mar-2021			10-May-2023 To be retained with action for Thriving Communities and Learning Communities to include and consider older people.
					09-May-2023 There continues to be 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.
					24-Nov-2020 Update provided by Community Builders 01.09.2020

				<p>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.</p> <p>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.</p> <p>22-Jan-2020 Update provided by Linda West 22.01.2020</p> <p>The Health, Social Care & Community Planning Facilitator from VASA has met with representatives from housing policy and sheltered housing to raise awareness of being an Ageless And Active service and bringing activities under a common brand. Booklet provided and awareness of training for services working with seniors discussed. The Housing staff agreed to share this information to their services.</p> <p>Communication has been sent to all sheltered housing units to introduce Ageless And Active, visits started to sheltered housings units and booklet promoted.</p> <p>Poster and folder produced for seniors to provide information on services and make connections with Ageless And Active brand.</p> <p>Button to be created on South Ayrshire Life website to create a database of services/activities/organisations registered under the Ageless And Active brand.</p> <p>The Health, Social Care & Community Planning Facilitator from VASA is attending Girvan and Maybole Connect Hubs with promotional material for organisations and senior people accessing the hub, other locality hubs to follow.</p> <p>17-Jan-2020 Update provided by Fiona Smith 17.01.2020</p> <p>Ahead (Community Builders) project is still progressing within areas of South Ayrshire.</p>
SIL 05 Promote volunteering opportunities for older people across all organisations and communities	Amy Duthie; Phil White	31-Mar-2021		<p>10-May-2023 In progress/ongoing</p> <p>10-May-2023 The 'Volunteering News' publication with VASA continues to provide regular updates on hundreds of volunteering opportunities within South Ayrshire. This will continue as South Ayrshire's new Volunteering Strategy sets out increasing opportunities for older people moving forward.</p> <p>09-May-2023 The new Volunteering Strategy sets out a range of ways to link older people into volunteering activity</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>28-Jan-2020 Update provided by Phil White 28.01.2020</p> <p>Whilst there are a variety of volunteering opportunities for older people (e.g. through VASA, MOFs, Dementia Friendly work, etc.) the intention is to formalise this work within the next financial year's work-plan.</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.	Elizabeth Dougall; Amy Duthie; Neil Goudie; Stephanie Smith	31-Mar-2021		100%	<p>10-May-2023 Continuing action, requires to be updated that age friendly communities and the ageing well strategy includes SI&L</p> <p>09-May-2023 There is a range of engagement work seeking to raise the voice of older people and to work together in relation to South Ayrshire as an Age Friendly Community and as part of the development of an Ageing Well Strategy</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>24-Nov-2020 Update provided by Marie Oliver 20.11.2020</p> <p>VASA are looking at new ways of engaging with older people particularly now that many activities have been suspended.</p> <p>New services for example telephone befriending and out and about have been set up to support the most vulnerable during these uncertain times.</p> <p>28-Jan-2020 Update provided by Seonaid Lewis 28.01.2020</p> <p>Within Troon & Villages links have been established with Linda West re Ageless and Active initiative. The sub group will also include/engage with local Sheltered Housing, Churches and Community Groups to help gain better understanding widen involvement. The new Troon Connect Hub at the Haven Cafe; in Troon is now open one afternoon a week and it's hoped that this will be a useful mechanism to hear from local people.</p>
SIL 07 Identify and work to influence relevant partners to consider their contribution to tackling social isolation and loneliness when developing community structures.	Amy Duthie; Laura Thomson	31-Mar-2021		100%	<p>10-May-2023 Ongoing - to be retained but action requires updating to focus on the Shaping Places for Wellbeing work. It has been superseded.</p> <p>09-May-2023 This work will be established through Thriving Communities.</p> <p>11-Jul-2022 The Housing Policy and Strategy Team ensures that social isolation and</p>


				<p>loneliness is considered as part of all team work streams. This action is ongoing. We will ensure that social isolation and loneliness is considered as part of our Local Housing Strategy.</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> <p>24-Nov-2020 Update provided by Laura Thomson 24.11.2020</p> <p>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 an 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.</p> <p>Seascope currently has the Homelessness and Tenancy Sustainment Housing Support Contract. In addition to delivering the Council contract they provide a successful befriending service.</p> <p>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.</p> <p>Our Tenant Participation Team during lockdown has been carrying out regular calls to involved tenants, continued running meetings including the Tenants' Choir, even assisting with helping people get essential items including prescriptions and food. Proposal have been made to the Service Lead regarding digital inclusion for involved tenants as lockdown has highlighted a number of gaps to some tenants participating – i.e. a couple don't have computers/tablets and/or wifi. The team is also taking forward an idea to introduce a digital inclusion project over the next year called 'conversation cafes' aimed at helping people reduce social exclusion and isolation, with a particular focus on rural communities.</p> <p>30-Jan-2020 Update provided by Laura Thomson 30.01.2020</p>
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					<p>The Corporate and Housing Policy Team carries out a range of functions that make a contribution towards tackling Social Isolation and Loneliness.</p> <p>The Tenant Participation Team provides a range of opportunities for Council tenants to become involved with their Housing Service. Many participants are older single households and have a desire to help improve their local community. Activities include attendance at a wide range of working groups that aim to improve the housing service and attendance at the tenants' choir. Other activities that are available to everyone include gaming nights, musical generations' tour of sheltered housing units and the annual Communities Fun Day.</p> <p>The Team also has an involvement in the development of new Council house developments. During the design stage there is much consideration given to the layout of the new development that ensure people remain independent in their own home and can easily converse with neighbours if they choose.</p> <p>The budget for private sector disabled adaptations is managed within the team and there is an officer who assists the most vulnerable older and disabled applicants through the adaptations process. Referrals are received from Occupational Therapy and the Housing Grants Officer can provide ongoing support to households for many months. This officer has recently made contact with Linda West.</p> <p>Housing Support Services are commissioned by SAC from Seascope in Ayr. In addition to the commissioned serviced this registered charity has developed a Hope project aimed at providing a range of assistance to older people in the community. Linda West will make further contact with Seascope to discuss Ageless and Active.</p> <p>17-Jan-2020 Update provided by Fiona Smith 17.01.2020</p> <p>Presentation to raise awareness of social isolation and loneliness was delivered to SAC Corporate Housing Team. This provided an opportunity for this team to consider their contribution to tackling SI&L. Laura Thomson has joined the SI&L Imp. Group to develop this action further.</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.	Mark Conway; Amy Duthie; Linda Warwick	31-Mar-2021			<p>19-Apr-2022 Work is ongoing for the Intergenerational Joint Action group within the CSP to take forward support within local communities to target loneliness and social isolation. This group are represented on the Social Isolation sub-group within Community Planning. The Community Safety team have continued to work with local communities to provide support for the development of local initiatives aimed at reducing social isolation. Community groups including the Ayr North Time Team, Ayr North Woman's Group have fully resumed face to face delivery and provided ongoing support to individuals throughout the winter period and Christmas period when loneliness could have been increased. Work is progressing well in the Wallacetown area to engage with vulnerable and isolated residents to provide reassurance and direct residents to services and groups that can offer support. Youth Workers continue to engage with young people on the</p>



				<p>streets who may be engaging in anti-social behaviour. 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 residents.</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> <p>14-Oct-2021 Greater links have been established between the Intergenerational JAG and the Reducing Isolation Sub Group to ensure there is no duplication of work and resources.</p> <p>Community groups including the Ayr North Time Team, Ayr North Woman's Group have resumed face to face delivery and provided intensive support to individuals throughout the summer of 2021.</p> <p>Work is ongoing in the Wallacetown area to engage with vulnerable and isolated residents to provide reassurance and direct residents to services and groups that can offer support.</p> <p>21-Jul-2021 Work has been undertaken within the Intergenerational Joint Action group within the CSP to take forward support within local communities to target loneliness and social isolation. This group are now represented on the Social Isolation sub-group within Community Planning. The Community Safety team have continued to work with local communities within Covid restrictions to provide support for the development of local initiatives aimed at reducing social isolation, for example within the Time Team group in Ayr North, who have continued to meet over the last year, and provide support to members of the local community.</p> <p>25-Nov-2020 Unable to progress due to pandemic.</p> <p>24-Jan-2020 Problem solving work within local communities contributes to the CSP Priority to Increase positive community engagement to address ASB and community safety issues. 9 problem solving groups involving partners and local communities are currently being supported to address issues such as antisocial behaviour, environmental issues and fire-raising. Additional work through positive engagement with young people and intergenerational work contribute towards this priority.</p>
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3 Raise awareness of local activities and services

Action	Assigned To	Due Date	Status	Progress	Notes
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.	Elizabeth Dougall; Amy Duthie; Neil Goudie; Stephanie Smith; Phil White	31-Mar-2021		<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; height: 10px;"></div></div> 100%	10-May-2023 To be retained and updated to reflect the continuing work in locality based teams and the Wellbeing Teams
					09-May-2023 Through South Ayrshire Lifeline and through the locality based working, there are now better pathways linking the presentation of SI in formal services to local community services
					09-May-2023 Connect Hubs continue their efforts alongside work in both the locality and Wellbeing Teams.
					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.
					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.
					13-Aug-2021 Update from Stephanie Smith 13.08.2021
					Girvan Connect and Maybole Connect hubs are promoted as a weekly face-to-face drop-in contact for advice and information on a variety of subjects to support health and wellbeing. Information on local activities and groups is available via South Ayrshire Life at both Connect sites. Information submitted to local community newsletters within North and South Carrick areas.
					13-Aug-2021 Update provided by Marie Oliver 13.08.2021
South Ayrshire Lifeline continues to develop and grow making it the first point of contact and building the capacity of local groups to enable them to reopen is now also high on the agenda.					
The team have had additional training on credit unions and going forward debt management. Outreach will start again soon tighter with a range of drop in sessions at the book and bun in New Market Street.					
24-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					



				<p>response. Additionally they were promoted via local webpages and social media.</p> <p>28-Jan-2020 Update provided by Phil White 28.01.2020</p> <p>This is largely linked to the Community Led Support programme and our South Ayrshire Connect 'front doors' supported by the South Ayrshire Life resource. Also, within pathways deriving from Primary Care and involving front door redirection and Community Link Practitioner roles there is a range of opportunity for promotion/signposting to preventative activity.</p> <p>28-Jan-2020 Update provided by Seonaid Lewis 28.01.2020</p> <p>Within Troon & Prestwick some initial work has taken place on evaluating and promoting the range of activities and supports provided by local community groups who secured funding at local Decision Days. The locality planning groups continue to promote services via social media, word of mouth and local publications, linked also to new GP contract. Further discussion is required with both LPG's to progress this further.</p> <p>28-Jan-2020 Update provided by Sharron Connolly 28.01.2020</p> <p>Progress Maybole Connect and Girvan Connect hubs are promoted as a weekly face to face drop in contact for advice and information on a variety of subjects to support health and wellbeing. Information on local activities and groups is available via South Ayrshire Life at both Connect sites. Information submitted to local community Newsletters within North and South Carrick areas.</p>
SIL 11 Support initiatives to increase participation of older people in cultural activities.	Gerry Bergin; Amy Duthie	31-Mar-2021		<p>10-May-2023 Ongoing, to be retained and widened to include museums and galleries. A key individual for wider cultural activities is to be identified.</p> <p>09-May-2023 The Intergenerational Joint Action group within the CSP to take forward support within local communities to target loneliness and social isolation. This group are represented on the Social Isolation sub-group within Community Planning. The Community Safety team have continued to work with local communities to provide support for the development of local initiatives aimed at reducing social isolation.</p> <p>Community groups including the Ayr North Time Team, Ayr North Woman's Group have fully resumed face to face delivery and provided ongoing support to individuals throughout the winter period and Christmas period when loneliness could have been increased. Work is progressing well in the Wallacetown area to engage with vulnerable and isolated residents to provide reassurance and direct residents to services and groups that can offer support. Youth Workers continue to engage with young people on the streets who may be engaging in anti-social behavior.</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 residents.</p> <p>11-Jul-2022 We continue to make progress in this area although slowly but in line with</p>

				<p>COVID recovery steps. We are looking at rolling out the collaborative Memories Project following its launch.</p> <p>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 identifies 3 location to roll out the project-Alloway / Troon / Ayr. We have provided and fulfilled our commitment to content for the website.</p> <p>13-Aug-2021 The Reminiscence project in Partnership with the Scottish Football Museum is just beginning to take some recovery steps following the initial impact of COVID. Content for the online presence by way of local images from South Ayrshire and other participating authorities is underway. The project officer post will be advertised over the coming months. As the project progresses we can look at how we can encourage access and participation to individuals and groups who are, or who are risk of experiencing social isolation and/or loneliness.</p> <p>This project is now making good progress with South Ayrshire submitting a good number of images to reflect social history-particularly on holidays! These images will be uploaded on to the SFM website and in time there will be sufficient content from many Scottish authorities to begin to use the site in a participative way. A Project Officer has been appointed and will make progress on the overall project. Once more progress is made we will eb able to consider how we can set-up and facilitate groups to use the content in a positive way. Ideally-we would like to use trained Volunteers to do this. The project officer at a local lever is Tom Barclay.</p> <p>26-Nov-2020 Update provided by Gerry Bergin 24.11.2020</p> <ul style="list-style-type: none"> • Ongoing support for those in communities by provision of hearing aid drop in clinics. • Our Mobile Library makes targeted visits and provision for those unable to visit a library or a mobile library. Ongoing but variable depending on COVID Guidance. • Recent notification of a successful funding bid will now allow us to progress a Reminiscence project in Partnership with the Scottish Football Museum. A project officer will be appointed and several local authorities are involved. More detailed discussion to identify the target groups within the SI&L priorities can now take place. Bid was successful but has been halted by COVID. The Bid carries a Post and it was agreed recently by all Partners that the Post should be redefined before going to advert to increase the focus to carry a greater Digital element. <p>Another Joint Bid submitted to the Public Library Improvement Fund on 16th Nov 2020. Partnership with Libraries & Sheltered Housing to pilot a digital project in Acron Sheltered Housing in Mossblown. Bid seeks funding for digital equipment and will involve Library Staff & Staff from Acron. Project will aim to provide connectivity, support and 'training' to residents in Acron. Outcome of Bid due 4th December.</p>
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					<p>24-Jan-2020 Update provided by Gerry Bergin 24.01.2020</p> <ul style="list-style-type: none"> • Ongoing support for those in communities by provision of hearing aid drop in clinics. • Our Mobile Library makes targeted visits and provision for those unable to visit a library or a mobile library. • Recent notification of a successful funding bid will now allow us to progress a Reminiscence project in Partnership with the Scottish Football Museum. Detail to follow. A project officer will be appointed and several local authorities are involved. More detailed discussion to identify the target groups within the SI&L priorities can now take place.
SIL 12 Support initiatives to increase participation of older people in physical activity.	Janey Anderson; Amy Duthie	31-Mar-2021			<p>10-May-2023 Ongoing and to be retained, future action to link with the health and wellbeing activities in Thriving Communities.</p> <p>09-May-2023 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>07-Jul-2022 Activities available across South Ayrshire include</p> <ul style="list-style-type: none"> o 10 HARP classes for cardiac, stroke, cancer, pulmonary, diabetic referrals o 15 Invigor8 classes. Falls prevention for over 60's o 4 walking groups o 3 Gentle Movement (Tai Chi / Qigong) As reported by one asthmatic attendee has improved her breathing and posture and has reduced her inhaler use. o 1 health swim session o 37 health classes/activities are available in total including Weigh to go, healthy weight programme. <p>A programme of classes called 'Evolve' has been introduced at the Citadel Leisure Centre for people who wish to exercise at a lower level or are beginners to exercise. Relevant health class participants are signposted to these classes as they progress. This includes</p>

				<p>o 13 classes - stationary cycling, circuit series (gym based), stretch and core, legs bums and tums, core blast, circuits,</p> <p>o 11 aquafit classes (Citadel, Prestwick and Troon pools)</p> <p>The 'Health' Membership is available for people to pay a monthly subscription and attend health classes, evolve classes, swimming and gym.</p> <p>03-Feb-2022 Additional note to be added to the Jan 14 update.</p> <p>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.</p> <p>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</p> <p>24-Nov-2020 Update provided by Janey Anderson 01.09.2020</p> <p>Invigor8 – falls prevention programme for people over the age of 60: Due to Covid-19 these classes have been paused since the end of March 2020 and hoping to resume in September 2020. This could be subject to change depending on announcements from the First Minister. Since lockdown South Ayrshire Council’s Health Team have kept in touch with all class participants in various ways.</p> <ul style="list-style-type: none"> • Phoning over 700 class participants weekly, fortnightly, monthly and some people have asked that we contact them when classes re-start. • Zoom live exercise classes with the Health Team • South Ayrshire Council Leisure zoom classes • Private Facebook Pages for Invigor8, HARP, Weigh to go • Health Team Exercise Videos emailed out or put on Private Facebook Pages • Super 6 balance exercises given to attendees • Exercise booklets • Information on exercises available via YouTube, NHS Inform, British Heart Foundation, Later Life Training, MSK physio’s, and any other helpful websites or videos
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				<ul style="list-style-type: none"> • Information on fun activities, virtual walks, quizzes, how to access South Ayrshire Council Library services – free online books, magazines and newspapers, General information. • Signposting to other organisations eg. VASA, Alzheimer’s Scotland, Local Community Groups. <p>New Activities – August 2020: introduction of a buddy walking and doorstep visit system to support our class participants, reduce loneliness, improve a person’s confidence, strength, balance, fitness; introduction of whatsapp chat groups to reduce loneliness, and improve mental health.</p> <hr/> <p>28-Jan-2020 Within Health and Wellbeing the Health programme is established with many activities and programmes available for older people to maintain or increase their physical activity levels.</p> <ul style="list-style-type: none"> • Invigor8 - falls prevention programme for people over the age of 60 . 16 classes available to reduce / prevent the incidence of falls. Also 30mins of socialising at the end of each class. Most classes are full and a waiting list is established. Referral routes have been established between NHS and Health and Well Being, Health Team. • HARP - health and active rehabilitation programme. This NHS / Leisure programme is for people with the following medical history - stroke, cancer, cardiac, pulmonary, diabetes. The classes consist of circuit training, swimming, gym based class. 10 classes are available and are well attended. Referral processes have been established between NHS services and the Health and Well Being, Health Team. • Macmillan Move More - Activity programme for people who have a cancer diagnosis and their family /friends. Consists of <ul style="list-style-type: none"> • Gentle Movement class - Tai Chi and Qui Gung • Circuit style classes • Walking Groups • Gardening • Move More is still being established and has exceeded the targets. • Weigh to go - Adults Healthy weight programme. A high percentage of the people attending this 12 week programme, are over the age of 60. Results are positive for the people completing the session with an average weight loss of 3% - 5%. <hr/> <p>22-Jan-2020 Update provided by Linda West 22.01.2020</p> <p>Physical activities planned within some sheltered housing units. This will be supported via Ageless And Active. Contact has been made with SAC Leisure to arrange a meeting and bring physical activities under the Ageless And Active brand.</p>
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					<p>17-Jan-2020 Update provided by Fiona Smith 17.01.2020</p> <p>Public Health, NHS A&A and SAC Leisure Services are working to evaluate the impact of programmes aimed at older people on loneliness and isolation to help develop the evidence base of what works to tackle isolation and/or loneliness in Ayrshire.</p>
<p>SIL 13 Work with older people to provide informal community spaces where older people can meet, and promote these activities throughout communities</p>	<p>Gerry Bergin; Elizabeth Dougall; Amy Duthie; Neil Goudie; Stephanie Smith; Phil White</p>	<p>31-Mar-2021</p>	<p></p>	<p></p>	<p>11-Jul-2022 Most of our Libraries have suitable space to accommodate groups of older people. Some groups are more developed / structured than others but the spaces are readily available.</p>
					<p>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.</p>
					<p>25-Nov-2020 Unable to progress due to pandemic and associated social distancing measures and closure of communal spaces.</p>
					<p>28-Jan-2020 Update provided by Seonaid Lewis 28.01.2020</p> <p>This is still to be explored in Troon and Prestwick - it is hoped this will stem from LPG sub group and engagement with local community groups, including those funded through Decision Days. That said we do promote those already in existence through Social Media and other mechanisms.</p>
					<p>28-Jan-2020 Update provided by Sharron Connolly 28.01.2020</p> <p>Activity timetable for Crosne Street and Boyle Court sheltered housing units are promoted via LPG social media pages, LPG groups and email distribution list. Local lunch groups etc are also promoted in this way. Working links are formed with local staff from both sheltered housing units, local lunch groups, Age Concern, club diamonds and living with leisure with activities promoted through both LPG groups.</p>
					<p>24-Jan-2020 Update provided by Gerry Bergin 24.01.2020</p> <p>Library spaces continue to be utilised well by older people giving opportunity for them to meet and invite speakers to inform the group. Alloway Library in particular has a very pro-active group with a wide range of activity.</p>
					<p>22-Jan-2020 Update provided by Linda West 22.01.2020</p> <p>Raise awareness and continue with Senior Action Group monthly meetings. Continue to promote Senior Action Group using leaflet/poster drop and increase numbers then creating a database of members.</p>

					Discussions have been had to strengthen the voice of seniors through the Senior Action Group, proposal for members to represent senior people at a variety of strategic meetings and other steering and planning groups. Meeting had with Head of Community Health and Care Services to start this process. Develop and facilitate new Older Person's Services Forum that will bring organisations working with seniors together for peer support, receive updates and information with a variety of key guest speakers and build relationships across sectors.
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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	Amy Duthie; Lisa McAlpine; Phil White	31-Mar-2021			10-May-2023 Action completed in part through existing 'front doors' in Social Work but with plans to scale up this at locality level. To be removed from new strategy,.
					09-May-2023 This happens to some extent through existing 'front doors' in Social Work but with plans to scale up this at locality level
					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.
					28-Jan-2020 Update provided by Phil White 28.01.2020
					(As above SIL 09)This is largely linked to the Community Led Support programme and our South Ayrshire Connect 'front doors' supported by the South Ayrshire Life resource. Also, within pathways deriving from Primary Care and involving front door redirection and Community Link Practitioner roles there is a range of opportunity for promotion/signposting to preventative activity


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; Amy Duthie; Steven Kelly	31-Mar-2021			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.
					24-Nov-2020 Update provided by Fiona Smith 06.08.2020
					See update for the Connecting Scotland Programme at SIL 19 below which aims to mitigate against the increasing digital inequality exacerbated by COVID19 for those on a low income on our shielding list.
					Creating connections and opportunities to tackle loneliness and isolation is an underpinning principle of the South Ayrshire ADP draft strategy (2019-2024) currently

					out for consultation.
					27-Jan-2020 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.	Amy Duthie; Steven Kelly	31-Mar-2021		 100%	10-May-2023 Ongoing and to be retained for new plan
					09-May-2023 South Ayrshire Community Transport (SACT) continue to deliver the weekly Out and About Trips for older people, throughout 2022 with 360 passengers. 92% of the feedback rate the trips as excellent. SACT also delivered Shopper Trips for the residents of North Ayr, in which 63 passengers participated. The Out and About Trips were and continue to be promoted through South Ayrshire Life and other partner organisations. SACT have also linked in with Girvan Living With Leisure regarding developing Out and About trips Provision in the local area.
					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.
					24-Nov-2020 Update provided by Catriona Haston 06.08.2020 The use Community transport vehicles was offered to support response to COVID19 pandemic. The Community Transport service has maintained connection with their service users by phone during this time, and are investigating the possibility of arranging social trips (ie shopping together) following current guidelines on hygiene and physical distancing.
					27-Jan-2020 Community Transport are represented and are a core member of the Social Isolation Group. Initial discussions have taken place around the availability of accessible transport options for older people and how these can be advertised on a platform such South Ayrshire Life. This action is in progress.
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; Amy Duthie;	31-Mar-2021		 100%	10-May-2023 Ongoing and to be retained, including links to place based plans and the My Grant infrastructure
					09-May-2023 This remains a significant challenge although there are good programees run by South Ayrshire Community Transport directly supporting SI

	Neil Goudie; Stephanie Smith; Phil White				<p>09-May-2023 SACT operate the CB8 Girvan to Barr Bus service 4 days a week as well as the My Bus Service in the Girvan and South Carrick Area.</p> <p>SACT have also established the North Carrick E-Bike project in which 65% of the participants have been aged 60 or over. Provision has been promoted through various modes, such as emails to local groups, through HSCP social media accounts and South Ayrshire Life. SACT,s Project Manager has attending of Community Council meetings and Community events. This has included events at Monkton, Barr and meetings at Girvan and Barrhill.</p> <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> <p>31-Jan-2022 Partnership Engagement Officers have met with John Reid, Service Manager for SACommunity 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 bein delivered from Crown Street with vehicles secured in nearby compound.</p> <p>24-Nov-2020 Update provided by Marie Oliver 20.11.2020</p> <p>Unable to work on this action due to COVID.</p> <p>22-Jan-2020 Update provided by Linda West 22.01.2020</p> <p>Discussion with Sheltered Housing Team Leader on issues with transport for wider community to access activities within sheltered housing. There are concerns that transport continues to be an issue across communities.</p> <p>South Ayrshire Life Car Scheme extended to include Prestwick and Monkton areas.</p>
SIL 18 Work with older people to develop a	Amy	31-Mar-		100%	10-May-2023 To be retained in new plan.

network of volunteer drivers that is accessible and affordable.	Duthie; Steven Kelly	2021			09-May-2023 Action still outstanding
					13-Aug-2021 Update provided by Marie Oliver 13.08.2021
					Action still outstanding.
					24-Nov-2020 Update provided by Marie Oliver 20.11.2020
					Unable to work on this action due to COVID
22-Jan-2020 Update provided by Linda West 22.01.2020					
					Promotional material produced to encourage and raise awareness of benefits for volunteering - to be distributed in Ageless And Active folder, South Ayrshire Life and Connect Hubs.
					Continue to promote volunteer driving role through South Ayrshire Life Car Scheme.

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.	Amy Duthie; Callum Reilly	31-Mar-2021		<div style="width: 100%; background-color: #4f81bd; height: 10px;"></div> 100%	10-May-2023 To be retained and action to include utilising findings from intergenerational mapping exercise to support development of action.
					09-May-2023 Due to capacity issues of the group as a result of the pandemic these have not progressed as planned. Present plan is to utilise findings from intergenerational mapping exercise to support development of action moving forward.
					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.
					13-Aug-2021 Update provided by Marie Oliver 13.08.2021
					To date over 100 devices and free Wi-Fi have been distributed to people. Each person have also received bespoke training and support to ensure they get the best use out of their new digital equipment.
					Over 800 hours of digital support has been carried out with members of the general public. This covers all devices including TV remotes.
					24-Nov-2020 Update provided by Fiona Smith 06.08.2020



					<p>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.</p> <p>24-Jan-2020 This work is directed through the Intergenerational Joint Action Group and contributes towards the CSP priority - Increase positive community engagement to address ASB and community safety issues. A number of initiatives have been taken forward in response to identified need, for example the Piloting Care about Physical Activity programme has involved young people supporting older people in Troon using early years centres and local care homes to increase physical activity. As a result of Place Standard Toolkit work in Ayr North a group has been developed to research local history in the area, linking young people from Newton Primary with residents of Limonds Court.</p>
SIL 20 Investigate the role of Technology Enabled Care in tackling social isolation and loneliness including how it can support and maintain existing connections.	Amy Duthie; Steven Kelly	31-Mar-2021		<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; height: 10px;"></div></div> 100%	<p>10-May-2023 To be retained and linked into long term condition action.</p> <p>09-May-2023 Connecting Scotland Program, led by SAC with input from Public Health, VASA and SA HSCP continues and links in with the longer term condition action.</p> <p>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.</p> <p>27-Jan-2020 Work has yet to commence in this area due to resource capacity.</p>

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



Action	Assigned To	Due Date	Status	Progress	Notes
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1 Develop a pathway from identification to reconnection

Action	Assigned To	Due Date	Status	Progress	Notes
SIL 21 Develop a consistent pathway from	Elizabeth	31-Mar-		<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; height: 10px;"></div></div> 100%	10-May-2023 To be retain and action updated as a monitoring action with option of



<p>identification to reconnection that can be accessed and utilised by all partners, frontline and community staff.</p>	<p>Dougall; Amy Duthie; Neil Goudie; Steven Kelly; Stephanie Smith</p>	<p>2021</p>			<p>development due to Community Link Practitioners and Primary Care being embedded.</p> <p>03-Aug-2022 The Partnership Engagement Officers continue to promote South Ayrshire Lifeline to Locality Planning Partnerships and their wider networks.</p> <p>31-Jan-2022 The Partnership Engagement Officers continue to promote South Ayrshire Lifeline to Locality Planning Partnerships and their wider networks.</p> <p>13-Aug-2021 The Partnership Engagement Officers continue to promote South Ayrshire Lifeline to Locality Planning Partnerships ad wider networks.</p> <p>13-Aug-2021 Update provided by Marie Oliver 13.08.2021</p> <p>South Ayrshire Lifeline has been relaunched and aims to be the first point of contact. A clear pathway has still to be established.</p> <p>24-Nov-2020 Update provided by Marie Oliver 20.11.2020</p> <p>South Ayrshire Lifeline website being updated and will be relaunched early 2021.</p> <p>22-Jan-2020 Update provided by Linda West 22.01.2020</p> <p>VASA, Public Health and Community Engagement Officers met to discuss possible pathway.</p> <p>Promote single point of contact within the promotional material used for Ageless And Active as South Ayrshire Life.</p> <p>17-Jan-2020 Update provided by Fiona Smith 17.01.2020</p> <p>The development of a generic pathway was discussed at the December 2019 SI&L meeting. This has to be finalised and incorporated within training that is being developed. Additionally, Optometry have developed information on SI&L, which includes PH Briefing Paper and proposed signposting to CLPs, SA Life and BHH@Biggart.</p>
<p>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.</p>	<p>Amy Duthie; Susan McCardie</p>	<p>31-Mar-2021</p>			<p>09-May-2023 Draft training requires reviewed and consolidated to ensure it meets current needs, should be carried forward into new implementation plan.</p> <p>15-Jul-2022 This will be considered as part of the next iteration of the Social Isolation and Loneliness Action plan.</p> <p>13-Apr-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. The Social Isolation and Loneliness Subgroup will now consider how to take this forward and one action that has been taken forward was a webinar on Kindness, Compassion and Social Isolation held on the 10th March. Attended by 35 staff comprising partners and third sector organisations, the purpose of the webinar was to reflect on kindness, compassion and social isolation in relation to impact, cause, opportunities, existing responses and our strategic approach; to identify opportunities within larger settings and wider organisations, and develop ideas and</p>

					<p>action to inform the next iteration of the Social Isolation Strategy and Implementation Plan.</p> <p>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.</p> <p>21-Oct-2021 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.</p> <p>06-Aug-2021 Due to the COVID19 pandemic the messages and delivery method of training is currently under review.</p> <p>18-Nov-2020 Update provided by Fiona Smith 18.11.2020</p> <p>Due to the COVID19 pandemic the messages and delivery method of training is currently under review.</p> <p>17-Jan-2020 Update provided by Fiona Smith 17.01.2020</p> <p>Public Health, NHS A&A are currently developing a training for trainers session to raise awareness of SI&L, their health impacts and risk factors, promote a common language, and how to identify and respond appropriately to lonely individuals.</p>
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; Amy Duthie; Neil Goudie; Stephanie Smith; Phil White	31-Mar-2021	✓	100%	<p>10-May-2023 CLPs are now embedded into service</p> <p>09-May-2023 Social Prescribing is now routinely carried out through Community Link Practitioners linked to every South Ayrshire GP Practice</p> <p>03-Aug-2022 Continue to meet with CLP's from both Prestwick and Troon a regular basis.</p> <p>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</p> <p>13-Aug-2021 Partnership Engagement Officer for Prestwick and villages and Troon and villages locality met with Community Link Practitioners covering the same area and initiated a 'walk round' of the localities to introduce ourselves to local organisations. New CLP's have taken part in a short introduction with the Partnership Engagement Officers and VASA were invited along. Facilitated working relationships with CLP's and Broadway Centre, Prestwick with the aim of having a new front door venue for the CLP to be based.</p>

				<p>Girvan and Maybole Connect continue to operate remotely via telephone in line with COvid-19 restrictions. This has been highlighted at both LPP meetings and promotional materials have been circulated to Girvan and South Carrick locality distribution lists.</p> <p>24-Nov-2020 Update provided by Lynn Anderson 20.11.2020</p> <p>Our mPower update is that we have continued to deliver our service during COVID 19 with a steady number of referrals continuing to come in from our established 5 priority pathways. We receive a number of referrals from GP Practices and have been embedded within the PCMHT pathway for GP referrals. We continue to receive a small number of self referrals.</p> <p>During CoVID 19 we suspended home visits and moved to a telephone service, however , we are delighted to announce that we are now live on Near Me and are able to offer our beneficiaries video consultations via the link: https://nhsattend.vc/ayrshire/mpower</p> <p>28-Jan-2020 Update provided by Phil White 28.01.2020</p> <p>Social prescribing is particularly related to the emerging role of the Community Link Practitioners within GP Practices. Most GP Practices now have a CLP who will often link people to supportive community/third sector based activities and services.</p> <p>28-Jan-2020 Update provided by Seonaid Lewis 28.01.2020</p> <p>Within Troon and Prestwick localities we actively promote South Ayrshire Life. Both localities now have South Ayrshire Connect Hubs to support this, the Prestwick hub at Biggart is in partnership with Better Health Hub and plans are underway to provide community information pop-up's and specific carers sessions/cafe. We are also exploring the possibility of developing a localised initiative similar to Chatty Caf&eacute; scheme, which would be branded as Connect Caf&eacute;. Further discussion required in both localities to progress this action.</p> <p>28-Jan-2020 Update provided by Sharon Connolly 28.01.2020</p> <p>Promoted via Community Led Support Initiative's at Maybole Connect and Girvan Conenct hubs and South Ayrshire Life. Girvan & South Carrick LPG produce local newsletter for community members to promote local Health and Social Care supports and activities. Strong links to North Carrick Community newsletter to promote local health and social care initiatives, activities and Maybole Connect.</p>	
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."	Amy Duthie; Phil White	31-Mar-2021			<p>09-May-2023 Retained in a monitoring capacity, this action is completed however will require to be monitored and reviewed as required moving forward.</p> <p>24-Nov-2020 Update provided by Fiona Smith 06.08.2020</p>

					<p>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.</p> <p>28-Jan-2020 Update provided by Phil White 28.01.2020</p> <p>As in SIL 23 above but there is need to develop training/guidance for CLPs re the 'life triggers.'</p>
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2 Promote service co-design and peer-led support

Action	Assigned To	Due Date	Status	Progress	Notes
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.	Amy Duthie; Steven Kelly	31-Mar-2021		<div style="width: 100%; background-color: #4f81bd; height: 10px;"></div> 100%	10-May-2023 To be retained and action linked with the Ageing Well Champions Board
					09-May-2023 Work continues to involve third sector organisations and older people in the planning and delivery of services, linking in with the Ageing Well Champions Board
					13-Aug-2021 Update provided by Marie Oliver 13.08.2021
					Revamped seniors 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.
					24-Nov-2020 See SIL 06 above.
					22-Jan-2020 Update provided by Linda West 22.01.2020
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; Amy Duthie; Neil Goudie; Stephanie Smith; Phil White	31-Mar-2021		<div style="width: 100%; background-color: #4f81bd; height: 10px;"></div> 100%	10-May-2023 To be retained in new plan
					09-May-2023 Recently, the Cosy Space initiative has been instrumental in engaging churches to support welcoming spaces across South Ayrshire
					09-May-2023 Engagement with faith groups continues across the Authority alongside the work surrounding 'Cosy Spaces'.
					03-Aug-2022 Engagement with faith groups continues.
					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.

					<p>13-Aug-2021 Partnership Engagement Officers continue to build engagement networks with local faith groups and will progress further as we move forward.</p> <p>25-Nov-2020 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.</p> <p>There are several groups running within Ayr North which are supported by the Ahead project and 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.</p> <p>28-Jan-2020 Update provided by Phil White 28.01.2020</p> <p>Through the related Social Isolation work promoted through our Locality Planning Groups and other related groups (eg Dementia Friendly work) 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.</p> <p>28-Jan-2020 Update provided by Seonaid Lewis 28.01.2020</p> <p>Some links established previously in both Troon & Prestwick localities but not yet formalised in terms of this implementation plan. Further discussion/plan required for both localities which will be driven through new sub groups.</p> <p>28-Jan-2020 Update provided by Sharron Connolly 28.01.2020</p> <p>Work still to be undertaken within Girvan & South Carrick. Working links to local church group and e-distribution lists for sharing information and promoting activities within Maybole and North Carrick.</p>
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RESTORE: prevent people from developing social isolation or loneliness following one of the known triggers or transitions (tertiary prevention)





Action	Assigned To	Due Date	Status	Progress	Notes
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1 Provide support and reconnection

Action	Assigned	Due	Status	Progress	Notes
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	To	Date			
<p>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</p>	<p>Amy Duthie; Steven Kelly</p>	<p>31-Mar-2021</p>	<p>✓</p>	<p>100%</p>	<p>09-May-2023 This action is to be removed as is covered in the Training Action.</p>
					<p>13-Aug-2021 Update provided by Marie Oliver 13.08.2021</p>
					<p>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>
					<p>25-Nov-2020 Update provided by Steven Kelly 25.11.2020</p>
					<p>During the pandemic, work has been carried out in line with the strategy and VASA with a focus on developing tailored services e.g. telephone befriending.</p>
<p>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.</p>					
<p>The new social work assessment tools focuses on a strengths based approach and support from family members.</p>					
<p>Support groups have been carried out virtually and information on this is provided on South Ayrshire Life.</p>					
<p>17-Jan-2020 Update provided by Fiona Smith 17.01.2020</p>					
<p>Public Health, NHS A&A are currently developing a training for trainers session to raise awareness of SI&L, their health impacts and risk factors, promote a common language, and how to identify and respond appropriately to lonely individuals. Additionally, two PH Briefing Papers have been developed to increase knowledge of staff.</p>					
<p>SIL 28 Explore localised volunteering initiatives that can reintroduce people to social activities.</p>	<p>Amy Duthie; Phil White</p>	<p>31-Mar-2021</p>	<p>🌈</p>	<p>100%</p>	<p>10-May-2023 Action to be retained and explored in the context of the new focused locality working.</p>
					<p>09-May-2023 This is an action that needs to be addressed in the context of the new focused locality working</p>
					<p>09-May-2023 This action is be removed as links to the other volunteering actions</p>
					<p>13-Aug-2021 Update provided by Marie Oliver 13.08.2021</p>
<p>Many older people that volunteered pre-Covid have not returned to volunteering. A campaign will take place in the autumn to try and encourage volunteers to return and also to attract new volunteers.</p>					

					<p>24-Nov-2020 Update provided by Linda West 06.08.2020</p> <p>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.</p>
					<p>22-Jan-2020 Update provided by Linda West 22.01.2020</p> <p>Possible part of VASA work plan 2020-21 depending on resource.</p>
SIL 29 Investigate the potential to develop stronger partnerships and programmes between schools/early year centres and care homes, including sheltered housing	Derek Cargill; Amy Duthie	31-Mar-2021			<p>10-May-2023 This action is to be retained and linked into wider intergenerational action</p> <p>11-Jul-2022 Due to Covid restrictions work with the schools etc has been non existent. But now as things have started to get back to normal as few of the schools have been in touch and are going to be working with staff to have some kids in with the service users when allowed to do so</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>12-Aug-2021 No further update since last time. The common areas are still closed currently but we are looking into reopening these in the near future.</p> <p>18-Nov-2020 Update provided by Derek Cargill 18.11.2020</p> <p>Due to COVID-19 the common areas are closed so we are unable to have anyone in. All projects that we were working on getting off the ground pre-COVID have stopped i.e. 12 week programme with Ayr Academy. 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. Boyle Court are having the kids paint and draw pictures that can be put in a window display at the complex for residents. A few of the units have been in touch with schools/early years for the kids to come and do some carol singing in the grounds for residents to enjoy from a distance in their gardens.</p> <p>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.</p> <p>22-Jan-2020 Update provided by Vera Kidd 22.01.2020</p> <p>The sheltered complexes already link in with schools and early years for intergenerational</p>

					work. Housing staff member is in the process of setting up links with Ayr Academy as there are pupils looking to develop a 12 programme working with the elderly as part of their curriculum. Housing staff member tried to make links with Marr College last year, however the liaison at the school left post.
SIL 30 Investigate the contribution of mental health services in tackling social isolation and loneliness via psychological approaches.	Amy Duthie; Sharon Hackney	31-Mar-2021			18-Nov-2020 Update provided by Stephen McCutcheon 18.11.2020 CMHTE continue to signpost appropriate patients to Nursing Assistants within CMHTE to alleviate Social Isolation . As above , Mental Health Practitioners within GP Surgeries identify and signpost individuals who are socially isolated. Community Link Practitioners continue to be actively involved in supporting individuals who have been identified as isolated to initiate contacts within their community.
					21-Jan-2020 Update provided by Stephen McCutcheon 21.01.2020 Mental Health Practitioners within GP Surgeries are able to identify and signpost individuals who are assessed as being isolated. Community Link Practitioners are actively involved in supporting individuals who have been identified as isolated to initiate contacts within their community. CMHTE are able to signpost identified patients to groups and activities both in the third sector and health and social care e.g. Alzheimers Scotland, CST Groups.
SIL 31 Provide information and advice, and promote the uptake of self-directed support as a means to reconnecting individuals with their communities.	Amy Duthie; Steven Kelly	31-Mar-2021			10-May-2023 This action is to be retained and linked to national programs of work.
					25-Nov-2020 Update provided by Steven Kelly 25.11.2020 Through the pandemic, there has been a focus on preventative services. 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. 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.