

Combatting Loneliness Inquiry – Progress Update

Recommendation	Progress	Next Steps
Foundation Services - Services to reach and understand the specific needs of those experiencing loneliness.		
<p>1. Incorporating segmentation data from MOSAIC, build on existing data sources to develop a comprehensive local index of isolation and loneliness that will enable neighbourhoods which have a higher likelihood of having individuals that are socially isolated or lonely to be identified.</p>	<p>A JSNA briefing on Social Isolation was completed in April 2017. This identified ‘at risk population groups’ based on the latest evidence and the level of population need. Data sources on the identified ‘at risk’ population groups were summarised, and a bespoke Social Isolation Index for Southampton (SIIS) was developed to identify areas of the city at an ‘increased risk’. This has now been published on the JSNA website. The SIIS data has also been published here.</p> <p>The SIIS has been presented to the Southampton public health team and to the Southampton Connect Partnership which includes representatives from the voluntary sector as well as health, education, police and business. This raised awareness of the availability of SIIS, and its potential uses amongst these stakeholders.</p>	<ul style="list-style-type: none"> • An electronic update to be sent to relevant local organisations to remind them of the SIIS and that it is available to use from the JSNA (AM), April 2018 • The SIIS to be promoted through community engagement forums and events (AM), April 2018
<p>2. To increase the effectiveness of interventions share the index of isolation and loneliness with relevant organisations across Southampton, including the voluntary and community sector and the Council’s Digital Transformation Team. This should enable services and prevention activity to be targeted to groups and neighbourhoods that are particularly vulnerable to loneliness.</p>	<p>The City has established the first Local Solutions Group. Itchen to Bridge the Gap has been working on a number of projects in the Weston, Woolston, Sholing and Peartree (Cluster 5) areas over the past year notably working with local businesses to become Dementia Friends. Work is in progress to establish Local Solutions groups for the other Cluster areas of the City. Southampton Voluntary Service has been commissioned to provide coordination and administrative support to the forming groups. Community meetings are planned to take place in March and April to formally set up the groups.</p> <p>Itchen to bridge the Gap (Cluster 5) have undertaken an extensive mapping exercise identifying community assets and resources that individuals could access to address social isolation and reduce loneliness.</p>	<ul style="list-style-type: none"> • SIIS and supporting report been cascaded to Local Solutions Groups. • Offer to support Local Solutions Groups in data interpretation has been made. • Local Solutions Groups to request any data interpretation support as required.

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<p>3. Consideration should be given to the timely support and information that can be provided to residents experiencing life changing events and events to prevent and respond to loneliness.</p>	<p>Work to date has particularly focused on new parents and the recently bereaved.</p> <p>New parents</p> <p>To attempt to combat risks around social isolation in new parents commissioners have been working with providers of maternity services, children’s centres, health visiting and the family information service to ensure good communication between services at points of transition. The Loneliness Inquiry recommendations were already consistent with the existing planned improvements around service integration in relation to 0-19 services, developments in maternity services and improvements in the digital offer improving information for new parents.</p> <p>Recently bereaved</p> <p>The CCG has developed a new specification for Specialist Palliative Care Service; this now includes the provision of bereavement services being offered. In addition the Co-op locally has started to offer free bereavement counselling to families who have experienced a loss.</p>	
<p>4. A co-ordinated approach needs to be developed that results in either improvements to the existing Southampton Information Directory (SID) so that it is fit for purpose or the purchasing of an additional platform to meet the needs of the city.</p>	<p>The Council has being reviewing SID and produced an options appraisal, which highlighted that there are three discreet elements to the Adults content:</p> <ul style="list-style-type: none"> • Content • Directory of services • Assessment tools <p>The Council is to review the existing entries of community organisations currently upload onto the Directory of services. Through the Local Solutions Groups, community organisations and groups will be engaged to keep their details up to date and add new information of what is available in every neighbourhood in the city.</p> <p>The IT platform being used for the current Directory is being</p>	<p>To update the existing content where it is out of date, delating content that is duplicated and advising on amends to user experience. It is planned that this will be completed by March 2018.</p>

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	<p>reviewed to ensure it offers the best value for money and other options are being explored.</p> <p>A Web Content Officer has been recruited on a 6 month basis to take forward the work in partnership with:</p> <ul style="list-style-type: none"> • The Integrated Commissioning Unit • Adults Services • The Customer team 	
<p>5. Commission and roll out the Community Navigation Scheme across Southampton to support residents to find the most appropriate support (utilising and updating the S.I.D) and to act as a link between lonely residents, local Community Solutions Groups and statutory services, including GP's.</p>	<p>The CCG undertook procurement for a city wide community navigator service; unfortunately the contract was not able to be awarded on this occasion. However the CCG with local partners have agreed to establish a network of organisations (Social Care In Action, Solent Mind, Southern Health, Alzheimer's Society, British Red Cross, Southampton Age UK, Southampton Primary Care Ltd, and Citizens Advice Bureau etc.) that currently provide services with similar functions to community navigation. The Network will map and review the existing offers, review national best practice, design a preferred service model which can offer generic and specialist support, signposting and short term interventions to vulnerable groups. It is hoped that a consortium or lead provider will emerge through this process.</p>	<p>To establish a network of services to develop community navigation in the City.</p>
<p>6. Develop a plan to implement the GENIE tool across Southampton using trained volunteers and the improved S.I.D.</p>	<p>A licence is to be purchased for people in Southampton to use the GENIE tool developed by The University of Southampton. As part of the SID refresh the community asset mapping categories are being reviewed to enable a data feed into the GENIE tool. Community Navigators will take on champion roles for GENIE to spread usage and learning, providing training and learning sets for people in the community who will be using the tool. The CCG has in addition agreed to be a partner in a research programme examining the impact of GENIE on individuals and health & social care systems. The research is being undertaken through the CLARHC (Collaborative Leadership in Applied Health Research and Care) with 20 volunteers being identified in Southampton to</p>	<ul style="list-style-type: none"> • Purchase the GENIE licence for the City • To develop an implementation plan with the University of Southampton and the Community Navigation Network

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	use GENIE and gather impact data. Training of the first cohort of volunteers will take place in April and May initially with people living in the best asset mapped areas of the city.	
7. A Communications Plan is developed to improve awareness of loneliness, both among professionals and older people themselves, and to identify appropriate methods to communicate with lonely people.	A discussion with the Health and Wellbeing Board is to take place in February 2018 to identify the actions needed to improve the City's communication and engagement with older people, with an option of establishing a living well in later life city action plan.	Approach to be determined by the Health & Wellbeing Board
Direct Interventions - A menu of services that directly improve the number or quality of relationships people have		
8. Consideration to be given to identifying opportunities to increase capacity for the much valued befriending and peer support schemes in Southampton.	<p>Communicare has been successful in gaining a significant grant from the Big Lottery to expand the number of volunteers offering befriending and good neighbour support. In addition, the CCG has funded Communicare to provide a welcome home from hospital scheme. The service will involve supporting people to get home and provide a number of visits to an individual's home to support their recuperation and access to services if they are not making a good recovery. Communicare are also working with Southampton General Hospital to develop a day time opportunity for people to promote physical activity and provide a social opportunity, with Community Navigators and Communicare providing opportunities after discharge. Communicare have in addition been supported by the Council and CCG in a bid to develop a service providing daily calls to vulnerable people in the community. The aim is to align volunteers to local communities and involve neighbourhood watch schemes and resident/tenant groups to develop local networks to support those most in need and at risk of hospital admission. NHS England was to announce fund awards in December 2017 but this has been delayed due to high number of bids nationally.</p> <p>The Council has awarded Social Care in Action a contract to reshape the existing day care services for older people called the Southampton Living Well Service. The brief is to develop wellbeing</p>	<ul style="list-style-type: none"> • To work in partnership with Communicare and other volunteer organisations offering befriending support. • To work with Social Care in Action to implement the Southampton Living Well service

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	<p>centres offering access to advice and information, replacement care, support to develop a life plan, with health promotion wellbeing opportunities, opportunities to grow, cook and eat food together, sharing skills and experience with younger community members. SCA will work with existing organisations and groups to grow and strengthen the activity offer available across the community, with an aim of increasing participation and peer to peer support. Activities will be developed in partnership with local businesses, such as book clubs running in café's coffee shops. For individuals who are eligible for social care support they will be offered a Direct Payment or SCA will manage funding allocated to them to ensure they can continue to access their preferred activities and maintain important relationships. The service model will be developed in each cluster area and involve existing service users and carers and the whole community in its planning. SCA will start to implement the service model in April 2018.</p>	
<p>9. The Council co-ordinates its' approach with partners across the city to support digital inclusion, reduce duplication and target support effectively, utilising the index of social isolation and loneliness, including digital support for communities whose first language is not English.</p>	<p>Digital access has been planned as part of the Southampton Living Well Service offer in Wellbeing Centres. It is envisaged that younger people might be engaged in sharing their technological knowledge and skills.</p>	<p>For the Digital Transformation Team to consider how it may work with Local Solutions Groups to support digital engagement.</p>
<p>10. If the business planning by the University of Southampton identifies the transport approaches being developed by the Community Solutions Sub-group are achievable and sustainable, the Council and partners should consider the</p>	<p>The Council has established an internal Transport Board. A discussion paper has been presented to the Board exploring how the City might approach the development of transport solutions in the City. The council is at present identifying project management support to scope and develop a process to implement some of the ideas. Initial discussions are taking place with SCA who provide the Southampton Living Well and Dial-a-ride service in the city. The CCG is also exploring how patient transport for vulnerable</p>	<p>The Council to scope a project brief to develop community transport in the city</p>

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support that they can offer to help the proposals come to fruition.	groups might fit with the potential service offer. The use of a Social Impact Bond is being explored as a means of pump priming investment to establish a new service offer.	
Structural Enablers - Create the right structures and conditions in a local environment to reduce those affected by, or at risk of, loneliness		
11. Seek to engage BME communities and new communities in the local community solutions groups.	As part of the establishment of local solutions groups' specific consideration is being given to engaging BME communities living in the city.	Reaching out to BME communities to be addressed as part of the establishment Local Solutions Groups
12. Councillors can be key catalysts in bringing communities together. It is recommended that Southampton City Councillors lead by example, alongside local community solutions groups, by actively promoting neighbourliness and community action in their wards.	Ward Councillors from Clusters will be invited to the establishment of local solutions groups with a hope to gain their continued engagement to support the development of the groups.	Ward Councillors to be invited to attend Local Solutions Groups launch meetings.
13. To help solve the problems of affordable accommodation for young people and loneliness, particularly among house owning 'empty nesters' or bereaved, explore opportunities to encourage the creation of an organisation that pairs older people with students in Southampton, similar to the Homeshare scheme in Paris.	As part of the NHS Stability and Transformation Plans (STP) the Hampshire STP has been working with universities in the area to develop a scheme to support students to be placed with older people who can offer accommodation, with the student offering low level support in return. The University of Southampton and Solent University are involved in this development. It is hoped that this scheme could be expanded to young people not at university who are in housing need.	To work with STP partners to develop proposals.
14. Consider creating 'City Makers', similar to the 'Games Makers' scheme developed for the London Olympics.	A City Maker Scheme is being considered as part of the Community Development proposals being considered by the Council.	

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Strategic Direction		
<p>15. Develop an overarching plan to combat loneliness in Southampton. It is recommended that the plan is owned by the Health and Wellbeing Board, delivered in partnership with the Community Solutions Groups, and linked to Better Care.</p>	<p>An action plan has been developed and is being implemented.</p>	
<p>16. It is recommended that the Council explores the steps required to become accredited and, if deemed achievable and desirable, commits Southampton to becoming Age Friendly.</p>	<p>A discussion with the Health and Wellbeing Board is planned for February 2018 to explore the potential of establishing a plan for living well in later life. As part of this discussion the consideration of the City applying for World Health Organisation recognition as being Age Friendly.</p>	<p>Consideration to be taken by the Health & Wellbeing Board.</p>
<p>17. The potential to deliver the step change in outcomes through the use of Social Impact Bonds is explored by the Council if progress combating loneliness in Southampton is not being made at the pace required.</p>	<p>The use of Social Impact Bonds is considered as part of the Community Development proposals being considered by the Council.</p>	