

# Scrutiny Committee

## Is anyone there?

Review of Loneliness & Social Isolation  
affecting Older People



**Draft Report – March 2015**

### **Task Group:**

- ▶ Councillor Sue Jones (Chair)
- ▶ Councillor Mick Titherington
- ▶ Councillor Frances Walker (Older People's Champion)
- ▶ Councillor Linda Woollard

### **Supporting Members:**

- ▶ Councillor Colin Coulton
- ▶ Councillor Alan Ogilvie

## **Contents**

Foreword

Rationale for Review

Scrutiny Committee Review Team

Review Aims and Objectives

Methodology

Review background

Outcomes

Recommendations

## **Appendices**

- Appendix 1 - Population Breakdown for South Ribble
- Appendix 2 - People involved in the Scrutiny Review
- Appendix 3 - Transcript of Notes from Partner Workshop
- Appendix 4 - Good Practice Examples from Partner Workshop
- Appendix 5 - List of publications / websites / sources of information
- Appendix 6 - Feedback from Partner Workshop – 24 February 2015

# Foreword and Introduction

By Councillor Sue Jones, Chair of the Task Group



The increasingly ageing population is great news for South Ribble and our society generally. Older people provide a massive positive contribution to our local communities. However, the increasingly ageing population also presents challenges in ensuring older people have a good quality of life and that support is available and provided when needed.

One of the increasingly important challenges for older people is loneliness and social isolation which, whilst being very sad and very personal, also has the knock on effect to people's health and wellbeing. This in turn involves the health services, adult social care and a myriad of other organisations and partners. This review has looked at some of these key issues.

We have tried to be as inclusive as possible in our review and talked to as many people as possible, but we appreciate that this is only the start and we strongly recommend that more work is done to bring people together and to engage and involve older people directly.

Our review has found some excellent and impressive examples of good work by organisations and individuals across South Ribble, which we hope can be rolled out and shared across the Borough for the benefit of our older residents.

There is definitely a will from everyone that we have heard from to help make older people's lives as comfortable, safe and fulfilling as possible, but as we have discovered this is fragmented and could result in a large group of people 'falling through the net'.

The approach to this review has not been about reinventing the wheel as it has already been invented. Our approach has been to try to help to join the spokes up to the hub and come up with some important but achievable recommendations.

We would like to stress that whilst everyone has a moral and ethical obligation to help tackle loneliness and social isolation, local authorities such as South Ribble Borough Council and Lancashire County Council have a legal obligation. We must take this responsibility and obligation seriously.

We would like to thank all those partner organisations, older people, councillors - and everyone involved in our review for all their great help and support with the review.

It is hoped that our review will help raise the profile and build on the good work that is taking place to prevent and deal with loneliness and social isolation now and for future generations.

We commend the report and look forward to working together further on this important issue.

**Councillor Sue Jones**  
on behalf of the Scrutiny Task Group

For further information on this review or to view the background information and research, please contact Darren Cranshaw, Scrutiny & Performance Officer on 01772 625512 or email: [dcranshaw@southribble.gov.uk](mailto:dcranshaw@southribble.gov.uk).

## **Rationale for the Review**

South Ribble Borough Council's Scrutiny Committee has a strong track record of carrying out in-depth reviews with partner organisations on major issues which affect the quality of life of local people in South Ribble. The Scrutiny Committee shares the vision of wishing to make South Ribble a great place to live, work, visit and play!

As part of the Scrutiny Committee's work of looking at the key issues affecting the Borough and the release of data from the 2011 Census, the increasingly ageing population was flagged up as a topic, which it was felt needed further exploration.

It was also recognised that a number of partners from the public, voluntary, community and faith sectors all worked at providing older people's services, but there was no feel how these partners would be able to respond to the projected increase in the ageing population.

The Scrutiny Committee had carried out a major review of the quality of life of older people some 10 years ago and it was now felt an appropriate time to take a new look at this major issue. This review learnt from that experience and decided with the time available it was important to concentrate on a more focussed topic to ensure it had maximum impact.

## **Scrutiny Committee Review Team**

- ▶ Councillor Sue Jones (Chair)
- ▶ Councillor Mick Titherington
- ▶ Councillor Frances Walker
- ▶ Councillor Linda Woollard

Additional support at the start of the review was provided by:

- ▶ Councillor Colin Coulton
- ▶ Councillor Alan Ogilvie

## **Review Aims and Objectives**

1. To identify the key issues affecting older people in South Ribble
2. Define loneliness and social isolation affecting older people
3. Consider national research on the implications of loneliness and social isolation of older people
4. Gain an understanding of how individuals at risk of and experiencing loneliness and social isolation are identified

5. Identify and evaluate measures currently in place to prevent and tackle loneliness and social isolation in South Ribble
6. Identify and highlight examples of good practice in South Ribble and more widely
7. Make recommendations on what can be done to improve loneliness and social isolation for older people

## Methodology

As part of scoping the review the Task Group looked in detail at the Census 2011 data outlining the projected increase in the ageing population to ascertain the potential breadth of the issue going forward.

The Task Group also considered the previous Scrutiny Review of the Equality of Life of Older People completed 10 years ago to see what work had happened at the time, the recommendations and where possible the progress made.

A great deal of desktop research of other scrutiny reviews from around the country was carried out and also that was produced by bodies such as AgeUK, Independent Age and the Age Alliance etc.

Due to the size of the review and many potential angles it could take, it was agreed as part of the scoping that the Task Group would meet with key partners to find out what the key issues were and the focus that the review would take. At an early stage the Task Group met individually with:

- ▶ Terry Mears – Lancashire County Council Adult Social Care
- ▶ Linda Chivers – Age Concern Central Lancashire
- ▶ Anthony Sudell and Tony Roberts – Lancashire County Council Public Health
- ▶ David Halpin and Janet Gray – AgeConsulting
- ▶ Paul Simic – Lancashire Care Association
- ▶ Mark Gaffney and Denise Johnson – South Ribble Borough Council

Whilst the review was being scoped, the Council's Leyland My Neighbourhood had organised a Christmas party event for older people in the area it was agreed to carry out a brief survey of attendees at the party to help focus the review on what mattered to older people themselves.

The Task Group then used all the valuable information gathered to focus the review on loneliness and social isolation affecting older people. The next stage of the review therefore included:

Councillor Learning Hour – with 25 councillors attending, this was an opportunity to gain views from elected Members, find out what the local issues were, share good practice and come up with solutions that would work at a local level.

A Stakeholder Workshop – attended by over 60 representatives of the public, community, voluntary and faith sectors who helped identify the key issues, barriers and potential solutions to tackling this major issue. The Task Group secured the North West Manager of the new charity, The Silver Line to be the keynote speaker and set the context and scene at this major workshop.

The workshop was also designed to share good practice and examples that would help partners reflect and learn from each other. A copy of each of the 106 examples of good practice gathered as part of the workshop is included in Appendix 4. The feedback from those attending the workshop was excellent and some of the contacts and relationships made are continuing.

There was also liaison with The Silver Line charity, Independent Age and Campaign to End Loneliness at this stage of the review to carry out further research.

## Review Background

The title of this review is loneliness and social isolation, but these are two separate concepts but linked through the impact they potentially have on people. These concepts are states of mind and not always visible or able to be understood.

*“Loneliness can be defined as a subjective, unwelcome feeling of lack or loss of companionship. It happens when we have a mismatch between the quantity and quality of social relationships that we have, and those that we want”*

*Perlman and Peplau (1981)*

Research has shown that 6-13% of older people feel lonely often or always. It is estimated that the number of people aged over 65 who are often or always lonely at over one million.

With regard to feeling socially isolated:

- ▶ 12% of older people feel trapped in their own home
- ▶ 6% of older people leave their house once a week or less
- ▶ Nearly 200,000 older people in the UK do not get help to get out of their home
- ▶ 17% of older people are in contact with family, friends and neighbours less than once a week, and 11% are in contact less than once a month
- ▶ 51% of all people aged 75 and over live alone

These are very stark and sad figures. Behind these figures are real people and real issues.

Where people feel lonely and socially isolated this impacts on their health and wellbeing:

*“Individuals who are socially isolated are between two and five times more likely than those who have strong social ties to die prematurely.”*

*Michael Marmot (2010)*

In addition to the health impact on the individuals, there are wider impacts on local health services, links to community service and the ongoing care and wellbeing of individuals. There is a serious financial implication on support and dealing with the results and therefore prevention is best for individuals and public sector funding.

Some of the potential triggers for loneliness and social isolation could be:

- ▶ Poor health
- ▶ Loss of mobility and physical disability
- ▶ Bereavement
- ▶ Retirement
- ▶ Financial changes
- ▶ Caring for others
- ▶ Lack of public transport/accessibility
- ▶ Family changes
- ▶ Lack of local facilities such as toilets, benches etc.

The wide variety of potential triggers presents challenges in responding and tackling the issues, with some down to individuals and the support that they receive.

## **Outcomes**

In carrying out this review and looking at all the evidence and information, it is felt that the following key aspects can help to tackle loneliness and social isolation:

- ▶ A strategic approach
- ▶ Engage all stakeholders and older people themselves
- ▶ Identifying those lonely and socially isolated, share data and information
- ▶ Tailor services to meet the individual needs of older people
- ▶ Look at how to prevent loneliness and social isolation
- ▶ Raise awareness of the issues to encourage different ways of thinking
- ▶ Neighbourhood action and partner working



## Conclusions

Responding to the ageing population will be one of the biggest challenges society will face in the future. A key element of the impact of the ageing population is the increasing number of older people who suffer from loneliness and social isolation. This will have a major impact on the way our communities work and significant financial impact on public service providers unless more is done to prevent and tackle loneliness and social isolation.

The Task Group found that there was some great work happening in South Ribble to support older people through a wide variety of stakeholder groups. However, based on the Task Group's research, there is more to do to co-ordinate this work, strengthen partnership work, reach out to those affected and encourage more local community actions.

Throughout the research and speaking with partners the important and statutory role of local authorities, including South Ribble Borough Council, to prepare for the increasingly ageing population and particularly tackling loneliness and social isolation was stressed. In coming up with its recommendations the review used the principles of 'Council guided and community led' in its approach.

<b>Recommendation</b>	<b>Lead Partner</b>	<b>Financial</b>	<b>Outcomes/Benefits</b>
1. A South Ribble older people's partnership is created and chaired by the Council's Older People's Champion with appropriate officer support.	South Ribble Borough Council (Councillor Phil Smith / Mark Gaffney)	None	<ul style="list-style-type: none"> <li>▶ Improved co-ordination</li> <li>▶ Brings partners together</li> <li>▶ Improves older people engagement</li> <li>▶ Allows key issues to be considered</li> <li>▶ Improved use of partners' time</li> <li>▶ Allows resources to be shared and reduces duplication</li> <li>▶ Raises the profile of issues</li> </ul>
2. Using the information and evidence gathered as part of this review the South Ribble older people's partnership develop a partnership action plan to improve the quality of life for older people, including tackling loneliness and social isolation.	South Ribble Borough Council (Councillor Phil Smith / Mark Gaffney)	None	<ul style="list-style-type: none"> <li>▶ Targets work effort to most impact</li> <li>▶ Aligns resources</li> <li>▶ Allows increased joint working</li> <li>▶ Ensures projects are evidence based</li> </ul>
3. An accredited protocol is developed for partner organisations referring older people to other agencies so that the case is managed more efficiently and effectively, including data sharing.	South Ribble Local Strategic Partnership	None	<ul style="list-style-type: none"> <li>▶ Data is shared</li> <li>▶ Older people receive a consistent service</li> <li>▶ Older people are more likely to engage in the process</li> <li>▶ More effective use of time and resources</li> </ul>
4. The Council and key partners develop a scheme, delivered by volunteers to visit each older person's home in the Borough to talk to them about their needs, signposts and share information.	South Ribble Borough Council (Councillor Phil Hamman / Ian Parker)	None	<ul style="list-style-type: none"> <li>▶ Each older person in the Borough receives a personal home visit</li> <li>▶ An individual assessment of older people's needs is carried out</li> <li>▶ Tailored personal advice and an action plan could be developed</li> </ul>

Recommendation	Lead Partner	Financial	Outcomes/Benefits
	South Ribble Local Strategic Partnership		
5. Each My Neighbourhood Forum carry out an audit of older people's groups, events and activities in their area for collation into a directory for sharing in the local community.	South Ribble Borough Council (My Neighbourhood Chairs / Denise Johnson)	None	<ul style="list-style-type: none"> <li>▶ Improves awareness of activities and events for older people to access</li> <li>▶ Allows My Neighbourhoods to signpost residents to activities</li> <li>▶ Encourages My Neighbourhood engagement</li> </ul>
6. South Ribble becomes a Dementia Friendly Borough and builds on the successful dementia friends training scheme Friendly community scheme adopted by Western Parishes My Neighbourhood Forum.	South Ribble Borough Council  (Councillor Phil Smith / Mark Gaffney)	None	<ul style="list-style-type: none"> <li>▶ Improves the quality of life for those with dementia</li> <li>▶ Allows services and facilities to consider people with dementia</li> </ul>
7. The proposed My Neighbourhood newsletters have a section on local older people's events and activities.	South Ribble Borough Council  (My Neighbourhood Chairs / Denise Johnson)	None	<ul style="list-style-type: none"> <li>▶ To encourage older people to take part in activities</li> <li>▶ Engage more closely with communities</li> </ul>
8. Low cost hire charges are introduced for the Banqueting Suite, community centre and council venues to encourage older people's activities to take place.	South Ribble Borough Council	None	<ul style="list-style-type: none"> <li>▶ Encourage events and older people to get involved in activities</li> <li>▶ Gets older people out and about</li> <li>▶ Provide a mechanism for engaging and working with older people</li> </ul>

Recommendation	Lead Partner	Financial	Outcomes/Benefits
9. Public sector partner organisations be asked to review their commissioning procedures to award contracts for longer periods of time to improve the sustainability and impact of projects.	Lancashire County Council Clinical Commissioning Group South Ribble Borough Council South Ribble Local Strategic Partnership	None	<ul style="list-style-type: none"> <li>▶ Longer-term view</li> <li>▶ Increased impact of project</li> <li>▶ Greater outcomes</li> </ul>
10. The next Scrutiny Committee following May's elections be asked to consider reviewing how the voluntary, community and faith sector is supported and co-ordinated in South Ribble.	South Ribble Borough Council  (Scrutiny Chair / Darren Cranshaw)	None	<ul style="list-style-type: none"> <li>▶ To ensure South Ribble has a vibrant, supported and effective voluntary, community and faith sector</li> </ul>

**Please note:** Whilst there are no direct financial costs of the recommendations, the Task Group acknowledges that there would need to be time and resources committed to implementing the recommendations, which together with the return on investment cannot be quantified at this stage.

## Appendices

- Appendix 1 - Population Breakdown for South Ribble
- Appendix 2 - People involved in the Scrutiny Review
- Appendix 3 - Transcript of Notes from Partner Workshop
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Scrutiny Review of Loneliness &  
Social Isolation

# Appendix 1

## Population Breakdown by Age and Projections





South Ribble Population  
Broken Down by Ward, including Projections

Ward name	Persons	Persons	Persons	Persons	Persons	Persons	Persons	Persons	Persons	Persons	Persons	Persons	Persons	Persons	Persons	Persons	Persons	Persons	Persons	Persons
	All ages	0 – 4	5 – 9	10 – 14	15 – 19	20 – 24	25 – 29	30 – 34	35 – 39	40 – 44	45 – 49	50 – 54	55 – 59	60 – 64	65 – 69	70 – 74	75 – 79	80 – 84	85 – 89	and over
Bamber Bridge East	4,896	355	301	302	287	342	307	285	335	365	378	306	248	287	257	232	142	105	46	16
Bamber Bridge North	4,665	330	266	290	234	271	314	352	419	415	332	267	217	221	206	213	155	106	46	11
Bamber Bridge West	4,384	256	224	208	267	302	334	277	296	300	289	249	219	313	227	222	138	121	91	51
Broad Oak	4,163	168	209	241	303	206	178	188	249	316	402	368	297	312	234	163	149	98	63	19
Charnock	3,532	229	186	208	165	180	202	197	300	274	228	244	224	260	197	176	127	80	43	12
Coupe Green and Gregsor	3,372	139	166	166	171	173	122	152	162	229	272	242	270	289	266	197	140	118	65	33
Earnshaw Bridge	3,600	203	178	222	240	229	196	187	200	295	301	231	274	256	182	169	93	75	42	27
Farington East	2,823	165	115	145	139	171	182	194	175	215	198	165	205	209	168	133	112	79	38	15
Farington West	4,354	254	265	257	277	240	220	222	350	349	383	317	275	283	213	155	127	93	48	26
Golden Hill	5,000	331	348	350	309	332	371	376	418	348	384	275	250	244	160	144	131	128	71	30
Howick and Priory	3,863	182	219	251	263	186	140	160	251	328	354	276	244	273	220	156	139	118	71	32
Kingsfold	4,339	280	234	263	264	298	307	259	348	335	317	281	214	252	170	140	132	116	84	45
Leyland Central	3,740	278	228	218	221	269	316	275	268	299	261	258	197	195	135	119	84	72	36	11
Leyland St. Ambrose	4,833	367	272	244	237	339	467	444	420	320	347	238	255	275	220	141	99	85	46	17
Leyland St. Mary's	3,479	145	139	178	202	163	146	137	156	233	280	239	244	313	253	215	179	133	85	39
Little Hoole and Much Hoo	4,067	202	218	240	238	237	152	176	271	331	380	294	242	326	283	198	137	72	50	20
Longton and Hutton West	5,527	210	252	319	281	225	155	192	302	411	463	398	349	492	391	365	272	221	157	72
Lostock Hall	3,762	219	191	181	205	239	275	256	256	301	278	253	254	247	192	152	101	82	53	27
Lowerhouse	4,156	312	303	281	307	240	265	235	235	290	291	228	211	246	204	175	132	110	58	33
Middleforth	3,646	221	174	208	277	222	201	193	219	284	304	263	230	248	192	135	108	100	47	20
Moss Side	3,679	247	235	272	237	208	195	216	284	286	307	270	286	265	160	98	50	34	21	8
New Longton and Hutton E	4,402	182	195	286	263	215	150	128	226	334	362	302	302	364	332	277	198	157	90	39
Samlesbury and Walton	4,079	226	210	198	214	226	268	228	272	326	313	313	266	331	244	158	126	89	49	22
Seven Stars	3,730	227	181	204	197	252	272	216	239	260	262	270	249	246	236	150	123	63	57	26
Tardy Gate	3,670	218	218	228	246	200	196	222	251	323	311	228	215	231	186	163	120	59	44	11
Walton-le-Dale	3,792	214	199	200	223	223	215	202	284	324	329	281	224	248	170	169	119	83	57	28
Whitefield	3,504	171	157	199	206	161	144	150	214	245	258	228	266	284	198	196	174	147	71	35
<b>Total</b>	<b>109,057</b>	<b>6,331</b>	<b>5,883</b>	<b>6,359</b>	<b>6,473</b>	<b>6,349</b>	<b>6,290</b>	<b>6,119</b>	<b>7,400</b>	<b>8,336</b>	<b>8,584</b>	<b>7,284</b>	<b>6,727</b>	<b>7,510</b>	<b>5,896</b>	<b>4,811</b>	<b>3,607</b>	<b>2,744</b>	<b>1,629</b>	<b>725</b>

**Number aged 65+** 19,412

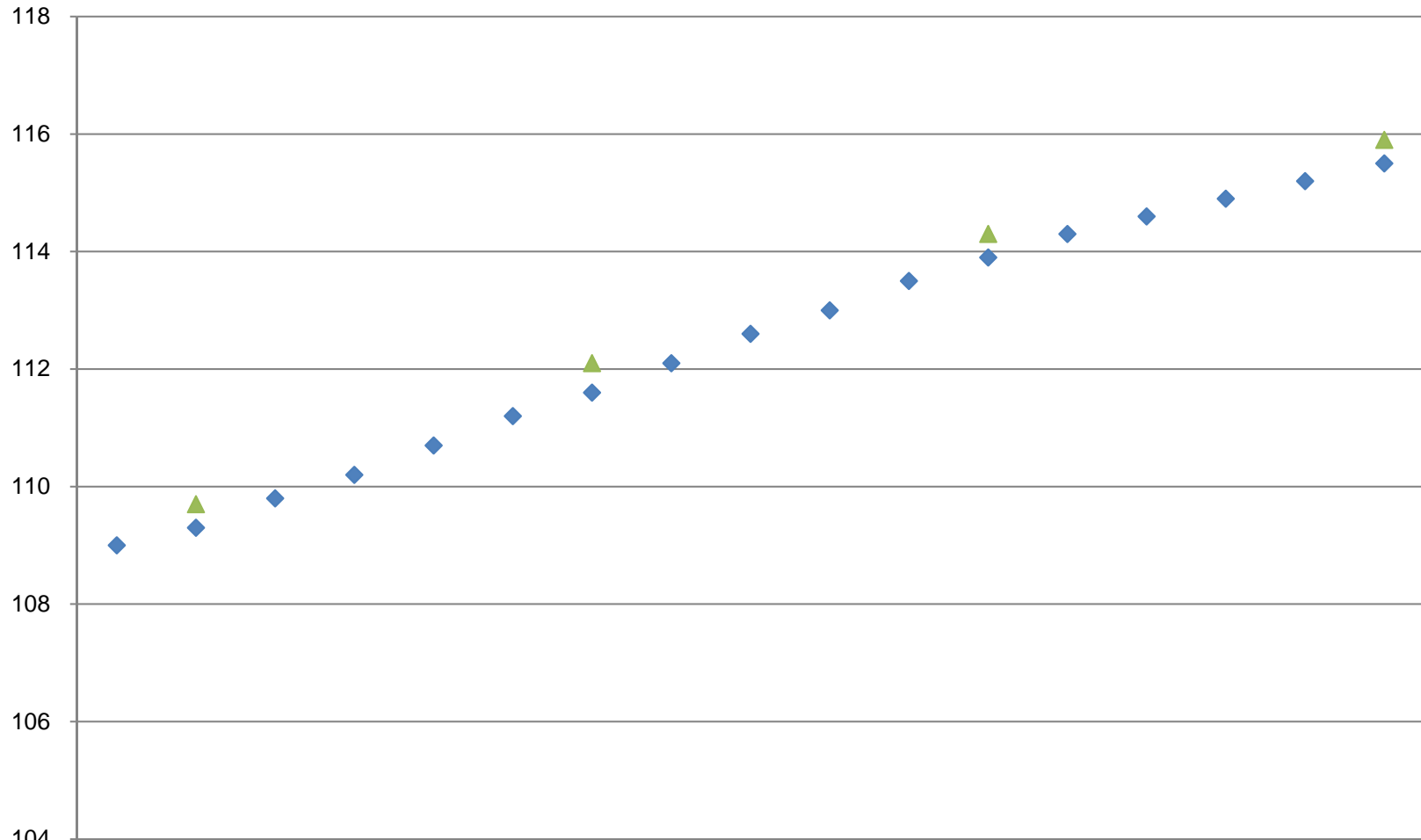
**Ageing Population Projections**

Number aged 65+ by 2020	24,600
Number aged 65+ by 2030	29,800
% increase in those aged 65+ between 2010 and 2030	54.4
Rank of percentage change nationally in England out of 367	164

Source: Census/ONS Data

# Appendix 1

## South Ribble - Population Projections



	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028
Based on Mid-2012	109	109	110	110	111	111	112	112	113	113	114	114	114	115	115	115	116
Based on Mid-2003		110					112					114					116

◆ Based on Mid-2012    ▲ Based on Mid-2003

# Scrutiny Review of Loneliness & Social Isolation

## **Appendix 2**

### **List of people involved in Review**



**Scrutiny Review of Loneliness & Social Isolation  
Partners Involved**

<b>First Name</b>	<b>Surname</b>	<b>Job Title</b>	<b>Organisation</b>
Farhat	Abbas	Public Health Intelligence	Public Health Lancashire
Rebecca	Addey	Connect4Life Co-ordinator	Lancashire County Council
Howard	Anthony	Partnership Manager	South Ribble Partnership
Alison	Barff-Lewis	Inspector	Lancashire Police
Collette	Barnes		Lancashire Teaching Hospitals NHS Foundation Trust
Thelma	Billups	-	Community Volunteer
Wendy	Broadley	Principal Scrutiny Officer (Health)	Lancashire County Council
John	Cairns	Fire Safety Manager	Lancashire Fire & Rescue Service
Michelle	Chapman	Connect 4 Life Project Co-ordinator	Age Concern Central Lancashire
Kirti	Chauhan	Independent Living Co-ordinator	Age Concern Central Lancashire
Linda	Chilvers	Chief Executive	Age Concern Central Lancashire
Dawn	Clarke	Equality & Diversity Lead	Chorley & South Ribble and Preston Clinical Commissioning Groups
Eileen	Clarke	Community Volunteer	-
Stuart	Clayton	Chief Executive	Galloways
Cllr Colin	Coulton	Scrutiny Member	South Ribble Borough Council
Stuart	Craig	Chairman	South Ribble Pensioners' Association
Darren	Cranshaw	Scrutiny & Performance Manager	South Ribble Borough Council
Tony	Crawford	Reverend	Leyland Project
Margaret	Farnen	Community Volunteer	-
Margaret	Fishwick	-	Lancashire Care
Mark	Gaffney	Director of Neighbourhoods, Public Health & Assets	South Ribble Borough Council
Audrey	Gardiner	-	Galloways
Janet	Gray	Associate	AgeConsulting
David	Halpin	Consultant	AgeConsulting
Tony	Haslam	Trading Standards Officer	Lancashire County Council
Rebecca	Heap	Community Involvement Manager	South Ribble Borough Council
Parish Cllr Violet	Hewitt	Chair	Little Hoole Parish Council
Debbie	Jenkinson	-	Alzheimer's Society
Denise	Johnson	Director of Development, Economy & Community	South Ribble Borough Council
Cllr Sue	Jones	Chair of the Scrutiny Task Group	South Ribble Borough Council
Wendy	Loughlin	-	Lancashire Teaching Hospitals NHS Trust
Terry	Mears	Head of Commissioning (Central) – Adult & Community Services	Lancashire County Council

**Scrutiny Review of Loneliness & Social Isolation  
Partners Involved**

<b>First Name</b>	<b>Surname</b>	<b>Job Title</b>	<b>Organisation</b>
Sandra	Miller	Dementia Community Links Support Officer	Age Concern Central Lancashire
John	Milliken	Volunteer	Friendship Centre
Denise	Morris	-	Lancashire Teaching Hospitals NHS Trust
Cllr Peter	Mullineaux	Deputy Leader of the Council	South Ribble Borough Council
Kevin	O'Hara	Community Connector	Lancashire County Council
Diane	Oakden	Social Prescribing Co-ordinator	Help Direct
Anne	Oliver	Engagement Management	AgeUK Lancashire
Ian	Parker	Director of Governance & Business Transformation	South Ribble Borough Council
Iain	Pearson	Executive Director – All Age Services	Age Concern Central Lancashire
Sylvie	Phillips	Deacon	Leyland Methodist Church
Diane	Scarborough	District Manager – Chorley and South Ribble Library Service	Lancashire County Council
Sheila	Searle	Community Volunteer	Age Concern & Soroptomists International
Paul	Simic	Chief Executive	Lancashire Care Association
Hazel	Stackhouse	Volunteer	South Ribble Pensioners' Association
Helen	Stansfield	Chief Officer	Preston Care & Repair
Matthew	Stanton	Public Health Coordinator (Central Locality)	Lancashire County Council
Kathleen	Storton	-	Alzheimer's Society Central and West Lancashire
Anthony	Sudell	Public Health	Lancashire County Council
Parish Cllr Alan	Taylor	Parish Councillor	Much Hoole Parish Council
Cllr Mick	Titherington	Scrutiny Member	South Ribble Borough Council
Julie	Waddington	Trading Standards	Lancashire County Council
Cllr Frances	Walker	Scrutiny Member	South Ribble Borough Council
Sue	Whitham	Head of Independent Living	Progress Housing Group
Charley	Wilkinson	Head of Services	Galloways
Linda	Williams		Community Volunteer
Ian	Williamson	North West Manager	The Silver Line
Cllr Linda	Woollard	Scrutiny Member	South Ribble Borough Council

Scrutiny Review of Loneliness &  
Social Isolation

# Appendix 3

**Transcript of  
flipcharts from  
Stakeholder /  
Partner  
Workshop**





**Scrutiny Review of Loneliness and Social Isolation  
Partner Workshop – 24 February 2015  
Transcript Notes from Flipcharts/Group Work**

**Table 1**

**Baseline**

- ▶ Identifying individual by each service
- ▶ Fragmented help not collective
- ▶ More visible – more social aware
- ▶ Don't know the scale – but anticipate the problem is bigger than we know
- ▶ State of mind – unit to the individual but widespread across all sections
- ▶ Socially isolated – feeling 'apart'
- ▶ Can come on suddenly – e.g. bereavement
- ▶ Reversal / change of roles e.g. being a carer to be cared for
- ▶ Change of health
- ▶ Family change / divisions
- ▶ Social / community change
- ▶ Elderly people – the value or not that is given to them
- ▶ Meeting points are disappearing
- ▶ Own life changes e.g. retirement – lack of sense of purpose
- ▶ Lack of support e.g. friends
- ▶ Lack of transport
- ▶ Signpost
- ▶ Agencies to sign up to sharing information protocols
- ▶ Faith, community, incl voluntary groups
- ▶ Booths coffee – not necessarily through formal routes
- ▶ Best practice – Lancashire Fayre and People's Lengthsman

**Solutions**

- ▶ Awareness of loneliness and signposting where to go
- ▶ Address the trigger points – like bereavement, retirement – small pack – follow up service
- ▶ Prepare for retirement pack
- ▶ Partnership work e.g. Lancs Fire Service, working with health services and social services
- ▶ More information and education for all should be available at health outlets
- ▶ Early prevention and public awareness of need
- ▶ Making people admit they need help
- ▶ Gym / outing / shopping – buddy service

**Scrutiny Review of Loneliness and Social Isolation  
Partner Workshop – 24 February 2015  
Transcript Notes from Flipcharts/Group Work**

**Table 2**

**Baseline**

- ▶ Not enough
- ▶ Pockets of excellent – restricted by criteria?
- ▶ Limited funding
- ▶ Shortterm-ism / reactive
- ▶ If I feel lonely – I'm lonely
- ▶ No definition
- ▶ Mental health / wellbeing
- ▶ Not restricted to older people
- ▶ Society more socially isolated
- ▶ Online = on your own
- ▶ We are social beings
- ▶ Contact – irrational?
- ▶ Maybe? Some are already
- ▶ Telling us...do we know
- ▶ How to respond?
- ▶ Too much detailed conversation – unsolicited / unprompted

**Existing Practice**

- ▶ Connections – service specific – other?
- ▶ Talk of the past – present / people / what they are doing
- ▶ Neediness can/does see friends off
- ▶ Illness isolated...  
Bereavement isolates...
- ▶ Joint working and sharing
- ▶ Its everyone's issue
- ▶ Training – spot the signs / referral / mutual IT data share
- ▶ 3<sup>rd</sup> Sector inclusion
- ▶ Build on what exists

**Solutions**

- ▶ Resources to fight loneliness
- ▶ More/early intervention
- ▶ Avoid assumptions
- ▶ Remove obstacles – personal / organisational
- ▶ Flexibility – make the solutions useful
- ▶ Time
- ▶ Solutions need to be self-sustaining
- ▶ Triggers
- ▶ Predicting likelihood

**Scrutiny Review of Loneliness and Social Isolation  
Partner Workshop – 24 February 2015  
Transcript Notes from Flipcharts/Group Work**

- ▶ Data sharing
- ▶ Co-use of IT solutions
- ▶ Baseline the older population
- ▶ 12000/3/5=20 visits per day

**Table 3**

**Baseline**

- ▶ Loneliness not being alone
- ▶ Caused by bereavement
- ▶ Falls – loss of confidence
- ▶ Track through
- ▶ Health – connect4life SDS Services
- ▶ Transport
- ▶ Food
- ▶ SR Older People's Forum
- ▶ SR Pensioners
- ▶ SilverLine
- ▶ Matching a friend like a dating site
- ▶ Compassion

**Existing Practice**

- ▶ SR Pensioners hold daily events, have a newsletter for members and raise fund. District nurses might refer to connect 4 life or social services if necessary
- ▶ Connect4life from referral make up to 6 visits
- ▶ Library – free internet, carry information of what's available locally
- ▶ SR Older People's Forum – place for partners to share their progress

**Solutions**

- ▶ Publicity – newsletters, pensioners clubs, doctors surgeries, pharmacies, radio/TV/Hospital Radio, supermarkets
- ▶ Utilise Resources – GPs referrals, hospital A&E visits, pharmacists, Civic Centre, supermarkets, develop relationships with supermarkets who have corporate social responsibility policies (community resource rooms), connect and co-ordinate activities of the partners, social impact bonds, signposting and using pensioners clubs/digital inclusion
- ▶ Breaking down the stigma – co-ordination, bringing together different organisations to act in collaboration exchanging date, utilise services, police, fire etc., community engagement volunteers

**Scrutiny Review of Loneliness and Social Isolation  
Partner Workshop – 24 February 2015  
Transcript Notes from Flipcharts/Group Work**

**Table 6**

**Baseline**

- ▶ Startling figures, sad to hear stats, major issue
- ▶ Not getting better, just getting worse
- ▶ Good services are available, just the message isn't getting out, information isn't being shared – need to connect people
- ▶ Being alone isn't the same as loneliness
- ▶ You can be in a crowd but lonely
- ▶ You can be in your own space but not lonely
- ▶ AgeUK already work with SilverLine – more joining up needed
- ▶ Geographic areas an issue
- ▶ Joined up working and promoting independence importance
- ▶ Can be life changing – phone a friend
- ▶ Hand hold people
- ▶ Not a lack of services, but the way they are delivered and strengthening partnerships key.
- ▶ How do we do things better?
- ▶ This differently and basically – how can people access services
- ▶ CONNECT4LIFE GP referral scheme good, but what about those not on GP radar?
- ▶ Practice nurses good at referring but not GPs.
- ▶ Prevention better than cure – reduce repeat customers/frequent fliers
- ▶ Accountability of organisations and individuals receiving contact and referring people - rather than being passed to pillar and post
- ▶ Transport a major issue (Dial-a-Ride/community transport being re-tendered)

**Existing Practice**

- ▶ Need to reach people
- ▶ Council tax bills – send info out
- ▶ Accessible formats (blind, BME, disabled, language issues etc)
- ▶ Look at everyday interaction with people as a way of engaging with them
- ▶ Build up information and share information
- ▶ Personal advisors from the first point of contact
- ▶ Summary: Identify lonely people / accountability / joining-up services / prevent in first place/time

**Solutions**

- ▶ Volunteering schemes
- ▶ Look long-term
- ▶ Sustainable commissioning of services
- ▶ Fair and accessible

**Scrutiny Review of Loneliness and Social Isolation  
Partner Workshop – 24 February 2015  
Transcript Notes from Flipcharts/Group Work**

- ▶ Referral scheme with quality standard/accreditation for organisations
- ▶ Identify and map out the causes
- ▶ Community and infrastructure plans take into account loneliness and social isolation as part of LDF and City Deal
- ▶ Put more money into prevention: Facebook campaign
- ▶ Educate people as youngsters e.g. as part of citizenship
- ▶ Train people in empathy and understanding
- ▶ Technology
- ▶ Getting people together
- ▶ Older people's partnership
- ▶ Neighbourhood Forums (timing – why evenings?)
- ▶ Village/community agents in areas
- ▶ Community Watch scheme / Good neighbour scheme
- ▶ Use existing resources
- ▶ Make every visit count
- ▶ SR Partnership health in the Home
- ▶ Transport



# Scrutiny Review of Loneliness & Social Isolation

## **Appendix 4**

### **Good Practice Examples from Stakeholder / Partner Workshop**





**Scrutiny Review of Loneliness and Social Isolation  
Workshop – 26 February 2015 - Good Practice Card Comments**

<b>Good practice example / Project That Works / Good Idea / Something you've heard about...</b>	<b>What difference did it make / key outcomes...</b>	<b>Lead organisation / contact...</b>
1. Accessibility to all i.e. large print, audio, Braille	People are included in information and advice, events/activities – knowledge is power!	Galloways Society for the Blind
2. Holidays, activities, day trips with specialist support i.e. Guides	Visually impaired people can access holidays / trips etc. with the necessary support required	Galloways Society for the Blind
3. LCC Health and Wellbeing Directory and South Ribble Partnership 'pow-wow'	Information sharing, issues about accessibility and awareness though	South Ribble Partnership
4. (Free) early morning swimming and older people's fitness classes	Keeping fit and social gathering	South Ribble Borough Council
5. Free use of council / community buildings for tea dances, bingo, knit n natter etc.	Social and health and wellbeing	Chorley Borough Council and Ribble Valley Borough Council etc.
6. South Ribble Pensioner's Association (Station Road, Bamber Bridge) / Help Direct / Fire & Rescue checks / Bowling Clubs	Going out on trips, making friends, contact with people you wouldn't normally be able to, helpful advice was given, meeting people and taking part	LCC, Pensioner's Association, Fire Service, bowling clubs
7. Promote clubs/activities with Tesco, Asda, Morrisons, Aldi via notice boards to capture the public	Non-intrusive, provides people with choice – empowers	-
8. Ask people if they would like to support others. Take people to shops, doctors, hospital, walk in the park, teach people new skills	Help people who are lonely, help people to get somewhere they need to go	Dawn Clarke – 01772 214396
9. Nifty fifty self-organising group in West Lancashire model will help with prevention	90 people each week outreach groups	West Lancs BC as a start
10. Working to encourage isolated or potentially isolated people to volunteer to undertake social or community facing tasks	Secures an additional workforce, give people new friendship networks, gives meaning to life	CVS / local authorities / churches
11. Promoting educational opportunities for older people	Develop an interest, meet people	Universities and colleges

**Scrutiny Review of Loneliness and Social Isolation  
Workshop – 26 February 2015 - Good Practice Card Comments**

<b>Good practice example / Project That Works / Good Idea / Something you've heard about...</b>	<b>What difference did it make / key outcomes...</b>	<b>Lead organisation / contact...</b>
12. 'In the Know' messaging service – disseminates alerts / crime trends etc. through interactive messaging system	Increase awareness, improve confidence	Lancashire Constabulary
13. Amateur Art Club Reading Group (inc Special Needs) on Wednesday mornings, alongside Fairtrade Coffee Shop	Develop creative skills, build relationships and have fun!	Leyland Methodist Church
14. Operation Chantily – through identifying vulnerable older / older males, resulted in action and ASBOs on four juvenile adults	Re-assurance, raising awareness among the general public and partner agencies	Neighbourhoods Team, South Ribble Borough Council
15. Connect4Life – referral of frequent flyers to diversionary activities through GPs, Bamber Bridge Pensioner's Coffee Club	Social outlet	-
16. Various drop in coffee mornings and groups	Social engagement and connections with others and new friendships have been created	(promoting independence) Ave Concern Central Lancashire – Kirti Chauhan
17. Coping Alone – Lancashire/Fylde and Wyre based service supporting bereaved people (covers spouse and significant others, not timebound) provides individual support and friend after bereavement groups	Reduced isolation, increased confidence, practice support	Age UK Lancashire – Anne Oliver
18. Libraries – outreach services. Mobile libraries and volunteers who take books to less able – good contact point	A good way of establishing people's interests	LCC Library Services
19. Funding – service redirecting 'wasted' resource into finding the solution to join it up	End use / better for individual	SRBC Co-ordinator
20. Talking Newspapers – Galloways Eye	Access to current affairs, feel part of the community, access to information	Galloways Society for the Blind
21. Wade Hall intergenerational project – young people help older people in their garden and	Improvement community spirit, barriers broken down etc.	Leyland Project

**Scrutiny Review of Loneliness and Social Isolation  
Workshop – 26 February 2015 - Good Practice Card Comments**

<b>Good practice example / Project That Works / Good Idea / Something you've heard about...</b>	<b>What difference did it make / key outcomes...</b>	<b>Lead organisation / contact...</b>
the older people bake cakes and share experiences		
22. Connect 4 life partnership work / stakeholder group for people working with long-term health conditions	Sharing partnership work / resources / funding opportunities / promotion of services	LCC / NHS
23. Galloways are delivering 1 day events for newly diagnosed patients affected by sight loss. These days introduce people to support and service very early on in their journey	This enables people to get timely support to vital services at the early stages of the journey. This prevents people slipping through the gaps and reduces instances of social isolation and depression	Galloways Society for the Blind
24. Chorley Council voluntarily re-introducing meals on wheels to improve health and wellbeing of local residents	Independence in the home, improve nutrition, social contact, informal advice and guidance	Chorley Borough Council
25. Better Together in the Home – working to improve knowledge between organisations to offer better access for services people wouldn't normally access services	Improved referral	South Ribble Partnerships
26. Pensioner's group in Wyre that meet 6 mornings per week – coffee sessions in community centre	Only one group member has died in a home in past 5 years. All others have died at home. Support has helped maintain independence and reduce isolation	Age UK Lancashire
27. Meals on Wheels	Social contact on a regular basis	Chorley Council
28. Promoting Independence / Age UK – now have longer timescale of working with older person and also when they have a care package – coming into people's homes etc.	Access to more people who may need social support (not just care)	Age UK
29. Visual Awareness Training to Partners	Raise awareness of an unseen disability	Galloways 01772 744148

**Scrutiny Review of Loneliness and Social Isolation  
Workshop – 26 February 2015 - Good Practice Card Comments**

<b>Good practice example / Project That Works / Good Idea / Something you've heard about...</b>	<b>What difference did it make / key outcomes...</b>	<b>Lead organisation / contact...</b>
30. Bereavement service – LCC and SR	Taking care of the technical as a single organisation – concept of dealing 1 organisation – all working behind the scene to deliver	South Ribble and LCC
31. Community – consider how what organisations do or plan is linked to communities	-	All
32. Lancashire Fayre – new hot meals service in Chorley	Service goes into people's homes to plate the meal up, provides a welfare check	
33. Football – walking football (sponsorship PNE)	Saw an example of this on local news	-
34. The Royal British Legion	Support ex-service men and women i.e. Admiral Nurse Service provides support to carers and families affected by dementia	Royal British Legion
35. Use of meeting points e.g. barber shops for info.	-	-
36. U3A (University of the Third Age) – heard about the great variety of activities they have (go online to find great things to do in your area – very reasonable costs)	Friend did research on WW1	-
37. Use community/sport e.g. Preston North End collecting isolated people on match days	-	-
38. People's lengthsman scheme – a person in a community being the eyes and ears covering geographic area e.g. parish/town council	-	-
39. Use technology – mobiles, computers for reducing loneliness. Training through retirement schemes	-	-

**Scrutiny Review of Loneliness and Social Isolation  
Workshop – 26 February 2015 - Good Practice Card Comments**

<b>Good practice example / Project That Works / Good Idea / Something you've heard about...</b>	<b>What difference did it make / key outcomes...</b>	<b>Lead organisation / contact...</b>
40. In Chorley: Spice – community/voluntary scheme. Volunteering within community gives vouchers for use in shops etc.	-	-
41. Service provided by the Alzheimer's Society – monthly dementia cafes, activity groups, singing for the brain, drumming, art group, drama, dementia adviser service, dementia support service	Opportunities for peer support, increasing social support networks providing people with dementia another families information, support, signposting	-
42. Community Sheds for Men (in parks - )	Suggestion: council, allotments and veg patch groups	-
43. Idea for directory for South Ribble to give out to over 50s	Would give information for those in isolation and in need	-
44. Defensive Medical Waste Service	-	-
45. Dial a Ride / Local parish church / local pub / village hall / bingo / village hall dominoes / over 80s leap frogging competition!	Better social cohesion could be better	Trustees of Hoole Village Hall
46. Activity blankets and boxes for use for distraction. Tea party	Relax the patient and helps with stress for all involved. Patient social.	-
47. Lancashire Libraries – knit and knatter, reading groups, learn my way computer sessions to help people get online, carers sessions, chess etc. Community space, community heritage talks etc. Coffee mornings. Volunteering opportunities. Home Library Service, shared reading.	Contact with other people, friendships, social inclusion, evidence that people have become more involved in the community	Lancashire Libraries
48. University of the 3 <sup>rd</sup> Age (U3A) – no one in South Ribble ☹	Very good across the county – Ormskirk in particularly active and effective	Ormskirk U3A
49. Websites for organisation like the Friendship Centre, Longton WI have a book club linked to the Library	Brings people together	-

**Scrutiny Review of Loneliness and Social Isolation  
Workshop – 26 February 2015 - Good Practice Card Comments**

<b>Good practice example / Project That Works / Good Idea / Something you've heard about...</b>	<b>What difference did it make / key outcomes...</b>	<b>Lead organisation / contact...</b>
50. Connect4Life – work by GP referral to people identified by GP as being lonely/socially isolated	Signposting, accompaniment, identify local social group resources – establishing needs in depth.	
51. Lostock Hall Friendship Club – varied daily activity club run by Age Concern (transport can be provided)	Daily activity, art, exercise, lunch club, computers, gardening, taichi, Zumba	
52. Community transport for lunch/shopping. Transport to church / bingo / bowling club / Bygone Times / car boot sales. Visiting friends. Dial-a-Ride. More activities at village halls. Age Concern – Lostock Hall Friendship Club	Social isolation – improved / confidence busting	-
53. Help Direct – advice and information	-	-
54. LCC befriending service/Age Concern	-	-
55. Longton WI have a walking group – St Andrew's Church have a dial a ride scheme	Health	-
56. Longton Methodist Church has coffee mornings. St Andrew's Church has over 50s lunch	Longton Churches	-
57. GP referral scheme – works with SRBC to refer people identified medial conditions i.e. physical or mental to leisure centre FREE	Raises self-esteem, improves health, develops social links	South Ribble Borough Council
58. Preston South Friendship Centre – fill programme of events once a month available at monthly meeting held 1 <sup>st</sup> Monday of the month at Leyland Golf Club (on A49) PR25 5UD 2pm start (cinema visits, walks, lunch club, advice morning, book club and walking)	Friendship new ventures, new places, to visit – snowdrop walks this week, lunch at Lytham	-
59. Longton Methodist Church have pilate group	-	-

**Scrutiny Review of Loneliness and Social Isolation  
Workshop – 26 February 2015 - Good Practice Card Comments**

<b>Good practice example / Project That Works / Good Idea / Something you've heard about...</b>	<b>What difference did it make / key outcomes...</b>	<b>Lead organisation / contact...</b>
60. Parkinson's Society – outreach support in S/U own home explaining prognosis advisory medication	S/U understand their condition – understand how medication works – can get special therapy	Online Ros Parkinson
61. Carers Central – Carers assessment – peace of mind for carers. Advice, flexibility of care package	Empower carers, ensure full benefit entitlement. Support for carers	Carers Central
62. Abilitynet – charity that helps disabled people get online. Can be done in the service user own home.	Connects people socially. Encourages independence, able to order shopping etc. online	Abilitynet
63. Pensioners Club where people can meet	Provides a facility for people to engage	Pensioners
64. Local firms have offered assistants for purchasing equipment	-	-
65. Offering a place for pensioners to get together	-	-
66. Greater Manchester Fire Brigade do home safety visits as part of the visit they ask if people are lonely and then, with their permission, refer them onto appropriate groups/services	They are hoping to employ an additional 70 staff to take this further	Fire Brigade
67. South Ribble Pensioners has many events everyday and has a newsletter, Library, South Ribble Pensioner's Forum	Dispels loneliness and social isolation, free internet posters telling you about local events, place for partnership to and council to share progress. The South Ribble Older People's Forum was a great way for partners to pass on information to be filtered down to the aged persons in the borough. It was disbanded due to budget cuts. However the forum is still alive and kicking and we are working with the CCG and CQC on health and Age Concern Central	SRQP Forum – Margaret Farnem

**Scrutiny Review of Loneliness and Social Isolation  
Workshop – 26 February 2015 - Good Practice Card Comments**

<b>Good practice example / Project That Works / Good Idea / Something you've heard about...</b>	<b>What difference did it make / key outcomes...</b>	<b>Lead organisation / contact...</b>
	Lancashire on dementia etc. We take part in Older People's Day every year.	
68. Gym buddies to get help to get there. Talking tables for certain cafes, identify lonely people by asking around (using new letters) and make a register to be collated by a designated person	-	-
69. Happy 60 <sup>th</sup> Birthday card – some of the things your area and signpost to these or one SRBC website	-	Linda
70. Christmas cards for over 55's sharing a 'new you – new year' e.g. how to get out and where to go	-	Linda
71. Local newsletter for parishes or communities to ask people if they are lonely	-	-
72. Getting older people going into children's centres to show parents how to cook 'economical, nutritious food'	-	Linda
73. Gym buddies – Serco to begin a pilot	-	Linda
74. Community champion – talking table	-	Linda
75. A pilot in greater Manchester to ask Neighbourhood Watch Groups to link with vulnerable people in their area and help signpost them to appropriate groups / societies	Helps identify vulnerable people in your area and helps them become more involved in their community	GMP
76. Connect for Life – reaches out to many from referrers who express the need for help or need	Patients have contacts / outings that enrich their life	LCC
77. Connect for Life – Link to local GP and neighbourhood teams – link to 65 GP surgeries across Preston, Chorley and South Ribble	Link and connect people to local befriending, universal services and local community assets	Kevin O'Hara



**Scrutiny Review of Loneliness and Social Isolation  
Workshop – 26 February 2015 - Good Practice Card Comments**

<b>Good practice example / Project That Works / Good Idea / Something you've heard about...</b>	<b>What difference did it make / key outcomes...</b>	<b>Lead organisation / contact...</b>
78. Digital inclusion – citizen zone vehicle / internet classes, learning email/youtube etc.	Giving older people the skills to communicate and pursue interests	Preston City Council for Community Engagement
79. More classes for older people on how to use a computer and the internet	Accessing the internet can help reduce isolation / skype, Facebook etc.	Digital Inclusion
80. Sew, knit and natter group, Charnley Fold, Bamber Bridge 55s over diverse groups coming together with shared interests supported by volunteers in the community	Provides companionship, sense of achievement	Age Concern Central Lancashire
81. Help people to use computers so that they can communicate with a wider network of people	Active mind, develop new interests, more knowledge, what is out there!	Dawn Clarke
82. Men's group with focus on numerous interests to start in April 15 – Charnley Fold, Bamber Bridge	-	Age Concern Central Lancashire
83. Provide opportunities for people to volunteer in the work places to keep their minds active	Help the cuts in resources (Financial & HR), help diversity in the workplace (learning both ways)	Dawn Clarke
84. WRVS lunch group, Penwortham provides company and meal. Transport is available	Companionship	WRVS Penwortham
85. Charnley Fold Resource Centre, benefit and information and support with form filling etc. Attendance allowance, power of attorney, pension credit, sign post other organisations, activity information	-	Age Concern Central Lancashire
86. Develop a leaflet for GPs / pharmacists to give to people when they go to the Drs or collect medication	Opportunities to join groups, develop how friends (silver line)	Dawn Clarke
87. Join the clinical commissioning group ownership council. This will enable you to be involved in health initiatives in South Ribble (Chorley and Preston)	Health services will be designed based on the needs of local people	Dawn Clarke

**Scrutiny Review of Loneliness and Social Isolation  
Workshop – 26 February 2015 - Good Practice Card Comments**

<b>Good practice example / Project That Works / Good Idea / Something you've heard about...</b>	<b>What difference did it make / key outcomes...</b>	<b>Lead organisation / contact...</b>
88. The Church	Varies depending on the church and the person involved	Each Church in South Ribble
89. Healthy Home check – advice and practical solution to keep people safe, secure, warm and independent at home. Can also help to protect people from doorstep crime / rogue traders.	Protect from doorstep crime / rogue traders who target isolated people. People feel more secure – wellbeing	Preston Care and Repair
90. Walk Groups	Social connections with 'feel good' from exercise	SRBC
91. Volunteering	A bereaved lady in her 60s found that her world opened up. She felt needed and socially engaged	Charitable / Volunteer Organisations
92. Happy to Talk – A new move to spread happening by promoting and created spaces to connect, chat and bounce back	Boosts your wellbeing	MIND
93. SRPs Better Together in the Home project – encouraging organisations to work better together and make effective referrals into each other's services.	Improved awareness of services, more referrals, more signposting, people better support and all needs addressed	SRP / Progress / Preston Care & Repair etc.
94. Contact the elderly tea parties run by individuals or organisations	Friendship and new connections	Contact the elderly
95. Neighbourhood forums – older people's network, South Ribble Partnership	Bring the Council to the locality	Officers at SRBC
96. In-reach of community agencies into both hospitals at visiting times so that patients and their relatives can find out what's available where they live	Agencies tell us that they receive lots of enquiries and very positive feedback	Lancashire Teaching Hospitals NHS Trust
97. Implementation of documentation to support understanding the person allows us to work with relatives / carers to ensure needs are met whilst in hospital and on discharge	Carers feel involved – loneliness / lack of support / isolation (feelings of) are reduced	Lancashire Teaching Hospitals NHS Trust

**Scrutiny Review of Loneliness and Social Isolation  
Workshop – 26 February 2015 - Good Practice Card Comments**

<b>Good practice example / Project That Works / Good Idea / Something you've heard about...</b>	<b>What difference did it make / key outcomes...</b>	<b>Lead organisation / contact...</b>
98. SRBC Gateway bereavement service	Deals with the paperwork – takes the hassle away	SRBC
99. Independent living schemes (also known as sheltered)	To live and socialise with likeminded people and reduced social exclusion	Progress Housing Group
100. Silver Surfer projects in sheltered schemes	Residents able to access online shopping and contact with family	Progress Housing Group
101. Scheme Activities Co-ordinator	Arranges trips and activities for tenants of PHG and the local community	Progress Housing Group
102. Friday community lunch, Tuesday mosaic groups, residents groups etc.	Breakdown isolation, advise and internet access	The Leyland Project
103. Dimension café / Dementia Drummers at Leyland Baptist Church	Breakdown social isolation	Alzheimer's Society
104. Volunteering Projects	Social interaction, friendship, using skills, feeling useful	VCFS Sector
105. Text services for deaf people – deafness can lead to further isolation because they can't access services via telephone (and don't have access / skills for IT)	-	Everyone should do it
106. Progress Lifeline – including dementia sensors, emergency response, including falls lifting service	24 hour re-assurance for any residents of South Ribble	Progress Housing Group



Scrutiny Review of Loneliness &  
Social Isolation

# Appendix 5

**List of publications /  
websites / sources  
of information**



# Scrutiny Review of Loneliness and Social Isolation

## List of Key Documents Used

- ▶ Loneliness and Isolation Review of Evidence – AgeUK
- ▶ Isolation the Emerging Crisis for Older Men – Independent Age
- ▶ Combatting Loneliness – a guide for local authorities – LGA / Campaign to End Loneliness
- ▶ Promising approaches to reducing loneliness and isolation in later life
- ▶ Looking forward to the Third Age – South Ribble Borough Council Scrutiny (2004)
- ▶ A good place to grow older? – LGA / Centre for Public Scrutiny
- ▶ Under Pressure: Tackling the financial challenge for councils of an ageing population – Audit Commission
- ▶ House of Lords Committee on Public Service and Demographic Change Report ‘Ready for Ageing?’ – Lord Filkin
- ▶ Involving Older People: The route to 21<sup>st</sup> Century Wellbeing – shaping our age – Royal Voluntary Service
- ▶ Loneliness amongst older people and the impact of family connects – Royal Voluntary Service

For a copy of any of the above publications or other evidence gathered by the Task Group, please contact Darren Cranshaw, tel: 01772 625512 or email: [dcranshaw@southribble.gov.uk](mailto:dcranshaw@southribble.gov.uk), [www.southribble.gov.uk](http://www.southribble.gov.uk)

# Scrutiny Review of Loneliness and Social Isolation

## Useful Websites

- ▶ Campaign to End Loneliness - [www.campaigntoendloneliness.org](http://www.campaigntoendloneliness.org)
- ▶ The Independent Age – [www.independentage.org](http://www.independentage.org)
- ▶ AgeUK – [www.ageuk.org.uk](http://www.ageuk.org.uk)
- ▶ AgeUK Lancashire – [www.ageuk.org.uk/lancashire](http://www.ageuk.org.uk/lancashire)
- ▶ Age Concern Central Lancashire – [www.55plus.org.uk](http://www.55plus.org.uk)
- ▶ Connect4Life – [www.connect4life.blogspot.co.uk](http://www.connect4life.blogspot.co.uk)
- ▶ South Ribble Pensioner's Association - [www.south-ribble.org/srpa](http://www.south-ribble.org/srpa)
- ▶ The Silver Line – [www.thesilverline.co.uk](http://www.thesilverline.co.uk)
- ▶ Royal Voluntary Service – [www.royalvoluntaryservice.org.uk](http://www.royalvoluntaryservice.org.uk)



Scrutiny Review of Loneliness &  
Social Isolation

# Appendix 6

**Feedback from  
Partner Workshop –  
24 February 2015**



# Loneliness & Social Isolation affecting Older People Partner Workshop – 24 February 2015

## Evaluation Form Feedback



Total number of evaluation forms returned: 25

	Very Good	Fairly Good	Neither Good nor Poor	Fairly poor	Very Poor	Not applicable
Sufficient notice of the workshop	20	5	0	0	0	0
Quality of the pre-workshop information	21	4	0	0	0	0
Accessibility of venue	24	1	0	0	0	0
Comfort of room	23	2	0	0	0	0
Quality of refreshments	22	3	0	0	0	0
Content of the workshop	21	4	0	0	0	0
Quality of the facilitation	20	5	0	0	0	0
Did the workshop meet its objectives	18	5	2	0	0	0
Did the workshop meet your expectations	19	5	1	0	0	0
Overall, how would you rate the workshop	20	4	1	0	0	0

### Please add any comments you might have on the workshop:

- ▶ Enjoyed attending the workshop, brilliant discussions held within the group.
- ▶ Very well organised with opportunities for meeting and discussions with representatives from a wide range of organisations.
- ▶ Excellent format with a great deal of potential outcomes. Please could we have details about the organisations attending.
- ▶ They were very useful and relevant to the work we carry out.
- ▶ Wonderful organisation and great food.
- ▶ Informative to hear about other work with older people.
- ▶ Some of the questions were duplicated or not concise enough – minor detail.
- ▶ Well thought out, previous work on the subject has been listened to. Please keep us this good work – so valued. Thank you.
- ▶ Some of the questions could have been more concise.

- ▶ Very informative
- ▶ I was particularly impressed with the attendance and representatives from different organisations.

**Are there any further comments or suggestions you'd like to make that might help the Scrutiny Committee with their review of loneliness and social isolation affecting older people in South Ribble?**

- ▶ A lot of people are referred from GPs - it would be interesting to get 'loneliness' numbers from each GP. Also, numbers of dementia, Alzheimer's, deaf and Parkinson's sufferers and are these people included in the loneliness numbers?
- ▶ Need at some point to implement all the suggestions made.
- ▶ Need to look at 'at risk' people not known to services, people that are hidden i.e. people living alone, recently bereaved, carer etc. Put information in community services where people access.
- ▶ Worden Park and the Walled Garden Project run by the Brothers of Charity are having many mini open days to encourage people to become involved – from children upwards! (Very good for people by themselves to become involved.
- ▶ Very good workshop, wide range of delegates; lots already happening, information can be disseminated by various routes e.g, pharmacy; shops; pubs; my neighbourhoods; DIY stores etc.
- ▶ I'm very keen to receive follow-up information.

**Ends**