

<b>REPORT TO</b>	<b>DATE OF MEETING</b>
<b>CABINET</b>	<b>10<sup>th</sup> June 2015</b>

Report template revised June 2008



<b>SUBJECT</b>	<b>PORTFOLIO</b>	<b>AUTHOR</b>	<b>ITEM</b>
<b>Scrutiny Report Review of Loneliness and Social Isolation affecting Older People</b>	<b>Housing &amp; Healthy Communities</b>	<b>Ian Parker</b>	<b>6</b>

## **SUMMARY AND LINK TO CORPORATE PRIORITIES**

Efficient, Effective & Exceptional Council & Strong and Healthy Communities

## **RECOMMENDATIONS**

That Cabinet welcome the Scrutiny Report and recommend further work is undertaken by the Scrutiny Committee and the Cabinet Member for Housing & Healthy Communities to address the following:

- (1) To design and develop a viable business model that will facilitate intervention and exchange of data/information in situations where loneliness and social isolation is identified
- (2) That a process/agreement with partners is developed that will identify the contact details of older people that might be at risk of being lonely and/or socially isolated
- (3) That a viable and sustainable scheme is designed to involve the voluntary sector in delivery of the business model identified within this report
- (4) Confirmation that existing partners are able to cope and manage any increase in referrals that the business model might present

## **DETAILS AND REASONING**

### **0 Background**

0.1 The Scrutiny Committee provided a draft report for Cabinet to consider, namely, *Is anyone there? Review of Loneliness & Social Isolation affecting Older People*. That report, dated March 2015 was drafted following a Task Group review, chaired by Cllr Mrs S Jones.

0.2 Members of Cabinet would like to thank the Scrutiny Task Group for the work they have undertaken on a matter which is of great importance to the residents of South Ribble. Cabinet have considered and welcome the report but highlighted some areas where further information is needed, these included:

- Option(s) for a process/business model that partners can sign-up to, that could be used to report loneliness and social isolation to partners
- Option(s) on how to engage and involve the voluntary sector, that partners support
- The Report shows no identified means to obtain contact details (presumably from partners) to allow for any intervention for older people that might be facing loneliness and social isolation
- An absence of partnership views regarding latent demand and capacity to manage additional referrals

0.3 Cabinet appreciated the report's acknowledgement of all the hard work already undertaken by this Council – however, it considered that some of the points raised were opinions rather than being factually based. Cabinet further considered that to suggest that there are no financial implications to the recommendations is misleading.

- 0.4 However, the overall intent of the report is generally supported (subject to clarification and viability of proposals). To this end, Cabinet has asked Officers to consider a viable business model that could be adopted to assist with a pilot exercise.

## 1 Detailed Response

- 1.1 Subject to Scrutiny Committee revisiting their Report to address the recommendations of this Report, Cabinet would welcome the opportunity for the Cabinet Member for Housing & Healthy Communities to work with a Scrutiny Task Group to complete the report more fully. Additionally he will assist in developing a business model designed to support the voluntary and faith sector in this undertaking.
- 1.2 Loneliness and social isolation can be debilitating and will undoubtedly be exacerbated with the onset of old age. The Council is not the lead authority for health matters, but, as the report recognises, does a great deal to support the wellbeing of our residents. We have a number of strategic partnerships throughout Lancashire and many of them are included at Appendix 4 in the Report.
- 1.3 It seems clear that there are a number of partners who currently provide robust services that support older people who are experiencing loneliness and social isolation, but the main thrust of the Report is to address those people *'falling through the net'*.
- 1.4 The concept of developing a business model to reach out and engage with those currently falling through the net is welcomed, particularly so the principle of *Council guided and community led*.
- 1.5 The engagement and support from the voluntary and faith group sector would be key. The Report recognises that there is a plethora of services available, but sadly, those who fall through the net miss out. It is this issue of identifying these people and making contact which is absent from the Report. The Report supports the sharing of data and information, but is silent on the approach to develop and share contact details.
- 1.6 To provide any intervention, we must be able to make contact and it is unclear where the contact information might come from. It would be worth exploring with partners and particularly GP surgeries to see whether (under a very strict data sharing protocol) partners would be prepared to provide contact details.
- 1.7 *Council guided and community led* would be a welcome approach; the support and engagement of the voluntary sector and faith groups needs to be much more defined. It is impossible for Cabinet or the Council to assess any financial implications without greater clarity as to how any interventions would take place and by whom.
- 1.8 The Report also highlights taking a strategic approach, which makes sense, and it suggests *joining up the spokes to the hub*. Again this is something that strikes a chord, particularly when there are a number of skilled partners better placed to deal with the issues of loneliness and social isolation – provided of course they are able to intervene; the major concern being that those who slip through the net continue to suffer. The essential principle is that we need to first identify those at risk; confirm their personal circumstances (the vast majority of older people are not suffering from loneliness and social isolation) and finally, where problems are identified, timely accurate and detailed information is shared with partners for specific and tailored intervention and support.

## 2 Finally

- 2.1 Cabinet welcomes the premise of *Council guided, community led* and to this end anticipates a business model that could be used by volunteers; all contacts would be recorded and all data shared with the appropriate partner organisations in real time,

transferred electronically. By using our cloud-based technology, we might be able to provide volunteers with the necessary IT equipment that allows for an assessment of loneliness and social isolation to be undertaken at a place and time that suits the client.

- 2.2 In light of the proposals made in this response, and the need for further work to provide missing information, the recommendations have not been commented upon individually. If any proposed Business Model proves viable, then a number of the recommendations would be negated.

## WIDER IMPLICATIONS

In the preparation of this report, consideration has been given to the impact of its proposals in all the areas listed below, and the table shows any implications in respect of each of these. The risk assessment which has been carried out forms part of the background papers to the report.

<b>FINANCIAL</b>	To be considered following a further review in light of any proposed Business Model.
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<b>LEGAL</b>	<p>If a scheme, as explained in this Report, is indeed implemented, then a data sharing protocol to comply with the Data Protection Act 1998 will need to be drawn up and entered into by all partners.</p> <p>Any volunteers used would have to be subject to the necessary checks (DBS)</p>
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<b>RISK</b>	The full risk assessment forms part of the background papers to this report. The main points for consideration are summarised here:-
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<b>THE IMPACT ON EQUALITY</b>	The initial Report of Scrutiny and subsequent work have focused on this very important issue of loneliness and social isolation affecting older people. As is evident in this report, serious consideration is being given as to whether a viable and sustainable scheme can be developed which will impact in a positive way in this area.
<b>OTHER (see below)</b>	

<i>Asset Management</i>	<i>Corporate Plans and Policies</i>	<i>Crime and Disorder</i>	<i>Efficiency Savings/Value for Money</i>
<i>Equality, Diversity and Community Cohesion</i>	<i>Freedom of Information/ Data Protection</i>	<i>Health and Safety</i>	<i>Health Inequalities</i>
<i>Human Rights Act 1998</i>	<i>Implementing Electronic Government</i>	<i>Staffing, Training and Development</i>	<i>Sustainability</i>

## BACKGROUND DOCUMENTS

### Scrutiny Committee Draft Report March 2015

#### Is anyone there?

#### Review of Loneliness & Social Isolation affecting Older People