

## **GROUP 1:**

1. Areas / households which are at greater risk to isolation and loneliness should be prioritised for the provision of preventative services. (See the main report for more details on these areas.)
2. Commissioners and funders should recognise the value of early intervention and prevention, particularly those services that have been identified here as being most successful at preventing / alleviating loneliness and isolation, by investing in those services and ensuring they are made available and accessible to residents, e.g. through the social prescription model.
3. Decision makers should work together to understand the impact of broad policy decisions on the overall health and wellbeing of older or other vulnerable residents e.g. the removal of seating from bus stops to prevent young people from hanging around.

## **GROUP 1: Action Planning**

<b><u>WHAT</u></b>	<b><u>WHO</u></b>	<b><u>WHEN</u></b>	<b><u>RESOURCES</u></b>
Via Better Care Fund to develop a loneliness commissioning plan	Better Care Forum	Now – implemented by April 2015	Recycling existing monies
Engaging primary care in the community offer	CCG / Better Care forum	18 months → 2 years	Potential to be funded via primary care offer
ABCD *** Inter-generational approaches District Councils Collective voice to GHWB Board on tackling social isolation and loneliness	Public / Voluntary Sector Joint District H&WB Group	As part of Phase 2 ICT	Community & current spend within better care fund

## **GROUP 1: Comments, Ideas and Concerns**

- Transport \*
- Did not include bereavement
- Other triggers?
- Social stigma
- Asset-based approach
- Co-commissioning
- Exemption from Procurement Regulations
- Review approach to risk
- Unitary approach GCC & LA

## **GROUP 2:**

A review of community transport availability across the district should be carried out and funding sought, and plans put in place, to improve, standardise and more widely promote, these services.

### **GROUP 2: Action Planning**

<b><u>WHAT</u></b>	<b><u>WHO</u></b>	<b><u>WHEN</u></b>	<b><u>RESOURCES</u></b>
Joint funding bid for car service. To include a marketing plan (Vista Printing)***  Bicycle lanes Houses / pedestrians **	GCC and all Car services / CDC / Police / Health GPs *	As soon as possible  <b>THIS IS URGENT*</b>	Pump prime money to pay for bid writing  MARKETING*

## **GROUP 2: Comments, Ideas and Concerns**

- CVN – voluntary transport – cars (70)
  - Medical
  - Social
  - Reducing isolation
- Cotswold Volunteers (Cirencester) – 15 minibuses\*  
- volunteer cars (106)
- Villager / hedgehog – s 22 fixed routes\*

Bledington	}	
Campden	}	
Sevenhampton	}	car services (mostly medical, if not exclusively)
Lechlade	}	
Fairford	}	
Lechlade Lions	}	

Stow Disability Association – minibus

Funded by GCC\*

\*Carers should not have to pay for transport

\*Money for promotion of services  
-literature / distribution

\*Website to be developed to consolidate promotion of district-wide transport services

### **GROUP 3:**

Recent Big Lottery funding has allowed increased availability of befriending services to cover the whole district. However recruitment of volunteers, to facilitate expansion, and marketing campaigns to more widely promote this improved availability, need to be increased. Telephone befriending should be considered as a future service development.

## **GROUP 3: Action Planning**

<b><u>WHAT</u></b>	<b><u>WHO</u></b>	<b><u>WHEN</u></b>	<b><u>RESOURCES</u></b>
Creative / Imaginative marketing and networking opportunities	Social media, paramedics, funeral directors, social clubs	Plan for year 2 Lottery Funding	Agenda item for CB steering group
Volunteer recruitment	Other organisations managing volunteers effectively. Make it personal and relevant (pub/golf club...)		
Telephone befriending	All Cotswold befriending services	All clients..... While on waiting list	Use volunteer (unmatched or designated)
Active management of waiting list	Current staff members		LEOs
Positive communication and language relating to 'befriending'.	Press release  LOCAL ENGAGEMENT OFFICERS? (LEOs)		

## **GROUP 3: Comments, Ideas and Concerns**

Encourage individuals to access services

Identify triggers (transitions) loss / bereavement / retirement / diagnosis / move / family / purpose

Networking opportunities with other health professionals (trusted points of contact)

Terminology very important

- 'visiting' service
- 'new company' ☺
- 'local people meeting'

Promote benefits

- 'regular visit'
- 'something to look forward to / reply on'
- 'break up the week'
- Continuity / reliability / safety
- 'give a purpose'

Current marketing: Leaflets / talks / press / events

Waiting lists: weekly telephone call as substitute – not forgotten

## **GROUP 4:**

Carer respite services – are more widely available in the north of the area although funding for carer respite is very limited across the whole area. A review should be undertaken in partnership with Carers Gloucestershire to look at the feasibility of providing these services more widely in the north and a partner and funding sought to provide carer respite in the south.



## **GROUP 4: Action Planning**

<b><u>WHAT</u></b>	<b><u>WHO</u></b>	<b><u>WHEN</u></b>	<b><u>RESOURCES</u></b>
Active promotion* of* all* carer support services (commissioned and voluntary)	GCC / Providers / GPs Community nurses / village and community agents / carers leads	ASAP	Printed literature Community Radio Parish maps Newsletters
Social prescribing for carer support*	GPs		Budget required*
Carer support plans (after C's assessment) Informal support from family / friends and encourage services / support to come into the home to support the carer e.g. mobile hairdresser	Carers Gloucestershire	Happening now	LOCAL ENGAGEMENT OFFICERS
Programme for recruiting** Respite volunteers <ul style="list-style-type: none"> <li>- not just newly retired people</li> <li>- colleges, H&amp;SC / counselling trainees (as a placement)</li> <li>- Fairshares volunteers</li> </ul>	Cotswold Volunteers North		

## **GROUP 4: Comments, Ideas and Concerns**

Clarification on carer respite recommendation:

GCC has commissioned a new countywide carer short breaks contract (with Guideposts and Crossroads Care). The new carer service will be more responsive (i.e. weekends / evenings) and will be provided equitably across the whole county. It serves carers of all ages and also are looking after people of all conditions. The service started in October 2013.

\*There is also a new contract for Carer Emotional Support – delivered by Carers Gloucestershire, which will help to alleviate some aspects of carer loneliness / isolation.

## **GROUP 5:**

- Lunch clubs, social groups and community events – provision of these services are sporadic. Each priority area should have access to group activities, which need to be supported with transport and carer respite. These community resources should be developed in consultation with the local residents who will use them and take into account specific local issues, e.g. lack of activities on a Sunday, and be run by volunteers who will attend them. Professional support should be made available to ensure that best practice guidelines and health and safety regulations are met, and to offer marketing expertise to ensure that the availability of these services reaches those people who would most benefit from them.
- Men – encouraging men to more fully participate in their local community, possibly by providing specific social opportunities which meet their needs, should be explored.

## **GROUP 5: Action Planning**

<b><u>WHAT</u></b>	<b><u>WHO</u></b>	<b><u>WHEN</u></b>	<b><u>RESOURCES</u></b>
Garden matching	Local gardening club? Advertising garden centres		Gardening clubs
Morning call	Business	10 mins morning	Corporate sponsor Build on Village Agent referrals with befriending services
Computer lessons	Anyone / volunteers Connect project	Daytime group or at home	Connect – resources, village halls, ex-teachers, sheltered schemes
Small non-club coffee groups (very informal)		Anytime	
Christmas Day Cover	Volunteers. Lead organisation		

## **GROUP 6:**

Community navigators, including but not limited to village agents and dementia advisors – are an important community asset. They direct residents to the resources they need and, in some cases, provide much needed social opportunities for lonely and isolated older people. A review of their availability and workload should be carried out and, more specifically, the findings of this fed into the forthcoming review of the dementia advisor service. Their services should then be more widely promoted, so that more residents can benefit from them.

## GROUP 6: Action Planning

<u>WHAT</u>	<u>WHO</u>	<u>WHEN</u>	<u>RESOURCE</u>
<p>Vas &amp; GPs → HUB Linking to refer to services</p> <p>DIRECTORY pulling together</p> <p>INFORMAL routes taken into account</p>	<ul style="list-style-type: none"> <li>- PCs</li> <li>- VCs org</li> </ul> <ul style="list-style-type: none"> <li>- local people</li> <li>- parish councils</li> <li>- PCSOs</li> </ul> <p>Church Post Office / shop CDC</p>	<p>As and when informal</p>	<p>HOW???</p> <p>Lots already going on – issue is bringing them together linking formal and informal</p>

## **GROUP 6: Comments, Ideas and Concerns**

### **OTHER**

Care co-ord in GPs

VCS forum

P3 – Moreton and Cirencester

Outreach / drop-in / Stow / Bourton / Chipping Campden

Neighbourhood Watch

Barnwood trust – building communities churches

How to take into account ‘informal’ navigators e.g. volunteers, local people in communities

### **CONCERN**

Volunteers for befriending services – preventative

Need to connect services – is there overlap? Efficiency, time, resources and costs

Who would co-ordinate it?

### **GOOD THINGS**

Lots of services

Parish newsletters / noticeboards

### **IDEAS**

Directory – smaller localities

Concern communications – how?

## **GROUP 7:**

Promoting volunteering as a way of increasing social networks, keeping active and fit, and maintaining mental and physical wellbeing should be more widely employed.



## **GROUP 7: Action Planning**

<b><u>WHAT</u></b>	<b><u>WHO</u></b>	<b><u>WHEN</u></b>	<b><u>RESOURCES</u></b>
<p>Find people who need help</p> <p>Developing a professional and volunteering network</p> <p>Target young people as a resource ☺</p> <p>Market volunteering to target groups by re-branding volunteering – internship</p> <p>Paid volunteer co-ordinator role to link efforts countywide **</p>	<p>e.g. Parish Councils, Village Agents, Postman etc</p> <p>Clergy / funeral directors</p> <p>Uni students as ‘interns’ rather than volunteer</p>	<p>ASAP in form of volunteer co-ordination</p> <p>VI form students (Duke of Edinburgh – call local school)</p>	<p>Volunteer Co-ordinator paid</p> <p>Volunteer co-ordinators for CDC to drive and develop</p> <p>FUNDING!</p> <p>Place based funding e.g. Total Place / Family First</p>

## **GROUP 7: Comments, Ideas and Concerns**

- Central volunteer co-ordinator – so small groups can have a volunteer co-ordinator for their volunteers
- Central ‘clearing house’ – VCO’s can put their opportunities in a central place and people who want to volunteer can go to one place
- Show the breadth of opportunities to volunteer
- How can we get people to understand the benefits to themselves for volunteering