

<p style="text-align: center;">London Borough of Hammersmith & Fulham</p> <p style="text-align: center;">HEALTH AND WELLBEING BOARD</p> <p style="text-align: center;">21 NOVEMBER 2017</p>	
<p>TACKLING SOCIAL ISOLATION AND LONELINESS IN HAMMERSMITH AND FULHAM</p>	
<p>Report of the Director of Adult Social Services</p>	
<p>Open Report</p>	
<p>Classification - For Information Key Decision: NO</p>	
<p>Wards Affected: ALL</p>	
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1. Purpose of this report

- 1.1. This report summarises the work that has been done by the council and partners to date to address social isolation and loneliness in the borough and invites the Board and wider stakeholders to consider how best to take this work forward.

2. Recommendations

- 2.1. The Health and Wellbeing Board is asked to:

- Agree a joint approach (aims, strategy, work programme and measurement) to reducing isolation and loneliness in Hammersmith and Fulham
- Note the progress made so far by HWB members (Appendices 1 and 2)
- Consider how the current range of social isolation and loneliness projects could be better coordinated and connected (Appendix 5) and what other services may be needed
- Alongside services, focus on the role that individual staff members across a wide range of activity can play (including but not just front-line staff) in reducing loneliness and isolation.

3. Council action to date

- 3.1. In February 2015, Hammersmith and Fulham's Cabinet Member's Board (CMB) for Social Inclusion was established to deliver the administration's manifesto pledge to "fund a cross-cutting Social Inclusion approach and host a Social Inclusion Forum that will tackle exclusion [and] deliver in partnership improved social inclusion outcomes for local residents".
- 3.2. In its first year, the CMB identified social isolation and loneliness as a priority issue for action in the borough, which led to the inclusion in the Board's work programme of a commitment to develop a social isolation and loneliness strategy (Appendix 1).
- 3.3. In April 2016, the council held a workshop facilitated by The Campaign to End Loneliness, attended by 32 people from the voluntary, community and public sector. This explored aspects of a loneliness framework **for older people** developed by the Campaign alongside Age UK.
- 3.4. The framework presents the range of interventions needed in a local area, with four categories:
 - **Foundation services** – services to reach and understand the specific needs of those experiencing loneliness
 - **Direct interventions** – a menu of services that directly improve the number or quality of relationships older people have.
 - **Gateway Services** – improving transport and technology provision to help retain connections and independence in later life.
 - **Structural Enablers** – create the right structures and conditions in a local environment to reduce those affected by, or at risk of, loneliness.
- 3.5. A report by the Campaign to End Loneliness with outputs and actions from the workshop is at Appendix 2.
- 3.6. Following the workshop, a task and finish group of council officers was set up to develop a work programme to develop a social isolation and loneliness strategy for Hammersmith and Fulham (see Appendix 1). This is still incomplete.

Appendices

1. *Appendix 1: Draft Social Isolation and Loneliness Strategy for Hammersmith and Fulham: Executive Summary*
2. *Appendix 2: Loneliness into Connections: Workshop Report. April 2016*
3. *Appendix 3: LBHF Social Isolation Services Map*
4. *Appendix 4: Social isolation facts and figures for Hammersmith and Fulham*