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Action Group Dashboard

Tackling Loneliness and Social isolation.

June 2021

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- **Section 1: What's the current scale of the problem?**
 - Data & Insights: Understanding and identifying at-risk groups
 - Literature Review: Findings from recent national research
 - Living document: Community groups at risk of loneliness and social isolation

- **Section 2: What are we doing to address these problems?**
 - Updates from local services supporting vulnerable residents
 - Updates from council initiatives to combat loneliness & social isolation

- **Section 3: What are the challenges faced by local services?**
 - Issues currently faced by local services
 - Specific work being implement to address these challenges

- **Appendices**
 - Appendix 1: Mapping Analysis
 - Appendix 2: Action Group membership



Section 1

Understanding & identifying risk groups in Wokingham

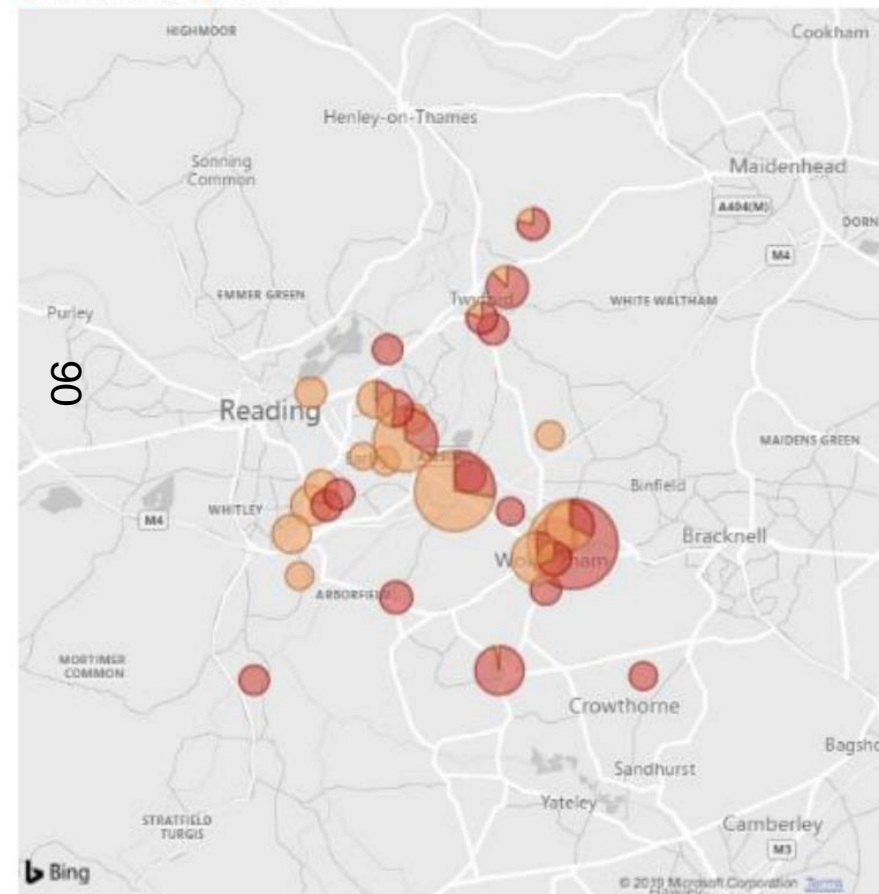
Estimated distribution of need – Loneliness & Social Isolation

Map showing distribution of communities at greatest risk of loneliness and social isolation in Wokingham.

Population segmented using ACORN Wellbeing classifications

of patients by Wellbeing Segment mapped by LSOA

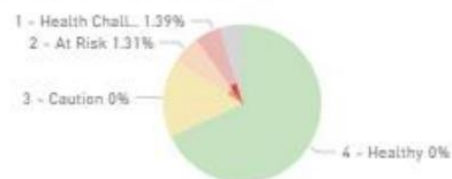
● 1 - Health Challenges ● 2 - At Risk



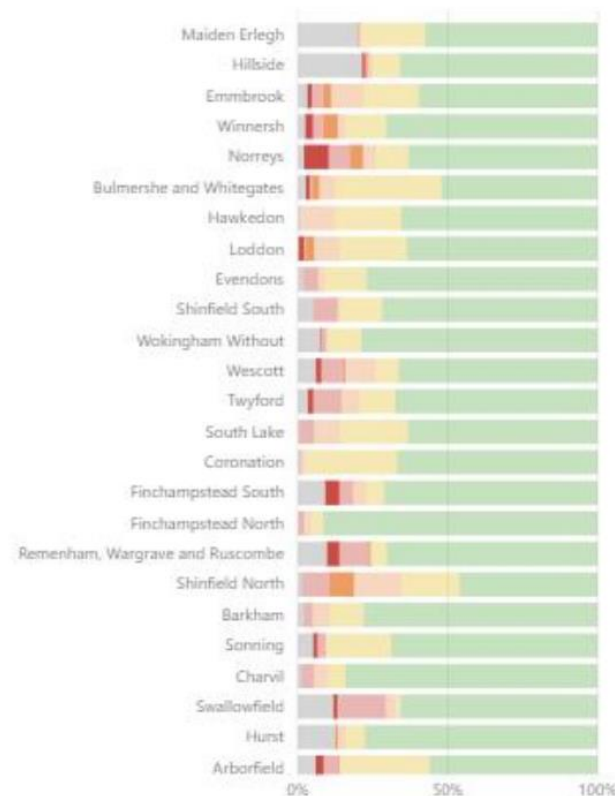
4.8K

Patients

NoOfPatients by Wellbeing Segment



Number of Patients by Ward and Wellbeing Segment



About this Analysis

- This analysis was developed by Frimley ICS in collaboration with the Berkshire Shared Public Health Data Team.
- Details on the methodology for this analysis can be found in **Appendix 1** of this slide pack.

Key findings

- The size of each circles on the map are relative to the number of residents at risk of loneliness & social isolation.
- Large numbers of at risk groups were clustered around the following wards: **Norreys, Embrook, Winnersh, Loddon.**
- This analysis is hosted on an online dashboard and will be refreshed monthly.

Below are the findings from recent academic research from peer-reviewed journals and government publications.

Queens University Belfast – Loneliness in the UK during Covid
Year of publication: 2020

1/3
16

Just under 1/3 of respondents reported loneliness as a result of lockdown



Young adults (18-24) reported high levels of loneliness in addition to older adults (65+)



Being separated or divorced increased the likelihood of loneliness

University College London – Who is lonely during lockdown?
Year of publication: 2020

Study compared sociodemographic predictors of loneliness before and during the pandemic

Analysis showed: risk factors for loneliness were identical before and during the pandemic

Following groups were identified at risk of loneliness [see right]:



Young adults (18-29)



People with lower education or income



Unemployed

Glasgow University – Loneliness among deprived communities
Year of publication: 2015

Among deprived communities, the risk factors for loneliness were [see right]:

Highlighted the positive role the neighbourhood can play in preventing loneliness

Unemployed

Living with mild-moderate mental illness

Those living with physical disabilities



Gov. White Paper – Strategies for tackling loneliness
Year of publication: 2018

3 recommendations to combat loneliness

1

A commitment to play our part in improving the evidence base so we better understand the prevalence of loneliness

2

To embed loneliness as a consideration throughout all service policies, recognizing the wide range of factors that can exacerbate feelings

3

To build a national conversation on loneliness, to raise awareness of its impacts and to help tackle stigma

- ❖ This slide highlights all risk groups identified from the data and literature review.
- ❖ **This is a living document:** The action group will continue to refine and edit this list as we collectively learn more about social isolation/loneliness (and wider determinants) over the coming months.

Personal Circumstances

- Living alone
- Being single, divorced, never married
- Income deprivation
- **Living in residential care**
- Being homeless
- Asylum seekers
- Single parents
- Being bullied
- Pregnancy and maternity
- **Not in education employment or training**

Transitions:

- Bereavement
- Becoming a carer
- Becoming a parent
- Retirement
- Moving to live in a new area/environment
- Losing your job

Personal characteristics:

- English is a foreign language
- **Being Male** (stigma of talking about mental illness)
- Older adults: 75+
- **Young adults: 18-25**
- Children & young people with low level anxiety
- **From an ethnic minority community**
- **LGBTQ**

Health and disability:

- Living with long term physical health condition
- Mild-moderate mental illness (stress, anxiety, depression)
- Immobility
- Cognitive impairment
- Sensory impairment
- All social care users
- Dual sensory impairment
- **People with multiple complex needs**

Geography

- Living in remote environment/setting
- **Living in an area with limited access to community facilities.**

Crime:

- Being a victim of crime
- Being convicted of a crime
- Victims of domestic abuse

Communities affected by COVID

- **People who are digitally excluded**
- CEV who have been shielding
- People who live alone and have been working from home for prolonged period of time

Risk Factors among children & young people

- **Young carers**
- Being bullied at school
- Children carrying childhood trauma:
 - Neglect
 - Abandonment
 - Physical abuse
 - Foster care system
 - Witnessing abuse if sibling/parent
- Having a mentally ill family member
- Negative impact of social media on self esteem
- Transitioning to new setting/circumstance
 - Changing school
 - Transitioning to college
 - Care leavers

- These long term indicators are collated government statistics (relevant to loneliness and social isolation) published on a PHE data website known as [fingertips](#).
- Most of these statistics have a 1-2 year delay (due to government agencies processing the data across multiple localities)
- At present, the statistics below precede the pandemic but in future, they will serve as long term indicators of the progress we are making as an action group.

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Indicator	Period	England	South East region	Bracknell Forest	Brighton and Hove	Buckinghamshire	East Sussex	Hampshire	Isle of Wight	Kent	Medway	Milton Keynes	Oxfordshire	Portsmouth	Reading	Slough	Southampton	Surrey	West Berkshire	West Sussex	Windsor and Maidenhead	Wokingham
Social Isolation: percentage of adult carers who have as much social contact as they would like (Persons, 18+ yrs)	2018/19	32.5	31.4	32.5	36.3	23.1	34.2	28.6	32.7	27.3	25.1	36.9	27.1	38.8	32.0	25.9	22.2	22.4	34.7	35.9	41.2	37.1
Social Isolation: percentage of adult social care users who have as much social contact as they would like (Persons, 18+ yrs)	2019/20	45.9	45.5	44.8	42.8	39.3	52.4	43.5	51.6	*	48.1	46.4	44.1	46.0	48.6	42.8	38.1	47.3	45.7	48.0	35.2	*
16-17 year olds not in education, employment or training (NEET) or whose activity is not known (Persons, 16-17 yrs)	2019	5.5	6.4	4.6	5.0	10.2	5.6	3.7	2.4	7.7	12.0	5.7	3.7	5.0	14.9	4.2	6.3	3.8	2.5	12.0	6.3	4.5
Children in need due to abuse or neglect: rate per 10,000 children aged under 18 years (Persons, <18 yrs)	2018	181.4	125.3	144.3	197.5	127.1	131.3	61.3	179.2	86.5	200.6	100.7	123.3	258.0	245.9	175.4	363.0	121.1	94.7	139.1	85.3	91.0
Employment of people with mental illness or learning disability: % of those with a mental illness or learning disability (Persons, 16-64 yrs)	2018 Q4	48.0*	56.5*	86.1*	63.1*	-	43.2*	60.6*	42.9*	53.2*	56.3*	36.8*	77.6*	44.2*	52.2*	51.2*	60.4*	56.6*	64.8*	57.4*	47.1*	84.8*
Hospital admissions as a result of self-harm (Persons, 15-19 yrs)	2017/18	648.6	738.0	803.0	926.8	529.3	774.5	927.4	731.9	509.8	806.4	632.5	713.1	1026.0	829.8	760.3	1038.3	685.1	840.5	795.2	571.5	823.9

Section 2

Updates from local services and council initiatives

What is currently happening to address loneliness & social isolation

Below are visual summaries of local service-level updates that cover the time between April – May 2021.

Adult Education Service

We deliver adult education courses (19+) in:



Health and wellbeing



Work prep and skills



Personal Development




Community engagement/volunteering


Recently, some of our accredited courses (ESOL, English and Maths) and Wellbeing courses have returned to classroom delivery




Community Engagement



Signed up to Moving with Confidence system




Re-opened community houses and flats in Finchampstead and Shinfield. 1-1 drop in




Easter activity packs for all families on Pupil Premium (HAF Programme)

Friendship Alliance Service

12 Averaging 12 residents/ week attending our online Friendship Cafe



Use of breakout rooms allows people to meet different residents, and develop communication skills



Arranged 2 upcoming group walks. In addition to improving mobility, this will develop our member's confidence and build group resilience

Libraries

**Excluding events delivered to school classrooms etc)*

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Attendees at events for adults in March

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Attendees at events for children in March

LINK Visiting Scheme

We have begun our Link to Nature Project



Connecting older people and volunteers to their gardens and nature



Providing coaching and support and tablet devices to those who feel digitally excluded

NEET Prevention Service

We have reintroduced home visits



We visit the homes of young people with whom we have lost contact to check on NEET status and offer support

Section 3

Summary of recent challenges & what we're doing to address these

Adult Education Service

Struggling to engage with residents who are digitally excluded

“As most of our services are delivered online, our clients who struggle to access the internet often lose out”



Community Engagement

100% of our activities in the communities and sheltered schemes have stopped

“Time of staff on site is limited + unable to bring in outside services to bring people together”



Friendship Alliance Service

Residents who are not digitally literate have not been able to attend online sessions

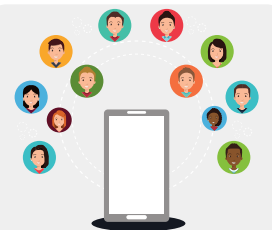
“It has not been possible to further our Friendship Tables due to COVID restrictions on indoor seating at cafes”



Libraries

Until 12th April, our sites were closed. As a result less residents are able to access our services

“Whilst these are well used, we know we are not reaching the normal volume of residents we would normally”



LINK Visiting Scheme

Many of our clients express a reduction in confidence, mobility, memory and low mood

“Our challenge is how to reengage our clients in restarting our face to face programme”



NEET Prevention Service

Remote working has proven to be a challenge for clients who do not have access to IT at home

“This has resulted in difficulty completing activities such as online job application forms”



What are we doing to tackle inequalities?

Adult Education Service

Community Engagement

Friendship Alliance Service

Libraries

LINK Visiting Scheme

NEET Prevention Service

1-1
Support sessions

1726
Made and delivered food parcels

Tackling digital and social isolation

3
Re-opened 3 largest sites

GP
Appointments

Leaving Care Team

Offered 1-1 sessions over the phone to support potential learners who have few or little digital skills

243
Vaccinated at local Mosque*

LINK Visiting Scheme rolling out Digital Inclusion project as part of the FA Service, reducing digital and social isolation.

Ordered a supply of tablets to lend to digitally excluded residents to help reduce social isolation

We have made a number of GP appointments on behalf of our clients

Over the last month we have worked closely with the Leaving care team to plan coordinated support for care leavers who are NEET

Allows digitally excluded individuals to get online to join our UK-Online weekly drop-in sessions to support with basic IT skills

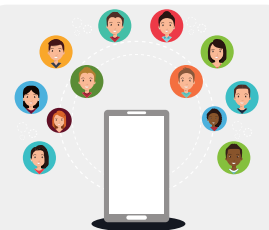
Delivery of Easter HAF activities and food packs

People wishing to join us online are talked through process of using Zoom along with a trial session to increase confidence

Optional equality data forms allowing us to build improved picture of protected characteristics of those joining the service

This is because many have expressed difficulty in doing this themselves

This has helped build and develop confidence and resilience across the community



*Last month

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PLACEHOLDER: to add updates from the following services:

- **Citizens Advice - One front door service**
- **Wokingham Recovery College**
- **Total social prescribing referrals made using the project Joy platform**

APPENDICES

A two-stage process was used to identify groups of residents in Wokingham at risk of Loneliness and Social Isolation.

STAGE 1

A composite score for Loneliness & Social Isolation was developed and assigned to each post code in Wokingham using a commercial dataset: [ACORN Wellbeing profiles](#).

ACORN wellbeing profiles incorporates separate datasets from numerous public- and commercial sources: ONS, Electoral Register, Internet Service Providers, NHS, PHE, NOMIS and more. Specific ACORN indicators were selected for their relevance to Loneliness/Social isolation using findings from literature reviews. Selected ACORN indicators were related to the following domains: Health, Housing, Social Capital, Isolation and Support from Family and Friends.

STAGE 2

Composite ACORN scores were assigned to patient records using the Connected Care dataset (integrated digital records for people registered with a GP in Wokingham). Matching this data enabled insights based on clusters of residents within each postcode in Wokingham.

The map was then created to show the distribution of postcodes with the greatest risk of Loneliness and Social isolation in Wokingham.

This analytical approach was adapted from [methods used by the Kent Public Health Observatory](#).

Name	Organisation	Role
Mustafa Kamara (Co-Chair)	Public Health Team Wokingham Council	Senior Public Health Programme Officer
Phil Bell (Co-Chair)	Involve Community Services	Chief Executive - Involve
Deana Humphries	Localities Team, Wokingham Borough Council	Community Engagement Lead
Donna Morgans	Optalis (Wokingham Borough Council)	Head of Supported Employment Services
Jane Streak	The Friendship Alliance	Programme Lead
Lorraine Barker	Adult Education Team Wokingham Borough Council	Adult Education Team and NEET Manager
Zaid Raja	Business Change Team, Wokingham Borough Council	National Graduate Management Trainee
Jennifer Gallacher	Public Health Team Wokingham Council	Management Support Officer
Richard Alexander	Localities Communities, Insight, and Change, WBC	Operational Resource Lead
Marjie Walker	The Link Visiting Scheme, Wokingham	Service Manager
Patrick Harding	The Joy Platform	Founder & Chief Executive - The Joy Platform