

Impact on Vulnerable Adults and Children

1. Summary of Impact: To provide the Scrutiny Committee with a regular update on Council and partnerships performance in mitigating Loneliness and Social Isolation.
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Transformation Policy

1. Policy Status: Existing Policy: Monitoring of the Loneliness Strategy and Action Plan is part of the performance management framework developed to ensure that there is strong leadership and management oversight of services in Bromley.
 2. Making Bromley Even Better Priority
 - (1) *For children and young people to grow up, thrive and have the best life chances in families who flourish and are happy to call Bromley home.*
 - (2) *For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence, and making choices.*
 - (5) To manage our resources well, providing value for money, and efficient and effective services for Bromley's residents.
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Financial

1. Cost of proposal: Not Applicable
 2. Ongoing costs: Not Applicable
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Personnel

1. Number of staff (current and additional): Not Applicable
 2. If from existing staff resources, number of staff hours: Not Applicable
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Legal

1. Legal Requirement: Non-Statutory - Government Guidance
 2. Call-in: Not Applicable
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Procurement

1. Summary of Procurement Implications: Not Applicable
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Property

1. Summary of Property Implications: Not Applicable
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Carbon Reduction and Social Value

1. Summary of Carbon Reduction/Sustainability Implications: Not Applicable
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Impact on the Local Economy

1. Summary of Local Economy Implications: Not Applicable
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Impact on Health and Wellbeing

1. Summary of Health and Wellbeing Implications:

The Tackling Loneliness Strategy is a preventative strategy which helps to positively impact health and wellbeing services as well as users/ patients within the London borough of Bromley.

Customer Impact

1. Estimated number of users or customers (current and projected): Not Applicable

Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable

3. COMMENTARY

Background

- 3.1 As part of its commitment to mitigate loneliness, Bromley Council has acted as a systems leader to bring together the work that is being carried out by statutory, private, and voluntary partners throughout Bromley.
- 3.2 Bromley Council led on the work to produce the Tackling Loneliness Strategy following engagement with stakeholders and which was approved by Adult Care and Health PDS in November 2021.
- 3.3 An Action Plan was brought to the Adult Care and Health PDS based upon the three key priorities:
 - Priority One: Organisation and services
 - Priority Two: Community infrastructure that empowers social connections.
 - Priority Three: Building a culture that encourages strong social relationships.
- 3.4 It was agreed that the Action Plan would be brought to ACH PDS on a regular basis for oversight on the delivery of the Strategy.

Progress against the Action Plan in this update includes:

- ✓ The London Borough of Bromley Tackling Loneliness Workshop started in March 2023, 349 people have attended the workshop so far. 97% of participants who have taken the Tackling Loneliness Workshop have found it to be *useful* or *extremely useful*. Future workshops have been planned with frontline professionals, health visitors, teachers, and voluntary organisations across Bromley.
- ✓ The London Borough of Bromley is carrying out research in the form of a survey to understand what impact local groups are having on residents regarding their experience of loneliness and isolation. So far 249 responses have been received to date. The data suggests that from joining a local group, users are more likely to feel more connected to their community. The current results show a 23% increase in connectivity and a reduction in loneliness.
- ✓ Bromley Well continues to offer a service to reduce isolation and loneliness and enhance the befriending offer across all pathways in the service. From January – March 2024, 66 people have received 1 – 1 befriending support from a dedicated volunteer, with 867 befriending phone calls being made to those waiting for 1 to 1 support. Over 690 attendances were made across 55 Age UK Bromley Friendship Hub sessions in the same period.
- ✓ To celebrate Childrens Mental Health week in February, 4 schools supporting 1,200 students received an assembly around loneliness, connection, and support at Primary schools. A bespoke Workbook was created for primary and secondary school students to complete. Currently 127 students have completed this workbook. At the end of the academic year over 1,000 pupils should have completed the workbook.
- ✓ The Platinum Jubilee Parks Fund applications so far has seen £650,000 being awarded to 59 projects across the borough, with a number of these initiatives aiming to help tackle loneliness and social isolation.
- ✓ Big lunches have been planned across the borough in June 2024 to bring residents together in 4 locations highlighted through London's Festival of Architecture. Community initiatives will be promoted to increase social connection at these events.
- ✓ Communication with national & global organisations and other local authorities on various platforms to promote good practice, share knowledge and ideas to tackle loneliness together continues.
- ✓ The London Borough of Bromley's Tackling Loneliness Strategy won the Gold iESE Transformation Public Sector award, in the Community & Customer Focus category in March 2024.

3.5 As the work to tackle loneliness develops, new actions will be incorporated where appropriate to ensure that the Action Plan remains relevant to the needs of the residents of Bromley.

4. IMPACT ON VULNERABLE ADULTS AND CHILDREN

The Bromley Tackling Loneliness Strategy will help to mitigate loneliness for people throughout the life course who are at risk of, or experiencing, loneliness. This will prevent a greater likelihood of developing negative physical, emotional, and social outcomes as well as an adverse financial impact for individuals and families.

5. TRANSFORMATION/POLICY IMPLICATIONS

There are no policy implications arising directly from this report. Any policy implications arising from the implementation of the various actions contained within the plan will be reported to the PDS Committee separately.

6. FINANCIAL IMPLICATIONS

There are no financial implications arising directly from this report. Any financial implications arising from the implementation of the various actions contained within the plan will be reported to the PDS Committee separately.

7. PERSONNEL IMPLICATIONS

There are no personnel implications arising directly from this report. Any Personnel implications arising from the implementation of the various actions contained within the plan will be reported to the PDS Committee separately.

8. LEGAL IMPLICATIONS

There are no legal implications arising directly from this report. Any legal implications arising from the implementation of the various actions contained within the plan will be reported to the PDS Committee separately.

9. PROCUREMENT IMPLICATIONS

There are no procurement implications arising directly from this report. Any procurement implications arising from the implementation of the various actions contained within the plan will be reported to the PDS Committee separately.

10. PROPERTY IMPLICATIONS

There are no property implications arising directly from this report. Any property implications arising from the implementation of the various actions contained within the plan will be reported to the PDS Committee separately.

11. CARBON REDUCTION/SOCIAL VALUE IMPLICATIONS

There are no Carbon reduction or social value implications arising directly from this report. Any carbon reduction or social value implications arising from the implementation of the various actions contained within the plan will be reported to the PDS Committee separately.

12. IMPACT ON THE LOCAL ECONOMY

There are no local economy implications arising directly from this report. Any impact to the local Economy arising from the implementation of the various actions contained within the plan will be reported to the PDS Committee separately.

13. IMPACT ON HEALTH AND WELLBEING

The Tackling Loneliness Strategy is a preventative strategy which helps to positively impact health and wellbeing services as well as users/ patients within the London borough of Bromley.

14. CUSTOMER IMPACT

There are no customer implications arising directly from this report. Any customer implications arising from the implementation of the various actions contained within the plan will be reported to the PDS Committee separately.

15. WARD COUNCILLOR VIEWS

There are no Ward Councillor views from this report.

Non-Applicable Headings:	4 -12, 14 and 15
Background Documents: (Access via Contact Officer)	

Tackling Loneliness Strategy Action Plan – June 2024 Update

Priority One: Organisation and services

Bromley already has a wide range of services, groups and activities which can help to tackle loneliness. However, during our consultation we found out it was difficult for people to find information, advice, and guidance to access these.

To respond to this, we will...	Action	Lead	Timescale	Update
a) make it easier to access information about local community groups, activities, and support services for loneliness.	i) Develop a service e-directory for residents in order to know what is available: residents, carers, care workers and other advisers need to have access to a reliable directory of community-based services.	Community Links Bromley	Ongoing	<p><u>Bromley Simply Connect</u> The Bromley Simply Connect database continues to be developed to promote information about local groups, activities and support services which can be accessed by all. 1,478 activities are currently available to view online. A filmed demonstration on how to use the Simply Connect Bromley platform can be viewed here.</p>
	Community Links Bromley have been funded to update their Simply Connect e-directory resource and to put in place volunteers to sustain the database thereafter.	London Borough of Bromley/AD Commissioning	Ongoing	<p>636 organisations are now promoted. Staff member continues searching and working with volunteers to further increase the offer.</p> <p>Over the past 12 months, Simply Connect Bromley have had over 72,000 page views.</p>
	The Simply Connect e-directory will be accessible via the Council website and promoted on Council social media channels.	London Borough of Bromley/AD Corporate Transformation	Completed	<p>Links to the Simply Connect e-directory can be found on the following pages on the Bromley website: www.bromley.gov.uk/loneliness, www.bromley.gov.uk/befriending Advice and support – London Borough of Bromley</p> <p>Links can also be found on the Tackling Loneliness Intranet page available for all London Borough of Bromley staff to view and share. Tackling Loneliness - Home (sharepoint.com)</p>

To respond to this, we will...	Action	Lead	Timescale	Update
				This page is regularly updated with the latest research, events, and initiatives to support staff within their job roles and personal wellbeing.

To respond to this, we will...	Action	Lead	Timescale	Update
a) make it easier to access information about local community groups, activities, and support services for loneliness (cont'd)	ii) Continue to produce the Adult Care Services Directory Early Help Directory – consultation feedback included the need for printed as well as digital materials.	London Borough of Bromley/AD Children Social Care Specialist Services AD Corporate Transformation	Completed 2023 Annual action.	The Adult Care Services Directory – Your Guide to Independent Living Support and Care Services is updated annually and published during the summer each year both in printed and electronic formats. 9,000 copies were distributed to front-line health and social care professionals, voluntary organisations, libraries, GP practices, pharmacies, and faith groups in September 2023. Bromley Local Offer (website for those with special education needs and disabilities) and Bromley IASS — Bromley Information, Advice and Support Service (IASS) website- Free, impartial, confidential information, advice and support about special educational needs and disabilities (SEND) and their parents and carers.
	iii) Showcase the service e-directory and to demonstrate how it may be used to support giving advice and guidance to residents – working with public facing services such as library staff, social care staff and GP Link workers.	Community Links Bromley	Completed	Promotional materials for staff and residents will remain in circulation with ongoing promotion.
	iv) Update the Befriending page on Council website annually.	London Borough of Bromley/AD Corporate Transformation	Annual action	The Befriending webpage and Befriending Guide were reviewed for National Befriending Week in November 2023 www.bromley.gov.uk/befriending One of the new services promoted is Independent Age 'Good to know groups' which offers older residents in Bromley and the UK the opportunity to come together on the phone to hear from experts on a wide range of subjects.

To respond to this, we will...	Action	Lead	Timescale	Update
	v) Support families from Ukraine to connect with other refugees and their local communities.	London Borough of Bromley/ Director, Housing, Planning & Regeneration	Ongoing	<p>Under the Homes for Ukraine scheme, the weekly Support Hub at the Civic Centre enables families to connect with others whilst receiving multi-agency support and advice. This Hub is still on going with 20 - 30 people meeting on a weekly basis.</p> <p>The team are continuing to work to re-match households for guests whose placements are coming to an end. The pilot called Pathway 2 Employment has been completed and the offer of language support was sent to all Ukrainian Guests, but response was limited, so this has now ended.</p>
	vi) Support carers to connect with carers groups and their local communities		Ongoing	<p>The Principal Loneliness Champion is working closely with Bromley Well & BTSE to support carers of all ages through the service in a variety of ways.</p> <p>The Principal Loneliness Champion was invited to attend the Mutual Carers Lunch in April. The Champion reviewed the activities and support that is available in Bromley through the community and voluntary sector. Further links have been made since attending the carers lunch.</p>
	vii) Support people with learning disabilities to connect with activities for people with learning disabilities and their local community		Ongoing	<p>The Principal Loneliness Champion was invited to attend the Learning Disability Partnership Board in March, with Loneliness being one of this year's themes which groups wanted to discuss across 2024. The Loneliness Champion is working closely with commissioners to promote the Board and support users.</p>

To respond to this, we will...	Action	Lead	Timescale	Update
				Further connections have been made with Bromley Local Offer team and SEND officers working within the community to support residents of all ages.

To respond to this, we will...	Action	Lead	Timescale	Update
<p>b) improve our ability to recognise people at risk of experiencing loneliness at certain life trigger points by providing appropriate training to staff and volunteers supported by information and advice</p>	<p>i) Train a network of champions to raise awareness about trigger points and key events that can help to tackle loneliness including multi agency front line workers, voluntary sector, and faith groups</p> <p>Training resources to be sourced and made available for all Council staff and partner organisations.</p>	<p>London Borough of Bromley</p> <p>AD Corporate Transformation AD HR Learning and Development</p>	<p>Ongoing</p>	<p>The bespoke Tackling Loneliness Workshop for all professionals working with residents of all ages, stages of life and backgrounds in the borough who may be experiencing loneliness has been developed. The workshop was piloted March 2023. So far, 349 participants have attended the workshop. To date 97% attendees taking the workshop survey have found it to be <i>extremely useful</i> or <i>useful</i> within their job roles.</p> <p>The Tackling Loneliness Workshop is being advertised on the Bromley Safeguarding Adults Board (BSAB) website and the Bromley Safeguarding Children's Partnership (BSCP) website as well as internally to all Bromley Council officers as well as statutory partners.</p> <p>Internal promotion of the Tackling Loneliness Workshop continues through the Tackling Loneliness SharePoint page, Wellbeing Wednesday emails and other forms of internal communication avenues.</p> <p>In February the latest cohort of Prince's Trust students attending LSEC Orpington Campus took part in the Tackling Loneliness Workshop to support them through their 12-week programme and future support within the community.</p> <p>Workshops have now been delivered to Wellbeing staff across the King's Trust sites to better support staff with training to medical professionals to follow later in the year.</p>

To respond to this, we will...	Action	Lead	Timescale	Update
				<p>The workshop is professionally accredited through CPD Accreditation service to give participants the assurance of quality training being provided by the London borough of Bromley.</p> <p>Further Tackling Loneliness Workshops will be delivered to new Bromley Youth Council members, health visitors, NHS staff, teachers, Councillors, fire fighters and the voluntary & community sector across 2024 and beyond.</p> <p>The Principal Loneliness Champion is looking into options to promote the Tackling Loneliness Workshop to private organisations on a cost basis.</p>
	ii) Ensure commissioned services have identifying and mitigating loneliness as part of their service specification	London Borough of Bromley AD Corporate Procurement	Completed	Procurement gateway report templates have been adjusted to include the following “Bromley’s corporate Tackling Loneliness Strategy commits to have identifying and mitigating loneliness as part of the service specification in all appropriate contracts, please consider how this contract could help towards these outcomes.’
	iii) Continue Befriending services through voluntary organisations established during pandemic.	Bromley Well	Completed	<p>From January – March 2024, 66 people received 1-to1 befrienders support via Bromley Well volunteers. 57 new assessments were completed by staff to determine need.</p> <p>During this period, 867 befriending calls were made by staff to those not yet allocated a volunteer bring the total number of hours spent befriending to 716 hours.</p> <p>Bromley Well also provides Friendship Hubs for older residents in the community which are held in Bromley, Orpington, and Chislehurst with 690 attendances between all 55 Hub sessions, across the 3-month period.</p>

To respond to this, we will...	Action	Lead	Timescale	Update
<p>c) through social prescribing in GP practices and potentially other front-line services we will connect people at risk of or experiencing loneliness.</p>	<p>i) Ensure that CCG Social Prescribing Link Workers in GP practices use the e-directory resources and identifies loneliness</p>	<p>Bromley GP Alliance</p>	<p>Ongoing</p>	<p>Social Prescribing Link Workers have met with Community Links Bromley to demonstrate its content and how it can be used with patients.</p> <p>The Principal Loneliness Champion is in regular contact with the Head of Social Prescribing in Bromley and continues to share information regularly. Several Social Prescribers have taken part in the Tackling Loneliness Workshop. Bromley Y have now put an employee in post for a Youth Social Prescribing role.</p> <p>There are now a total of 6 wellbeing cafés operating in Bromley for older people to attend. The Principal Loneliness Champion regularly visits the Wellbeing Cafés to offer support to staff and signpost services for residents. Since the last report over 40 residents heard about the support available through the Tackling Loneliness Strategy i.e., Simply Connect Bromley database.</p> <p>The Principal Loneliness Champion regularly communicates with the One Bromley Community Champions to relay information via their programme to residents.</p>
	<p>ii) Use Children and Family Assessments (early help through Children and Family Centres) to identify loneliness as a factor in family members and signpost to services</p>	<p>London Borough of Bromley/ AD Children Social Care Specialist Services</p>	<p>Ongoing</p>	<p>As part of the Children and Family Assessments loneliness and social isolation are identified and families are sign-posted to appropriate services.</p> <p>Bromley Children’s Project via the 6 Children and Family Centres continues to support initiatives (such as the Christmas card scheme, teddy bear tea parties and engaging in training opportunities)</p>

To respond to this, we will...	Action	Lead	Timescale	Update
	<p>iii) Work with schools and other partners to raise awareness of loneliness and resources available to mitigate it</p>			<p>across the year as well as bringing families and children together to raise awareness of loneliness.</p> <p>The Principal Loneliness Champion regularly takes part in the Health and Wellbeing Sub-Group – Change for Care leavers project scheme. The Loneliness Champion continues to provide ideas to support young people via online tools & toolkits.</p> <p>The Principal Loneliness Champion attended a ‘Come Dine with me’ session with children looked after in February. Over 10 people attended, including council officers. The group spoke about loneliness, how it can affect people from various backgrounds and how this feeling is normal. Leaflets were distributed to all those in attendance.</p> <p>Information has been shared directly with the Mental Health education leads and on projects, research and papers which may help teachers and governing bodies support children within education who are experiencing mental ill-health issues and loneliness. This information has also been published in the Mental Health and Wellbeing Toolkit for teachers Mental Health & Wellbeing Toolkit (adobe.com)</p> <p>To celebrate mental health awareness week a dedicated leaflet and primary & secondary school workbooks were created to support students learn more about loneliness, how to support themselves, others, and the community. To date 127 students have completed the workbook from 4 primary & 1 secondary school. 6 more schools</p>

To respond to this, we will...	Action	Lead	Timescale	Update
				<p>will be taking part in dedicated workbook sessions with over 1,000 students taking part in the dedicated workbook sessions before the end of the 2024 academic year.</p> <p>The Principal Loneliness Champion continues to deliver assemblies across Bromley Schools including St James RC Primary School, Unicorn Primary School, and Steward Flemming School.</p> <p>The Principal Loneliness Champion continues to have a resident spot on the Agenda at the Schools Mental Health and Wellbeing leads networking (MHWLN) event which occurs numerous times throughout the year. Schools receive an update on how they can get involved in helping to tackle loneliness in the local community, workshops, assemblies, and relevant research/ initiatives within schools.</p> <p>Information, initiatives, research, and projects relevant to children of school ages is continually communicated to schools and internal children's services/ departments.</p> <p>The Principal Loneliness Champion has been working with the peri-natal mental health team at Bromley's 0-19 Service to create a leaflet for all new parents to receive at their 6–8-week check with their baby. The leaflet details local support and help in the community, mental health support, questions to ask your partner and information on local resources.</p>

To respond to this, we will...	Action	Lead	Timescale	Update
				<p>London South East Colleges (LSEC) have again run their Warm Wednesday lunches out of their BR6 restaurant.</p> <p>2 warm Wednesday events took place on the 7th and 21st of February. Both events were extremely well attended with people of all ages, stages of life and backgrounds receiving a meal and interaction with other members of the community and LSEC staff during their dining experience. LSEC are looking at how they can continue to work with London Borough of Bromley throughout the year on the Tackling Loneliness Strategy.</p>
	<p>iii) Ensure that the Adult Social Care “front door service” can signpost to appropriate pathways – including Bromley Well as the early intervention service</p>	<p>London Borough of Bromley/ AD Adult Social Care</p>	<p>Completed</p>	<p>The Initial Contact Team continues to make referrals and signposting clients to the Bromley Well service when appropriate. As part of the new Bromley Well contract, a worker from Bromley Well service will be joining the Initial Response Team.</p> <p>Heads of Service in Adult Social Care have had a demonstration of Simply Connect Bromley as well as the Team Leads in the Operational Team.</p>

Priority Two: Community infrastructure that empowers social connections.

Voluntary and community groups have told us that it can be difficult to find appropriate venues to hold activities at affordable prices. Residents have also told us that some find it difficult to travel to activities because of ill-health or disability. Some others fed back that their own confidence using technology was a barrier to accessing online services.

To respond to this, we will...	Action	Lead	Timescale	Update
a) unlock the potential of underutilised community space.	i) Finding Community Spaces – With Community Links Bromley identify low cost and no cost community spaces that can be used for day activities.	Community Links Bromley	Completed	<u>Halls and Rooms for hire</u> The majority of this information can now be found on the Simply Connect database https://bit.ly/3QcLcfi with over 90 venues now being promoted on this platform.
	ii) Review of community facilities to streamline and maximise usage as community resources.	London Borough of Bromley/ Assistant Director of Culture and Regeneration	April 2023	The Simply Connect data base for venue hire is continually monitored and maintained.
	iii) Work with Extra Care Housing landlords and residential care homes to utilise their facilities for the local community.	Extra Care Housing landlords Care Homes		A range of initiatives are under way to develop more opportunities with care homes, extra care providers and community groups. The following initiatives are happening within Extra Care housing initiatives to support residents to be socially connected. - Day trips to the seaside - Seated exercise classes Interaction among residents and with the community include a local school visiting on a regular basis, a Japanese art club, a tuck shop run by residents at Crown Meadow Court. A

To respond to this, we will...	Action	Lead	Timescale	Update
				<p>communal iPad is being used to facilitate contact with family members who are unable to visit.</p> <p>Additionally a daily afternoon tea to spend time with other residents, enjoy day trips, monthly musical experiences, and an ad hoc gardening club are taking place.</p>

To respond to this, we will...	Action	Lead	Timescale	Update
a) unlock the potential of underutilised community space(cont'd)	iv) Promoting the use of communal spaces, gardens, walks etc. increasing access to spaces that encourage people to meet and socialise	London Borough of Bromley AD Environment AD Culture and Regeneration		<p>The Platinum Jubilee Parks Fund was launched in July 2022. The £1 million fund aims to contribute towards community led projects that improve Bromley Council's green spaces in line with the Open Space Strategy, with £40k assigned per ward. This includes initiatives to tackle social isolation and loneliness.</p> <p>The deadline for the fourth round of applications of the Council's Jubilee Parks Fund closed on the 1st April 2024. The deadline for the final round of applications will be 1st October 2024. The fund is set up to contribute £1 million pounds towards community led projects that improve the borough's green spaces. The fund officially comes to an end in March 2025.</p> <p>The Council has received 59 applications for a wide range of proposals including playground improvements, biodiversity enhancements, community orchards and a dog agility course. Nearly £650,000 has been awarded to the forty-five successful applications to date and seven are currently pending a decision.</p> <p>All projects are assessed against 5 key strategic objectives including their ability to positively benefit community physical and mental health. The proposals received contained initiatives to facilitate networking by creating garden clubs, increased access to nature, enhancement of spaces and areas of relaxation.</p>

To respond to this, we will...	Action	Lead	Timescale	Update
				<p>The Friends of Kelsey Park have used their funding for the creation of a community garden to be used for growing certain types of plants including vegetables. Works on the garden started on site in January 2024 and are due to be completed in May. Watch the video here about Kelsey Parks' conservation milestone here.</p> <p>The Friends of Richmal Crompton Fields created an orchard and sensory garden in commemoration of the late HM Queen Elizabeth II. The group, which reignited in 2022 to form a 'green gym' or 'wellness group' to tackle loneliness, isolation and improve physical and mental health. The group hopes to encourage people to get involved with the management of the Orchard and Community Garden through community events.</p> <p>The Queensmead Playground Regeneration project group are regenerating the existing playground and bringing it up to a renewed standard with more imaginative and inclusive play items with a focus on younger children. They also hope to create a space for parents and carers to socialise in order to reduce loneliness in the community. It is hoped that the new playground will be completed in May 2024.</p> <p>The Friends of Winsford Gardens are transforming a disused garden site into a community site called 'The Winsford Gardens Stumpery and Woodland Garden'. The work in creating the garden started in 2023 with the works ongoing and volunteers benefitting from this project mentally and physically.</p>

To respond to this, we will...	Action	Lead	Timescale	Update
				<p>Other notable Platinum Jubilee Parks funded projects include:</p> <ul style="list-style-type: none"> - Chislehurst Cemetery, Baby Memorial Garden - Beckenham Green, Green Improvements - Jubilee Country Park, Community Orchard - Biggin Hill Recreation Ground, Outdoor Gym - Farnborough New Inn Fields - Palace Square playground - McAndrews Recreation Ground - Goddington Park - Playground Improvements. <p>As part of the Ramblers Wellbeing Walks programme, Mytime Active is continuing its series of walks in Bromley which aim to create new friendships while promoting health and wellbeing. There are 5 free wellbeing walks scheduled each week here.</p>
b) raise awareness of a transport network that supports people's social connections and helps people be connected to their community – through accessible and inclusive transport.	i) Update the Council's Guide to Accessible Transport	London Borough of Bromley/ AD Corporate Transformation	Completed	<p>The Bromley Guide to Accessible Transport has been updated and can be found on the Bromley website.</p> <p>This document is in the process of being updated with Super Loop information to better support residents in planning their journeys across Bromley and beyond.</p>
c) maximise the power of digital tools through connecting people, particularly	i) Evaluate series of pilot assistive technology tools being trialled across health and care services including assistance	London Borough of Bromley/	TBC	New ongoing workstream commenced with the local hospital, particularly working with the Care Navigators in the Frailty unit to support patients that do not have any formal care, or who do not

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<p>older and disabled adults, and addressing loneliness and internet safety.</p>	<p>devices for older residents and those with learning disabilities.</p>	<p>Director Adult Social Care</p>		<p>feel the need for care when being discharged home to their own residence. The issuing of Assistive Technology (AT) digital devices - 'OwnFones' have been key to supporting vulnerable and often isolated individuals in the community. These Ownfone devices are connected to the Carelink service for a short period of time post hospital discharge. Working with the Frailty Unit / Frailty & Care Navigators / Transfer of Care Bureau and Bromley Well at the PRUH to further identify and support appropriate patients that would benefit from this type of connected device when going home. These devices will be rolled out to the in-patient rehabilitation unit at QMS and to include them as part of the reablement offer for residents.</p> <p>A new Assessment and Prescription Guide has been produced and distributed to covering Carelink and Assistive Technology for all health and social care staff to offer guidance when incorporating 'Ownfones' into the assessment of care needs.</p> <p>There are plans to further engage with the voluntary sector to engage with residents to offer a connected AT device to improve their ability to communicate and access support if required.</p> <p>Funding secured for pilot project of 20 units for an Alexa-style system which monitors activity, provides prompts and enables communication with other service users through the device. Plans to implement the project are still in discussion.</p>

To respond to this, we will...	Action	Lead	Timescale	Update
c) maximise the power of digital tools through connecting people, particularly older and disabled adults, and addressing loneliness and internet safety (cont'd)	ii) Promote the continued use of Library activities delivered face to face and online activities for all ages, including virtual groups for new parents, people with dementia, the hard of hearing, carers, and children. Outreach to less mobile through the Home Library Service.	GLL/ AD Culture and Regeneration	Ongoing	<p><u>Activities in Bromley Libraries</u> Our activities and events programme continues across the borough with a range of events and activities for all ages and interests.</p> <p>Additional Restrictions Grant Cultural Grant funding has provided a portable Magic Table and the Happiness programme from <u>Social-Ability</u>. Groups are located at Beckenham, Bromley Central, Chislehurst, Orpington, Shortlands and St Paul's Cray libraries. 1,500 adults and children have joined in various activities and events across Bromley using this innovative offer.</p> <p>Bromley Libraries' Reading Groups continue to be a popular and expanding offer; from January to March our libraries hosted over 165 Reading Groups for all ages, with 1,174 attendees.</p> <p>There were 62 sessions of Teen and Children's reading groups, with 435 attendees to inspire children's engagement with books and boost their literacy attainment.</p> <p>Biggin Hill Library, Petts Wood Library and Southborough Library continue to have great feedback from their Reading Friends Calls. These calls can cover a range of topics and keep local residents linked with their library.</p> <p>Branch library coffee mornings continue to bring members of the community together.</p> <p>Mottingham Library have seen great success with their Saturday Space Autism Group. Mottingham</p>

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				<p>and Penge Library also offer family OBIE sessions, encouraging both children and adults to participate in educational and exciting motion games with the interactive projector units.</p> <p>The Bromley Libraries Children's Team have run a series of events and workshops over the past months, including a school aged fully booked Quiz, with 6 schools competing and interacting with each other to find the Bromley book-knowledge champions.</p> <p><u>Bromley Home Library Service</u> Promotion of this free service for residents continues across Bromley. It continues to be available for any Bromley residents who are unable to reach and use their local library. Volunteers visit residents each month, with deliveries tailored to individual interests whilst building a relationship in their homes.</p>

Priority Three: Building a culture that encourages strong social relationships.

Sharing knowledge and best practice of support that can successfully tackle loneliness we want to strengthen existing activities and identify potential new kinds of support.

To respond to this, we will...	Action	Lead	Timescale	Update
<p>a) Continue to build on this conversation to raise awareness and reduce the stigma surrounding loneliness.</p>	<p>iii) Deliver a communications campaign every year of this strategy, to raise awareness and reduce the stigma of loneliness</p>	<p>London Borough of Bromley/ AD Corporate Transformation</p>	<p>Annual 2022-2026</p>	<p><u>Loneliness Awareness Week 10th – 14th June 2024:</u></p> <p>5 Council run Big Lunches have been organised at various park locations across the borough to coincide with London Festival of Architecture locations. These Big Lunches will be held across the month of June at the following dates and locations:</p> <p>Saturday 1st June – Priory Gardens – Orpington Saturday 22nd June – Chislehurst common Saturday 23rd June – Crystal Palace Park Saturday 29th June – Queens Gardens, Bromley Date TBC - Biggin Hill Memorial Museum</p> <p>At these events various council programmes, , voluntary organisations, and community groups will showcase their services available to residents and ‘bring the community to the Big Lunch’.</p> <p>Big lunches for council staff members will also take place during loneliness awareness week to bring colleagues together and showcase support available to those working within the organisation around loneliness & wellbeing.</p> <p>The council has also waived all fees for residents to close their road on Saturday 1st &</p>

To respond to this, we will...	Action	Lead	Timescale	Update
				<p>Sunday 2nd June to allow neighbours to come together and create their own Big Lunch, encouraging and increasing social connectivity within hyperlocal communities.</p>
<p>b) Encourage grassroot opportunities to strengthen local social relationships and community ties - through volunteering sectors and threading awareness of social connections through new and existing programmes such as our partnerships working with libraries, museums, and the arts.</p>	<p>iv) Promote Loneliness Awareness Week in June each year</p> <p>i) Promote volunteering to mitigate against loneliness.</p> <p>ii) Research in tackling loneliness in Bromley</p>	<p>London Borough of Bromley/ AD Corporate Transformation</p> <p>Community Links Bromley</p> <p>London Borough of Bromley/ AD Corporate Transformation</p>	<p>Annual 2022-2026</p> <p>Ongoing</p> <p>Ongoing</p>	<p>A communication plan has been drawn up from September 2024 to June 2025, to focus on Loneliness Awareness Week in June and other appropriate events throughout the year.</p> <p>A communication campaign was carried out for Loneliness Awareness Week, and the month of Community in June.</p> <p>Befriending opportunities are promoted on the Simply Connect Bromley site and through the Volunteering Update newsletter. Mytime Active offers volunteering opportunities through the Primetime Buddies initiative and the Wellbeing Walks programme. Mytime currently have 24 Primetime Buddies who are all older people who support and encourage their peers to be physically active.</p> <p>Bromley Council has developed an Employee Volunteering Strategy allowing staff to volunteer for 2 days a year. Bromley Staff are regularly updated about volunteering opportunities via Wellbeing Wednesday emails including Volunteering fairs, positive volunteering stories and initiatives to get involved in.</p> <p>A survey was created to understand what impact local groups have on residents and their experience of loneliness. The survey has initially been piloted with Mytime Active, Bromley</p>

To respond to this, we will...	Action	Lead	Timescale	Update
		Loneliness Champion		<p>Childrens Project, GLL Libraries and Age UK Bromley and Greenwich.</p> <p>The Survey started in January 2024, and so far, 249 responses have been received with very positive results.</p> <p>The results from the survey clearly shows that before joining a group people felt less connected (2.6/4 stars or 65%). By taking part in an activity or group people stated that they felt more connected (3.51/4 stars or 88%). This is a 23% improvement in connectedness. Some of the main outcomes of this survey is that people have stated that being part of a community or social group has improved their mental health alongside forming new friendships and reducing the risk of loneliness. One survey respondent stated that being part of the social group brought them a <i>'huge sense of purpose and belonging.'</i> Another respondent stated that <i>'Being a young mum and new to the area was very daunting (but) having the community vision centre is a complete lifeline for me and has helped me in so many ways to be more connected within the community and get new skills.'</i> Several other survey user stated that being part of a particular group was their <i>'lifeline.'</i> It was also commented on that <i>'Meeting new people, friendships, improved health and fun'</i> were the best part of their group/activity.</p>
	ii) Supporting community groups in establishing new day activities for older people in a number of	London Borough of Bromley/	Ongoing	Work to identify the type of day activities that older people want to participate in is on-going.

To respond to this, we will...	Action	Lead	Timescale	Update
	new and safe settings across the borough	AD Commissioning		The Principal Loneliness Champion continues to promote and work with the Saxon Day Centre to promote the organisation to all Bromley residents, including their organisation in the Tackling Loneliness Workshop.
	iii) Promote leisure, cultural and sporting activities with our partners in the arts and Proactive Bromley.	London Borough of Bromley/ AD Culture and Regeneration	Ongoing	<p>The Tackling Loneliness Strategy has been reviewed with Mytime Active and partners in ProActive Bromley to identify current programmes which can support the aims of the Strategy and consider further actions which can be undertaken. This will be an agenda item for all future Pro-active meetings.</p> <p><u>Mytime Active</u> MyClub and MyClub Junior activities promote inclusion for people of all ages with Special Educational Needs and/or Disabilities and for those with learning disabilities and Dementia. With over 8 activities are planned each week including bowling, dance, and golf for members to come together. Over 100 weekly attendances are recorded with members giving positive feedback.</p> <p>Over 90 Primetime activities are run in community venues such as Farnborough and Biggin Hill each week with over 2,500 members attending. Mytime Active continue to promote their programme at the Orpington, Biggin Hill and Beckenham Wellbeing Café's on a monthly basis.</p> <p>Mytime Active are part of the Bromley Dementia Steering Group and have organised an Indoor Street Party with afternoon tea and entertainment for Dementia Action Week in May at Crofton Halls.</p>

To respond to this, we will...	Action	Lead	Timescale	Update
				<p>Mytime Active are also working closely with Bromley's Drug and Alcohol Team to support people who have been referred. A grant from Change Grow Live is supporting participants to improve their health and social connections through free Mytime Active memberships.</p> <p>Mytime Active is working closely with Bromley Council's care leavers team and to date have supported the delivery of taster sessions:</p> <ul style="list-style-type: none"> - soft play for care leavers who have children, which 9 children attended. - Gym and ten pin bowling sessions at the Pavilion Leisure Centre, where 12 care leavers attended. <p>As a result of feedback from the taster sessions the care leavers team have booked monthly soft play sessions for young care leaver mums and their babies.</p> <p>10 weeks of gym and golf sessions for care leavers who are not in education, employment, or training have also been arranged.</p> <p>Mytime Active and Bromley Children and Families Voluntary Sector Forum (VSF) have collaborated in a programme of swimming lessons for young mums and their babies until March 2025. Mytime Active are supporting with pool time and VSF have resourced the swimming teacher.</p> <p>The swimming programme has been promoted via the Family Nurse Partnership and to care leavers with babies. There are now 38 young mothers registered. The sessions provide mothers and their babies with water confidence, swimming</p>

To respond to this, we will...	Action	Lead	Timescale	Update
				<p>skills and allow the new parents to connect and make friends.</p> <p>Mytime Active have reconnected with Clarion Housing Community Team and Bromley Youth Support Team and with a small grant from Clarion Community, offered young people attending Bromley Youth Support sessions:</p> <ul style="list-style-type: none"> - 10-pin Bowling - over 70 young people and youth workers attended. - Swimming –100+ young people and youth workers attended. <p>Those attending the Bromley Youth support programme have also been offered the chance to take part in a gym session scheduled in May.</p> <p>The Arts Train programme which is funded from the Arts Council. Mytime Active are currently working with the Bromley Youth Support Team and are due to start delivering a 10-week project for young people attending the Link Youth Centre in St Paul's Cray.</p> <p>Work is also being undertaken to support young people write songs, create lyrics and record music at Bishop Justice school, Langley School for Girls. Bromley care leavers, Jus B youth club and supporting those taking part at the London Jaxx festival project.</p>

To respond to this, we will...	Action	Lead	Timescale	Update
	<p>iv) Mapping gaps – The Simply Connect e-directory work will map existing community activities and other assets. We will want to understand access to activities across the borough and identify any gaps of provision or coverage across the borough.</p>	<p>Community Links Bromley / London Borough of Bromley/ AD Commissioning</p>	<p>Ongoing</p>	<p>During the promotional work with front-line professionals, additional activities not currently on the e-directory are being identified and groups invited to join the database. Where groups do not meet the safeguarding and equalities threshold, CLB will work with them to put policies and procedures in place.</p> <p>CLB have also identified certain activities and groups where voluntary and community sector provision is limited. These include alcohol and substance misuse; digital inclusion; general advice and information; legal advice; safety and security (violence and abuse); transport and mobility; bereavement and support services; smoking cessation and weight management.</p>
	<p>v) Pump priming funds for new services – Working with Bromley Well we will prioritise the Innovation Fund to support the development of new local day activity projects. The aim will be to develop a set of new and diverse activities across the borough that may be financially sustainable over time through a mix of self-funding and Direct Payments.</p>	<p>London Borough of Bromley/ AD Commissioning</p>	<p>Ongoing</p>	<p>Gateway Club Tuesday Group – this service is aimed at people with complex needs who have learning and physical disabilities. Those who attend can enjoy socialising with others but also have the opportunity undertake exciting programmes that will develop their skills, which will lead to a bronze, silver and gold award.</p> <p>Kent Association for the Blind – their new art therapy group will help people with sight loss developing new skills, reduce their social isolation and help people to adjust with their sight loss.</p> <p>Successful Mums – Workshops have been developed for women to build confidence and be inspired in their middle years to help them return to work (paid, self-employed or voluntary).</p>

To respond to this, we will...	Action	Lead	Timescale	Update
				<p>Memory Box – exercise developed for people with dementia delivered by a tutor from Mytime Active.</p> <p>Creative Junction – a project that is aimed at young adults with special educational needs and disabilities (SEND). Participants will take part in projects through various mediums such as drama, art, short films, or podcasts. Projects run 6-12 weeks with a final showcase in the local community. It compliments college courses for the young people, in that provision is available three days a week and is collaborative and co-produced with participants. It offers something very different to college.</p> <p>MH First Aid – Bromley Well will be training volunteers and paid staff to increase staff retention. Members of BTSE, not just staff and volunteers dedicated to the Bromley Well contract, are able to benefit from the training.</p> <p>Buddies for All – disability-led organisation that matches volunteers (including people with physical disabilities) with people with physical disabilities so they can get to know each other, socialise, and develop an ongoing friendship.</p>
c) Be the catalyst to the sharing of knowledge and good practice.	Learn from national and local evaluations of services to mitigate against loneliness.	London Borough of Bromley/ AD Corporate Transformation		The Principal Loneliness Champion has been connecting to other local and national organisations including local authorities across the UK to share ideas and good practice via the Tackling Loneliness HUB and Tackling Loneliness

To respond to this, we will...	Action	Lead	Timescale	Update
				<p>HUB Coffee morning roulette scheme which runs monthly.</p> <p>The Principal Loneliness Champion has been in conversations with the Department of Culture, Media, and Sport (DCMS) around their campaign to raise awareness on youth loneliness. The Principal Loneliness Champion will be presenting Bromley's Tackling Loneliness Strategy to the Department of Levelling Up Housing & Communities (DLUH&C) later in 2024.</p> <p>Bromley's support for the national Tackling Loneliness Strategy research can be found in the DCMS's latest report on 'Exploring interventions to tackle loneliness' published September 2023.</p> <p>The Principal Loneliness Champion is now an 'Expert' within the Local Government Association (LGA) Transformation programme to support other local authorities working with residents experiencing loneliness. Norfolk County Council is among those receiving support.</p> <p>The Principal Loneliness Champion has also been working with the Local Government Association (LGA) and has started a Special Interest Group as part of the LGA's behaviour change programme. 11 councils have signed up to take part in the group to share best practice and discuss ideas to prevent loneliness.</p> <p>The Principal Loneliness Champion is also supporting other organisation which are part of the</p>

To respond to this, we will...	Action	Lead	Timescale	Update
				<p>Global Initiative of Loneliness and Connection (GILC), commissioned by WHO.</p> <p>The Tackling Loneliness HUB is an online platform for professionals, policy makers and those helping people experiencing loneliness. The Principal Loneliness Champion continues to share good practice and maintain the 'Council' only group on the Tackling Loneliness HUB, sharing initiatives with other local authorities. The Principal Loneliness Champion has been named an Ambassador of the HUB due to continued support and communication on the network.</p>
	Established a post funded by LBB to coordinate and deliver this strategy.	London Borough of Bromley/ AD Corporate Transformation	Completed	<p>Appointment to post of Principal Loneliness Champion made with successful candidate starting in September 2022 – 2026.</p> <p>London Borough of Bromley received the Gold iESE Transformation Awards 2024 within the Community and Customer Focus category in March 2024.</p>