Cabinet 29 July 2020		
Report of: Denise Radley, Corporate Director of Health, Adults and Community Services	**Classification:** Unrestricted	
Progress Report of the Loneliness Task Force		

Lead Member	**Councillor Rachel Blake, Deputy Mayor and Cabinet Member for Adults, Health and Wellbeing**
Originating Officer(s)	Somen Banerjee (Director of Public Health) /Keith Williams (Programme Lead – Commissioning)
Wards affected	All
Key Decision?	Yes
Forward Plan Notice Published	5 June 2020
Reason for Key Decision	The work of the Loneliness taskforce and the impact of Covid-19 social distancing measures including the local community responses has highlighted the need to take stronger and more systemic action to address loneliness and isolation in Tower Hamlets and to sustain the increased neighbourliness and community networking that the virus emergency generated.
Strategic Plan Priority / Outcome	**A borough that are residents are proud of and love to live in**

Executive Summary

Tackling loneliness and social isolation is one of the issues identified for action through the Strategic Plan. To drive this forward a Loneliness task force working group has been established, chaired by the Older People`s Champion and led by the Director of Public Health.

An action plan was adopted in 2019 and is being steadily implemented. The launch of a significant communications campaign has been delayed by the onset of the Coronavirus emergency and will now take place later this year. The first round of allocations under the loneliness small grants programme have been awarded and are due to be implemented if possible from June subject to the limitations of ongoing social distancing guidelines.

The Covid-19 emergency has dramatically highlighted the issue of loneliness and social isolation but also generated a whole community mobilisation that included a rapid expansion of volunteering, social networking and digital and telephone

befriending that has transformed the landscape of support that can be offered to those experiencing isolation. The challenge will be to maintain this level of engagement as the Covid-19 measures are relaxed, finally even for the shielded most vulnerable group, and to build on the positive way that society has adapted within a short period but also to recognise that for some people such as the digitally excluded the risks of isolation have been exposed in even starker terms

This is a moment with potential to permanently change the way we look out for each other and support each other through adversity. It is important to capture this through the Council`s Recovery and Reconstitution programme and the ongoing work we do with partners in health and care (Tower Hamlets Together) and other partnerships. The recommendations in the report aim to reaffirm that more than ever this is the moment to tackle loneliness and isolation with energy and commitment.

Recommendations:

The Mayor in Cabinet is recommended to:

 (1) Reconfirm that tackling loneliness and isolation is a strategic issue that the Council as a whole must address involving all service areas and resources.

(2) Support the continued building of an alliance to tackle loneliness including our partners in Tower Hamlets Together, faith groups, the voluntary and community sector and the wider community.

(3) Endorse the importance of highlighting the impact of loneliness and the inspiring response of our local communities in the Council`s post Covid-19 communications planning.

(4) Mandate that tackling loneliness continues to be a key thread in the council`s community engagement strategy building on the community mobilisation that has been generated through the Covid-19 emergency.

(5) To support the urgent consideration of how the digital exclusion and digital poverty of people in our community can be systematically addressed to ensure that everyone has access to digital tools to access the services they need as well as to keep in touch with friends and family.

(6) To note the specific equalities considerations as set out in the report.

1   REASONS FOR THE DECISIONS

1.1   The work of the Loneliness task force and the impact of Covid-19 social distancing measures including the local community responses has highlighted the need to take stronger and more systemic action to address loneliness and isolation in Tower Hamlets and to sustain the increased neighbourliness and community networking that the virus emergency generated.

2   ALTERNATIVE OPTIONS

2.1   To not agree the recommendations would reduce the chances that the work to tackle loneliness and isolation would lead to positive and sustainable outcomes.

3   PROGRESS REPORT OF THE TASK FORCE ON LONELINESS

3.1   **Background to the loneliness task force**

"Loneliness affects many residents here, especially the elderly. We support the work of the Loneliness Commission set up by Tower Hamlets resident Jo Cox MP and will lead a task force to identify how we can best address loneliness and isolation here." (Mayor John Biggs)

3.1.1   To contribute to addressing the Strategic Plan objective `Provide evidence - based early intervention and prevention programmes, helping residents to be as healthy as possible for as long as possible, the purpose of the Loneliness task force steering group is to put in place a programme of actions that address the issues in Tower Hamlets. The steering group is chaired by the Lead Member for Older People and the Director of Public Health is the officer lead. There is attendance from across Council departments – Public Health (including the Communities Driving Change Programme), Adult Social Care, the Youth Service, Corporate Strategy – Equalities and Partnerships, Corporate Communications Team, the Tackling Poverty team and the voluntary sector. Other teams are invited to attend for specific discussions.

3.2   Impact of the Covid-19 Emergency

3.2.1   As soon as social distancing was identified as the key tool in the national response to the coronavirus outbreak it was apparent that the stay at home/self-isolate if sick or vulnerable message had the potential to exacerbate feelings of loneliness in the already isolated and increase loneliness for people who experienced a dramatic reduction in levels of social contact. The requirement for many to also work from home or be furloughed further reduced the daily social contact that many people rely on and studies indicated that this has had an impact on mental wellbeing for significant numbers of people. (See also the Cabinet report, 29th July 2020, `Understanding the Impact of Covid-19 in Tower Hamlets`, appendix slides, section on mental health.) The evidence we have for Tower Hamlets bears this out. For example, a Healthwatch Tower Hamlets impact of Covid-19 survey reported that 32% of those surveyed reported that they were feeling socially isolated.

3.2.2   In response community organisations started to mobilise quickly and several of the established befriending groups started to build additional capacity through volunteering and in some cases crowd funding to offer telefriending

and virtual befriending support as face to face was not possible within the social distancing guidance.

3.2.3 The Council also responded positively putting in place a social support element in the support pathway that was rapidly developed for the vulnerable and especially the shielding extremely vulnerable cohort. The groundwork that the loneliness programme had already undertaken proved helpful in quickly identifying the local organisations that could provide urgent support. Triage callers checked whether those referred to the Council by the NHS had family or friends they could get support from and people that needed additional support were referred on to one of the community groups that could offer help. By 5th May 332 residents had been referred on for telefriending support by community navigators and social prescribers.

3.2.4 In summary the impact of the virus crisis has been both to significantly increase levels of loneliness across the whole population but also to dramatically highlight the issue and spark a society-wide effort to befriend and assist neighbours and the vulnerable which may lead to a permanent increase in social capital. The positive community responses can be built on, but the serious adverse impact of digital exclusion has been underlined.

3.3   Loneliness: the national picture and in Tower Hamlets

3.3.1 Until recently loneliness was not a major focus of attention and was little measured. It was mostly considered to be an older people issue. However, due to the work of the Jo Cox Foundation and the Campaign to End Loneliness in the last few years there has been a greater recognition of the serious impact on mental health and wellbeing across society, not just for older people. In 2017 the government announced the development of a national strategy to tackle loneliness (which was published in 2018 as *A Connected Society – a strategy for tackling loneliness*) and the ONS started gathering data about loneliness through the annual Community Life Survey.

3.3.2 What the early data showed was:
- In 2016 to 2017, there were 5% of adults in England who reported feeling lonely "often" or "always".
- Younger adults aged 16 to 24 years reported feeling lonely more often than those in older age groups.
- Women reported feeling lonely more often than men.
- Those single or widowed were at particular risk of experiencing loneliness more often.
- People in poor health or who have conditions they describe as "limiting" were also at particular risk of feeling lonely more often.
- Renters reported feeling lonely more often than homeowners.
- People who feel that they belong less strongly to their neighbourhood reported feeling lonely more often.
- People who have little trust of others in their local area reported feeling lonely more often.

Three profiles of people at particular risk from loneliness were identified:
- Widowed older homeowners living alone with long-term health conditions.
- Unmarried middle-agers with long-term health conditions.
- Younger renters with little trust in and sense of belonging to their area.

The data also showed that loneliness was more prevalent in urban areas with higher levels of deprivation.

3.3.3   Detailed data on loneliness in Tower Hamlets is limited. The 2019 resident survey reported that 1% felt lonely often/always, 8% some of the time and 18% occasionally. This is roughly in line with London-wide findings. Age UK publish a heat map of loneliness for older people based on factors such as living alone, widow or widowed, health condition status and this highlights areas across the borough as high risk for loneliness amongst older people including Samuda Estate, East India and Lansbury, Limehouse, Stepney, Whitechapel and Shadwell, Weavers and Bow East.

3.3.4   Research by The Campaign Company commissioned by the loneliness task force interviewed over 140 people in early 2020 including older and housebound people, carers, people with a history of homelessness, LGBTQ+ community, young people not in formal education and young families. This highlights that there is a wide variety of individual circumstance that can precipitate loneliness, but these can be compounded by factors such as deprivation, fear of crime, overcrowded housing and the costs of accessing facilities or transport which some people find difficult to afford.

3.3.5   National studies have presented limited evidence that ethnic minority communities are more lonely on average that the population as a whole, loneliness prevalence tends to relate more to health, age, deprivation and relationship status and be triggered by life events such as leaving home, going to college, moving area, loss of partner or onset or life limiting conditions. At the same time there is evidence that loneliness can be triggered for some people by a sense of cultural dislocation, especially for recent migrants or refugees, or by the feeling of being outside the societal norms. Or where strong cultural assumptions - such as younger families feeling a strong sense of duty to live alongside older parents and grandparents -are starting to break down and families are becoming more dispersed. These factors are illustrated by some of the qualitative feedback from the Tower Hamlets community insights research:

`*There is a growing problem within the BAME community. Ten or twenty years ago families lived together, stayed together, but increasingly children are moving out from their parents' house and living on their own.'*

'We moved here from Birmingham so that my husband could find work. I don't have my family to help and I've not really had the time to get to know people at the mosque. My English is not very good so it's difficult to make friends outside the Bengali community. My husband's a chef so he always comes back very late. Sometimes I don't talk to anyone.'

`What I've noticed is with certain groups [of young people] from an Eritrean or Somalian background, they're located in Tower Hamlets but their social group is in another area of London and that can create a feeling of separation from the social group which may lead to a feeling of isolation and loneliness.'

The task force will investigate further the impact on different ethnic groups in Tower Hamlets and how cultural challenges may be a factor that can contribute to isolation and loneliness.

3.4. What is already happening?

3.4.1 What had become apparent to the task force, well before Covid-19 arrived, is that there is already a considerable amount of activity across the borough to support people who may be experiencing loneliness and isolation. Age UK East London and Tower Hamlets Friends and Neighbours have established befriending services that the Council partly supports. However, there was a shortage of befriending volunteers, although this may change as a result of the Covid-19 emergency community response and the rapid growth of mutual aid groups and volunteering.

3.4.2 Housing providers have recognised that feelings of isolation are commonplace in many neighbourhoods. Tower Hamlets Homes has a programme to identify and support isolated people living in its homes and has commissioned Neighbours in Poplar and East London Cares to work in parts of the southern area of the borough and in Bethnal Green. The council`s sheltered housing scheme includes a range of activities to reduce isolation of residents funded though the Tenant Activity Pot.   Other housing providers also provide support, although this is yet to be fully captured.

3.4.3 There are also several intergenerational schemes involving schools – again we don't yet have these fully captured.

3.4.4 A number of established funding streams that support work to address loneliness include the Council`s own Local Community Fund and small grants programme. Other funders have dedicated funding streams including the Big Lottery Community Fund, the Mercers Company, the Tudor Trust and the THH Inspiring Communities Fund; most of these focus on support for older people.

3.5. Loneliness Action Plan

3.5.1 To launch the task force work two well-attended workshop events for stakeholders were held in November 2018 and February 2019. A set of core actions for an action plan were agreed. These were:
- Put in place a comprehensive communications plan around loneliness to both raise the profile of the issue and mobilise the community to help to address loneliness locally.

- Support the Tower Hamlets community to do more by developing and sharing assets including funding where this can be identified and unleash the potential community activism to tackle loneliness
- Upskill staff in the council and partners to be better equipped to recognise and talk about loneliness more confidently, identifying potential loneliness and having the tools to hand that can direct people to where they can get more help
- Mainstream a focus on reducing loneliness into Council`s strategies and policies to ensure that it becomes "everyone`s business" to help address the issue.

3.5.2 <u>Loneliness Communications</u>: Communicating with residents about loneliness and what can be done to address it is an important element in the programme. The Coronavirus outbreak has highlighted the types of adverse health and social impacts that people can suffer from but also the inspiring community response through local networks, mutual aid and the voluntary sector that quickly stepped up to support those at risk. As we move forward from the lockdown signposting people that need help to be able to access the right support is essential and the reshaped Information, Advice and Advocacy service will be a key resource that will offer a far more joined up service.

3.5.3 Community insights work has been commissioned that helps us to understand who is most affected and how a borough-wide community conversation can be stimulated and supported.
The research will help us to:
- Improve understanding of how loneliness impacts the community in Tower Hamlets including who is most affected.
- Explore how people communicate about loneliness and the most effective ways of approaching this.
- Assess gaps in need and community solutions to inform the Council's approach to engaging those most at risk on this issue.

3.5.4 To deliver the aim to support the community to develop more local assets that can help address loneliness in neighbourhoods, a loneliness small grants programme aligned to the Council`s wider small grants programme is being supported with public health grant reserve.

3.5.5 The loneliness small grants programme launched on 5th February. For application details see@ https://eastendcf.org/tower-hamlets-grants/ Grants of either £200-1,000 or £1,000-5,000 are available. The closing dates for applications are 9th March, 22nd June and 28th September. Nine applications were received by the 9th March deadline and six of these are being recommended for grants. Two of the grants in the first round are in the £200-1,000 range and four are £1,000-5,000 which suggests that we may need to do more to promote the smallest grants, as an aim was to award fifteen of the smaller grants, and also target the areas of the borough that have not submitted applications in round 1. The awarded grants are for;
- Outreach to combat loneliness in older, vulnerable and disabled residents (Limehouse, Shadwell, Wapping)

- A user led club for isolated Bangladeshi and BAME women (Wapping)
- Intergenerational coffee mornings with weekly activity session and gardening (Isle of Dogs)
- Social activities for young Somali women aged 11-19 (Poplar-based)
- A children`s centre-based group for expectant women and new mothers including stress management and walking for physical exercise (Stepney based)
- Community tea mornings for older Bangladeshi women (Bethnal Green)

210 direct beneficiaries are identified by the projects and the total allocated is £21,666; projects will be asked to consider whether they can commence under current social distancing conditions as soon as possible. For the next round all applicants have been asked to take account of the impact of social distancing.

3.5.5 <u>Upskilling staff teams</u>: It is recognised that loneliness is not always easy to recognise or to speak about and we need to invest in upskilling Council staff (and potentially other partner workforces across the borough) so that they are more comfortable discussing this with residents and service users. Staff need to understand the types of support they can offer such as signposting people to local activities or befriending services or places they can go to engage with other people. The aim is to develop a Tool that helps with this by being easy to use and accessible so that a wide range of staff can be part of the campaign and make a difference on loneliness as they go about their day to day work. The Tool will be piloted by groups of staff in the Council such as the Community Navigators and by voluntary organisations with an expertise around tackling isolation (Age UK and Tower Hamlets Friends and Neighbours) and can then be rolled out more widely.

3.5.6 <u>Influencing the Council's core strategies to contribute to tackling loneliness in our community</u>; it is important to recognise that the council`s mainstream plans and strategies have a major part to play. Tackling loneliness should be a key strand in the Council`s community engagement strategy and there is a strong connection between loneliness and the community cohesion plan. Other strategies and plans have their part to play. For example, the Transport Strategy and the Liveable Streets programme can support people to be more mobile and access wider opportunities. Plans for housing and the physical environment can embrace the ways in which common areas and public spaces can be made more sociable. In 2020 we will aim to take the issue of loneliness to all the Council directorate and divisional management teams so that the profile is significantly raised across all the Council`s services and helpful actions can be embedded in all workstreams.

3.5.7 To provide some financial support for the delivery of the loneliness action plan £300,000 has been set aside in the Public Health grant reserve for expenditure in 2020-21 and 2021-22. Options to secure external grant funding are also being explored.

3.6   **Getting Back on Track**

3.6.1   The implementation of national social-distancing measures across the whole population shone a spotlight on the issue of loneliness and isolation and generated significant concern about both the short term and longer-term impacts of enforced isolation. On the positive side the requirement under the national Coronavirus plan to support people to self-isolate including their mental welfare – especially the most vulnerable shielding group – has led to a range of new support mechanisms being rapidly put in place including telefriending and virtual socialising by both existing befriending providers and other organisations that shifted overnight from face to face work to arm's length contact and service delivery. These positive responses will be picked up and developed further through the Council`s Recovery and Reconstitution programme so that the new landscape that emerges from Covid-19 can be one that is welcoming, caring and neighbourly.

3.6.2   For the loneliness taskforce the aim as conditions ease will be to expand the programme of small grants and find ways to deliver more local impacts, to launch the loneliness communications campaign and raise the profile and priority of tackling loneliness across the Council and with partners in THT and other partnerships. There is a clear need to champion digital inclusion across the whole population as this is a key gap which reinforces isolation for many – this has been exposed by the Covid-19 experience. We can tap into the staff volunteering and community support that has been unleashed by the coronavirus and the new civic spirit evidenced by the mutual aid culture. Above all we must be well placed to take advantage of a different type of society that emerges from this crisis of population health but equally of trust, inter-dependence and societal bonds.

3.6.3   The Covid crisis has shown how well both the community and the Council can respond to loneliness even in the most difficult of circumstances. We need to tap into that energy and civic motivation to establish a longer term, sustainable and adequately resourced network of people and organisations (including the Council and council staff) to ensure that Tower Hamlets becomes that friendly and welcoming place that we aspire to be.

4   EQUALITIES IMPLICATIONS

4.1   Loneliness is an equality issue; it disproportionately affects people at risk of adverse health inequalities, such as physical and mental disabilities and limiting illness, and other inequalities such as income, access to education and quality housing.

4.2   According to the national data (DCMS Community Life Survey 2018-19), young people aged 16-34 are the most lonely whilst those aged over 65 report being less lonely. That is, however, likely to under-represent the degree of loneliness experienced by older people that are living alone, isolated from family, with reducing level of social contact or suffering from life limiting conditions including dementia and alzheimers.

4.3   According to the DCMS Community Life survey data[1] there are no significant differences in prevalence between regions, genders or ethnic groups but loneliness and isolation can be triggered by significant life events and refugees and recent migrants do report higher levels of loneliness from feelings of displacement and cultural dislocation. People with a disability or limiting illness are markedly lonelier than others. The data also suggests that people living in deprived areas and urban environments register stronger feelings of loneliness than those in less deprived and/or more rural areas.

5   OTHER STATUTORY IMPLICATIONS

5.1   This section of the report is used to highlight further specific statutory implications that are either not covered in the main body of the report or are required to be highlighted to ensure decision makers give them proper consideration. Examples of other implications may be:

- Best Value Implications,
- Consultations,
- Environmental (including air quality),
- Risk Management,
- Crime Reduction,
- Safeguarding.
- Data Protection / Privacy Impact Assessment.

5.2   There are no other statutory implications for this report.

6   COMMENTS OF THE CHIEF FINANCE OFFICER

6.1   This report provides an update on progress on delivery of the programme plan and reflects on the impact on the plan of the Covid 19 pandemic and as such does not propose any new expenditure not already fully funded in the revenue budget for 2020/22.

7   COMMENTS OF LEGAL SERVICES

7.1.   Section 1 of the Care Act 2014 places a general duty on the Council when exercising its functions under the Care Act to promote an individual's well-being relating to a number of areas including participation in work, education, training or recreation; social and economic well-being; and domestic, family and personal relationships. In addition, section 2B of the National Health Service Act 2006 places a duty on local authorities to take such steps as they consider appropriate for improving the health of the people in their areas. The steps which may be taken to fulfil this duty are wide-ranging and include providing information or advice, providing facilities or services to promote healthy living and for the prevention or treatment of illness, and providing grants. The work being done by the Council to address loneliness within the Borough is consistent with these duties.

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[1] Department for Digital, Culture, Media and Sport , Community Life Survey 2018-19:Loneliness Factsheet (https://www.gov.uk/government/statistics/community-life-survey-2018-19)

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Linked Reports, Appendices and Background Documents
- Appendix 1: Loneliness and isolation programme plan

Linked Report
- NONE

Appendices

Background Documents – Local Authorities (Executive Arrangements) (Access to Information) (England) Regulations 2012
- NONE

Officer contact details for documents:
N/A

Appendix A: Loneliness and Isolation Programme Plan (from Jan 2020)

Loneliness Taskforce vision

1. Tower Hamlets is a friendly and welcoming place

2. Services in Tower Hamlets identify and support people for whom loneliness is an issue in their lives

3. Tower Hamlets is a place that is rich in opportunities for people to enjoy each other's company and where residents can be part of creating these opportunities

Loneliness Plan priorities	Planned actions	Objective	Milestones	How evaluated?	Owner	Update
(i) Implement a Communications Plan for Loneliness and Isolation	Commission community insights research	Increase our understanding of loneliness and its impacts in Tower Hamlets and how to engage with those most affected.	▪ Commission research – *Dec 19* ▪ Fieldwork complete – *Feb 20* ▪ Report and presentation – *June 20*	Report and presentation of findings to the steering group	Keith Williams	Fieldwork is completed and full report to be discussed at the first meeting when steering group reconvenes.
	Agree a communications approach to loneliness and isolation that is aligned with other campaigns to disseminate key messages	Raise awareness of the impact of loneliness Position Tower Hamlets as a welcoming and friendly	▪ Comms plan signed off by steering group – *Jul 20*	Regular updates to loneliness steering group	Hannah Jowett	Pick up the energy and lessons from the Covid-19 emergency to maintain the momentum for addressing loneliness. Small grants now launched so need to promote through all channels –

		place Make people aware of the assets available in Tower Hamlets that could help to tackle loneliness Encourage people to take action themselves to help tackle loneliness				discuss further at next Taskforce meeting. Also needs to encompass focus on existing assets and how these can help address loneliness.
(ii) Raising awareness and improving skills of staff	Workshops for staff teams across the health and care partnership and beyond	Increase staff understanding of the impact of loneliness and responsibility to help address	Completed workshops	Feedback from participants	Katie O`Driscoll	Workshops for different staff groups were completed in 2019. Feedback from the workshops will inform the design of the toolkit.
	Develop a toolkit that can be widely used to identify loneliness	Enable staff to identify potential loneliness and	Design toolkit - *Jan 20* Test toolkit with users - *Jul 20*	Feedback from users Data on usage and outcomes	Somen Banerjee	Development of the toolkit has been delayed by capacity issues.

	and support staff to make a difference	provide appropriate support and signposting (MECC)	Finalise - *Sept 20* Roll out – *Nov 20*			
(iii)Supporting residents and local communities to do more	Build strong links with the Communities Driving Change programme	Optimise neighbourhood buy in where CDC is active in the borough	Discuss with Abi G	Build into CDC reporting	Abigail Knight	Loneliness programme to be highlighted through the CDC steering groups meetings and visits to CDC projects to be arranged.
	Develop a small grants programme that supports individual and neighbourhood action	Enable residents and groups to do more locally to address loneliness	Agree grant guidelines - *Jan 20* Advertise grants – *Feb 20* Launch the fund – *Feb 20* Assess applications and make awards – *Apr, June, Sep 20* Grant activity starts – *Jun 20*	Measures of (i) interest in grant scheme (ii) applications (iii) grants awarded	Abigail Knight	First cycle of grant applications now awarded. Projects to commence late May subject to working within Covid social distancing constraints.
	Manage, monitor and evaluate the grants programme to understand the impacts and benefits	Understand the difference that local actions can make and ability to scale up	Agree (light touch) monitoring scheme – *Jun 20* First monitoring report – *Dec 20*	Six monthly report back on grants	Abigail Knight	Follow up on first awards to confirm reporting and evaluation requirements.
	Research further the impacts of loneliness at	Understand where loneliness is	Review evidence and report back to the steering group - Dec	Delivery of research/evidence review	Abigail Knight	To follow up on community insights and Healthwatch data

	community level and on BAME communities and how these can be addressed	most prevalent and how it can be addressed in different parts of the community	20			
(iv) Mainstream addressing loneliness into Council plans and strategies	Events that bring together key stakeholders and influencers	Secure buy in and mobilise resources across the Council and partners	Workshop event – date *TBC*	Workshop report	Keith Williams	Reschedule event for autumn or later
	Deliver a session on loneliness to the Mayor and Cabinet	Raise awareness and secure buy in to the loneliness programme			Somen Banerjee	Programmed for Cabinet in July
	Engagement across Directorate Leadership Teams in the Council and partner organisations	Make best use of levers in Council and partnership strategies and plans	Plan and diarise – *Jul 20* Follow up – *from Sep 20*	Evidence of influence on mainstream activities	Somen Banerjee	
	Work with social landlords to tackle loneliness at home	Identify good practice and encourage all social landlords to support	Invite to attend steering group and workshops – *from Jan 20*	Track and evaluate interventions by the main social landlords	Keith Williams	TH Housing Forum invited to joining the task force - follow up. Forward plan – dedicated item in September

	Work with SPP Team on a Welcome Pack for all residents	Support `Tower Hamlets as a friendly and welcoming place`	Explore feasibility – *Sept 20* Identify resource costs – *Nov 20* Decide whether to proceed - *Dec 20*	Feedback from residents	Emily Fieran-Reed	Cohesion Plan to launch in June
	Work with Information and Advice project to optimise impact on isolation	Ensure that the information and guidance portal supports people that are lonely/isolated and leads to improved outcome	Work with information and advice portal to ensure that it responds effectively to loneliness – TBC (portal procurement delayed) Report back to steering group with findings/action plan – *TBC*	Feedback from review. Evidence of changes to the portal	Keith Williams	On Forward Plan for further discussion
	Identify actions to address loneliness amongst young people/young adults – cross cutting	Understand how loneliness impacts young people Identify what we can do to support young people better around the issue	Feedback from community insights – *June 20* Plan to work with schools and youth service – *September 20*	TBC	Katie Cole	Continue discussion at future meeting and invite Healthy Lives Team (Schools) and Youth Service to engage.