

Review Update: Tackling Loneliness

Review:	Tackling Loneliness
Task Group:	Tackling Loneliness Task Group
Task Group Chair:	Councillor Bilquees Mauthoor
Final report published:	18 January 2018
Cabinet/Executive response:	5 March 2018
Scrutiny consideration of response:	8 March 2018

Recommendation:	To provide signposting to appropriate organisations for those experiencing loneliness, through the use of a dedicated page on the council's website.
Cabinet response:	It was agreed that the website should be used more for signposting and the council should be telling people about Herts Help.
Previous update:	Democratic Services are in discussion with the lead officers for the council's website about the dedicated page and where it should be located.
Latest update:	The Committee and Scrutiny Officer has drafted information for the website. This needs to be followed up with the task group's membership. Once agreed a suitable location will be identified on the council's website and added.

Recommendation:	To provide signposting to appropriate organisations for those experiencing loneliness, through leaflets and publications from relevant organisations in the customer service centre at the Town Hall and in other council owned facilities, e.g. community centres, Watford Museum and the leisure centres.
Cabinet response:	The recommendation was agreed.
Previous update:	<p>The Committee and Scrutiny Officer has contacted various officers within the council to ask if it is possible to place leaflets and publications in the customer service centre and other council owned facilities.</p> <p>Customer Service Centre – The Customer Services Operations Manager has advised that there is limited space in the current configuration of the customer service centre. It is likely that during the redevelopment of the Town Hall there will be even less space available.</p>

	<p>There are Age UK magazines and posters available at the two public entrances to the Town Hall.</p> <p>Watford Museum – The Heritage and Arts Manager has confirmed that she would be happy to have leaflets at the museum. She would also be pleased for the museum to be involved in any events.</p> <p>Other council owned buildings – The Partnership Manager has said she would be able to distribute leaflets to council premises within her area of work. These would include Centrepont Community Centre, other community centres managed by organisations on behalf of the council and the leisure centres.</p>
Latest update:	The council has held its first Pensioners Forum which provides an opportunity for organisations to speak those attending.

Recommendation:	To provide signposting to appropriate organisations for those experiencing loneliness, through information from external organisations displayed on community noticeboards.
Cabinet response:	The recommendation was agreed.
Previous update:	Further work needs to be carried out on this recommendation.
Latest update:	The first Pensioners Forum was held on 12 March 2019, enabling organisations to talk to local residents about various subjects, which could include loneliness. A further meeting has been planned for later in the year.

Recommendation:	To provide training for councillors to help them to recognise and assist people vulnerable to loneliness in the course of their work in the local community.
Cabinet response:	The recommendation was agreed.
Previous update:	Training has been discussed at Member Development Group. Officers are still sourcing an appropriate training vehicle.
Latest update:	It was proposed to combine this with the Safeguarding training. It has been decided that no training will be set up now until after the May elections when HR will be asked to arrange it for all councillors.

Recommendation:	To provide best practice guidance for councillors – to be included as a downloadable document on the council’s intranet.
Cabinet response:	This recommendation was commended as councillors were likely to meet residents who were vulnerable.
Previous update:	This is expected to be connected to the training.
Latest update:	Same as above

Recommendation:	To ask the Mayor to write to HCC underlining the importance of tackling loneliness amongst Watford residents and encouraging them to ensure the issue remains a priority and is reflected in the allocation of resources.
Cabinet response:	The recommendation was agreed.
Previous update:	Awaiting confirmation this has been carried out.
Final update:	This was completed during 2018.

Recommendation:	To ask the Mayor to write to the MP for Watford underlining the importance of tackling loneliness and encouraging him to take an active part in cross-party efforts to address the issue and to speak out on behalf of the residents who may be affected.
Cabinet response:	The recommendation was agreed.
Previous update:	Awaiting confirmation this has been carried out.
Final update:	This was completed during 2018.

Recommendation:	To encourage councillors to be mindful of local organisations and events which attempt to tackle loneliness in their ward when allocating money from their Neighbourhood Locality Funds.
Cabinet response:	The recommendation was agreed.
Previous update:	Articles have been included in the June, July, August and September 2018 editions of the Members’ Bulletin. It echoed the recommendation shown above.
Latest update:	Further reminders in the Members’ Bulletins. Meriden councillors gave some funding to a local group to support activities to combat possible loneliness issues.

Recommendation:	The Task Group Chair to write and encourage the Portfolio Holder for Community to be mindful of local organisations and events which attempt to tackle loneliness in Watford in their consideration of the council's Small Grants Fund applications.
Cabinet response:	The recommendation was agreed
Previous update:	Awaiting a response from Councillor Mauthoor.
Final update:	Councillor Mauthoor contacted the Portfolio Holder.