



# Doncaster Council

## Report

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Date: 28<sup>th</sup> July 2021

To the Chair and Members of the  
**COMMUNITIES AND ENVIRONMENT OVERVIEW AND SCRUTINY PANEL**

### **SOCIAL ISOLATION AND LONELINESS ALLIANCE**

| <b>Relevant Member(s)</b> | <b>Cabinet</b> | <b>Wards Affected</b> | <b>Key Decision</b> |
|---------------------------|----------------|-----------------------|---------------------|
| All                       |                | All                   | No                  |

### **EXECUTIVE SUMMARY**

1. The purpose of this report is to update the Panel on progress made by the Social Isolation and Loneliness Alliance since the previous meeting in November 2019.
2. This is a covering report to support a more extensive presentation, which will be delivered by the Chief Executive and Deputy Chief Executive of DCLT on Wednesday 28<sup>th</sup> July 2021.

The presentation will cover SIA strategy, comprising:

- a. Mission, Vision and Aims
  - b. A financial overview
  - c. The proposed governance/strategic framework
  - d. The responsibilities/actions of each Board.
  - e. The SIA's Terms of Reference.
3. An update on:
    - a. The VCFS Humanitarian funding.
    - b. The Foodbank funding.
    - c. The AEBCD research project.
    - d. The Hub.

### **EXEMPT REPORT**

4. The report is not exempt.

## RECOMMENDATIONS

5. The Panel are asked to note the progress made by the Third Sector Provider Alliance and support the approach going forwards.

## WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER?

6. The establishment, launch and ongoing work of the Alliance will raise awareness of the scale of social isolation and loneliness within Doncaster. It will help to raise the profile of community support available to residents of all ages, thus contributing to early intervention and prevention of more acute mental and physical health problems.
7. The SIA is designed to positively impact all citizens of Doncaster by reducing social isolation and loneliness throughout the borough and across all age ranges.
8. The VCFS humanitarian funding will assist all citizens of Doncaster as they will be able to directly benefit from the services and provisions provided by the VCFS organisations which would not have been available without the funding.
9. The foodbank funding allowed foodbanks to apply for funding to meet an increase in demand throughout the borough due to COVID-19. This allowed more citizens to benefit from the work that foodbanks undertake in Doncaster.
10. The AEBCD research project will allow the SIA to ascertain the experiences, needs, and gaps in services and provisions of both staff involved in social isolation and loneliness services and the public who identify as lonely. This information will enable the SIA to adopt a targeted approach when dealing with the needs of Doncaster's citizens, map gaps in services, and direct funding to the required organisations/areas in the borough.
11. The Hub provides a central point of contact for Doncaster's citizens to access services and information and allow signposting to other services.

## BACKGROUND

12. Our approach to tackle the issue through a third sector-led provider alliance has been informed by our strategic drivers of early intervention/prevention and community capacity building. Having a shared delivery and outcome plan linked to potential funding opportunities will bring financial and sustainable benefit. This community-led activity will further support and connect with more formal services operating at locality level.
13. The SIA is a group of voluntary, community and faith sector organisations that strive to collaboratively tackle social isolation and loneliness in Doncaster by offering diversified programmes, events and services for all age ranges.
14. Please see **Appendix A** for the SIA strategy.
15. Please see **Appendix B** for the SIA's Terms of Reference.

16. The VCFS humanitarian funding allows VCFS organisations to apply for funding to help the sector address a range of community needs arising from the COVID-19 restrictions. The fund supports organisations in growing and sustaining provision which tackles inequalities, social exclusion, social isolation, and loneliness, and especially provides humanitarian support to the most vulnerable and the clinically extremely vulnerable in Doncaster.

**Issues:**

17. Please see **Appendix C** for VCFS and Foodbanks funding precis.

18. The AEBCD research project is being undertaken by Manchester Metropolitan University and the University of York. Doncaster has been chosen as the focus area, and both staff in social isolation and loneliness services and the public, who identify as lonely, will be involved in an interview and a co-design stage. The aim of the project is to gather information on experiences, needs, and ideas and allow citizens to work with service providers, as equal partners, to identify and agree on improvement priorities and how to make these changes.

19. Please see **Appendix D** for a summary of the AEBCD.

**OPTIONS CONSIDERED**

20. As per recommendations

**REASONS FOR RECOMMENDED OPTION**

22. The SIA has been delivered to a high standard and the recommendation to note the work and to continue the support from DMBC. Social Isolation and Loneliness is still a significant health and social inequality across Doncaster

**IMPACT ON THE COUNCIL’S KEY OUTCOMES**

23.

|  | <b>Outcomes</b>   | <b>Implications</b>  |
|--|---|--|
|  | <p><b>Doncaster Working:</b> Our vision is for more people to be able to pursue their ambitions through work that gives them and Doncaster a brighter and prosperous future;</p> <ul style="list-style-type: none"> <li>• Better access to good fulfilling work</li> <li>• Doncaster businesses are supported to flourish</li> <li>• Inward Investment</li> </ul> | <p>Through employment opportunities, residents can feel socially connected and feel a sense of purpose at work.</p>                              |
|  | <p><b>Doncaster Living:</b> Our vision is for Doncaster’s people to live in a borough that is vibrant and full of opportunity, where people enjoy spending time;</p>  | <p>Residents are socially connected and active in their communities, reducing the impact of social and loneliness. Happier, better-connected</p> |

|  |  |  |
|--|--|--|
|  | <ul style="list-style-type: none"> <li>• The town centres are the beating heart of Doncaster</li> <li>• More people can live in a good quality, affordable home</li> <li>• Healthy and Vibrant Communities through Physical Activity and Sport</li> <li>• Everyone takes responsibility for keeping Doncaster Clean</li> <li>• Building on our cultural, artistic and sporting heritage</li> </ul>   | <p>people have a higher quality of life overall.</p>   |
|  | <p><b>Doncaster Learning:</b> Our vision is for learning that prepares all children, young people and adults for a life that is fulfilling;</p> <ul style="list-style-type: none"> <li>• Every child has life-changing learning experiences within and beyond school</li> <li>• Many more great teachers work in Doncaster Schools that are good or better</li> <li>• Learning in Doncaster prepares young people for the world of work</li> </ul>   | <p>Education is a life skill but also promotes social interaction and connectedness which can then continue throughout life. It provides life skills and experiences which can be transferred to future generations and promote community cohesion</p> |
|  | <p><b>Doncaster Caring:</b> Our vision is for a borough that cares together for its most vulnerable residents;</p> <ul style="list-style-type: none"> <li>• Children have the best start in life</li> <li>• Vulnerable families and individuals have support from someone they trust</li> <li>• Older people can live well and independently in their own homes</li> </ul>   | <p>The health and wellbeing of families is fundamental to community cohesion. The role of carers is also a key priority.</p>   |
|  | <p><b>Connected Council:</b></p> <ul style="list-style-type: none"> <li>• A modern, efficient and flexible workforce</li> <li>• Modern, accessible customer interactions</li> <li>• Operating within our resources and delivering value for money</li> <li>• A co-ordinated, whole person, whole life focus on the needs and aspirations of residents</li> <li>• Building community resilience and self-reliance by connecting community assets and strengths</li> <li>• Working with our partners and residents to provide effective leadership and governance</li> </ul> | <p>Residents can build community resilience by supporting others through social connections. Local befriending services are part of this infrastructure.</p>   |

## **RISKS AND ASSUMPTIONS**

24. There are no immediate risks within this report

## **LEGAL IMPLICATIONS [Officer Initials: SRF Date: 15/07/2021]**

25. There are no specific legal implications arising from this report.

## **FINANCIAL IMPLICATIONS [HR 14/07/39]**

26. There are no financial implications arising as a result of this report. In the event of any further funding from the Council, this will need to be the subject of a further decision

## **HUMAN RESOURCES IMPLICATIONS [EL: Date 14/07/2021]**

27. There are no direct HR implications in relation to this report.

## **TECHNOLOGY IMPLICATIONS [Officer Initials: PW: Date: 14/07/21]**

28. There are no specific technology implications in relation to this report

## **HEALTH IMPLICATIONS [Officer Initials: VPH Date: 13.07.21]**

29. Social isolation and loneliness are a significant health inequality that's only widened during the Covid 19 pandemic. Social connections are the key. The impact of social isolation and loneliness on our health and social care system cannot be underestimated particularly with an increasing ageing population with complex needs

## **EQUALITY IMPLICATIONS [Officer Initials: VPH Date: 13.07.21]**

30. Everyone has the right to good health care and services and also the right to live in a safe and healthy community. No one should need to feel isolated and lonely if the environment is right. To eradicate social isolation and loneliness, everyone should make it their business to ensure that friends and family have support and have access to good information. It does not have to be complicated – we simply need to ask people if they are okay and just checking in on our neighbours, friends and families can make all the difference.

## **CONSULTATION**

31. The Health and Wellbeing Board workshops in 2016 and 2018 and the meetings with key stakeholders from the third sector (Voluntary, Community, Faith and Social Enterprise) in recent months have provided meaningful consultation around the social isolation and loneliness agenda. The Doncaster Talks insights work has also provided invaluable insight into the local behaviours and personas of local residents and further examples may be sought through the Well

Doncaster project and other community based initiatives. This work needs to be further enhanced through further mapping and consultation with the wider community sector and the local population through further community engagement work. The Social Isolation and Loneliness Alliance will continue to build upon the foundations of this work.

## **BACKGROUND PAPERS**

32. Health and Adult Social Care Overview and Scrutiny Panel report (January 2015)
33. Loneliness into Connections -Doncaster Campaign to End Loneliness workshop Report (February 2016)
34. Health and Wellbeing Loneliness Workshop report (April 2018)
35. Doncaster Talks report 2018
36. A Connected Society: A Strategy for Tackling Loneliness (HM Government, October 2018)

## **GLOSSARY OF ACRONYMS AND ABBREVIATIONS**

|       |  |
|-------|--|
| AEBCD | Accelerated Experience-Based Co-Design   |
| SIA   | Social Isolation and Loneliness Alliance |
| VCFS  | Voluntary, Community and Faith Sector    |

## **REPORT AUTHOR & CONTRIBUTORS**

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## APPENDIX A

### SOCIAL ISOLATION ALLIANCE DRAFT STRATEGY

#### FUNCTION

The Alliance will eliminate social isolation and loneliness, working collaboratively with shared vision and values by:

1. Delivering community informed services – ‘Reaching Out and Finding Out’
2. Sharing resources, building capacity and sustainability across the Alliance
3. Attracting new investment into Doncaster communities

#### VISION

The National Strategy for Tackling Loneliness - A Connected Society (2018) provides further evidence of the associated impact of social isolation and loneliness.

Eradicating social isolation and loneliness in Doncaster is a key strategic priority cited in the Health & Wellbeing Board Outcome Framework 2018-21. Translating through other key strategies such as the Adults Health & Wellbeing Transformation Plan (2018-2021) and Doncaster Growing Together (DGT) (2018 -2021). Cabinet Members have further emphasised their commitment by setting an ambition for Doncaster to be the least lonely place by 2021.

As an Alliance we share a vision:

**Doncaster communities coming together to eliminate social isolation and loneliness.**

We also share a purpose:

**There will be opportunities to enable all people to develop positive, life-changing, life-long connections.**

#### MISSION

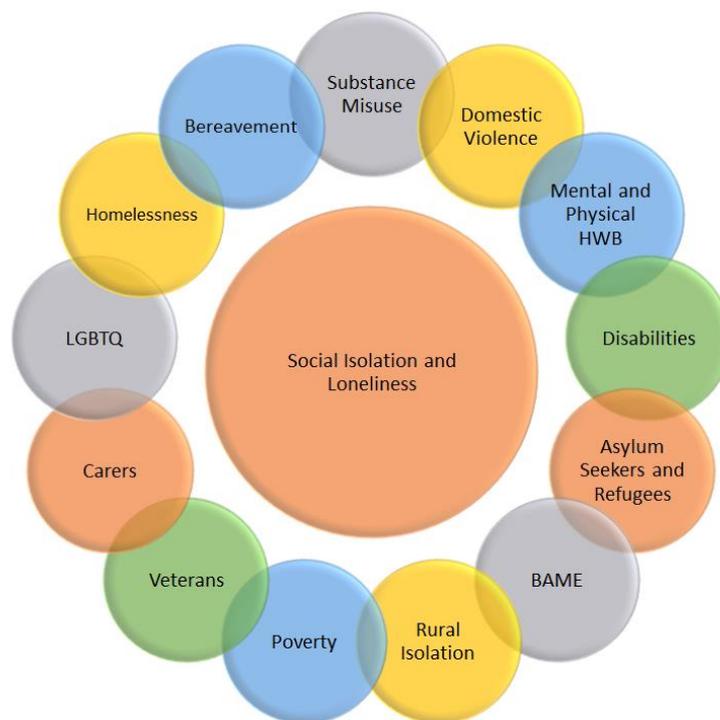
The first priority of the SIA is to collaborate and work in partnership to address social isolation and loneliness in line with delivering the objectives of the Doncaster Borough Strategy, which it will do through the development of a Strategic Action Plan. Its second priority is to use the funding as a vehicle to support local voluntary community agencies to develop key projects which address social isolation and deliver the actions identified within the SIA Action Plan.

#### AIMS

1. To provide a mechanism through which voluntary and community groups/organisations can work collaboratively and in partnership to increase the range of available choices and options for lonely and isolated people residing in Doncaster.
2. To share learning and best practice across the stakeholders.
3. To help develop, strengthen and support the long-term sustainability of smaller groups/organisations within the Alliance.
4. To gather and maintain intelligence about local services, pressures and gaps which will be used to drive the development and implementation of a Social Inclusion Action Plan.

5. To identify methods of early intervention and prevention to reduce social isolation and loneliness.
6. To work strategically, developing new ideas and innovations that address local deficits and enhance best practice and focus on assets and strengths.
7. To work in partnership and collaboratively to develop service pathways, projects and programmes that will be responsive to any opportunities to bid for funds and tender for commissioned services.
8. To work in partnership with DMBC, DCCG and wider Team Doncaster partners to embed this priority in local place-based policy development.

**Factors Affecting Loneliness and Social Isolation: From Partner Insight and AEBCD Academic Research.**



SIA

**Support in Tackling Social Isolation and Loneliness.**

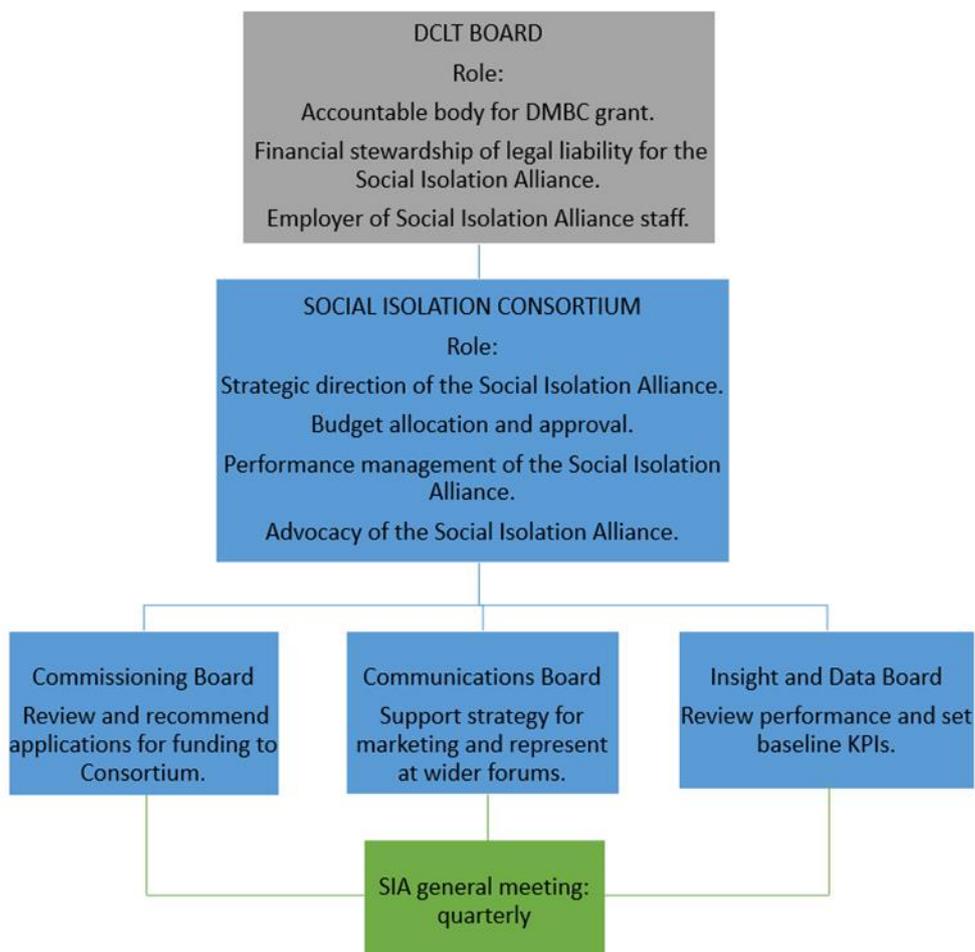
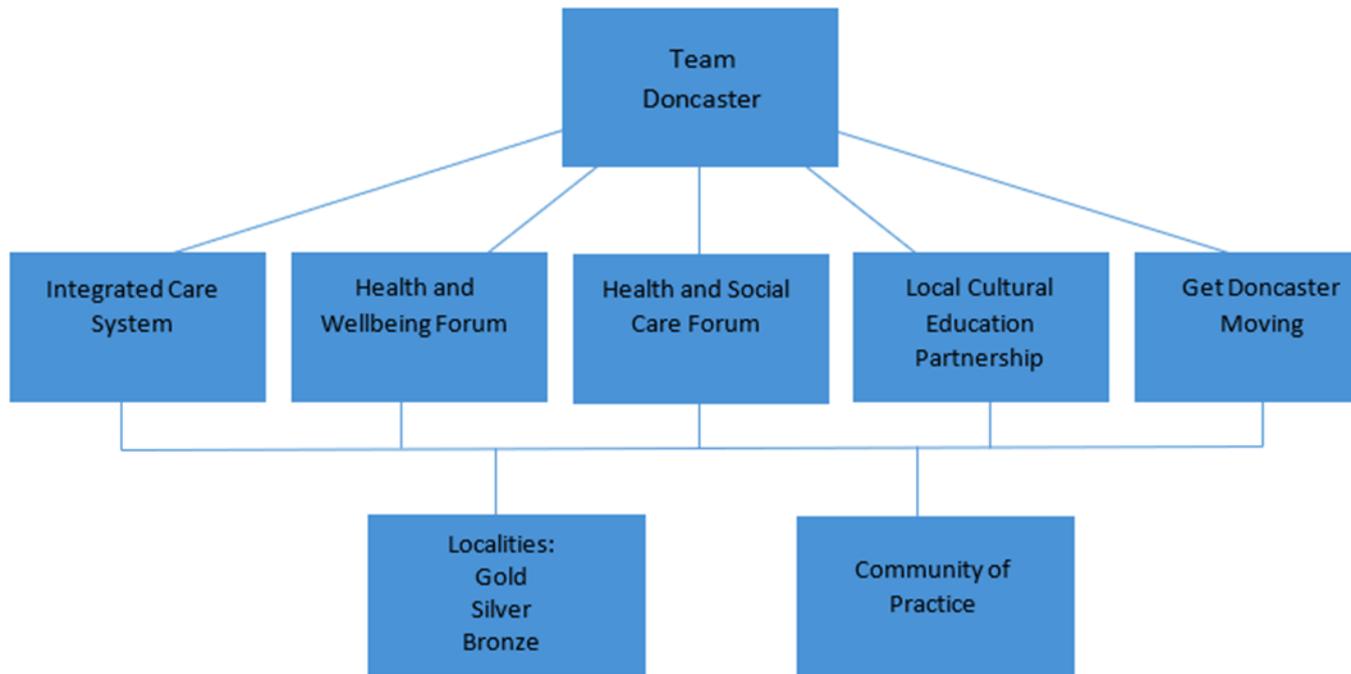
The Social Isolation Alliance support is an all-age approach which will focus on:

- Children and families.
- Young people.
- Adults.
- Older people.



## GOVERNANCE/STRATEGIC FRAMEWORK 2021

Moving into a period of recovery and renewal from the pandemic, the below structures will be implemented enabling the SIA to operate with agility whilst preserving core purpose.



| Theme Board                        | Responsibilities/Actions   |
|------------------------------------|--|
| SIA Consortium<br>Bi-Monthly       | <ol style="list-style-type: none"> <li>1. Strategic direction of SIA</li> <li>2. Sign off Theme Board reports and recommendations.</li> <li>3. Determine Strategic representation at Team Doncaster meetings (Gold, Silver, Bronze). To report and raise advocacy and feed into local commissioning frameworks and coordinate across cell themes and localities.</li> <li>4. Financial allocation and approval/target setting.</li> <li>5. Performance Management of SIA.</li> <li>6. Sustainability of consortium option appraisals on delivery model e.g., CIC/Charity.</li> <li>7. Insight from SIA Partner members and funded initiatives to be used as baseline to develop KPIs and SROI methodologies – Programmes Manager to facilitate.</li> </ol>   |
| Insight and Data<br>Bi-Monthly     | <ol style="list-style-type: none"> <li>1. Create standardised reporting template for alliance members to feed into. Include quantitative and qualitative KPIs and capacity building/sustainability requirements.</li> <li>2. Act as lead on accelerated experience-based co-design research.</li> <li>3. Develop and implement performance management framework.</li> <li>4. Map gaps in provision across the borough.</li> <li>5. Interrogate data from funding monitoring reports to raise advocacy and sustain/grow provision. Spreadsheet developed for current funding – need to develop further.</li> <li>6. Develop and implement annual survey to include ONS measures.</li> <li>7. Devise and implement SROI model (Roll out Bfriend model)</li> <li>8. Collation of local intelligence.</li> <li>9. Update from York University research.</li> </ol> |
| Communications<br>Bi-Monthly       | <ol style="list-style-type: none"> <li>1. Support Strategy for Marketing and Communications.</li> <li>2. Develop brand and Comms strategy.</li> <li>3. Presentation of data – infographics, vlogs etc.</li> <li>4. Plan and launch x2 annual campaigns around loneliness. Create web-based and hard directory of locality offerings. Align with Well Doncaster and Your Life Doncaster platforms. SIA funds to support. Additional Funding through Public Health to support wider comms around VCFS Sector offering.</li> <li>5. Development of website and social media - align with Well Doncaster's directory. Production of hard copies of directory of services.</li> </ol>   |
| Commissioning Board<br>Bi-Monthly  | <ol style="list-style-type: none"> <li>1. Source, review and recommend funding to consortium and develop collaborative commissioned programmes under the following themes: <ol style="list-style-type: none"> <li>1. Social Isolation and Loneliness</li> <li>2. Health and Well-Being.</li> <li>3. Education and employment.</li> <li>4. Poverty.</li> </ol> </li> <li>2. Submit commissioned proposals to support and sustain SIA.</li> <li>3. Assist smaller organisations with bid applications.</li> <li>4. Develop and submit collaborative bids.</li> <li>5. Explore and source CSR funding.</li> <li>6. Develop and implement fund raising and just giving strategies to support the alliance.</li> </ol>  |
| SIA Alliance Meetings<br>Quarterly | Quarterly update reports – feedback from Theme Boards. KPI updates from individual partners.   |

## **APPENDIX B**

### **TERMS OF REFERENCE AND OPERATING STRUCTURE FOR DONCASTER SOCIAL ISOLATION AND LONELINESS ALLIANCE**

#### **FUNCTION**

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6. To work strategically, developing new ideas and innovations that address local deficits and enhance best practice and focus on assets and strengths.
7. To work in partnership and collaboratively to develop service pathways, projects and programmes that will be responsive to any opportunities to bid for funds and tender for commissioned services.
8. To work in partnership with DMBC, DCCG and wider Team Doncaster partners to embed this priority in local place-based policy development.

## **STRUCTURE**

The Social Isolation and Loneliness Alliance does not have a legal structure. It is a partnership of voluntary organisations who will adhere to these terms of reference. For this reason, one of the members has been appointed 'lead partner' to hold and manage Alliance funding on behalf of the wider membership and to coordinate its work. However, over the life of the funding from DMBC, and with its support, the Alliance will move to a place whereby it becomes a legal entity in its own right. The DCLT board will act in arbitration, adopting the responsibility of hearing any disputes.

## **MEMBERSHIP**

Membership of the Alliance will be open to any voluntary community sector group/organisation that is based in Doncaster and is committed to addressing social isolation and loneliness and the range of complex issues that precipitate this.

Applications for membership can be made using the membership pro forma (to be developed) and decisions on membership will be made by a simple majority of existing Alliance members/a panel comprising at least three Alliance members.

Members are expected to:

- Commit to the attendance of Alliance meetings or send briefed representative.
- Actively contribute to discussion and bring ideas from your organisation/group/theme area that will support the delivery of the SIA Action Plan.
- Be an active member of themed subgroups as and when requested in accordance with the development and delivery of the SIA Action Plan.
- Undertake agreed pieces of work on behalf of the Alliance and promote the Alliance's vision, mission and aims.
- Provide bi-annual performance returns based on standardised reporting methods.

Members are also expected to subscribe to the underpinning values and ethos of the Alliance as follows:

- Ambitious leadership

- Responsibility and commitment
- Everyone's voice counts
- Generous collaboration
- A commitment to diversity, equal opportunities and inclusion
- Commit to and evidence that co-design and co-production are incorporated into any/all interventions, solutions and ideas that will influence any service development
- Sharing of data, both qualitative and quantitative, that informs discussion around problem solving, ideas and planning of services or pathways.
- Strength based recognising assets and circles of support
- A focus on what is strong not what is wrong
- A spirit of collaboration and shared learning, including offering resources and materials that will aid and develop the partners of the Alliance and will support the ambition of delivering the SIA Action Plan.
- A commitment to agreed standards relating to monitoring, quality and evaluation
- Transparency
- Clear boundaries and full disclosure of conflict of interest
- A positive 'can do' approach to achieving the vision/mission.
- Positive promotion of the work of the Alliance

Organisations wishing to leave the Alliance should notify their intentions to do so in writing to the members.

Membership can be removed if a member contravenes the values and ethos of the Alliance or brings the Alliance or its members into disrepute. Decisions to terminate membership will be made by a simple majority of existing Alliance members/a panel comprising at least three Alliance members.

## **LEAD PARTNER**

The main functions of the lead partner are to:

- Hold and manage allocated funds of £200k seed funding and any associated external/commissioned funding on behalf of the Alliance over a 5-year period.
- To lead initiatives to lever in additional match funding to grow the investment. A 10% management fee will be levied as part of collaborative funding and commissioned programmes – which will be reinvested into the Alliance to help sustain provision.
- To facilitate meetings for Alliance members, ensuring that meetings are planned, administrated and that relevant papers are disseminated in a timely manner in advance of meetings.
- To help Alliance members develop and implement a strategic plan, including the gathering and maintenance of local intelligence.
- To drive and foster a collaborative approach to this agenda, that could include sharing resources and assets.
- Raise advocacy for the Social Isolation Alliance and the work that it does.

## **REQUIREMENTS OF THE LEAD PARTNERS**

The role and function of the Lead Partner is a critical success factor in the wider impact of the Alliance. The Lead must therefore:

- Be able to demonstrate financial security and sustainability in the long term (more than 3 years).
- Have robust financial and administrative systems.
- Be able to demonstrate the internal capacity and skills necessary to undertake this work.
- Be independent of local public and private sector bodies in order to advocate impartially on behalf of Alliance members.
- Be an organisation that is not in direct competition with Alliance members so that commercially sensitive information can be processed, if necessary, e.g., if co-ordinating partnership funding bids or sub grants/procuring work.

The Lead Partner has been appointed through a competitive, co-produced and robust process. Decisions will be made by a panel of Alliance members.

The Lead Partner will be expected to produce and to implement a work plan with clearly defined success indicators. Theme subgroups will be created to drive the Alliance forward.

Doncaster Culture and Leisure Trust have a Funding Agreement in place with Doncaster Council which will contract management performance.

## **GOVERNANCE**

The Alliance will follow an agreed structure. The DCLT Board will be the formal oversight Board. The SIA will agree the formal reporting structure and mechanisms for sign off by the DCLT Board. The Board will receive regular reports on the progress and difficulties faced by the SIA. They will receive a clear outline of how funds have been allocated, to whom and how the projects/programmes have been signed off and agreed and how they are reporting. They will ensure that the aims and objectives of each programme is delivering the aims and objectives of the SIA Action Plan and the Borough Strategy overall.

## **MEETINGS**

Meetings for the full membership will be held quarterly and will be organised by the Lead Partner. Smaller working groups will be set up to allow a smaller membership to discuss the finer details of the SIA partnership and actions to be taken to move forwards in the Alliance's mission. The groups will take place bi-monthly and feed into the quarterly meetings.

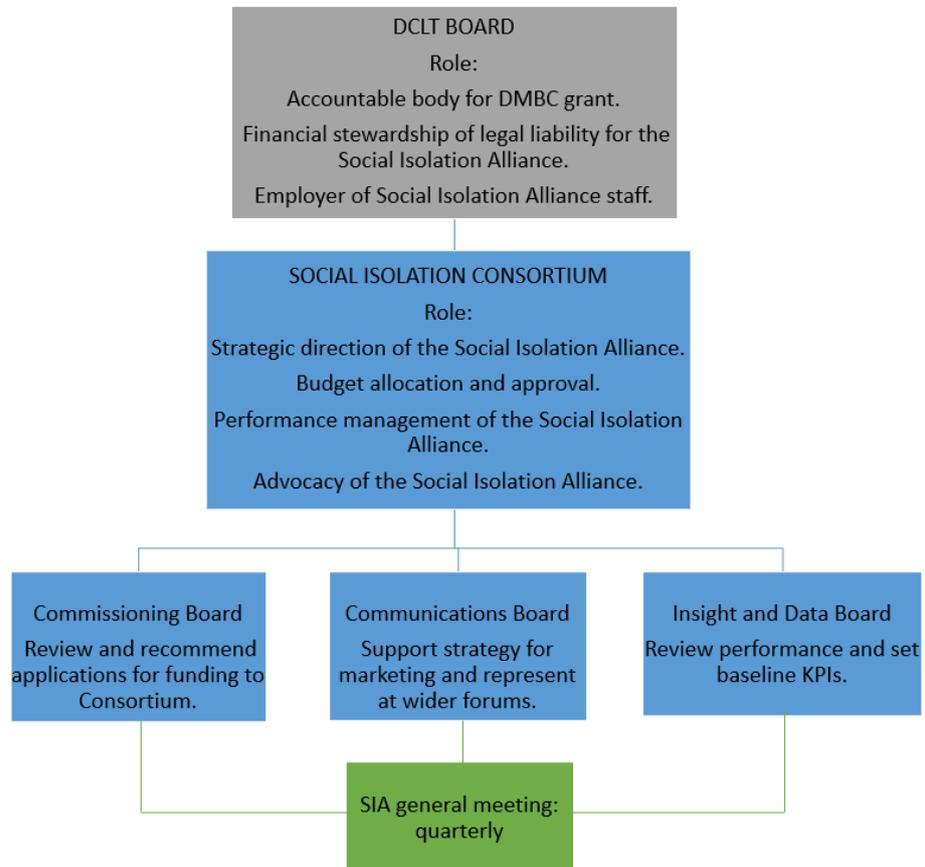
If decisions need to be made, they will take place at the full membership Alliance meeting where a quorum will consist of 5 members. This will exclude the lead organisation. One member organisation has one vote.

Conflicts of interest must be declared and recorded at the beginning of every meeting.

The agenda should be co-produced by the membership 1 week in advance of every meeting and as a minimum will include:

- A performance and finance update from the Lead Partner.
- An update from subgroup themes.
- Any relevant information from strategic partners.

The Terms of Reference will be reviewed every 12 months or sooner if required and by the direction of the Chair of the SIA and DMBC Public Health who are commissioners of the SIA.



## APPENDIX C

### FUNDING PRECIS

#### GENERAL AND LARGE GRANTS

| Grant name         | Amount allocated | Number of applications |
|--------------------|------------------|------------------------|
| VCFS General Grant | £138,207.82      | 8                      |
| VCFS Large Grant   | £132,914.60      | 32                     |

| Funding type                    | Number of applications | Beneficiaries |
|---------------------------------|------------------------|---------------|
| Skills development              | 5                      | 475           |
| Food provisions                 | 5                      | 2,153         |
| Mental health and wellbeing     | 15                     | 8,871         |
| Health and wellbeing            | 9                      | 3,090         |
| Hygiene and household products  | 1                      | 5,000         |
| Social isolation and loneliness | 5                      | 180           |
|                                 |                        |               |
| Total                           | 40                     | 19,769        |

#### FOOD BANKS

| Grant name                 | Amount allocated | Number of organisations | Beneficiaries |
|----------------------------|------------------|-------------------------|---------------|
| Winter Grant Fund Foodbank | £27,000.00       | 24                      | 1,286         |
| SYCF Foodbank Fund         | £22,208.00       | 16                      | 1,466         |

## **APPENDIX D**

### **Summary of the AEBCD research project**

The AEBCD research project is comprised of two sections: the discovery phase and the co-design phase. The discovery phase (completed) consisted of a series of interviews with staff in social isolation and loneliness services and members of the public who identify as lonely. The purpose of these interviews is to use the information gathered as a springboard to generate discussion and ideas in the co-design phase. The co-design phase, which will run from November to January, will consist of three workshops in which the participants (a combination of staff and the public) will identify a list of priorities, in relation to social isolation and loneliness, and how they can be implemented. The outcome of the study will be incorporated into further data regarding gaps in services and areas of improvements in Doncaster.