

Annex 1 - Consultation Response Form

Please return this form to reach the Welsh Government no later than **15 January 2019**.

The email address for responses or queries is:

lonelinessandisolation@gov.wales

Postal responses should be sent to:

Loneliness and Social Isolation Team
Welsh Government
Cathays Park
Cardiff
CF10 3NQ

Your name:	Hugh Russell
Organisation (if applicable):	End Youth Homelessness Cymru
Email Address:	hughrussell@llamau.org.uk
Your address:	23 Cathedral Road, Cardiff, CF11 9HA

Responses to consultations may be made public on the internet or in a report. If you would prefer your response to be anonymised, please tick here:

The following responses were from a group of young people aged 16-21 years who are supported by Llamau.

<p>Question 1: Do you agree with our definitions of loneliness and social isolation? If not, what would you propose instead?</p> <p style="text-align: right;">YES..... NO.....</p>
<p>Comments:</p>

<p>Question 2: How can we help people to understand the trigger points for loneliness and social isolation and to build emotional and psychological resilience to enable them to take steps to avoid or reduce these feelings?</p>
<p>Comments:</p>

<p>Question 3: How can the Welsh Government foster the right environment and create the right conditions to build resilient communities?</p>
<ul style="list-style-type: none"> • Provide funding for youth clubs and youth workers • Develop activities to build community identity and social cohesion • Provide access to activities that are low cost or free for young people <p>“More youth clubs and activities”</p> <p>“There’s nowhere for us to hang out”</p> <p>“We can go to the rec but there’s nothing to do but hang out at the café”</p> <p>“A sports centre that doesn’t cost money”</p> <p>“Have street parties”</p> <p>“Accessible bowling alleys, cinemas and snooker halls would be valued.”</p> <p>“Workshops and counselling within the community”</p> <p>“Encourage one to one meetings for chats”</p> <p>“Put people together who are in the same position who can all put forward their views without judgement”</p>

<p>Question 4: How can children and young people be better equipped with the skills to establish and maintain meaningful social connections?</p>
<ul style="list-style-type: none"> • Provide youth centres for young people to safely meet and socialise outside school <p>“More activities and youth clubs outside school”</p> <p>“Have more versatile support groups together creating deeper understanding”</p>

Question 5: How do we ensure that schools can better support children and young people who may be lonely and socially isolated?

- **Provide training for teachers and support staff to be able to better identify lonely pupils**
- **Help schools to provide workshops on tackling loneliness**
- **Create support groups in schools for shared interests and 1.1 support**

“Teenagers are more likely to feel lonely”

“How do you speak up about it in front of a class?”

“It’s not something we would ever talk about with each other at school”

“Teacher’s should raise more awareness of loneliness”

“Teachers should reach out to children and provide support and advice”

“People might see it as a weakness and you could get bullied”

“Schools could run workshops on loneliness and invite speakers”

“Encourage pupils to talk about loneliness on a bigger scale in more depth. I don’t think enough is said about it”

“Give support to children who don’t have the courage to say they are lonely”

“Schools could hold more events such as forums, like a youth forum, to engage young people”

Question 6: What more can the housing sector do to reduce loneliness and social isolation? How can the Welsh Government support this?

- **Engage with young people to ask them what types of accommodation they would like to live in**
- **Support young people to maintain their tenancy**

“Build more suitable supported accommodation for young people”

“Talk to service users”

“Shared housing is great if you’re still learning to live independently but if you know what you are doing you want to live independently”

“Staff in social housing are here to work but we have to live there so a bit of interaction is the least we deserve. Relief staff in particular need to be better, most are great though!”

“We need to be given more opportunities to meet up”

“I struggled with loneliness when I was in my first property and I struggled to manage my front door”

"I was on my own in a big three bedroomed house and for the majority of time, I got used to being on my own"

"When you are isolated, you get depression and just stay in bed watching the telly and not cleaning. Then the council come and see the flat and give you an eviction notice. They are not considering the mental health issues."

Question 7: What more can the Welsh Government do to support the improvement of transport services across Wales?

- **Subsidised travel for vulnerable groups**

"Getting to places where there's anything going on is too expensive"

"Free bus tickets would help to get to places"

Question 8: How can we try to ensure that people have access to digital technology and the ability to use it safely?

- **Modern communication is a cause and cure for loneliness**
- **Ensure that internet safety training is accessible for all ages and abilities**

"They say to keep communicating with them but if you have no Wi-Fi or no phone it is hard to do that"

"Facebook is ok but you don't know the person on the other end that is messaging you. It's the same as talking to someone outside, but from the comfort of your own home"

"A big social media page for everyone living in Llamau houses to share their feelings about what they've experiencing would be helpful."

"I think it's a very dangerous thing because there are so many people out there who fake who they are."

"People can be cruel on social media"

"Social media is 'social' but it makes people feel marginalised"

"Social media can connect you to others. It can also be a cause of loneliness due to negative comments".

"Social media creates a problem for bullying and segregation causing people to go into isolation".

"There is a large amount of abuse and negativity online which affects confidence, thoughts and feelings".

Question 9: What experience do you have of the impact of social services on addressing loneliness and isolation

Comments: N/A

Question 10: What more can the social care sector do to tackle loneliness and isolation?

- **Ensure young people are fully supported when leaving care and well prepared for change**
- **Encourage young people to engage with social and support groups**

“One of the biggest struggles when leaving care is loneliness. It can encourage people to get into negative relationships, becoming friends with the wrong people and in turn, that can mean that your property becomes of value to those people and that where county lines can come in with those people. We haven’t seen that here yet but there are young people who are wrapped up in those situations because of their need to be around people.”

“I think loneliness is the main issue, whether or not you are placed out of county it just happens. It comes as a huge shock when you are on your own. There is no one around to help and you are so used to having constant support in the care system. When you are on your own and there is no one close by, you struggle. It goes hand in hand with mental health because depression and anxiety gets worse as well.”

“Young carers are under a lot of pressure and can become quite isolated and lonely due to care commitments. I quit school at an early age to take care of a parent and felt lonely”

Question 11: What more can we do to encourage people who are at risk of becoming lonely and isolated to get involved in local groups that promote physical activity?

N/A

Question 12: In what other ways can health services play their part in reducing loneliness and social isolation?

- **Reducing social stigma**
- **Identifying loneliness and linking with mental health to enable the wellbeing of the whole person to be enhanced**

“It’s linked to your mental health”

“Suicide can be a result of loneliness not being tackled”

“It can lead to eating disorders”

“Therapy sessions should be free and confidential”

“There is a bit of stigma around telling people you feel lonely”

Question 13: What more can the Welsh Government do to encourage people to volunteer?

- **Create volunteering opportunities to help with specific projects**

“Create more youth clubs and voluntary work for people in general, providing something that all age could engage with”

Question 14: How can the Third sector play a stronger role in helping to tackle loneliness and social isolation? What can the Welsh Government and other public bodies do to support this?

- **Listen to the views of service users**
- **Employ more staff to give the level of specialised support that service users require**
- **Employ staff to engage with service users**

“Llamau staff could share tips for us to get free or cheaper stuff”

“Give support and advice”

“Place young people in projects closer to their hometown so they have contact with friends.”

“Speak to the tenants”

“Speak but listen to people’s problems”

“Could ask a person one to one what they are feeling, if they are lonely there is no shame”

“Have higher staffing levels so more activities could take place on and off the project, such as exercise (walking or cycling)”

Question 15: How can employers and businesses play their part in reducing loneliness and social isolation?

Comments: N/A

Question 16: What more can the Welsh Government do to support those who experience poverty alongside loneliness and social isolation?

Comments: N/A

Question 17: What more can we do to build community resilience and support communities to combat loneliness and social isolation?

“Create groups for activities”

“Create activities in the community that are cheap or free”

“Encourage people to speak out about loneliness as no one does”

“Create drop in places where I could meet others”

“Provide therapies and confidential advice”

“Make our generation more aware of things”

“Create places in the community that people cannot destroy or ruin”

“Open more youth clubs and other activities for people. Put more money into providing volunteer placements for people of all ages”.

Question 18: Do you agree with our proposed approach? If not, what would you otherwise suggest?

Comments:

Question 19: Are you aware of examples of successful interventions within Wales, or beyond, that you think we should be looking at?

Comments:

Question 20: Are there other ways in which we can measure loneliness and social isolation?

Comments:

Question 21: We would like to know your views on the effects that our proposed approach to tackling loneliness and social isolation would have on the Welsh language, specifically on opportunities for people to use Welsh and on treating the Welsh language no less favourably than English.

What effects do you think there would be? How could positive effects be increased, or negative effects be mitigated?

Comments: N/A

Question 22: Please also explain how you believe the proposed approach could be formulated or changed so as to have positive effects or increased positive effects on opportunities for people to use the Welsh language and on treating the Welsh language no

less favourably than the English language, and no adverse effects on opportunities for people to use the Welsh language and on treating the Welsh language no less favourably than the English language.

Comments: N/A

Question 23: We have asked a number of specific questions. If you have any related issues which we have not specifically addressed, please use this space to report them:

Comments: