

Appendix A

Executive Directors and other officers' responses to the Loneliness and Social Isolation Scrutiny Workstream report & recommendations

Ref	Recommendations	Chief Executive/Executive Director/Director/Cabinet Member Response
Director of Public Health		
1.8	Runs an online publicity campaign advertising the many clubs and activities taking place in the borough including organising an open day for local clubs.	<p>Stuart Lines and David Greely</p> <p>Comment SL - the Public Health team can work with Comms to help develop campaign messages</p> <p>Comment DG – this could be incorporated into our wide Enjoy Enfield campaign which promotes things to do and places to go in Enfield</p>
1.7	Runs a publicity campaign to encourage people to make Enfield a friendlier place to make people aware of the importance of being more open, friendly and of looking out for their neighbours and the people they meet day to day in the neighbourhood. Even the smallest amount of human interaction – saying hello to someone in the street - has been proven to prevent people suffering from loneliness.	<p>Stuart Lines and David Greely</p> <p>Comment SL - the Public Health team can work with Comms to help develop a campaign that provides messages to residents, such as the 5 Ways to Wellbeing.</p> <p>Comment DG – will work the Public Health team to identify the most appropriate way of promoting this campaign.</p>

Ref	Recommendation	Chief Executive/Executive Director/Director/Cabinet Member Response
Director of Law and Governance		
1.9	Develops a volunteering scheme allowing all council staff to spend two days a year volunteering in the community. The London boroughs of Lambeth, Brent, Barking and Dagenham offer their staff three days and Barnet 2 days. Private sector organisations such as John Lewis and NatWest also run schemes.	<p>Jeremy Chambers/Shawn Rogan</p> <p>A new Volunteering Strategy is in the drafting phase that will aim to better engage our own workforce in activities that address social isolation and build community fabric and resilience. We have been working with the Culture Change Board and met with the unions to discuss the potential for a staff allowance scheme. Our Third Sector Development Manager is also working with colleagues to re-engage with local businesses who we successfully engaged with to assist with work in the community in 2016/17.</p> <p>We would anticipate the new Volunteering Strategy with final recommendations going to Cabinet in Spring 2019.</p>
1.11	Monitors the implementation of these recommendations through regular feedback to the Overview and Scrutiny Committee.	Jeremy Chambers – Agreed
Executive Director of People		
1.2	Works with schools to provide more relationship education (educating young people about the dangers of social media) within the PSHE (Personal, Social and Health Education) curriculum and to encourage young people in secondary schools to take part in activities outside of school including volunteering.	<p>Tony Theodoulou</p> <p>We can confirm that this already takes place in schools as part of the PHSE curriculum.</p>

Ref	Recommendations	Chief Executive/Executive Director/Officer/Cabinet Member Response
Director of Public Health and Director of Law and Governance		
1.3	Develops a focus for activities in each ward equivalent to a village hall or an “indoor town square”. This could be by encouraging the development of libraries, arts centres, heritage assets and other council buildings as community hubs across the borough with community notice boards to make full use of their community rooms and public spaces as a facility for encouraging community engagement. This could be started by setting up a pilot project in one ward to build a centre of community focus, possibly in a library, organising activities and providing information about all the activities taking place within the ward.	<p>Jeremy Chambers/Shawn Rogan/Stuart Lines</p> <p>Comment SL - the Public Health team can contribute advice and signposting materials. This will also link to the council-wide HiAP (Health in All Policies) and MECC (Making Every Contact Count) approaches currently in development and being led by Public Health. A fuller discussion at the HWB can inform this.</p> <p>Comment SR: Consideration of spatial focus to create ‘quick win’ activities flowing from the new Volunteering Strategy action plan.</p>
1.1	Assesses the impact that all Council policies can have in increasing or alleviating loneliness and social isolation. All Council reports should include a paragraph assessing the social impact of decisions. This could be included in the section for public health implications in the Council’s report template.	<p>Stuart Lines</p> <p>Comment SL - the Public Health team is leading on implementing HiAP (Health in All Policies) across the Council and the way in which ‘public health implications’ are considered and presented may change.</p> <p>There may be potential for bringing these together in a form of ‘integrated impact assessment’.</p>

	Recommendations	Chief Executive/Executive Director/Director/Cabinet Member Response
Director of Public Health and Acting Director of Customer Experience and Change		
1.10	Works to find sources of seed funding for initiatives such as men's sheds, makerspaces and other projects to promote social interaction and improve community cohesion: investing start-up funds in projects with community health benefits such as Good Gym, Big Lunch, community litter clearances, and Soup.	<p>Stuart Lines/Kari Manovitch/Lee Shelsher</p> <p>Comment SL - the Public Health team will actively seek relevant sources of funding and support such initiatives through HiAP and MECC approaches.</p> <p>Comment KM – Agreed</p>
Executive Director Place		
1.4	Creates an environment that encourages more local people to come out in the evening to sit in cafes, have a drink and meet friends and family in the borough's town centres. This could be done by encouraging alternative, community based, uses for the empty town centre shops, making better use of the market square and allowing restaurants to have more tables out on the pavements as in Central London and other European cities.	<p>Sarah Cary – Agreed</p>

	Recommendations	Chief Executive/Executive Director/Director/Cabinet Member Response
Acting Director of Customer Experience and Change		
1.5a	Continues to ensure that all Council buildings people friendly, open, accessible, and welcoming.	<p>Kari Manovitch/Lee Shelsher All services that have a role to play in public-access buildings e.g. Arts & Leisure; Registrars; Children’s Centres; Housing; Homelessness; etc.</p> <p>My services include libraries and customer services and it is a primary objective to ensure these are people friendly, open, accessible, and welcoming, but we are sometimes constrained by the physical environment and the lack of investment in it e.g. John Wilkes House, for which we are reliant on property colleagues.</p> <p>(Note by Mark Bradbury) Cabinet will be asked in January to approve the setting up of a Corporate Property Investment Programme (CPIP) which will include investment in properties including John Wilkes House</p> <p>Mark Bradbury</p> <p>Agreed as long as security requirements are not compromised. As part of the Asset Management Strategy we will be carrying out an Operational Property Review which linked to the CPIP will consider the colocation of services in local hubs and ensure that wherever possible these are accessible in both their locations and design.</p>
1.5b	Ensures that staff are trained to be active listeners and responders; as well as finding solutions that encourage the widest community participation.	<p>Kari Manovitch/Lee Shelsher</p> <p>Agreed</p> <p>Mark Bradbury</p> <p>Agreed in respect of Security and Customer facing FM staff</p>

Ref	Recommendations	Chief Executive/Executive Director/Direcctor/Cabinet Member Response
1.6	Creates a Council database of all clubs and activities taking place in Enfield and to make this readily available in all council buildings, libraries and on the Council website, to all staff who have contact with the public and including partners such as the health authorities, the police and the voluntary sector so that they can use it as a tool to encourage people to take part in activities that they could be interested in and which would encourage social interaction.	<p>Kari Manovitch/Lee Shelsher</p> <p>This already exists to some extent – please see-</p> <p>https://mylife.enfield.gov.uk/enfield-home-page/content/local-activities/local-activities-home/</p> <p>https://mylife.enfield.gov.uk/Search/SearchResults?new=True&query=-xxxxx&TagCategory=432</p> <p>There has been quite a bit of promotion done for the launch of the My Life Directory – posters, leaflets, a press release etc.</p> <p>This is something we will be happy to add to the Website Roadmap, which will begin in earnest in the new year as have some essential maintenance pieces until Feb 19.</p>