

SCRUTINY REVIEW PANEL 2 – 2019/2020 ACTIVE CITIZENSHIP

FINAL REPORT

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CHAIR'S OVERVIEW



Councillor Karanvir Dhadwal (Panel Chair)

Active Citizenship has always been important and has played a big part in the borough's history thanks to all the great groups doing some amazing work. However, I would never have thought at the start of this Panel just how vital active citizens would be by the end of the Panel, we are truly seeing the best of people volunteering themselves due to the coronavirus outbreak and the government's failures for the same. We also recognise that the Council's future financial position and service provision is adversely impacted by the Covid-19 pandemic thereby also affecting the local community in many ways.

At the start of the Panel we weren't quite sure how to proceed as Active Citizenship is such a broad scope. However, we decided as a Panel that we wanted to look at what we as a Council currently did to help with active citizenship, what members of the public were doing themselves and how we could assist going forward. I truly believe that over the year and in a limited number of meetings we have managed to achieve this thanks to some great input from my fellow Councillors, community groups such as Nishkam SWAT, Ealing Street Pastors, Community Library groups, Northflix Film club and officers.

We have learned about the great work going on in our communities already, how we are assisting the volunteers for the community managed libraries and perhaps most impressively we have managed to assist in bringing together some voluntary groups for a new initiative to start in Southall and perhaps stretch to the rest of the borough.

I would like to thank my fellow Panel members for all their hard work, help and support throughout, especially my Vice Chair, Cllr Seema Kumar, whose previous experience was invaluable. I would also like to thank Harjeet Bains, Scrutiny Review Officer, for all her help and tireless hard work to make this Panel successful.

I would like to finish by saying that it is a shame that we need citizens to be volunteering in such a way but I am grateful for them and would like to thank all of them for the amazing work they all do in making our towns, our borough, our city and indeed our country a better place.

1.0 INTRODUCTION

- 1.1 The main *purpose* of Scrutiny Review Panel 2 2019/2020: Active Citizenship was to review the Council's Active Citizenship programme.
- 1.2 The work of this Panel would assist the Council in meeting the commitments of the Community Strategy and Corporate Plan including its strategic goal of making Ealing a healthy and great place by working with other organisations and the residents in maintaining the excellence of the parks, open spaces and the streets in the borough
- 1.3 The membership of the Panel was agreed at the Council meeting on 7 May 2019.
- 1.4 The **scope** of the Scrutiny Panel, which was drawn up by Councillors at the Annual Scrutiny Conference on 9 May 2019, was to consider the following main areas regarding the Active Citizenship programme:
 - Definition and an overview of the Council's scheme including addressing of the success and barriers in volunteering, engaging young people, encouragement in areas of the borough where there is presently less involvement, incentives and recognition of citizens, how other local authorities are involving their citizens effectively and how this could be applied in the borough.
 - Street Watch and Plogolution Schemes overview of the schemes including examples where this is being undertaken successfully in the borough, best practice examples elsewhere and how these could be replicated locally.
 - **Ealing Parks Foundation** the objectives and the changes in the management of the borough's parks and open spaces, funding, resource sources, costs, monitoring, sustainability, access and opportunities for residents, the work of the various agencies, organisations and residents.

There was insufficient progress in the development of the Ealing Parks Foundation so the Panel could not consider it. So the Panel recommended that the Overview and Scrutiny Committee or an appropriate Scrutiny Review Panel should review the Ealing Parks Foundation in due course.

- Resident Engagement current engagement with residents including consultation procedures, update on the implementation of the Council's libraries strategy, steps being taken to increase the use of the Council's community self-help webpage – Do Something Good, how are other local authorities addressing these challenges at ward level?
- **Future Libraries** update on the present position, benchmarking with others, what other boroughs are doing, community engagement and management, potential use of mobile libraries, etc.

1.5 The key **expected outcomes** were:

 to ensure that the Council's services and processes are robust in actively engaging and involving the citizens in defining and tackling the problems of their communities thereby improving the quality of life.

- to make recommendations for increased engagement of the borough's citizens in local activities to benefit their communities.
- 1.6 The Panel sought the views of the major stakeholders in their review.

2.0 METHODOLOGY

General

2.1 The Panel received reports and presentations from internal services, external agencies and expert witnesses at their meetings. There were five scheduled meetings in the year that were held in the Ealing Town Hall complex. The Panel also conducted several site visits within and outside the borough.

Co-option

2.2 The Panel decided against co-opting any additional representatives as it would have been difficult to have a balanced representation from the numerous establishments falling within this remit.

2.3 Site Visits

Panel Members undertook the following site visits within and outside the borough:

Within the Borough

- Plogolution Event:
 A 2k walk/5k run at Northala Fields
- Ealing Street Pastors:
 Ealing Broadway Patrols
- All Member Workshop: Engagement with Residents and Involvement with Civic Democracy
- Northflix Cinema Club

Outside the Borough

- Nishkam Sikh Welfare and Awareness Team:
 Nishkam SWAT Head Quarters
- Nishkam Sikh Welfare and Awareness Team:
 The Queen's Award for Voluntary Service Presentation
- Nishkam Sikh Welfare and Awareness Team:
 Outreach Service

Publicity

2.4 The Panel's work was publicised in the Council's free magazine (*Around Ealing*) which is delivered to all households in the borough, website and by direct emails.

No.	Recommendation
R1	The Overview and Scrutiny Committee or an appropriate
	Scrutiny Review Panel should review the Ealing Parks
	Foundation in due course.

3.0 <u>DETAILED CONSIDERATIONS</u>

Background

- 3.1 The past Future Ealing Scrutiny Review Panel 2018/2019 had considered the rationale and findings of the Active Citizen pilot work and how that informed the Outcome Reviews undertaken last autumn by the Council as part of its Future Ealing programme. Therefore, this Panel considered the developments that had taken place in active citizenship since.
- 3.2 At its first meeting, the Panel received an update on the Neighbourhoods Outcome Review Active Citizenship and at the three subsequent meetings it considered the work of various community organisations, the Thriving Communities programme, active youth citizenship and resident involvement in the Ealing Library service. The respective service officers, external partners and experts were invited to these meetings.



The first Panel meeting

NEIGHBOURHOODS OUTCOME REVIEW - ACTIVE CITIZENSHIP

- 3.3 Chris Welsh (Parks Operations Manager) explained about the support and promotion of volunteering and how active citizenship continued to be promoted in Ealing's parks and green spaces. The active citizens played a vital role in supporting community engagement. Participation in a range of activities helped to reduce isolation, improve mental health and increase physical activity.
- 3.4 However, the key focus was on the evolving work to develop a strategic approach to Neighbourhoods which would lead to long-term transformation at a community level and across the Council. It aimed to enable citizens to come together to create stronger communities and, with each other, to lead and shape their local neighbourhoods and be more independent. This would involve the Council shifting to an enabling role, co-designing more localised services and targeting limited resources where they could have

the most impact as well as working with residents to increase local involvement.



Chris Welsh (Parks Operations Manager) addressing the Panel

- 3.5 The early implementation phase of the work involved delivery of the changes to the libraries and Children's Centres. The key strategic shift in the library strategy involved the opportunity for community manged libraries in seven locations across the borough. This would provide the opportunity for communities to get involved as active citizens in the running of the libraries in their locality as part of a wider community and neighbourhood offer from the library sites.
- The longer-term work needed to address the fundamental questions about the radical changes the Council ought to make in seeking a new role and relationship with residents in the light of changing public expectations, shrinking resources and rising demand. During 2019, the work was focused on the contrasting neighbourhoods of Northolt and Hanwell. It aimed to codesign new approaches with residents including active citizenship and exploring how residents might wish to engage in deliberative decision-making and democratic input.
- 3.7 Work undertaken so far included cross-council involvement in developing the approach, and ethnographic research in the two neighbourhoods, involving residents, local community groups, businesses and Ward Councillors. The findings from the research, added to other insight of the neighbourhoods, was informing suggestions for areas where prototyping activity could be trialled on the ground. It had also provided prompts to test out new approaches to local involvement in decision-making. Whilst the prototyping and consideration of approaches to deliberative decision making remained at an early stage, the findings from this next phase work would

inform the strategic approach for the Council in supporting residents to lead change in their neighbourhoods and be active in their communities.

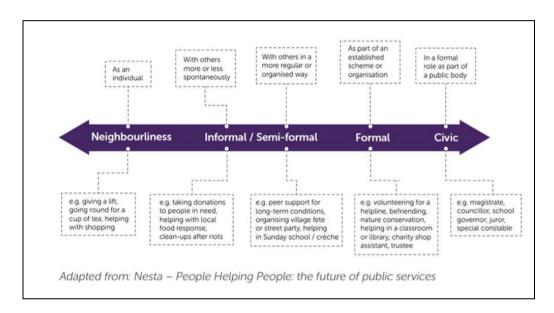
National Context

- 3.8 The traditional paternalistic mode of operating was no longer sustainable for Councils. The core challenge was how to shift a Council culture of creating unnecessary dependency in areas where solutions might be better developed at a community level. Recent research, including the work undertaken by New Local Government Network (NLGN), had explored how the relationship between Councils and their communities needed to shift from a transactional one to a more collaborative approach. There could be a lack of understanding of the balance of Council spend on mainstream services that the majority of people used versus targeted support for the vulnerable. To change this, Councils were looking to build different types of conversations with residents so that there was a shared understanding of the challenges facing neighbourhoods and the roles of both the Council and community in addressing them.
- 3.9 Some of the practical routes to creating a shift in the relationship between Councils and communities included:
 - Wigan Council had recalibrated its relationship with residents through 'The Deal' programme. This wholesale change involved both the Council and residents committing to system-wide goals, in addition to separate deals in areas such as social care and health and wellness. The Deal set out a new power relationship between the Council and residents which was accompanied by initiatives that provided communities with a greater sense of ownership. This included a Community Investment Fund, which groups and projects in the area could apply for to work towards long-term goals and ambitions.
 - New ways of working within Councils e.g. through recruitment processes that put more emphasis on values than specific skills or experiences, staff development in asset-based techniques, co-location to promote collaboration. For example, The London Borough of Redbridge planned to work with local people to shape and co-design six Community Hubs across the borough integrated facilities to be designed to enhance and improve the quality of services for local people. A key part of this work was a significant emphasis on engagement and co-production to ensure that the final Hubs provided the opportunities and services that the local community wanted, needed and 'owned'.
 - Participatory projects such as Barking and Dagenham's <u>Every One Every Day project</u>. This was a neighbourhood-led initiative, which aimed to create hundreds of new projects and businesses through the sharing of resources, places and ideas within the community. The £6.4m initiative would work with 25,000 residents across the borough to improve a wide range of outcomes and develop community relationships.
 - Different approaches to involving residents in decision making, such as <u>Deliberative decision-making</u> which gave the public a greater say in decisions that affected communities.

The recent national report of the National Council for Voluntary Organisations (NCVO) <u>Time Well Spent – A National Survey on the Volunteer Experience</u> highlighted the complex and dynamic nature of participation which strongly suggested that volunteering was shaped by a multitude of factors. Whilst there was no single lever that would result in more and better involvement, the report identified several areas for organisations to think about if they wanted to support people in having a quality volunteer experience.

Volunteering – Overview

3.10 Active citizenship and volunteering spanned a wide spectrum – illustrated below.



- 3.11 Many residents and businesses across the borough were actively involved in volunteering and played an invaluable role in the quality of life in Ealing. The role that the Council played in facilitating and nurturing such volunteering and social action included:
 - Supporting the Voluntary and Community Sector Ealing Community and Voluntary Service (ECVS) was awarded Council/Clinical Commissioning Group (CCG) funding for the period April 2019-March 2023 in two specific areas – Support for Volunteering and Social Action and Voluntary Sector Development and Capacity Building. The Volunteering and Social Action service included a work plan demonstrating that ECVS was working with the Council, CCG, local voluntary community service groups, local housing providers and corporate bodies in all areas of local volunteering. The plan included specific training opportunities, supporting residents into volunteering involving increasing volunteering by Black Minority Ethnic and Refugee (BMER) residents, assisting residents with long-term conditions into volunteering and supporting all disadvantaged groups to get involved in volunteering and social action to improve their economic, mental and social wellbeing. The service also encouraged more young people (14-24 years) to volunteer and get involved in local social action projects which could include crowdfunding projects.

- Promoting volunteering

Volunteering was promoted in many ways across the Council, including a recent campaign as part of national Volunteers' Week, 1-7 June 2019. 13 community groups/organisations showcased their work and promoted their volunteering opportunities for Council staff to get involved. During the week, 40 staff members were recruited to various roles with these local organisations. The www.dosomethinggood.org.uk website hosted a volunteer directory for community-led projects, Council service volunteering opportunities and a funding portal for community focused funding.

- Recognising and valuing the achievements of volunteers
 For example, the Council ran annual Respect, Opportunities,
 Achievement and Recognition (ROAR) Awards to recognise residents
 who had gone above and beyond with volunteering in their community.
- Recognising and supporting the important role of volunteers and active citizens in our parks and green spaces.

Active Citizens in Parks and Green Spaces

- 3.12 Parks made a significant contribution to the health of a local area environmentally and for the people who lived, worked by and used the parks.
- 3.13 The parks played a vital role in the Active Citizen's strategy, supporting community engagement and participation in a range of activities and helping to reduce isolation, improve mental health and increase physical activity.
- 3.14 Active Citizens' activities included food growing, community events, wildlife monitoring and habitat improvements, volunteer gardening and maintenance, litter picking, arts activities, outdoor education and forest school. It was expected that an increasingly empowered community and devolving management would mean reduced maintenance costs whilst aiming to maintain quality.

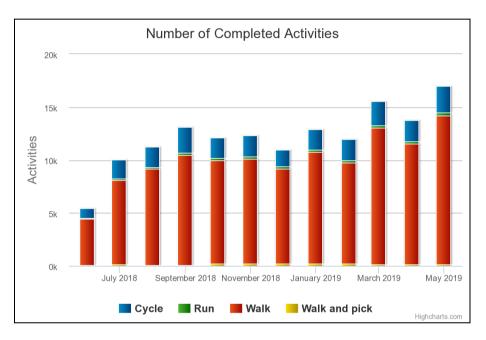
Litter-picking

- 3.15 A substantial proportion of site budget was allocated to rubbish collection, so community involvement could make a major impact on the day to day running costs of a site.
- 3.16 The Parks service had used a range of innovative approaches to engage with communities, organisations and individuals to initiate litter-picking activities in parks and open spaces. For example:
 - Better Points 'Love Parks' Programme
 BetterPoints was a free App that residents could download and join the
 Love Your Park rewards programme. The programme rewarded
 residents of Ealing for getting out and about as well as being proactive in
 Ealing's parks. It would either automatically log walk, run or cycle activity
 based on movement or one could manually select any of these activities
 plus a 'walk and pick' activity. An individual could also scan in a QR code
 on bins in 30 of the parks to Geo-tag and log their activity.

Participants could exchange the earnt BetterPoints to reward themselves with vouchers for a whole host of high street retailers or donate them to a variety of charities, both local and national.

The Love Your Park programme started in June 2018 and was initially intended to run for a year but had been extended to September 2019 to establish a more detailed picture of participation trends.

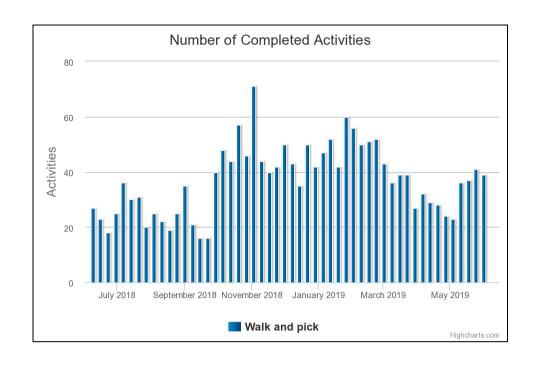
There were 776 users presently, 145 of whom had checked the Walk and Pick activity. There had been 1,937 individual walk and picks over the last year. The level of total activity participation had grown since inception, with downward trends in December 2018 and April 2019, which may be attributed to holiday periods.

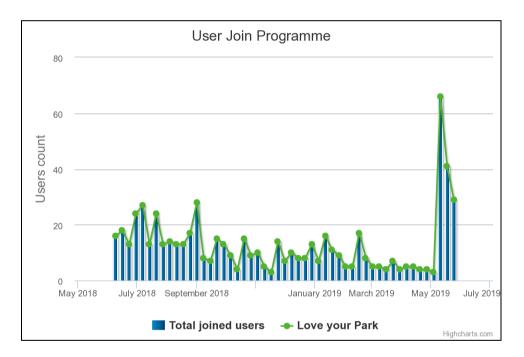


Better Points ran monthly prize draws to encourage new and incentivise existing users from June 2018-February 2019. On reviewing the walk and pick activity separately, there was some but no direct correlation between the prize draw period and increased activity hence no clear evidence that prizes were a key incentive to users.

The participation in walk and picks was under-recorded as it required the user to manually select this activity in the App, whereas other activities of walk, run and cycle were picked up automatically. Users may be forgetting or neglecting to log their walk and pick activity specifically.

Nonetheless, there had been a recent increase in both users and walk and pick activities. This may be due to recent promotion where Better Points has added local charities to the App which could be recipients of user points donations.





For instance, Ealing Mencap had recently been added as a charity on Better Points. This had been promoted through Better Points, the Council, rangers and Ealing Mencap and people who knew and cared about this local charity had taken up picking activity directly to benefit them. The Council continued to promote this symbiotic relationship by holding a litter pick event led by Ealing Mencap on 22 June 2019 and inviting the public to join them as well as earning double Better Points. The same was being done for the events of other groups such as Ealing Wildlife Group and Plogolution.

This increase in activity linked to promotion of local charities supported anecdotal evidence that people engaged with litter picking out of altruistic and not monetary incentives.

The usage would be monitored to see if user surveys at litter pick events

could garner more evidence for reasons behind participation in litterpicking and the evidence used to promote the most successful initiatives.

- Plogolution

Plogolution was an organisation that was set up to help support and promote active and engaged communities that were dedicated to protecting the environment, getting rubbish off the streets, parks, waterways and raising endorphin levels at the same time. Plogolution had been commissioned to deliver nine Plogs (run/walk and rubbish pick up) events around Ealing in 2019.

For the three plogs that had already taken place: January 2019 in Northala (60 participants); Brent Lodge Park (25 participants); Pitzhanger Park (22 participants), with plenty of rubbish collected at each event. This was a total of 214 hours of picking by 107 people.

The number of runners was highest at Northala, which may be due to it being a Parkrun venue, so the Plog was cross promoted to this group. The Council could capitalise on this by informing key park user groups of Plog events, for example Ealing Eagles in Walpole Park and junior Parkrun in Acton Park. However, having their buy-in on the day did not guarantee ongoing litter-picking activity.

The Parks service used these events to speak to participants and promote other initiatives e.g. Better Points and 2-Minute Litter Pick and to garner interest for self-led walk and picks as well as future participation. There was positive feedback at events and interest in future self-led/group participation.

2 Minute Litter Pick Boards

2-Minute litter Pick Boards had been installed in 30 parks associated with the Better Points *Love Your Parks* programme. Initially, the boards were only stocked with pickers and after receiving feedback on social media that no bags had been provided (the service preferred users brought their own bags), a few compostable bags at a time were now also stocked. There were social media prompts on the board to encourage users to share their activity across different platforms.

The feedback on social media was mixed as it was often stated that a board had no pickers or bags and not much was said about the positive everyday use. However, anecdotal evidence from Pitzhanger Park and Walpole Park café staff had noted that the picker on the board was used very regularly, especially by dog walkers. The Pitzhanger staff had requested another board at the other end of the park which the service was going to install.

The Park Rangers were responsible for re-stocking the boards which they managed to do once a week. The service was monitoring where pickers were going missing with higher and quicker frequency. Where theft was deemed problematic the boards were moved to another site or location. Notices were also put on the boards stating that if there are no pickers, to contact ranger/customer services so that they could replenish and/or give an interested individual their own picker.

One-off, repeat events and partnership working There were a number of litter-picking events during 2019, often in partnership with other organisations and groups which included Greenways; Canal and River Trust, Thames 21, LAGER Can, Ealing Mencap, Southall Transition, Southall Alliance, corporate volunteers, Good Gym, Scouts and Friends of Horsenden Hill. Some of these groups were now programming regular litter-picking into their activities or corporate social responsibility actions.

There were more than 480 participants (including plogging and individual self-led picks) who generated over 2,750 hours of litter picking in 2019.

- Rangers giving out and individuals requesting litter pickers
Rangers had regular face-to-face contact with park users and used that
knowledge/experience to target the usual park users (e.g. dog walkers)
to litter pick. They also gave pickers to people who had shown an
interest and commitment. The rangers used Council, partners (e.g.
South West London Environmental Network, LAGER Can Litter Action
Group for Ealing Residents – Facebook group) and social media
communications to promote self-led litter picking (and volunteering) and
encouraged people to become litter Community Champions, taking care
of their own patch and encouraging others to do so.

To date the rangers had given out 40 individual pickers which they approximated to around 1,500 hours of picking from January-June 2019 (averaged at 30 minutes, three times a week). These self-led picks were garnering a steady and substantial number of volunteering hours by these individuals. This was an avenue that the service would continue to pursue which contributed to successful litter reduction and positive community action.

Social media, promotion and communications
 The Parks service had used both national awareness campaigns and local communications to raise awareness and increase participation in litter picking activities, events and volunteering.

They linked to national campaigns such as The Great British Spring Clean, National Rivers Week and Volunteers Week to cross-promote clean up events and volunteering.

Events and activities were also promoted through the Council's and Ranger's social media, Ealing News Extra and communications mailing lists, Do Something Good website and Facebook, Facebook neighbourhood and partner organisation groups' Facebook and Twitter e.g. Southall Community Alliance and LAGER Can.

LAGER Can ran a borough-wide poster competition for under 16s to enter with the aim of encouraging behaviour change. The posters were being made up into signs and posters to install in parks across the borough. The service was also working with LAGER Can to get the out the message that local people could affect change, by getting stickers up (which individuals could put on the bags of litter they collected) and bags

made – highlighting the message that local people had picked the litter.

Volunteering in Parks

- 3.17 The Parks Team had a good record of volunteering, particularly at sites where there have been dedicated staff and a manager. For example, at Walpole Park there were approximately 5,000 hours of horticultural and wildlife volunteering per year and Horsenden Hill had a strong, motivated Friends Group with around 3,000 hours of volunteering per year.
- 3.18 The previous year's baseline was not available for comparison. However, the service was now recording participation numbers and hours. In 2019, around 10,000 hours of volunteering from over 950 individuals had been recorded.
- 3.19 The service was building on this by expanding the number and type of opportunities for volunteering, combined with better marketing and support for community and partner-led volunteering projects. A project that had successfully epitomised this ideal was the Greenwayers, a community-led group that has received training from Thames 21 to safely lead their own river clean up events. The service supported them by providing promotional and logistical support as well as waste collections following events.
- 3.20 The service was also investing in four containers to act as satellite bases and tool storage for groups such as the Greenwayers. These bases would ensure that organisations and groups, including corporate volunteer and community payback could easily access the resources they needed to run their own events, from litter picking, gardening to conservation and habitat creation.

Devolving Parks and Open Spaces Management

- 3.21 The Parks Service was working with the organisations South West London Environment Network (SWLEN) and Shared Assets to progress the creation of new friends groups and supporting existing groups to take on elements of devolved management, including the Blondin Consortium and Friends of Horsenden Hill.
- 3.22 Horsenden Hill continued to develop and attract new artisan craftsmen (creating the Horsenden Crafts Collective), Forest School provision, workshops, corporate volunteers and partners to generate income and become a fully self-sustaining group. They were also working with Shared Assets to develop their governance structure and a sound business plan in order to take on the renovation of the old ranger base.
- 3.23 The service was also working with Shared Assets to develop a Friends Group toolkit and guidance, which would be uploaded to Ealing's Do Something Good page by June 2019 to support the processes of becoming a Friends group and devolved management.

Developing an approach to Neighbourhoods in Ealing

3.24 Building on the Active Citizen work in 2018, the Neighbourhoods Outcome Review had started working closely with two neighbourhoods (Northolt and Hanwell) to develop new ways of working with citizens at a local level, to determine how and what might need to change, and to prototype some new

ways of working. Concurrently, it was building understanding within the Council of what the changes might mean for its culture and working practices. The draft vision for Neighbourhoods, which would continue to iterate in collaboration with residents, was 'Strong and involved communities, shaped by citizens.'

3.25 An 8-week ethnographic research exercised was undertaken in the two neighbourhoods during March and April 2019. In distilling some themes from the findings, and in discussion with relevant Ward Members, areas for initial prototyping were being developed and would be co-designed with residents. These included neighbourhood level activities, as well as starting to explore with elected Members the options on approaches to local decision-making, how these could work in Ealing and the implications for Members' Community Leadership role.

Key Issues

The Panel:

- noted that community organised litter picking events had suffered delays due to the difficulty in getting the tools from the Council to enable volunteers to work and the fairly small number of tools that were eventually provided.
 Heard that officers recognised and understood the frustration. The service was examining the possibility of installing containers in specific areas, accessible via a code to the door, in the borough where people could pick up tools but also providing a space to change or make a cup of tea, as it was recognised that part of the value of volunteering resided in it being a social activity. This was as yet an aspiration. Besides, from next year, when the new LATCO was in place, the Council would have more flexibility in providing tools to residents. Presently, some tools were obtained through Amey, which requested ample notice to be given to them.
- commented that there were litter picking machines now being shown in tool exhibitions that could be of interest to park rangers.
- noted that Barons Pond had not been mentioned in the report.
 Heard that the sites mentioned were not exhaustive. Work had been carried out in Barons Pond. Some of the work planned there via Highways team in Transport for London included flood management.
- queried the success of the social media strategy.
 Heard that rangers were previously contacted via a mail inbox. Now the service had Facebook accounts and had joined social media groups for relevant activities. This way officers were engaging better with residents in the borough. The website, Do Something Good, also referred residents to the Parks service.
- asked about the level of engagement with volunteers.
 Heard that engagement fluctuated depending on the organisation.
 Officers tried to help organisations in becoming more sustainable and invested time and effort with many of them.

- queried the level of savings that were estimated from these activities.
 Heard that now rangers and Amey were involved in the activities, as they
 would need to attend sites to collect litter/empty bags. The main
 objective of the initiatives was to change the perception of residents
 around litter, eventually it was expected that would reduce the workload
 of the service by less waste production in the first place. The service's
 target was to reduce the park waste budget by 25%. However, such
 savings had not been materialised yet.
- asked what challenges the department had faced in carrying out these initiatives.
 Heard that these were very recent. One challenge had been the own park rangers' initial attitude to them as most were sceptical that these could work. Now most rangers were supportive.
- questioned whether most activities were led by a ranger.
 Heard that this was not the case in some events. The service did not
 have a specific budget for the events so had been using revenue or parks
 funding to carry these out. They had an officer tasked with promoting
 corporate volunteering so not all activities were about active citizens.
- asked how young people were engaged in the events.
 Heard that there was a fair amount of engagement with primary schools as these events and activities were part of their curriculum. The same was not true of secondary schools. Some engagement had happened with secondary schools as a result of their pupils being caught littering.
- noted that the service could engage with the Ward Councillors and other departments about the events.

No.	Recommendation
R2	The Council's <i>Do Something good</i> website should provide
	simple advice to local organisations and clearly signpost to
	where further advice and assistance about fund raising
	applications for their good causes can be attained.
R3	Ealing Council should create a simple webpage on its website
	advising of volunteering opportunities with local organisations for
	the residents and Council employees.
R4	Ealing Council should consider having corporate volunteering
	days in the local community for staff as part of their team
	building exercises.
R5	Ealing Council's Communications Team should regularly
	promote some key volunteering initiatives (e.g. canal and park
	clean ups) using various media channels to advise residents of
	these opportunities.

PRESENTATIONS FROM VOLUNTEERING ORGANISATIONS

3.26 At the second meeting the Panel received presentations from representatives of Ealing Street Pastors, Plogolution and Nishkam Sikh Welfare and Awareness Team – SWAT about the work of their organisations.



The second Panel meeting

EALING STREET PASTORS

3.27 Richard Ward (Member, Ealing Street Pastors Management Team) explained that Ealing Street Pastors was a registered charity of volunteers. The Ealing organisation was part of a national organisation of 12,000 street Pastors and 300 groups, operating in various cities and towns. The pastors had provided regular patrols in the borough for the last 10 years. They worked with the local community, churches and Police to provide a presence on the street most Friday nights until the early hours, at a time when people of all ages are out enjoying themselves. The pastors presently patrolled in the Ealing Broadway, West Ealing, Acton and Southall areas of the borough.

Outreach

- 3.28 The objectives of Ealing Street Pastors were to care, listen and help through volunteers from local churches. They also promote peace, harmony and wellbeing on our streets. The pastors are not allowed to proselytise so tended to mainly stop and speak to people. They could be a calming influence when public order was threatened.
- 3.29 The Organisation worked in a triangular partnership with the police and the local authority to identify how they could support vulnerable people in the borough, engaging with the police duty officers every night to identify the areas to patrol while recognising that their role was not to police the area.

The Pastors engaged with people suffering from alcohol and substance abuse, confusion due to excessive alcohol and those who were homeless or had nowhere to go, helping them find their way home or sign posting them to other services such as St. Mungo's or church shelter schemes.

3.30 The presence of the Pastors had diffused and de-escalated illegal activity and the potential for violence. This was believed to be due to the perception of the Pastors as non-threatening to the age range of the young people encountered during the patrol hours given that, on average the Pastors were 50+ years old. However, the Pastors were trained and aware of when to involve the emergency services.



Richard Ward (Member, Ealing Street Pastors Management Team) addressing the Panel

Engagement

3.31 Ealing Street Pastors had recently conducted a series of meetings with the Borough Commander and the Council to determine whether their presence was still needed in the borough. The response had been very positive which encouraged the Pastors to continue their work. The number of 999 calls that did not require emergency response were highlighted during these meetings as these had and could be managed by the Pastors.

Homelessness

3.32 Ealing Street Pastors was a faith-based organisation and worked with organisations of many faiths. The organisation was open to working with anyone, citing the example of referring homeless people to Street Link and encouraging the homeless to remain in the same area so that they were found by the organisations they are referred to, many secured shelters for the night or long-term accommodation.

Knife Crime

- 3.33 Ealing Street Pastors have played a role in collecting weapons in response to the rise in knife crime and carried knife containment boxes on patrols. The Pastors were trained in finding and disposing of firearms. They also picked up and disposed glass bottles which could be used as weapons. According to the Police, the presence of Ealing Street Pastors on the streets has helped reduce crime.
- 3.34 Their presence could diffuse an escalating situation between two people and protected those they perceived to be vulnerable. He cited an example of a young girl that they frequently encountered in vulnerable and natural situations. The Pastors were able to provide support and, eventually, involve the police when a situation required their involvement.

Mental Health

3.35 Several meetings with the Local Authority had indicated to the Pastors, who were trained to listen, smile and be helpful, that their patrols have often resulted in a conversation leading to vulnerable individuals seeking help, whether that was in the form of signposting to other organisations, their doctors or families – transforming a life.

Challenges

3.36 The organisation sought to strengthen its volunteer base in order to continue its work and how it could promote itself. The organisation also sought support in the funding of the cost of their uniforms and equipment, which was often met by the individual volunteers and prohibitive for those who wanted to volunteer but did not have the means to do so. This had resulted in a reduction in the number of patrols across the borough since the Pastors did not own a vehicle and relied on foot patrol to reach their target areas.

Site Visit

3.37 As part of this review, Cllr Gary Malcolm joined the Ealing Street Pastors as an observer on their Ealing Broadway patrol on Friday 25 October 2019. Cllr Karanvir Dhadwal (Chair), Cllr Seema Kumar (Vice Chair) and Cllr Praveen Anand observed the Ealing Broadway patrol on Friday 22 November 2019.



Cllr Gary Malcolm with the Ealing Street Pastors during the Ealing Broadway patrol



Cllr Karanvir Dhadwal (Chair) and Cllr Praveen Anand being briefed by the Ealing Street Pastors before the patrol



Cllr Karanvir Dhadwal (Chair), Cllr Seema Kumar (Vice Chair) and Cllr Praveen Anand out on the street with the Ealing Street Pastors

Key Issues

The Panel:

- commended the work of the organisation.
- Asked about the length of the training period for Pastors and whether it
 was daily and continuous for twelve weeks.
 It was clarified that the training was for one Saturday for twelve
 consecutive weeks in Central London, totalling twelve days of training.
- Queried the number of repeat service users or the number of instances
 the same issue for one user and whether the service users obtained a
 resolution to their long-term issues.
 Heard that some service users e.g. rough sleepers were seen repeatedly
 but they were encouraged to seek help and referred to homelessness
 organisations for support. People who were seen frequently were often
 referred to them by the licensees and doormen of the bars and clubs in
 the area, with whom the Pastors are connected by a Walkie/Talkie
 communication system. The Pastors had also developed a good
 relationship with the Ealing CCTV team.
- Questioned the nature of the relationship with the police and advice sought on how other organisations could successfully engage with the police.
 Heard that there was daily engagement with the assigned duty officer prior to patrols to obtain information on where to be that night. However, given the absence of dedicated transport and the decline in volunteers,

the patrol was restricted to that area for the duration of the night. Ealing Street Pastors met with the Superintendent annually and conducted

training for each Pastor, to establish boundaries on what could be done and ensure that the patrols were not acting in place of or as a hindrance to the police.

- Asked whether there were any patrols in Northolt, Greenford and Perivale.
 - Heard that patrols were primarily in Central Ealing, Acton and Southall but other areas were being considered.
- On acknowledging that the organisation undertook impressive work in the community, queried why patrols were restricted to Central Ealing, Acton and Southall.
 - The response was that each area had specific issues Central Ealing has seen significant gentrification because of the Dicken's Yard development but generated revellers consuming excessive alcohol and consequently, predators seeking intoxicated females. Acton reflected a greater emphasis on gangs and Southall service users were often involved in the sex industry. The Pastors engaged with and sign posted people towards help, the uniforms diffusing the potential outbreak of trouble. Sometimes, revellers lost sight of their friends and the Pastors tried to ensure they were not enticed into cars by predators.
- Enquired about the faith guidelines for the Ealing Street Pastors.
 Heard that the role of the Pastors was to listen rather than preach of their faith. However, they were happy to pray with people and talk about faith if that was what the people they met wanted to do.
- Noting that the organisation had been operating for ten years, enquired into the perceived outlook for the next ten years and whether the Pastors would still operate given the improvement.
 Heard that while the area was improving, mental health issues could lead to an increase in homelessness and those on the streets with mental health issues were not always easily identifiable at a glance. Also, the feedback from the Police and the Council had indicated that the Pastors still had a role as long as there were vulnerable people in the borough.
- Queried whether the data gathered during patrols was provided to the Police to assist them.
 The response was that data on the number of people encountered and of the volume of glass bottles collected on patrol (to reduce injury to barefoot revellers) was anonymous, given the confidential nature of the service. However, the Pastors discussed the challenges in the area with the Safer Neighbourhood Borough Commander and how these were
- Questioned how aggressive behaviour was managed on patrol.
 Heard that often by merely issuing flipflops and lollipops to people would
 be effective whereas at other times the Pastors would have to withdraw
 for their safety and involve the emergency services. It was much easier
 to manage a situation before it escalated than to attempt to manage one
 in progress.

managed.

- Enquired about the types of fundraising initiatives that would be considered by the organisation.
 The response was any and all types were appreciated to avoid the selffunding of equipment and uniforms becoming a barrier to volunteering.
- Asked how the Panel could support Ealing Street Pastors going forward. Heard that it was a rare pleasure to make presentations and meet with other organisations, of which they would like to do more. The key challenge was effectively disseminating information on what the Pastors did and encourage volunteering.
- Enquired about the Southall patrols and whether there was engagement with the Interfaith Group to bridge cultural and language barriers in the area.
 - The response was that the Pastors worked with and sign posted to organisations of other faiths and those of no faith. Richard Ward undertook to raise this with the organisation's Committee with a view to working with and attending a meeting of the Interfaith Group.
- Queried how language barriers were addressed.
 Heard that there were some bilingual Pastors on patrol but there were still language barriers so more and diverse volunteers were sought.
- Asked about the communications system with bars and clubs.
 The response was that Walkie Talkies were given out to a number of venues and most of the venues knew the Pastors on patrol.

PLOGOLUTION

- 3.38 Michelle Parkes (Co-founder of Plogolution) presented to the Panel on the origins of the organisation and how it had grown from 16 people taking part in a walk in Putney, to walks and runs worldwide, known as 'plogs'.
- 3.39 Plogolution was a mixture of running/walking whilst picking up rubbish at the same time. It aimed to bring together local communities to help clean up the scourge of plastic and promote healthy living.
- 3.40 Plogolution had now held large scale plogs across London and much further afield. Plogging made a difference to the community as it brought different people together in a common cause and helped tidy up the area by ridding it of discarded single use plastic.
- 3.41 All equipment including gloves, rubbish bags and a free Plogolution t-shirt was provided for the participants.
- The project was active in Ealing. 70 people had attended the most recent plog in Northala Fields and 25 people had already signed up for the next event there. The ploggers also worked with Hounslow, Kingston, Bethnal Green and Lewisham boroughs.



Michelle Parkes (Co-founder of Plogolution) addressing the Panel

3.43 The most notable benefit that Plogolution had seen was the level of engagement with community groups such as schools, shops and corporates who had donated time and money to the project. Children involved in schools were being educated and made aware of the environment. Twenty schools were currently participating, uploading their litter statistics weekly. People who had become involved commented on how the experience had given them an opportunity to engage with others, reducing their loneliness and potentially mitigating associated mental health issues. The Project had received support from Ealing Council and worked closely with the Parks team to identify areas for future plogs. The areas included a green space, roads and a litter 'hotspot'.

Site Visit

3.44 As part of this review, Cllr Seema Kumar (Vice Chair) attended the Plogolution event held at the Northala Fields in Northolt on 21 September 2019. This was a joint visit with the Leisure Scrutiny Review Panel which Cllr Sarah Rooney also attended.





Cllr Seema Kumar (Vice Chair) and Cllr Sarah Rooney (Member of Leisure Scrutiny Review Panel) during the Plogolution Event in Northolt

Key Issues

The Panel:

- commended the good work of the organisation.
- questioned how litter could be collected effectively while running.
 It was explained that a method of 'plog and roll' was adopted by runners, using the natural environment to support the running and 'forward-roll' motions. The suitability of the area determined whether this was a safe option since the objective was not to 'race'.
- enquired about the engagement with schools and how other groups were encouraged to participate.
 Heard that it was done through social media and engagement with the Ealing Parks service. There was some criticism that children were involved in clearing others' litter but Plogolution considered the plogs to be a form of education on environmental issues for children and

improving the local area.

- asked whether streets and roads were covered in plogs, how areas
 were selected and what could be done to broaden the areas.
 Heard that streets and roads were covered and there was regular
 engagement with the Parks team who suggested the parks and roads
 to review and action.
- enquired if Plogolution had considered presenting at the Ward Fora.
 Learnt that there was currently work being done to obtain additional funding for staff to spread the word and coordinate outreach.
- asked about the clearing of canals.
 Heard that the project worked with Corporates by charging a set fee to fund kits for schools so that they could plog areas like canals.
- suggested potential collaboration with the Park Run.
 It was highlighted that there was a perception of 'competitors' by other organisations that had led to minimal engagement. It was Plogolution's desire to remove the misconception and engage with any organisations that would like their involvement. Cllr Malcom offered to liaise with the Park Run organisers to connect them with Plogolution.
- noted that some Panel members had collaborated with the Canals and River Trust in association with the Territorial Army in Southall and recruited nearly 100 volunteers, who also found weapons. Queried whether the ploggers had encountered discarded weapons. Heard that knives had been found during plogs and the project included a weapons disposal training as part of health and safety briefings.
- queried whether the Council paid for the project's activities in Ealing.
 Heard that there was an agreement with Ealing Council to pay for
 equipment, t-shirts and a small staff cost that was reinvested into the
 Schools programme. The same agreement was sought with
 Corporate entities in order to continue funding the school equipment.
 There was no charge for presentations to community groups, who may
 borrow equipment to run plogs themselves or run regular plogs under
 the Plogolution umbrella.

NISHKAM SIKH WELFARE AND AWARENESS TEAM - SWAT

- 3.45 Randeep Lall (Founder, Nishkam SWAT), Kirpa Kaur (Volunteer, Nishkam SWAT) and Hardev Thind (Volunteer, Nishkam SWAT) presented about the work of their organisation.
- The Panel heard that the organisation's foundations were based on the teachings of the Sikh faith to serve humanity. However, while the organisation was faith-based it did not represent itself as a 'religious' organisation and had no political affiliations. It sought to balance the composition of its 1,500 volunteers toward 50/50 Sikh/non-Sikh (currently, 40% of volunteers were non-Sikh).

3.47 The Charity originated as a youth project in Southall to educate on the impact of drugs and alcohol, until it was approached for assistance by a homeless person in the community which highlighted the extent of the issue of homelessness in Southall. SWAT began supporting Southall by setting up a social media page to encourage clothing donations and provide signposting to immigration and health support. In 2012, in response to the Charity's work, the Council, faith leaders and the police met to formally address the issue of homelessness in the borough. This led to the expansion of services from Southall to other parts of London, with branded vehicles and uniforms to immediately distinguish volunteers. Today, there were 21 locations worldwide, with five more in the pipeline. The model also operated successfully in Africa and India and would be replicated in New York, supported by corporate entities in the hospitality, airline and financial industries.



Randeep Lall (Founder, Nishkam SWAT), Kirpa Kaur (Volunteer, Nishkam SWAT) and Hardev Thind (Volunteer, Nishkam SWAT) presenting to the Panel

3.48 The key aspects of SWAT's work included the provision of outreach in the form of food, clothing, basic healthcare and signposting clients to other organisations that provided the services which it did not.

Homeless Project

3.49 The Charity began as 10 volunteers and had grown into an international aid organisation. In the UK, SWAT operated in 19 locations and served food to the homeless 27 times a week, serving a vegetarian menu that could be offered to all and to facilitate adherence to health and safety requirements.

Healthcare Project

In addition to feeding the homeless, SWAT had a healthcare project that provided two ambulances and doctors, dentist nurses that provided basic treatment of injuries and pain-relief to people who could not or would not go to a doctor or hospital.

Project Recovery

3.51 Launched in July 2019, SWAT ran a project to take calls from people impacted by drugs and alcohol, stemming from the initial discovery that this was a prevalent issue among youth in the local community.

Elderly Care Project

- 3.52 Volunteers conducted outreach to the elderly, at home and in care homes, transported them to their places of worship and provided simple beauty services to combat the effects of loneliness on this group.
- 3.53 The Charity's aim was not to promote religious conversion but to help disadvantaged people. The Charity adhered to the principles of servitude, responding to abusive behaviour with compassion and empathy, leaving a place cleaner than they found it after a service and promoting the values of 'passion' and 'compassion'.

Site Visits

Nishkam SWAT Headquarters

3.54 Cllr Karanvir Dhadwal (Chair) and Cllr Seema Kumar (Vice Chair) visited the Nishkam SWAT headquarters on Wednesday 18 September 2019.





Cllr Karanvir Dhadwal (Chair) and Cllr Seema Kumar (Vice Chair) at the Nishkam SWAT Headquarters

The Queen's Award for Voluntary Service

3.55 Several Panel members attended the presentation ceremony in Ruislip on 24 September 2019 when Nishkam SWAT was awarded the Queen's Award for Voluntary Service by the Deputy Lord Lieutenant Bruce Houlder CB QC DL (Representative Deputy Lieutenant for the London Borough of Hillingdon).







Cllr Seema Kumar (Vice Chair), Cllr Praveen Anand and Cllr Tariq Mahmood at the Nishkam SWAT's Queen's Award for Voluntary Service ceremony

Nishkam SWAT Outreach Service

3.56 Cllr Seema Kumar (Vice Chair), Cllr Praveen Anand and Cllr Swaran Padda visited the Nishkam SWAT outreach service in Slough on Monday 4 November 2019.





Cllr Seema Kumar (Vice Chair), Cllr Praveen Anand and Cllr Swarn Padda at the Nishkam SWAT outreach session in Slough

Key Issues

The Panel:

- commended the good work of the organisation.
- asked about the meaning of Nishkam.
 Learnt that Nishkam meant 'selfless' to the degree that the server was considered as acting on behalf of a higher power. SWAT faith schools conducted interface work with other faiths and had presented to the United Nations on how a faith-based approach could bring about world peace. Food donors were asked to put 'positive energy' into the food that they prepared so that the energy could be imparted into the lives of the people who received their donations.
- enquired how clothing donations could be made.
 The Charity's headquarters in Springfield Road, Hayes had two large donation bins installed for this. In addition, the nearby Sira Cash and Carry accepted donations on their behalf when the bins were full.
- queried the activities for the elderly that were offered by SWAT.
 Heard that SWAT offered the ability to transport the elderly to their
 places of worship, volunteers read to the elderly and offered beauty
 treatments for the female elderly, providing companionship to stave off
 loneliness.
- asked about the addiction support provision.
 Learnt that SWAT partnered with rehabilitation centres and provided a
 helpline of advisors who assessed callers and connected them with
 the appropriate professionals. No SWAT funding was available to
 cover admission to the centres, which was currently borne by the
 individuals or their families. SWAT was campaigning for fundraising to
 support those who were unable to meet the cost.
- questioned the type of healthcare provided and whether there was a charge for it.
 Heard that SWAT did not charge for healthcare services which were limited to immediate treatment of injuries and conditions while transporting to medical facilities and providing pain relief. Often the people who were treated had no homes to go to so their health could deteriorate rapidly if left untreated.
- questioned where food was served and if locations were posted on a
 website.
 Learnt that SWAT had mobile outreach services and relied on word of
 mouth, which had been very effective (particularly among the
 homeless, who were resourceful and passed on information about
 regular services). The locations of food drives were listed on the
 SWAT website. Donations were received from restaurants all over the
 UK and there were waiting lists of brands wanting to join the donor list.
- sought clarity about the SWAT locations.
 Learnt that the SWAT headquarters was in Hayes with seven other locations which operated through that hub. There was also a

warehousing facility in Colchester and a storage facility in Birmingham with its own kitchen.

- questioned about the ambulance initiative and its availability for the general public.
 Heard that the ambulance service was in response to the reluctance of the homeless to visit hospitals. SWAT also worked with churches and St Mungo's to provide shelter during the Emergency Protocol for cold weather.
- sought clarity about SWAT's engagement with Ealing Council.
 Heard that SWAT did not currently work with the Council due to limited time to put together an engagement plan with other organisations.
 However, SWAT invited the Council to engage with the Charity.
- queried about the volunteer training.
 Learnt that SWAT delivered a formal induction for all its volunteers and there were strict protocols to follow.
- asked about the names of the SWAT outreach vehicles.
 Heard that there were 12 vehicles named after values, much like the Nishkam school classrooms where each child was given a 'passport for life' with words that they must learn in order to graduate to the next class, where they would be given new words and a new passport.
- recommended that the Charity could be nominated for the Mayor of Ealing's Charity, given its local connection and selfless objectives. Also, that available resources such as clean-up volunteers and the Duke of Edinburgh nominees could be referred to SWAT. Heard that SWAT would benefit from a steer by the Council on how it could support them. For example, by allowing the Charity to use a vacant building as a shelter during the winter months would assist them immensely in serving the rough sleepers. The Charity was setting up a community internet radio station to reach out to the wider community and engage with potential volunteers. There were no paid staff at the Charity as it was fully managed by volunteers.

WOMEN'S INDIA ASSOCIATION OF THE UK

- 3.57 In early March 2020, Cllr Seema Kumar (Vice Chair) met with the representatives of Women's India Association of the UK (WIA UK) regarding their proposed three new initiatives of *No More Hungry Mornings*, *Feeding the Homeless in Ealing* and *Bedpark* to help the homeless and rough sleepers in Ealing and London Strand.
- 3.58 The WIA UK is the oldest Indian charity in Britain which has been in existence for over 60 years. It consists of a group of ordinary women who try to do extraordinary things.
- 3.59 The main purpose of the WIA UK is to educate and empower women and children who have not been served by the current system. The direct beneficiaries of their work are vulnerable women and children, the disabled

and destitute, street children, the weak, the hungry and the forgotten. They raise funds and have assisted thousands of women and children by providing them with education, supported vulnerable children and their families through medical centres, social centres, vocational training schemes and emergency relief efforts. The indirect beneficiaries of their work have included the extended families of the women and children that they help. The charity's belief is that 'a woman educated is a family educated and a family educated is a society educated'. Their main purpose is to empower socially and economically disadvantaged women and children through education and rehabilitation by 'giving out fishing nets, not fish'.

3.60 All charitable projects they support are ongoing and must be aligned with this aim. The projects are run by people they know and trust, hands-on and working at grass root level. They work particularly with small dedicated projects and start-ups which are unable to raise funds for themselves.

Proposed Initiatives

3.61 The proposed initiatives which will be funded by WIA UK and implemented by Nishkam SWAT, with support from other local charities such as Ealing Street Pastors and Night Shelter, are:

No More Hungry Mornings

- This initiative would entail the provision of a dry breakfast pack to be distributed with the evening meal at the Nishkam SWAT's present outreach service at the London Strand. It is anticipated that with this provision the homeless persons and rough sleepers would not have to wake up hungry the next morning.
- 3.63 The WIA UK would provide funding for 750 dry breakfast packs per week/ 39,000 packs a year. Each pack would be biodegradable and include a disposable cup, stirrer, teabag, milk pod, sugar sachet, bread roll and a prepacked portion of butter. The cost of a pack is approximately £0.42.

Feeding the Homeless in Ealing

This initiative would take place in an appropriate site in the borough. The WIA UK and Nishkam SWAT would coordinate the outreach, serving approximately 250 hot meals to homeless persons and rough sleepers, one evening a week. They are looking to work with Ealing Council and other local charities in identifying a suitable site where there is most need for this service.

BedPark

3.65 This initiative would also take place in the borough. It has been inspired by Beddown, an Australian charity which has taken advantage of empty carparks at night by transforming them into pop-up homeless shelters, and would entail the use of carparks for rough sleepers.

Beddown

3.66 Australia is no exception to the growing issue of homelessness, with 8,000 people sleeping rough every night and over 116,000 homeless. So Beddown felt that a helpful way of tackling the issue of homelessness was to help those in this predicament.

- 3.67 The charity partnered with Australia's largest car park operator, Secure Parking, who operate over 600 car parks across Australia and New Zealand in taking advantage of empty carparks at night and transforming them into pop-up homeless shelters that were safe with a warm environment for homeless people to sleep in. Along with a place to sleep, the guests are also provided with services from doctors, nurses, dentists, hairdressers and showers, along with meals donated from local restaurants.
- 3.68 The WIA UK and Nishkam SWAT are keen to work with Ealing Council in piloting this model in the borough's car parks at night when these are vacant. If successful, the Ealing model would be replicated to other parts of the country.

Key Issues

- All the three initiatives would be funded by WIA UK.
- Nishkam SWAT would implement two of the above initiatives in this borough with the help of the relevant charities that assist the homeless and rough sleepers.
- The Council should consider the WIA UK's proposals and look to work with them and the other charities in helping to tackle rough sleeping and homelessness in the borough.

No.	Proposed Recommendation
R6	The next Mayor of Ealing should consider selecting Nishkam
	SWAT as his/her chosen charity to support because of their good
	work in helping the homeless and other vulnerable people in the borough.
R7	Ealing Council should consider accepting the Women's India Association of the UK's proposed two fully funded initiatives of Feeding the Homeless in Ealing and BedPark to help tackle rough sleeping and homelessness in the borough.
R8	Ealing Council should encourage Councillors to invite community groups who run volunteering initiatives to the Ward Fora (or their successor bodies) to encourage greater awareness and participation in the local good causes.

THRIVING COMMUNITIES

(Formerly 'Services to Neighbourhoods')

3.69 At the third meeting Carole Stewart (Assistant Director Arts Libraries and Heritage) and Tan Afzal (Community Management Coordinator) explained about Thriving Communities programme which was a Future Ealing transformation initiative to deliver better outcomes for residents and communities.



The third Panel meeting

- 3.70 The main aim of the Thriving Communities programme was to develop a strategy, informed by new ways of engaging/involving residents in decision making and collectively addressing local issues through closer working with communities.
- 3.71 The three key themes underpinning the development of the strategy were:
 - Community connections and social action
 - Participation and engagement in decision making
 - Catalysts facilitating and enabling change
- 3.72 The **objectives** of Thriving Communities were:
 - **Citizens leading** their neighbourhoods in an inclusive way (**social action** and participating in **decision making**).
 - Shift in culture to enabling and facilitating citizens in social action.
 - **More people active** in their local area, supporting others and contributing to stronger neighbourhoods.
 - Improved health and well-being through inclusive social networks and activities.

- Coordination across public, private, voluntary and community organisations to maximise the positive impact of public sector resources and community strengths.
- Innovation at a local level, change how the Council engages and supports residents to connect and be involved.

Community Connections and Social Action

3.73 This was to encourage and enable active citizens who were better connected and self-organising. The wider benefits of participation in community life could help reduce social isolation, loneliness, contribute to better mental and emotional health leading to more resilient communities. The workstream built on examples of good practice where the Council had changed the way it worked to support resident-led community activity. Thriving Communities recognised the value of working closely with residents and sought to rollout new ways of involving residents in transforming their neighbourhoods.



Carole Stewart (Assistant Director Arts Libraries and Heritage) addressing the Panel

Year Hear Research

- 3.74 The Year Here research was commissioned to build on the active citizen work started in 2018 as part of the Neighbourhoods Outcome Review. The focus was to hear the views of the community in our neighbourhoods. Year Here provided independent engagement and listening in two neighbourhoods (Northolt and Hanwell) to help draw out universal themes that could inform how the Council developed its approach to Thriving Communities across the borough.
- 3.75 An 8-week research exercise was undertaken in the two neighbourhoods during March and April 2019 and the Panel was provided the final report. In

distilling some themes from the findings, and in discussion with the relevant Ward Members, areas for initial prototyping were agreed. These included neighbourhood level activities, starting in Northolt as well as exploring with elected members the options on approaches to local decision-making and how these could work in Ealing.

3.76 Key themes and insights from the Year Here research are set out in the table below.

		What might this mean for:		
Theme	Insights	Residents, Community Groups, Public & Private Service Providers	The Council	
Share skills and learning	There are many assets in communities that, if shared collaboratively and leveraged properly, could be used to improve outcomes for residents.	Self-organising to meet others to share information and contacts. Working together to develop approaches/platforms that help: - Enable different parts of the community to grow in confidence and learn from each other. - Improve connections through different community channels. - Sharing local talent and successful initiatives to bring pride to the community.	Playing a part in facilitating discussions on ways residents can develop platforms to share knowledge and skills.	
Promote volunteering	People say they are unaware of volunteering opportunities. People are unaware of how their skills might be valuable, or lack confidence in coming forward.	Organising better communication between residents and organisations that rely on volunteering. Self-organise sharing of skills and time across all age groups. Self-organise better collaborations across different volunteer bases to work closer together in meeting the needs of the	Supporting resident and VCS to explore how to improve awareness of volunteering opportunities.	
Young People	Young people are under-represented in decision- making. Young people are fearful. Young people are disconnected from many activities in their communities.	Support young people to have a sense of belonging their local area by engaging them in activities. Create more opportunities for young people to make decisions in and about their local area. Support young people through mentoring including entrepreneurship programmes.	Include young people in co-designing how to be involved in decision-making. Help young people connect to activities in their local area.	

- 3.77 The themes and insights have informed the emerging themes of the Thriving Communities strategy as follows:
 - **Community connections and social action:** our communities are resilient and skilled; engaged in social action and have the potential to contribute to better outcomes brokering opportunities for social action and communities to connect with each other.
 - **Participation and engagement in decision making:** finding more inclusive ways for all residents, including young people to be engaged and involved in local decision making.
 - Catalysts facilitating and enabling change: the Council could work more closely with the Ealing Voluntary and Community Service to promote volunteering opportunities; provide more opportunities to help communities and young people to connect with their local area.

TRANSFORM YOUR SPACE

- 3.78 Tan Afzal (Community Management Coordinator) updated the Panel on the Council's Transform Your Space (TYS) project.
- 3.79 The TYS fund was launched in 2015 for community initiatives that would support large capital place-based schemes. Ealing Council made £79,000 available, to match fund 50% (£10,000 maximum per project) schemes decided collectively by residents. Residents would then fundraise for the remaining 50% of the funding for each scheme. TYS was partnered with Spacehive, a crowdfunding platform, which helped residents raise money for projects that would bring civic or community spaces to life.



Tan Afzal (Community Management Coordinator) addressing the Panel

- 3.80 The TYS fund provided confidence to external funders to invest into inspirational projects to improve outdoor spaces within the borough. It aimed to encourage residents to come up with ideas to improve where they lived. These self-motivated ideas encouraged residents to apply for additional funding from external sources. This in turn reduced the reliance on Council grants for community projects.
- 3.81 A Thriving Communities objective was improved health and well-being through inclusive social networks and activities. For example, 73 people had signed up for the communal edible garden which had been planted at the Medlar Estate in Northolt West End Ward. It was supported by an employed gardener and agriculturalist. To fully enjoy and appreciate the produce from the garden plus promote healthy eating, a local chef and two apprentices had also been employed. This provided residents with cooking skills, starting with a Christmas cooking class. The 'Building Bridges' initiative was very effective in bringing people together through WhatsApp groups.

- 3.82 Other smaller projects such as physical training workshops for young mums and/or elderly had also been funded. These projects provided evidence of how an important aspect of a community initiative to be continuous was dependent on the involvement of trained individuals.
- 3.83 Thriving Communities provided guidance, resources and workshops to develop young people's ideas and processed their application to receive a grant of £1000.
- 3.84 The community connections and social action initiatives informing the development of the strategy were:

Activity	Status
Active Citizenship	Park Foundation and parks volunteers; Do Something Good volunteering and social action website; Let's Go Southall
Waste and Recycling Behavior Change	Community engagement programme in Southall to support the clean streets agenda, including reducing fly tipping and encourage resident pride in their neighbourhood, working towards long term behaviour change. Facilitated by community management team and now supported by 'Our Southall' a citizen led volunteer group that has emerged from the initial Council led community engagement in partnership with the waste and recycling team.
Year Here Research	Northolt lack of opportunity for young people in Northolt/feeling safe and fear of crime: Cinema Club in Northolt Library led by young people facilitated by the library service (Place Directorate) and the integrated youth service (Children's Services). There is a steering group of six young people from both the Medlar Estate and Alec Reed Academy. The steering group are leading the development of the club. Pilot screenings have taken place over August/September and a screening planned for late October. Feedback and review by the young people would inform a series of screenings next year. Transform Your Space The TYS round 2 fund opened in October 2019. It included an open call for young people to submit ideas to transform their local area – a public space, whether outdoor or indoor – to become a safe and vibrant place that could be used by more young people or a mix of young people and adults; and showed working with others in the community to build community connections. Northolt Ideas Lab and Northolt Place Plan: to incorporate this into the initial engagement for the Local Plan to identify assumptions and issues to be addressed locally under the participatory and deliberative democracy workstream.

Activity	Status
	Hanwell leading change locally: Hanwell community participants in the Year Here research were keen to be more involved in leading change in their area. This activity was to be taken forward in the second strand on local decision making through the participatory democracy workstream.
Community Managed Libraries (CMLs) - Hanwell - Perivale - Northfields - Pitshanger - West Ealing	Application deadline to run CMLs as part of a wider community offer was18 November 2019. Award decision was 5 December 2019. Applicants supported by Locality to develop business plans and proposals. Transition to new model January-March 2019.
	CMLs open April 2020.

Participation and Engagement

- 3.85 To improve engagement and participation in local decision-making by exploring the Council's current approach to engagement and participation and how it could enable better participation moving away from consultation overload and silo engagement models to a more coherent way of engaging with residents at a neighbourhood level that reinvigorated the local democratic process.
- 3.86 The Democratic Society (DEMSOC) was working with the Council to develop its approach to participatory democracy and deliberative democracy in response to the Future Ealing Thriving Communities agenda. The original timeline for the Thriving Communities Strategy would be revised as the Community Engagement Team was seconded to work on aspects of the Covid-19 response. Therefore, resources available to devote to this programme were currently limited. However, much of the work that the service was engaged in was informed by the principles of Thriving Communities strategy, including working with community organisations on the collective response to Covid-19.

Original Timeline for developing the Thriving Communities Strategy

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2019/2020-2020/2021	Activity
Phase 1	DEMSOC interviews (Organisation/Members).
September-December 2019 (Internal)	Thriving Communities Direction of travel report Cabinet.
	Learn and Grow.
Phase 2 January-March 2020 (External)	Engaging with partners and voluntary and community sector. Inform and involve. Learn and Grow. Informing new proposals and strategy
Dhaga 2	development.
Phase 3 April-June 2020	Participatory engagement event around the Local Plan 'Issues and Options'.

2019/2020-2020/2021	Activity
	Learn and Grow.
	Informing new proposals and strategy development.
Phase 4 June-July 2020	Community supported participatory event in Hanwell, Northolt and Southall exploring issues and options that have emerged from the wider Local Plan event in the spring.
	These locations have been chosen to build on the engagement and learning in these areas as part of the Thriving Communities prototyping new ways of working.
	Hanwell and Northolt building on the Year Hear research with residents; Southall building on the Behaviour Change initiative and Let's Go Southall.
	Learn and Grow.
	Informing new proposals and strategy development.
Phase 5 September-November 2020	Thriving Communities Strategy Cabinet report September 2020.
	Thriving Communities Deliberative Democracy event around budget deliverables November 2020.

Key Issues

The Panel:

- queried why Northolt and Hanwell had been chosen for the Year Here research when there were other areas in the borough e.g. Acton with similar demographics.
 - Heard that Hanwell and Northolt represented two very different neighbourhoods within the borough. The findings from the projects could not therefore be uniformly applied to the whole borough. However, asking people to volunteer within their community or participate in activities; and considering "how do you get the people who don't come or turn up" were likely to be issues present in the wider borough.
- expressed concern that there should have been a balanced approach for the research and not just speaking to two segments of the borough. It should also have included some of the more affluent areas of the borough e.g. Ealing, Hanger Hill and Ealing Common.
- questioned why we were doing these activities and how these were different from the present neighbourhood local plan.
 The activities and projects had been resident led, as this was a key principle of 'Thriving Communities'. The Council wanted to move away from what had happened in the past where it had developed activities and projects with little resident involvement.
- observed that the executive summary to the Year Here report was quite

vague and did not include any recommendations or drivers.

- Highlighted that someone had been interviewed by the researchers but had not been asked how the Council should do this differently.
- queried what had come from the research. Heard that a number of pilot projects had been identified under The Year Here research project and some had already been implemented. Young people had suggested several arts and culture projects. One project that was being delivered was a community cinema – which held free film screenings in Northolt Library funded by the Library Services. A steering group of young people from the Medlar Farm Estate and the Alec Reed Academy were leading the development of this project through a steering board, as well as being involved in running the cinema. The cinema steering group welcomed the opportunity to present at the next Panel meeting and for the Councillors to join their film screening in February 2020.
- acknowledged that the research was a good first step and the next step needed to be a more joined-up thinking.
 Heard that the results of the research undertaken for 'The Year Here' project, as well as the projects in progress through the TYS programme, had helped to contribute to Ealing's emerging strategy for community engagement.
- observed that Southall, Acton and Ealing got a lot of Section 106 monies which other areas lacked due to limited regeneration/development.
 People in Northolt felt that they were miles away from the rest of the borough regarding such development.
- asked whether there were any best practice examples of resident engagement in other areas that we could learn from.
 Heard that DEMSOC (an independent organisation) with vast experience of conducting similar exercises in other areas was advising on the project.
- acknowledged the advantages of going digital but expressed concern that there were many residents who were unable to participate in the Council consultations due to language barriers, mobility, technical skills, etc. leading to disengagement. How was the Council dealing with such residents?
 Heard that to understand the reasons and challenges faced by people who did not or could not engage, plans had been formed to engage directly with groups and organisations— for example, Transport for London and Northolt High School.
- highlighted that there was a perception that people who engaged with and ran the TYS projects were the educated middle class but it was important to target the rest as they too had a wealth of knowledge and skills to offer their communities.
- questioned how volunteering was promoted in the borough to raise

better awareness.

Heard that the Government's platform to promote awareness of volunteering opportunities was called "to do something good", which already had 700 residents signed up on their twitter account. There were plans for an event next year, and to invite the Mayor, to celebrate in the recognition of volunteers' contribution to the community.

- queried how the young groups (e.g. Northflix Cinema Club) were being recognised to encourage more young people to engage in the different activities on offer.
 - Heard that careful use of community facilities, for example the local library/leisure centre, could help to overcome the challenge of 'starting the conversation' by ensuring that residents felt comfortable in spaces they were used to frequenting.
- commended the high resident engagement for the communal edible garden project at the Medlar Farm Estate and queried the methodology that had been used for its success.
 Heard that incentives such as healthy smoothies were provided to increase the resident engagement.
- recommended that the methodology of incentivisation (e.g. healthy smoothies for the edible garden project, etc.) should be applied to other Council activities to improve resident engagement e.g. Ward Fora which often struggled to get people to lead on and effectively run projects.

No.	Proposed Recommendation
R9	Ealing Council should seek the input of the numerous local
	Residents Associations in the borough as these are a vital two-way communication link between the Council and the residents.

3.87 At its fourth meeting, the Panel considered *Active Youth Citizenship* and *Resident Involvement in the Ealing Library Service*.



The fourth Panel meeting

ACTIVE YOUTH CITIZENSHIP

3.88 The Panel received presentations from Steve Curtis (YES Project Participation Worker, Integrated Youth Service), Nicholas Mayers (Library Supervisor) and four representatives of Northflix Cinema Club (Sumaya Abdullahi, Teni Adejumo, Daisey Delaney and Chloe Olayiwola).

Young Ealing Safeguarding Group

- 3.89 The Council's Youth and Connexions Service provided services to empower and inspire young people to make positive life choices. The services were designed for young people in Ealing aged 13-19 years and up to 25 years for those with additional needs.
- 3.90 The services provided opportunities for young people to:
 - gain new skills and qualifications
 - have a say on issues affecting them
 - get advice and support to prepare for the future
 - have fun and make friends
- 3.91 The Young Ealing Safeguarding (YES) Group consisted of 10 young people who met weekly on Monday evenings at the Westside Young People's Centre in West Ealing.
- 3.92 The YES Group:
 - focused on providing a clear and strong voice for young people with personal experiences of safeguarding issues in Ealing.

- influenced decisions around service delivery by highlighting the needs of young people, working closely with Ealing's Safeguarding Children partnership.
- created campaigns, resources and workshops to engage and involve their peers in this work.
- ensured that young people were at the heart of decision-making in keeping young people safe across the partnership.
- developed and delivered workshops which included 'sexual consent' and 'youth violence' to their peers in schools, youth clubs and community settings.



Steve Curtis (YES Project Participation Worker, Integrated Youth Service) addressing the Panel

- had undertaken peer research into 'school exclusions' in partnership with young people on the Building My Future programme, contextualised safeguarding with young people from Bollo Brook Youth Centre in Acton and borough-wide peer research with the library service as part of the library service review.
- supported six young people from Medlar Farm Estate in Northolt to take part in a consultation at Northolt Library which led to the development of the film club; Northflix.
- trained local young people to conduct their own peer research interviewing their peers and adult members of the community on and around Medlar Farm.
- conducted some peer consultation on the public spaces protection order in Ealing, have acted as consultants for the Kew Gardens 'Grow Wild'

- funding project and for a prototype mental health App (Tranquilitti) currently being piloted in schools.
- gave evidence to the Knife Crime and Youth Engagement Scrutiny Review Panel on 4 April 2019 and to the Public Health lead compiling a report on Youth Violence in Ealing.
- had given regular presentations at professional conferences, including Ealing's contextual safeguarding conference in 2019 and the children and families conference in December 2019.



Nicholas Mayers (Library Supervisor) addressing the Panel

- had three young people present at the NHS West London conference in 2019, impressing over 100 health professionals with their work and advice on involving young people.
- had engaged 50 young people from Ealing over the summer 2019 who
 were participating on the national citizenship service in a 3-hour
 workshop examining solutions to maintaining young people's mental
 wellbeing. This was followed up a week later with a further 50 different
 participants exploring 'positive relationships'.
- had made and distributed a short film ECHO which explored the universal mental health support needs of young people. It was viewed at the Children's Conference in December 2019 and was being considered for use in social worker training. The young Director attended William Perkins Church of England High School in Greenford which was also planning to screen it as part of a whole school mental wellbeing summit.
- over 40 Year 11 students at Alec Reed Academy were trained as peer mentors in June 2019 and paired with a Year 6 student in July 2019.

They continued to offer regular 1:1 mentoring sessions up until Christmas to provide additional peer support to 40 children starting in Year 7 in September 2019 and beginning their 'secondary transition'. Two mentors presented to the Safeguarding Partnership in November 2019. It was planned to replicate this successful project in other schools.

- would offer training and support to students in schools who took part in the Mentoring in Violence Prevention programme. This peer leadership programme aimed to reduce aggression and violence in schools and had been a big success in Glasgow over the past 10 years.
- regularly took part in staff recruitment and selection, including for youth workers, 'Trusted Spaces' workers, mental health practitioners and social work student candidates.
- jointly with the Bollo Brook Youth Centre, hosted senior social workers and police officers from Kirklees Council visiting Ealing to identify and share good practice in safeguarding children and young people.
- and the Bollo Brook Youth Centre developed a youth-led 'race and identity' project and hosted an interactive exhibition at an art gallery in Haggerston in 2019. They had also been confirmed for the "Late at the Tate" (29 February 2020) initiative to provide an insight into how young people in Ealing felt about race, identity and their future.
- joined forces with young people from the Building My Future programme
 to create posters addressing knife crime and encouraging reporting to the
 police. The posters were distributed to schools, libraries and youth
 centres with the possibility of placing the design on knife surrender bins
 around the borough. The Group was consulted on the locations for the
 bins.
- had partnered with Youth Futures from Brixton to hold roundtable discussions between police officers and young people in the borough. Utilising values and approaches from Ubuntu (Desmond Tutu foundation), 'peer facilitators' supported the police and young people in discussions on local policing with the aim of developing better relationships built on trust and respect. Young people from Ealing would shortly undertake facilitation training and run the next round in Ealing.
- 3.93 The Young Ealing Foundation, an independent registered charity established in 2017, working under the remit of the Young People's Foundations focused on supporting the children and young people's sector in the borough of Ealing. It advised the Ealing Voluntary and Community Service on effective ways of involving young people and planned to set up a Youth Voice Panel.

Northflix Film Club

- 3.94 The Panel received a presentation from Sumaya Abdullahi, Teni Adejumo, Daisey Delaney and Chloe Olayiwola of the Northflix Cinema Club about their group.
- 3.95 The Panel noted that the club had been set up and funded by the Safeguarding Partnership Board which promoted such projects. Northflix Film Club was based in Northolt and run by a group of students who attended local schools. The club was run as a free service for the community. Screenings took place at 4.30pm on Wednesday evenings. The club was publicised in a variety of ways including word of mouth, posters in schools and youth clubs, and peer mentoring. Social media was also used to generate interest, mainly via Instagram.
- 3.96 The youth-led community film club aspired to connect and empower communities. The aims of the film club were to provide a safe space for younger people in the community to relax and watch a film for free. In doing so the Northflix representatives believed that the project helped to reduce the risk of young people becoming involved in unsafe activities such as drugs and alcohol. The club contributed to giving young people a more positive image, whilst promoting the wider use of the library beyond books. The group felt that the club enhanced the library by promoting its use as a central part of the community.



Teni Adejumo, Chloe Olayiwola, Sumaya Abdullahi and Daisey Delaney (Representatives of Northflix Cinema Club) presenting to the Panel

3.97 The Club had a licence, through the library, to screen films. It originally planned one screening a month for teenagers and one for the under 12s. However, they found it hard to attract under 12s so were reframing these as a family/community screening. The monthly screening for teenagers would

- continue. There had been seven screenings thus far with an average audience size of eight.
- 3.98 The Northflix Crew was planning some classic screenings in partnership with senior users of the Library. The Club planned to expand the types of screenings for wider audiences and show films with a social message.
- 3.99 The service provided support to local young people to make and edit their own short films which could be shown before the main film. A short film was shown during a peer research project on Medlar Farm Estate in the summer.
- 3.100 The Northflix team explained how they felt the Film Club could be developed suggesting that attendance needed to increase by improving promotion and the room in which the films are shown. In order for such improvements to be made financial support needed to be provided for more comfortable seating, for instance.
- 3.101 The Panel heard that the Northflix team felt it was important for the club to be led by young people, as it provided familiarity for the young people attending the screenings. It also meant that those leading the club were able to develop leadership and organisational skills, as well as being a rewarding way to generate positive change within the local community. Participation in the club gave young people leadership opportunities that would otherwise not exist. This was helpful for young people who were looking to enhance their CVs, as well as building other soft skills such as public speaking, wider communication and interpersonal skills.
- 3.102 The club was exploring sponsorship opportunities with external organisations e.g. Tesco, Sainsbury's or Lidl to help fund refreshments at the film screenings.
- 3.103 The Panel considered the Vice Chair's feedback from her visit to the film club and concluded that the seating needed improving to make it more suitable for film screening. Consideration also needed to be given to those with disabilities as the present room set up was not conducive to wheelchair users. Another important improvement that had been identified was shutters to darken the room to enhance the cinema atmosphere.
- 3.104 The Library Service was trying to obtain softer chairs and was looking into the provision of a laptop to stream movies.
- 3.105 The Chair and Vice Chair awarded certificates of merit to the representatives of Northflix Cinema Club and highly commended their work in the local community.



Cllr Karanvir Dhadwal (Chair) and Cllr Seema Kumar (Vice Chair awarded certificates of merit to the Young Representatives of Northflix Cinema Club on behalf of the Panel

Site Visit

3.106 As part of this review, Cllr Seema Kumar (Vice Chair) and Cllr Tariq Mahmood visited the Northflix Cinema Club at the Northolt Library on Saturday 8 February 2020.



Cllr Seema Kumar (Vice Chair) speaking to the staff of Northholt Library and some representatives of the Northflix Cinema Club during the site visit

Key Issues

The Panel:

- asked what was needed in the way of support for the club.
 Learnt that more suggestions and assistance in the promotion of the club, better/comfortable seating, improved curtains/blinds/shutters for the windows to darken the room during the film shows would be helpful.
- questioned why the leadership of the club was all girls.
 Heard that this was mainly because boys had other interests, primarily football and some had concerns about personal safety.
- queried whether the venue was large enough for the club's use.
 Heard that the venue was presently large enough as it normally held 30-40 seats but had a maximum capacity of 60 seats.
- asked if the club was charged for using the facilities and whether this
 might be an issue.
 Learnt that no charge was made as it may discourage the young
 audiences being targeted, the collection of money had to be administered
 and there may be licencing issues.
- queried how far the audiences were coming from to watch the films.
 Heard that the audiences were generally from the nearby Medlar Farm
 Estate and local schools but had also come from the Racecourse Estate
 in Northolt which was further away from the Library.
- questioned whether showing the films just after school finish time restricted the size of the audience.
 Gathered that it was deemed to be the best time to get the most audience during the week so that they arrived straight from school instead of going home first. However, the club was also starting to show films on Saturdays thereby expanding the audiences and increase interest in the group.
- asked if parents were engaged in the film club.
 Heard that sometimes parents attended the screenings with their
 children, particularly younger ones. However, all the Northflix leadership
 team lived locally so it was not an issue for their parents to be there from
 a safety perspective.
- queried whether there were any statistics on the types of audiences.
 Learnt that presently no such statistics were gathered but it was felt that
 about 60% of the audience were girls and 40% boys. However, both the
 membership and roles within the club, if implemented, would provide
 statistics in the future.
- asked whether there were any initiatives for wider engagement to assist
 with running of the club.
 Learnt that the membership and the film club roles were being considered
 to provide those involved in running of the club with a development path.
 Some wider engagement had already taken place in the form of a short

film made by a 4th Year film student from West London called 'Screenings with Meanings' with discussion afterwards. There was felt to be a whole plethora of ideas to build a regular membership.

 questioned whether attendees of the club were encouraged to make their own short films.
 Heard that plans for encouraging those involved in the club to create their own films were being considered for the future.

RESIDENT INVOLVEMENT IN THE EALING LIBRARY SERVICE

- 3.107 Councillor Jasbir Anand (Portfolio Holder for Business and Community Services), accompanied by Manny Manoharan (Service Manager, Libraries and Community Centres) and Paul Miller (Commercial and Procurement Partner), updated the Panel on the resident involvement in the Ealing Library Service.
- 3.108 The Panel also received presentations from the representatives of Northfields and West Ealing Community Libraries as well as a written submission from Vicky Fewkes of Hanwell Community Library.

Ealing Library Strategy

3.109 The Panel heard that in July 2019, the Cabinet agreed the strategic direction for the Ealing Library Service 2019-2023. The strategy focused on cocreating a library service working with our communities and partners – encouraging residents and communities to get involved in civic and community life. Community Managed Libraries (CMLs) was an important way in which the Council would encourage this. The Cabinet agreed to make five local libraries available to the community as community managed libraries. These were Perivale, Pitshanger, West Ealing, Hanwell and Northfields libraries. The Cabinet also agreed that the Home Library Service should be made available for the voluntary and community sector to run.



Councillor Jasbir Anand (Portfolio Holder for Business and Community Services) addressing the Panel

Community Managed Libraries

- 3.110 The CML model enabled the local libraries to be run independently by local communities as part of a wider community-led neighbourhood offer. The Ealing CML offer was unique to Ealing and included the following support from the Council:
 - Stock and stock management (Ealing library service would continue to own and replenish book stock)
 - Access to the London Libraries Consortium book stock
 - Access to the library management system that provides access to the library network and Ealing library card)
 - IT and library service Wi-Fi
 - Professional advice and support from the Ealing library service
 - Grant contribution towards running costs



Paul Miller (Commercial and Procurement Partner) addressing the Panel

- 3.111 Groups were invited to submit a grant application and business plan to run a local library as an independent CML. The applications were assessed by a team of officers including the Council's Grants and Policy Officer, Legal and Finance Services and Library Services. An officer decision report on the recommendations was agreed in December 2019.
- 3.112 The following groups were successful in demonstrating a commitment to providing opportunities for resident involvement in the operation of the CML and the range of activities they proposed to offer making them eligible (subject to further validation and legal agreements) to operate a CML on behalf of residents:



Manny Manoharan (Service Manager, Libraries and Community Centres)

Ealing Community and Voluntary Service – West Ealing Community Library

3.113 The Ealing Community and Voluntary Service (ECVS) was an established organisation that had a lot of experience working with the community and developing a volunteer service as it provided the borough's Volunteer Centre. ECVS had made a strong application which clearly set out how the community managed library would become part of the local community.



Graham Kelly (Chair, ECVS) and Barbara Tilley (Chief Executive Officer, ECVS) of West Ealing Community Library addressing the Panel

Northfields Community Library

3.114 Northfields Community Library was a CIO run by local people to establish a community library in Northfields. The CML application was a very strong application that clearly demonstrated the vision for a community library.



Alison Stewart (Trustee, Northfields Community Library) addressing the Panel

Ealing Law Centre – Hanwell Community Library

3.115 The Ealing Law Centre was a well-established local charitable organisation which provided people in need with free legal advice and representation in the areas of immigration, housing and welfare rights law. The CML application was a very comprehensive and well-thought out application which, with their service development plan, provided strong evidence that they would be able to do this effectively.

Friends of Pitshanger – Pitshanger Community Library

3.116 This was a new organisation, registered as a Charitable Incorporated Organisation (CIO) set up for the primary purpose of operating a CML. The CML application had demonstrated the commitment to the library and strong aspirations for the provision of a wider community offer.

Perivale Community Hive – Perivale Community Library

3.117 A newly formed CIO, Perivale Community Hive, was set up to provide a CML in Perivale. The strong application clearly demonstrated a wider community offer and enhanced its community presence and relevance.

CML Opening Timeline

- 3.118 The Libraries closed on 21 December 2019 subject to small capital projects for buildings to bring them up to the latest compliance levels. The Library Service was working with the CMLs to mobilise at the earliest opportunity. January-March 2020 was the mobilisation period for the library service to operate as a CML. During the transition, the library staff would implement a programme alongside each CML operator to assist in their public opening within the first half of 2020. The aim was to hand over to CML partner organisations no later than March/April 2020 unless major issues were found. If issues were encountered, this timeline could be extended to May/June 2020. There was a possibility of dual occupancy during transition whilst CMLs were being trained up. Library Services wanted activities, such as the Northflix Film Club, to use the CMLs.
- 3.119 The CMLs were responsible for their own volunteer base and engaging with their respective communities, building on the engagement activity that they had already undertaken.

Home Library Service

Summary of Approach for Home Library Service

- 3.120 The Library Strategy stated that commissioning the service through a third-party charitable organisation should build capacity for the service to expand and ensure a sustainable offer with the prospect of widening opportunities for more home-bound residents to access the service.
- 3.121 In August 2019, bids were invited from organisations with a track record of working with volunteers to support people who were home-bound.
- 3.122 No bids were received so the service provision had to be revised to deliver in-house within the available annual grant which had been allocated for the commissioning model to meet the savings.

<u>Development of new operation model for home library service – Council run with the support of community volunteers</u>

- 3.123 The creation of a new role of Community Services Co-ordinator was key to co-ordinate and deliver the Home Library Service by working closely with volunteers and the voluntary organisations.
- 3.124 By adopting this business model, the Library Service remained committed to providing a Home Library Service to readers who were housebound. It was envisaged that this would run in conjunction with the ECVS, volunteers and through the Home Library Service to residential homes and sheltered accommodation.

General volunteering opportunities in libraries

- 3.125 There was a long tradition of local people volunteering in Ealing libraries who worked alongside staff to extend the activities in the libraries and engage with communities.
- 3.126 There were currently over 88 dedicated library volunteers who had given more than 3,000 hours of their time to Ealing libraries in the past year. They brought a range of skills to enhance the range of activities that were offered in the libraries.

3.127 The volunteers were involved in running storytelling sessions, leading club activities such as Coding, LEGO education, knitting, Summer Reading Challenge, providing IT support, planning events and designing new opportunities/programmes that made library spaces central to their local neighbourhoods.

Key Issues

The Panel:

- asked about the benefits of the CML approach.
 Heard of the positive effect on mental health, active citizenship and high local interest.
- queried the encouragement in the use of libraries.
 Heard that the Library Service had been looking to film clubs to be part of the additional activities to encourage the use of libraries.

Ealing CVS explained that the use of libraries as community hubs helped deal with issues of social isolation. The hub would also be used for Public Health events such as McMillan, etc. The West Ealing CML wanted to provide a warm welcoming atmosphere as the library had become a proper community hub which was key to its success.

At Northfields CML, the plan was to make it a community lending library with extended activities such as Maths clubs and crafting clubs as well as other children's activities, printed newspapers for older people and youth-led activities for young people. Northfields CML was also working with South Ealing Primary Care Trust on themed library sessions and developing a fundraising scheme. To help this activity they were building a PR and marketing team. One of the initiatives was for volunteers to visit local schools to obtain book lists from the schools. Support was also sought from local businesses and there was a very active force of volunteers in the local area.

- questioned the transition to CMLs and the associated timetable.
 Heard that the Council wanted the timetables to be adhered to. Ealing
 CVS had been running the West Ealing library for some time and that
 over time each library would have a similar partnership. The plan was for
 the Northfields Community Library to open in April 2020 run by groups of
 volunteers.
- sought clarity on the volunteer-base.
 Learnt that the volunteer base was high and feedback had been very positive.

Ealing CVS stated that at one large engagement 200 people filled out the feedback forms. In Northfields, 100 people had signed up as volunteers. The main issues of concern that volunteer feedback contributors raised were opening times, seating and toilets but also provided lots of ideas. When considering recruiting volunteers, different role descriptions were used to find out what volunteers might want to do. At West Ealing recruitment days were held on a Saturday. Volunteers were first asked where they lived to determine which CML was appropriate for them to

work in. The message for residents was that 'we were all in it together' meaning that volunteers would work locally but work together.

The Northfields CML was asking their volunteers for three hours a month minimum and devising a rota. One person was managing the rota system and not all the volunteers would work in a library.

asked about the CML funding.
 Heard that the funding was different for each CML. The start-up funding was in place for two libraries and dates had been scheduled for partner organisations. These were good partnerships that were committed to this being a success.

Ealing CVS would help any volunteer group to get CML funding. Two grant applications were being finalised for Northfields CML and there were also donation schemes for individuals and other support.

questioned about the governance of CMLs and recognition of Trustees.
Heard that Ealing CVS, which had been in existence since the 1970s,
was moving to the West Ealing Library from the Lido Centre where it had
been located since about 2000. A community steering group had been
set up and because the library was next to Sainsbury's and the Local
Police Station, both had signed up to be on the steering group. A partner
day had been proposed where all CMLs would look to engage with each
other and the community on common issues.

The Northfields CML representative felt that the Trustees were under a lot of pressure and working closely with the Library Service to link with events to build relationships. Councillor Paul Driscoll was one of its trustees. Northfields Library was adjacent to the Log Cabin Children's Centre. They planned to measure volunteer benefits using standard methods.

The Library Service recognised the contributions made by the trustees at meetings with officers and the challenges they faced.

asked about the CML training and support provision. The Panel wanted
to know what training was required particularly what would make the
biggest difference. Also, if there were to be a big change such as
handing over responsibility to voluntary groups it was essential to
measure success as others wanted to see whether or not the change was
working. However, the Panel was not sure about the need for key
performance indicators.

Heard that it was evident from the CML application process that some CMLs had strong skills and others needed more training. Training of volunteers would include safeguarding, data security and privacy, etc. Some volunteers had worked in libraries previously so were familiar with processes and procedures.

At Northfields CML, the idea was to train key staff so that they could train others.

The Council would be supportive of every CML through the transition process and beyond. The Library Service would monitor the stock movements to assess the number of people engaged in the activities for each CML.

Ealing CVS staff would be trained first who would then train the volunteers.

Northfields CML was to be trained in stock management policy, GDPR, safeguarding, etc. but the training dates in March 2020 were yet to be finalised.

The Library Service would be as flexible as possible with training and once trained the CMLs would continue to be supported.

- asked about the contingency plans.
 Heard that the Northfields CML planned to always have three volunteers in the library. Access to a Trustee was always available to contact.
 There was also a rota if someone did not turn up. If staffing reduced to only two people, then the plan was to close the library until enough people turned up. It was anticipated that this may only happen in cases of sickness.
- queried whether there were any plans for information sharing between CMLs such as an annual summit.
 Heard that there were plans for this but it was not happening presently during the busy initial CML set-up period.

However, information sharing was ongoing. For example, the West Ealing CML worked closely with Ealing Law Centre and the Northfields CML and there was an online support group. The Northfields CML was also sharing policy information with the Perivale and Pitshanger CMLs.

The Portfolio Holder stated that more information sharing would also take place at the partner event day.

 asked about the support for CMLs and the role of Link Officers – Jenny Oldroyd (Chair of Trustees, Northfields CML), in her letter to the Panel, had asked whether there would be any helpline-support or any wellbeing offer to make sure that their work was recognised.
 Heard that a Helpline had not been considered presently but would be looked into. The support provided depended on what CMLs felt they needed. Some of it was provided by the Library Service officers and some was signposted.

The Link Officer duties would be focused on initial and ongoing training as well as stock management for which the Library Service maintained responsibility.

Borrowing and returning books to a different CML would still be part of the stock management and therefore the responsibility of the Library Service. Furthermore, if a book were borrowed from a library in any one of the 17 participating London boroughs it would still be returned to the originating library.

• commended the CML representatives for their valuable work in the local community in running the libraries.

The Portfolio Holder for Business and Community Services stated that these were exciting times. She was confident that partners would be able to engage with the community and the Council was there to support their activities.

No.	Recommendation
R10	Given the success of the young people's Northflix Cinema Club
	at the Northolt Library, other libraries including the Community
	Managed Libraries should be encouraged to open for longer
	hours to support such groups.
R11	The Councillors should be informed of any Community Managed
	Libraries that were struggling to cope so any action plans to help
	them would get the necessary support from the community to be
	successful.
R12	The Cabinet should review the Community Managed Libraries
	process and the changes to the library system in a year's time to
	share best practice.
R13	In light of the Covid-19 Pandemic and the difficulties encountered
	by the voluntary organisations, relationships and communications
	between the Council and voluntary sector organisations should
	be formalised to augment the sharing of best practice and
	enhance the Council's ability to provide appropriate advice in
	future emergency situations.

FUTURE MONITORING

3.128 The Panel suggests that an appropriate Scrutiny Panel should undertake the monitoring of the implementation of the accepted recommendations and further ongoing monitoring.

No.	Recommendation
R14	The Overview and Scrutiny Committee should undertake the
	ongoing monitoring of the accepted recommendations.

4.0 KEY LEARNING POINTS

- 4.1 Some of the key learning points for the Panel were:
 - Recognising the numerous and diverse active citizens and organisations that operate across the borough in volunteering within their communities.
 - Engaging with the community seeking the views of the local people through publicity, site visits and their attendance at Panel meetings were a very valuable source of gathering information directly from the key stakeholders.
 - Benchmarking exercises provided important comparisons.
 - Site visits made a significant difference to the information obtained.
 - Established good contacts with some external agencies e.g. groups, providers, etc.
 - The difficulty in engaging some external agencies and areas of the community.
 - The inevitability of identifying problems in the current provision and making suggestions for improvements.
 - Through the meetings, have raised the profile of active citizenship in the borough and promoted discussion between organisations.
 - Has produced ideas for future development.
 - An important element in the success of initiatives is the promotion and communication of activities, opportunities and new initiatives to the widest audience using relevant communication channels.

5.0 MEMBERSHIP AND ATTENDANCE

5.1 The table below shows the membership and attendance of Panel Members.

Membership and Attendance at Panel Meetings

Name	Total	Actual	Apologies
	Possible	Attendance	Received
Cllr Karanvir Dhadwal (Chair)	5	5	-
Cllr Seema Kumar (Vice Chair)	5	5	-
Cllr Praveen Anand	5	4	1
Cllr Sitarah Anjum	5	5	-
Cllr Jaskiran Chohan	5	4	1
Cllr Tariq Mahmood	5	5	-
Cllr Gary Malcolm	5	5	-
Cllr Swaran Padda	5	4	1
Cllr Chris Summers	5	4	1

Substitutes and Other Councillors

Meeting 4:

Cllr Jasbir Anand (Portfolio Holder for Business and Community Services)

Meeting 5:

- Cllr Mohammed Aslam substituted for Cllr Praveen Anand

External Witnesses

- Richard Ward (Member, Ealing Street Pastors)
- Michelle Parkes (Co-founder, Plogolution)
- Randeep Lall (Founder, Nishkam SWAT)
- Kirpa Kaur (Volunteer, Nishkam SWAT)
- Hardev Thind (Volunteer, Nishkam SWAT)
- Sumaya Abdullahi (Representative, Northflix Film Club)
- Teni Adejumo (Representative, Northflix Film Club)
- Daisey Delaney (Representative, Northflix Film Club)
- Chloe Olayiwola (Representative, Northflix Film Club)
- Alison Stewart (Trustee, Northfields Community Library)
- Barbara Tilley (Chief Executive Officer, Ealing Community and Voluntary Service – West Ealing Community Library)
- Graham Kelly (Chair, Ealing Community and Voluntary Service West Ealing Community Library)

Service Officers

- Chris Welsh (Parks Operations Manager)
- Carole Stewart (Assistant Director Arts Libraries and Heritage)
- Tan Afzal (Community Management Coordinator)
- Steve Curtis (YES Project Participation Worker, Integrated Youth Service)
- Nicholas Mayers (Library Supervisor)
- Paul Miller (Commercial and Procurement Partner)
- Manny Manoharan (Service Manager Libraries and Community Centres)

Site Visits

5.2 In addition to the five formal meetings, the Panel members undertook supplementary site visits as follows:

Site		Attendees	
1.	Plogolution Event A 2k walk/5k run at Northala Fields Kensington Road, Northolt, UB5 6UR	- Cllr Seema Kumar (Vice Chair)	
	11:00-12:30 – Saturday 21 September 2019		
	This was a joint site visit with the Leisure Scrutiny Review Panel.		
2.	Nishkam Sikh Welfare and Awareness Team Nishkam SWAT Headquarters Kiran House, Springfield Road, Hayes, Middlesex, UB4 0JT	Cllr Karanvir Dhadwal (Chair) Cllr Seema Kumar (Vice Chair)	
	11:30-12:30 – Wednesday 18 September 2019		
3.	Nishkam Sikh Welfare and Awareness Team The Queen's Award for Voluntary Service Presentation Venue 5, Field End Road, Ruislip, HA4 9PB	Cllr Seema Kumar (Vice Chair)Cllr Praveen AnandCllr Tariq Mahmood	
	19:00–21:30 – Tuesday 24 September 2019		
4.	Ealing Street Pastors Ealing Broadway Patrols Ealing Green Church, Ealing Green, Ealing, W5 5QT 22:15-01:00 – Friday 25 October 2019 and Friday 22 November 2019	Friday 25 October 2019 - Cllr Gary Malcolm Friday 22 November 2019 - Cllr Karanvir Dhadwal (Chair) - Cllr Seema Kumar (Vice Chair) - Cllr Praveen Anand	
5.	Nishkam Sikh Welfare and Awareness Team Outreach Service 1 Mackenzie Street, Slough, Berkshire, SL1 1XQ (Queensmere Shopping Mall – next to Greggs) 19:00-20:00 – Monday 4 November 2019	Cllr Seema Kumar (Vice Chair)Cllr Praveen AnandCllr Swaran Padda	
6.	All Member Workshop Engagement with Residents and Involvement with Civic Democracy Ealing Central Library, 103 Ealing Broadway Shopping Centre, The Broadway, W5 5JY 18:30-20:30 – Wednesday 13 November 2019	 Cllr Seema Kumar (Vice Chair) Cllr Praveen Anand Cllr Gary Malcolm Cllr Swaran Padda 	
7.	Northflix Cinema Club Northolt Library, Church Road, Northolt, UB5 5AS	Cllr Seema Kumar (Vice Chair) Cllr Tariq Mahmood	
	13:30-15:30 – Saturday 8 February 2020		

6.0 BACKGROUND INFORMATION

6.1 **Useful Papers**

Ealing Council's Constitution, available at http://www.ealing.gov.uk/info/200892/decision_making/597/council_constitution

Scrutiny Review Panel 2 – 2019/2020: Active Citizenship Terms of Reference, Work Programme, Agendas, Minutes and Reports available at https://ealing.cmis.uk.com/ealing/Committees/tabid/62/ctl/ViewCMIS_CommitteeDetails/mid/381/id/318/Default.aspx

Overview and Scrutiny Committee – 2019/2020: Agenda, Minutes and Reports available at

http://ealing.cmis.uk.com/ealing/Committees/tabid/62/ctl/ViewCMIS_CommitteeDetails/mid/381/id/34/Default.aspx

Active Citizen report to Future Ealing Scrutiny Review Panel - 5 December 2018

New Local Government Network (NLGN), The Community Paradigm – Why Public Services need radical change and how it can be achieved

National Council for Voluntary Organisations (NCVO), Time Well Spent – A National Survey on the Volunteer Experience, January 2019

National Endowment for Science, Technology and the Arts (Nesta), Evidence vs Democracy – how 'mini-publics' can traverse the gap between citizens, experts, and evidence, January 2019

Ealing Homelessness Reduction Strategy - 2018-2022

Ealing Council Neighbourhoods Research, Year Here report, June 2019

Changes to Neighbourhood Services: Library Strategy 2019-2023

Library Peer Research report

Contextual Safeguarding Peer Research report

Medler Farm Peer Research report

Schools Exclusion Peer Research report

Community Managed Libraries Officer Decision report – 19 December 2019

6.2 Useful Websites

Ealing Council - www.ealing.gov.uk

Centre for Public Scrutiny - www.cfps.org.uk

Government Services and Information – www.gov.uk

Ealing Street Pastors - www.ealing.streetpastors.org.uk

Plogolution – <u>www.plogolution.com</u>

Nishkam Sikh Welfare and Awareness Team - www.swatlondon.com

Women's India Association of UK - www.wiauk.org

Beddown - www.beddown.org.au

6.3 Further Information

For further information about Scrutiny Review Panel 2 – 2019/2020: Active Citizenship please contact:

Harjeet Bains Scrutiny Review Officer Ealing Council

Tel: 020-8825 7120

Email: bainsh@ealing.gov.uk

7.0 **RECOMMENDATIONS**

Rec No.	Recommendation
R1	The Overview and Scrutiny Committee or an appropriate Scrutiny Review Panel should review the Ealing Parks Foundation
	in due course.
R2	The Council's <i>Do Something good</i> website should provide simple advice to local organisations and clearly signpost to where
	further advice and assistance about fund raising applications for their good causes can be attained.
R3	Ealing Council should create a simple webpage on its website advising of volunteering opportunities with local organisations
	for the residents and Council employees.
R4	Ealing Council should consider having corporate volunteering days in the local community for staff as part of their team
	building exercises.
R5	Ealing Council's Communications Team should regularly promote some key volunteering initiatives (e.g. canal and park
	clean ups) using various media channels to advise residents of these opportunities.
R6	The next Mayor of Ealing should consider selecting Nishkam SWAT as his/her chosen charity to support because of their
	good work in helping the homeless and other vulnerable people in the borough.
R7	Ealing Council should consider accepting the Women's India Association of the UK's proposed two fully funded initiatives of
	Feeding the Homeless in Ealing and BedPark to help tackle rough sleeping and homelessness in the borough.
R8	Ealing Council should encourage Councillors to invite community groups who run volunteering initiatives to the Ward Fora (or
	their successor bodies) to encourage greater awareness and participation in the local good causes.
R9	Ealing Council should seek the input of the numerous local Residents Associations in the borough as these are a vital two-
	way communication link between the Council and the residents.
R10	Given the success of the young people's Northflix Cinema Club at the Northolt Library, other libraries including the
	Community Managed Libraries should be encouraged to open for longer hours to support such groups.
R11	The Councillors should be informed of any Community Managed Libraries that were struggling to cope so any action plans to
	help them would get the necessary support from the community to be successful.
R12	The Cabinet should review the Community Managed Libraries process and the changes to the library system in a year's time
	to share best practice.
R13	
	communications between the Council and voluntary sector organisations should be formalised to augment the sharing of best
	practice and enhance the Council's ability to provide appropriate advice in future emergency situations.
R14	The Overview and Scrutiny Committee should undertake the ongoing monitoring of the accepted recommendations.

8.0 RECOMMENDATIONS WITH OFFICER COMMENTS

Rec No.	Recommendation	Service Officer Comments (Including Any Resource and Legal Implications)	Recommended Cabinet Response (Accept/Reject)
R1	The Overview and Scrutiny Committee or an appropriate Scrutiny Review Panel should review the Ealing Parks Foundation in due course.	Chris Bunting (Assistant Director Leisure) Noted.	Accept
R2	The Council's <i>Do Something good</i> website should provide simple advice to local organisations and clearly signpost to where further advice and assistance about fund raising applications for their good causes can be attained.	Chris Bunting (Assistant Director Leisure) Noted.	Accept
R3	Ealing Council should create a simple webpage on its website advising of volunteering opportunities with local organisations for the residents and Council employees.	Chris Bunting (Assistant Director Leisure) Noted.	Accept
R4	Ealing Council should consider having corporate volunteering days in the local community for staff as part of their team building exercises.	Chris Bunting (Assistant Director Leisure) Noted.	Accept
R5	Ealing Council's Communications Team should regularly promote some key volunteering initiatives (e.g. canal and park clean ups) using various media channels to advise residents of these opportunities.	Chris Bunting (Assistant Director Leisure) Noted.	Accept
R6	The next Mayor of Ealing should consider selecting Nishkam SWAT as his/her chosen charity to support because of their good work in helping the homeless and other vulnerable people in the borough.	Sam Bailey (Head of Democratic Services) The new Mayor for 2021/2022 will be made aware of this recommendation; and contact details will be provided for the organisation should the Mayor want to speak to them to find out more before selecting the Mayoral Charity.	Accept
R7	Ealing Council should consider accepting the Women's India Association of the UK's proposed two fully funded initiatives of <i>Feeding the Homeless in Ealing</i> and <i>BedPark</i> to help tackle rough sleeping and homelessness in the borough.	Lynne Duvall (Head of Housing – Prevention) The officers responsible for homelessness and rough sleeping in the Council aren't aware of WIA and haven't specifically worked with the organisation.	Accept

Rec No.	Recommendation	Service Officer Comments (Including Any Resource and Legal Implications)	Recommended Cabinet Response (Accept/Reject)
		We have a homelessness forum, which is a collective of organisations in the borough, who have some shared aims and referral arrangements in place, to help with our delivery of the rough sleeping strategy, and these represent our active partners in dealing with borough rough sleeping issues. WIA is not a current attendee.	
		We welcome additional resourcing for the organisations who will help us to reduce rough sleeping and support rough sleepers. Our preferred partners are those who help us to move people off the streets. Most current thinking in the rough sleeping sector has concerns about soup kitchen-type services, who focus on assisting people on the streets, possibly in ways that prolong rough sleeping.	
		At this time, because of the pandemic, the government, the GLA and Homeless Link are not of the opinion that homeless shelters, with dormitory layouts, can be safely opened this autumn and winter. However, the service would explore this further with the organisation in due course.	
R8	Ealing Council should encourage Councillors to invite community groups who run volunteering initiatives to the Ward Fora (or their successor bodies) to encourage greater awareness and participation in the local good causes.	Joanna Sumner (Assistant Director Communities) Noted.	Accept
R9	Ealing Council should seek the input of the numerous local Residents Associations in the borough as these are a vital two-way communication link between the	Joanna Sumner (Assistant Director Communities) Noted.	Accept

Rec No.	Recommendation	Service Officer Comments (Including Any Resource and Legal Implications)	Recommended Cabinet Response (Accept/Reject)
	Council and the residents.		
R10	Given the success of the young people's Northflix Cinema Club at the Northolt Library, other libraries including the Community Managed Libraries should be encouraged to open for longer hours to support such groups.	Manny Manoharan (Library Service Manager) This would be a positive addition to the library service as it should be achievable. Unfortunately, due to Covid-19 development of this initiative has been delayed can be revisited once the libraries are open to the public and 'normal' service is resumed. We have already had a conversation with Perivale Community-Managed Library community partners regarding the feasibility of a Cinema Club and received a positive response.	Accept
R11	The Councillors should be informed of any Community Managed Libraries that were struggling to cope so any action plans to help them would get the necessary support from the community to be successful.	Manny Manoharan (Library Service Manager) We will keep the Councillors informed of any matters relating to this. As we are working in close partnership with the CML partners, we can identify any issues arising. We will then immediately inform the Portfolio Leader and the relevant Ward Member, and work to solve any problems. Successes can also be informed through regular Member updates and briefs.	Accept
R12	The Cabinet should review the Community Managed Libraries process and the changes to the library system in a year's time to share best practice.	Manny Manoharan (Library Service Manager) Due to Covid-19 the Community Managed Libraries are not yet operational. The review should happen one year after they open.	Accept
R13	In light of the Covid-19 Pandemic and the difficulties encountered by the voluntary organisations, relationships and communications between the Council and voluntary sector organisations should be formalised to augment the sharing of best practice and enhance the Council's ability to provide appropriate advice in future emergency situations.	Joanna Sumner (Assistant Director Communities) The lockdown was a defining moment for the relationship between the Council and the voluntary sector as it harnessed close working ties, which continue to develop. The Council went to great lengths to help facilitate activity for voluntary groups, by providing guidance, funding and access to Council resources.	Accept

Rec No.	Recommendation	Service Officer Comments (Including Any Resource and Legal Implications)	Recommended Cabinet Response (Accept/Reject)
		There is currently a regular meeting taking place with the voluntary sector which keeps VCS groups informed of latest information related to the pandemic and encourages groups to provide feedback.	
		We have recently set up more formal area-based task groups with local community influencers to inform the test and trace work.	
		The Council is working with EHCVS to develop a Winter Giving campaign as part of the forthcoming Ealing Giving service.	
		The Council's Emergency Service is developing a Community Resilience Project with the CVS sector to train volunteers to participate in future emergencies using their local knowledge.	
R14	The Overview and Scrutiny Committee should undertake the ongoing monitoring of the accepted recommendations.	Sam Bailey (Head of Democratic Services) The Overview and Scrutiny Committee normally reviews the progress on, a six-monthly basis, all Panel recommendations that have been accepted by the Cabinet or other bodies.	Accept