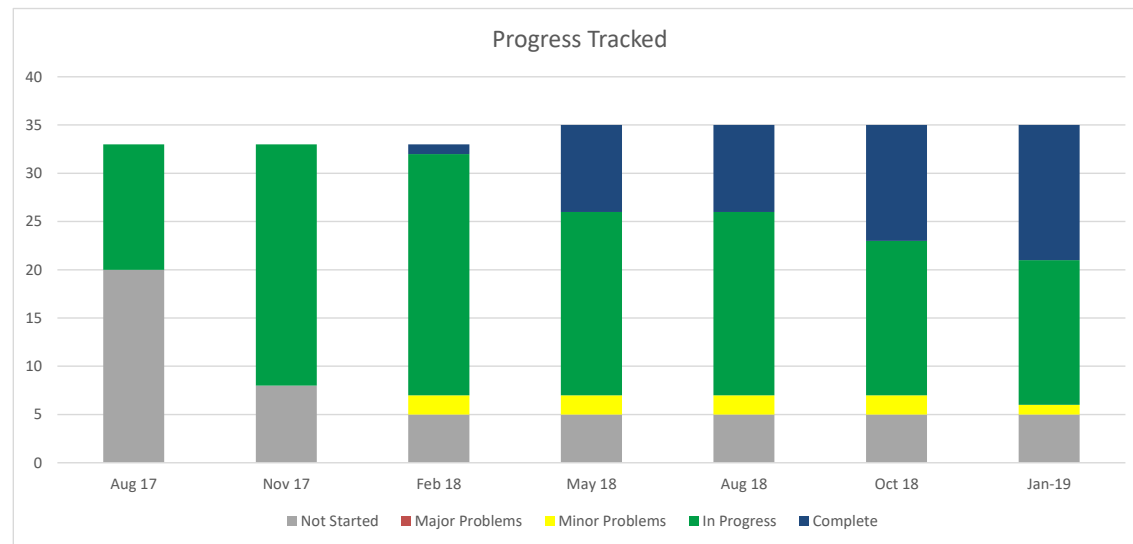


<b>Name:</b>	Social Wellbeing Strategy Action Plan		
<b>Duration:</b>	2017-2020		
<b>Relevant Strategies:</b>	Joint Health and Wellbeing, Resident Communications & Engagement, Mental Health		
<b>Board responsible for monitoring plan:</b>	AWP / ASMT		
<b>Owner:</b>	Claire Giraud		
<b>Implementation date:</b>	Jul-17	<b>Review date:</b>	Jan-19

RAG Status Key and Summary	
Not Started	5 (-3)
Major Problems	0
Minor Problems	1 (-1)
In Progress	15(-9)
Complete	14 (+11)



<b>Approach:</b>	<b>Asset Based Community Development</b>						
<b>Objective:</b>	Encourage community based responses to loneliness, drawing upon and enhancing the assets, strengths and skills already present within the City of London community.						
<b>Ref:</b>	<b>Action:</b>	<b>Start:</b>	<b>End:</b>	<b>Measure/outcome:</b>	<b>Lead officer:</b>	<b>RAG Status:</b>	<b>Comment:</b>
<b>1.1</b>	<b>Communities of interest</b>						
1.1.1	Pilot a Community Builders project	Aug-17	Mar-18	i) Increase in social wellbeing of participants (CTEL measurement)	Neighbourhood Development and Engagement Manager	Complete	The first pilot group of Community Builders on Golden Lane is complete. Jade Ibegbuna has been evaluating outcomes using the star evaluation method. The community builders on Golden Lane organise community coffees and weekly chats. A wellbeing event was held in the community centre on 19 November 2018.
1.1.2	Roll out of Community Builders project	May-18	Sep-18	i) Increase in social wellbeing of participants (CTEL measurement)	Neighbourhood Development and Engagement Manager	In Progress	Phase 2 of the Community Builders project is underway. Jade Ibegbuna has begun visiting other City estates to engage with residents. We are developing a sustainable model of delivery and training that incorporates the different local contexts of each estate, but that keeps the ethos of Community Builders. Recruitment and training for new community builders from other estates is being facilitated and supported by a Peer Research project addressing social isolation, which is being developed by Dr Roger Green of Goldsmith University with Strengthening Communities funding. Peer researchers will be encouraged to become 'Community Builders'.
<b>1.2</b>	<b>Communities of place</b>						
1.2.1	Develop and expand our existing Neighbour Networks	Aug-17	Jul-20	i) Proportion of City estate residents satisfied with their neighbourhood as a place to live ii) Percentage of participants involved in community activities iii) Proportion of residents involved in community activities who are new to volunteering and volunteering reporting an improved quality of life	Neighbourhood Development and Engagement Manager	Complete	Volunteers supported a Community Arts Project on the Golden Lane Estate. We are awaiting an evaluation report.
						In Progress	Research by Roger Green is underway, with Roger visiting various out of City estates. Training for the first 8 community researchers has taken place on 13 December 2018, 6 estates have been chosen for interviews, the pilot estate will be Southwark collington house, the interviews are to be conducted in January, the interviews and their results to be reported on by Easter 2019. 18/1/19 The first interviews are taking place on Monday Jan. 21st at Collinson Court, Southwark.

1.2.2	Continue to support the 'Remembering Yesterday, Celebrating Today' programme of events	On-going	Dec-18		Neighbourhood Development and Engagement Manager	Complete	Remembering Yesterday, Celebrating Today was incorporated into the Avondale Community Events Big Picnic on 1st September. The Community Engagement team have been Supporting their poppy artwork programme and linked in with Royal British Legion for fundraising etc. This project has come to close now as we reach the end of the Centenary year marking the end of WW1. Avondale Community Events held an auction of their collaborative art works based on the poppy emblem, in partnership with the Royal British Legion on the 25th October which raised money for the Legion. The project included a piece from Mark Anthony Taylor.
1.2.3	Work with residents to assist them to develop activities that are inclusive and enjoyable for all, using those at Avondale Square as a benchmark	On-going	Jul-20		Neighbourhood Development and Engagement Manager	Complete	Aldgate Community Events were a key partner in the delivery of the Aldgate Square Festival. CE Team worked extensively with ACE to ensure a very thorough outreach programme for the event, from initial consultation right through to an open call for performances. The Aldgate Square Festival took place in June as the community launch of the new public square after an extensive community engagement and outreach programme involving consultation and workshops to help design the festival. Over the three days we had over 1500 people attend the event from all across the community. We had performances from local residents, community groups and artists, as well as collaborating with local arts organisations to pull together a diverse programme that reflected the community of Aldgate.
<b>1.3 Communities of circumstance</b>							
1.3.1	Commission a pilot Perinatal Support Project	Aug-17	Aug-18	Increase in social wellbeing of participants (CTEL measurement)	Strategy Officer (Housing and Adults) Commissioning Manager (Housing and Adults)	Not started	Action on hold - Initially we considered creating a Maternity strand within the Community Connectors instead of commissioning a group but for now this is already addressed with the CCG numerous ante natal classes.
1.3.2	Monitor and support the ongoing pilot project 'Out and About at the Barbican'	On-going	Dec-17	Increase in social wellbeing of participants (CTEL measurement)	Strategy Officer (Housing and Adults) Commissioning Manager (Housing and Adults)	In Progress	Spoke with the provider re attempts to increase City attendances - speaking with JI in order to ensure the community builders are aware of this service. 13 November 18 the project manager reported: "We have recorded 6 LGBT individuals from the City who have attended the group and associated activities in the last six months. We're still struggling to reach residents but have had some engagement via Barbican Talks online" and that they will not be seeking funding for 2019
1.3.3	Monitor and support the ongoing pilot of the Mansell Street Women's Group	On-going	Apr-18	Increase in social wellbeing of participants (CTEL measurement)	Strategy Officer (Housing and Adults)		MSWG continues to meet monthly and has built up a regular group of attendees. Funding, to continue throughout 2018-19, has been received from the Stronger

--

--

Commissioning Manager (Housing and Adults)	In Progress	Communities Grant Fund. Baseline CTEL evaluation surveys have been completed. Will need to look ahead for longer term commissioning of this service. MSWG has reapplied for funding in December 2018.
---	-------------	---

<b>Approach:</b>	Shared Spaces						
<b>Objective:</b>	Create and enhance shared spaces where people naturally come together, either through chance encounters or organised community activities.						
<b>Ref:</b>	<b>Action:</b>	<b>Start:</b>	<b>End:</b>	<b>Measure/outcome:</b>	<b>Lead officer:</b>	<b>RAG Status:</b>	<b>Comment:</b>
2.1	<b>Libraries First</b>						
2.1.1	Adopt a 'Libraries First' approach when delivering community activity	Jul-17	On-going	Promote libraries to all both as a venue for community activity and as an opportunity for outreach	Head of Barbican and Community Libraries	In Progress	Shoe Lane Library has been awarded funding for a project called "Release the Pressure". The project is now three quarters of the way through, and is now called "The Dragon Café in the City" (DCC). We have had 10 sessions so far with a wide mix of activities, such as storytelling, mindfulness, lunch & learn workshops, yoga, pickling workshops, hoola-hooping and chess. We have about 240 people registered with DCC, many of whom have attended multiple times, and we have on average a 76% increase in library visitors on the days we are hosting the café. We are currently working with Deloitte to evaluate the impact of the project, with a view to seeking further funding to continue it in the autumn/winter. 4 January 19 - Following the success of the dragon cafe funding for a new sustainable model is in the process of being agreed. in the meantime monthly one off sessions have organised in order not to lose the interest and momentum gained by this project.
2.2	<b>Providing community space in City libraries</b>						
2.2.1	Investigate the potential to repurpose an area of Barbican Library to create a separate, multi-use, low-cost community use space	Jul-17	Jul-18	i) The possibility of providing a community space has been investigated ii) If agreed, a bid for CIL funding is submitted	Head of Barbican and Community Libraries Assistant Director Barbican & Property Services	In Progress	framework produced using ASC, Police and City Advice datasets. Surveys will be designed for event participants and residents (ASCOP & STAR) to further gauge impact. Letter sent to all ASC ser 4 January 19 - A further set of options for a space with reduced soundproofing and possible alternative access points are currently being considered. Conversations with the barbican centre regarding out of hours access have taken place and are in the process of being costed. A further report will come to committee when the findings are complete
2.3							
2.3.1	Refurbish the Golden Lane Community Centre and reopen with a management model to maximise community use	Oct-17	Apr-18	i) Refurbishment completed ii) Management model chosen to maximise community use	Head of New Developments & Major Projects Head of Estates	Complete	Refurbishment of Golden Lane Community Centre was completed and handed over in July.
2.3.2	Seek an access agreement with the City of London Primary Academy Islington	Aug-17	Jul-19	Access agreement in place	Assistant Director, Commissioning & Partnerships	Not started	Action not yet required as this is not built yet

2.3.3	Ensure redevelopment of Mansell Street includes provision of a Community Centre as well as a community space for Guinness residents	On-going	On-going	i) Community Centre provided ii) Community space provided for Guinness residents	Principal Planning Officer	In Progress	The planning application for the Mansell Street development was submitted in September 2016 incorporates a Community Centre and community space for estate residents. The application is still pending while the applicants review aspects of the scheme. The proposed community provision would not be affected by these. 28/01/19 still working on a revised design but the amended scheme would still include a community centre and community space, the project is on hold for the next few months.
2.3.4	Complete the Aldgate Square scheme to create a public space that includes community use opportunities	On-going	Jun-18	i) Scheme completed  ii) Aldgate Play performed  iii) 25 per cent of Aldgate Pavilion Café employees from the local community	City Surveyor Engineer/ Project Manager  Assistant Director, Housing & Neighbourhoods  Assistant Director, Commissioning & Partnerships	Complete	<p>Scheme has been delayed but planned to complete in mid-June 2018.</p> <p>We are combining the City Play project with the Community Fair, which is happening in June in Aldgate Square. Plans are developing and the community is engaged.</p> <p>Café will commence operation June 2018, commissioning manager (Lorna Corbin and then maternity cover) will monitor achievement of target.</p>

2.4		Using other community spaces					
2.4.1	Social wellbeing services will deliver outreach work by visiting the places City residents already naturally go	Aug-17	On-going	Outreach in spaces such as housing estates, the GP surgery, supermarkets and places of worship	Strategy Officer (Housing and Adults)	Not started	Action first requires 1.2.1 (Neighbour Networks) to go live. Contract ends in April 2019 it will all be under one contractor after.
2.4.2	Explore the suggestions in the Food Provision in Later Life study with Waitrose at the Barbican	Aug-17	Dec-18	Discussions held with Waitrose to determine their level of interest	Strategy Officer (Housing and Adults) Raj Singh - Business administration apprentice	Minor Problem	Waitrose has been unable to commit to supporting the study, or allowing a Community Builder to spend a period of time in the store each week. However, a short list of shops that act as informal community spaces are being drawn up and contacted.

<b>Approach:</b>	Early Intervention						
<b>Objective:</b>	Reach lonely people sooner, through sustained and consistent communication and by carrying out outreach work using a wider network of partners.						
<b>Ref:</b>	<b>Action:</b>	<b>Start:</b>	<b>End:</b>	<b>Measure/outcome:</b>	<b>Lead officer:</b>	<b>RAG Status:</b>	<b>Comment:</b>
<b>3.1</b>	<b>Social prescribing</b>						
3.1.1	Raise awareness of social prescribing	Jul-17	On-going	Increase in participation in social prescribing	Wellbeing Coordinator	In Progress	Wellbeing Coordinator continues to promote service in North of the City. Item to appear in Square Mile Health leaflet.
3.1.2	GPs to pro-actively discuss social wellbeing with all carers and consider referrals	Aug-17	On-going	Increase in participation in social prescribing	Adult Social Care Service Manager	In Progress	Although outside of our direct control ASC service manager the issue is discussed at the strategic quarterly meetings with the Neaman practice, who report this as going well from their perspective. Zoe Dahmi (strategy officer) has met with the Neaman Practice on 18th July 2018. ZD is working on a wider integration programme, in particular the neighbourhood model for CoL - this will link in to how GP's refer people to other services. Evaluations and Q2 figures for social prescribing in London and Hackney provided by Charlotte Painter from the NHS in January 2019.
3.1.3	Build links between social prescribing and other City services - Fusion and Tempo (previously Spice).	Jul-17	Aug-18	Improved health and wellbeing outcomes for social prescribing patients (measured by EQ5D)	Strategy Officer (Housing and Adults)	In Progress	An agreement is in place with Fusion to enable easier access for social prescribing clients. Discussions are underway about making Tempo Time Credits (previously Spice) available on social prescription. We are currently organising a meeting between Family Action and Spice Time Credits to create implementation plan.
3.1.4	Ensure new Tower Hamlets social prescribing service can effectively support people living in the East of the City	Jul-17	On-going	Improved health and wellbeing outcomes for social prescribing patients in Portsoken	Strategy Officer (Housing and Adults)	In Progress	AJ met with Jon Owens, Transformation Manager at Tower Hamlets CCG to discuss how their service can support our residents. Information on City services / groups provided to be passed to prescribers at Spitalfields and Whitechapel. Zoe Dahmi (strategy officer) to meet with Jon Owens again in regard to neighbourhood plan, which will ensure better outcomes for CoL residents.
3.1.5	Improve the information available to Wellbeing Co-ordinators about activities and services in the City	Jul-17	On-going	Improved health and wellbeing outcomes for social prescribing patients (measured by EQ5D)	Strategy Officer (Housing and Adults)	Complete	A quick reference guide to resources in the City has been prepared for CHCCG social prescribers.
<b>3.2</b>	<b>Improving information</b>						
3.2.1	Provide a one-stop website listing community groups and social activities in the City of London	Oct-17	Sep-18	i) Website developed and promoted across the City ii) Website is receiving a substantial number of page views	Strategic Communications and Engagement Manager Strategy Officer (Housing and Adults) Adult Social Care Service Manager	Complete	The FYI directory has been updated.



					Family & Young People's Information Service Manager		
3.2.2	Identify funding for and produce a City Over 50s Guide listing the most popular community groups and social activities	Aug-17	Sep-17	i) Guide produced and available in venues across the City of London ii) Distribution venues report members of the public are taking copies of the guide	Strategic Communications and Engagement Manager Strategy Officer (Housing and Adults)	Complete	The Guide is in production and the Community Engagement Team are coordinating listings with around 50 groups in and around the City. Aiming to design, print and distribute by the end of March.
3.2.3	Ensuring full use is made of existing publications	Jul-17	On-going	Relevant news stories are used to promote new and existing groups	Strategic Communications and Engagement Manager Strategy Officer (Housing and Adults)	Complete	Ongoing work using appropriate corporate and departmental channels such as quarterly City Resident publication.
3.2.4	Making more use of new technology such as Meetup and interests.me to enable people to find out about activities and make new connections	Jul-17	On-going	i) Interests.me site is developed as/alongside 3.2.1 ii) Meetup is promoted within other actions in 3.2 and in 1.1 and 3.1	Strategy Officer (Housing and Adults)	Not started	At present this has been put on hold. The information currently sits on the FYI directory. In the future it may be decided that the information is pulled over on to one of these formats, however, it would need someone being responsible for keeping it updated.

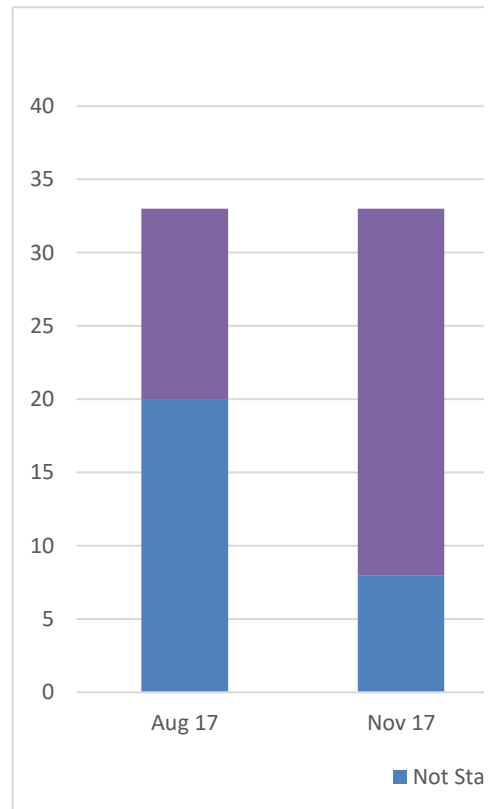
3.3		Assertive Outreach					
3.3.1	Officers and commissioned providers from services that have a social element to proactively contact residents who stop attending	Jul-17	On-going	Number of residents referred to Community Connectors, City Advice, Social Care or other sources of support	Strategy Officer (Housing and Adults)	In Progress	A training course to support officers in this role is currently being delivered. Engagement has been good from libraries, adult education and some commissioned providers. Community Builders have completed their training (pilot), and this is being progressed to social prescribers.
3.3.2	Social Workers to ensure that their work with carers promotes having a life outside of their caring role	Jul-17	Jul-18	Increase in social wellbeing of carers (measured in ASCOF)	Adult Social Care Service Manager	Complete	New carers assessment in place on Mosaic. This has a much greater emphasis on the needs of the carer (including social and community needs) rather than the person cared for.
3.3.3	Develop a carer's buddying system to provide additional one-to-one peer support	Jul-17	Jul-18	Increase in social wellbeing of carers (measured in ASCOF)	Adult Social Care Service Manager	In Progress	The idea of a buddying system is on hold awaiting the new carers strategy. Carers Network have advised they have tried this before with very mixed results.
3.4		Financial Safeguarding					
3.4.1	Reduce the prevalence of financial abuse in the City by raising public awareness and undertaking preventative work with vulnerable groups	On-going	Jan-18	<p>i) Performance framework produced to give a profile of financial abuse across the City</p> <p>ii) Top 100 vulnerable people in CoL at risk of financial abuse identified and information session in their own home offered</p> <p>iii) Partnership Event held to raise awareness of financial abuse amongst officers, partners and residents</p> <p>iv) Increase in queries about financial abuse received by CoL and relevant partners</p> <p>v) Incidences of financial abuse avoided or intervention provided at an earlier stage</p>	Assistant Director - People	In Progress	<p>A framework was produced using ASC, Police and City Advice datasets. Surveys will be designed for event participants and residents (ASCOF &amp; STAR) to further gauge impact. A letter was sent to all ASC service users offering preventative visits from Trading Standards, which Social Workers followed up on over the next 3 months. An awareness raising event, aimed at officers, partners and community figures, took place on 4 December 2018 and received positive feedback. Work is ongoing and the future direction / resourcing of the group will be decided at CHSAB City Sub Committee on 28/02/18. A service User Event for both City and Hackney residents on Financial Abuse Awareness Planning took place on 4/10/18. At the CHSAB in February, it was agreed that this specific workstream had achieved what it set out to do and future work in this area would be addressed by the CHSAB as a whole and not solely the City. To that end, there was a campaign in November 18 across CHSAB raising awareness of financial abuse. This was reported by the CHSAB to our Members. There is also a bigger strategic discussion taking place with ourselves in DCCS, Trading Standards, City Bridge Trust and Members to explore how the City can support regional and national initiative to help the banking sector improve its safeguarding practices in terms of preventing investment fraud. These conversations are at an early stage.</p>

3.4.2	Participate in the national safeguarding research project run by Nottingham City Council	Aug-17	On-going	<p>i) Research proposal submitted  ii) Data collected and analysed</p>	Adult Social Care Service Manager	In Progress	<p>the research proposal has been submitted and accepted. A meeting was held with external evaluators and the requested logic model of links between social isolation work and safeguarding was provided. Part of the SAB 2018/19 plan, is to be followed by an analysis of returns/data including of cases that haven't proceeded to Section 42 investigation. 04/12/18 Research project updates sent to Nottingham as follows:  As part of this work the community builders' pilot's first phase is complete, with community builders for one of our estates trained and running regular workshops and coffee catch up with their community; work is underway to 'recruit' community builders in the other estates. The learning from the CoL Financial Abuse awareness raising resulted in the City and Hackney Safeguarding Adults Board rolling out a similar campaign across whole of Hackney and City.  At a macro level, conversations are progressing with Members of the CoL, Academics and CoL Officers to improve current safeguarding arrangements in banks linked to scams.  Within the context of the City's small numbers , we have identified 1 potential case of financial abuse linked to social isolation. We are carrying out internal review and may be able to use as a case study for wider learning.</p>
-------	--	--------	----------	--	-----------------------------------	-------------	---

<b>Approach:</b>	<b>Building Skills</b>						
<b>Objective:</b>	Develop skills that will enable individuals to form new connections and enhance existing relationships.						
<b>Ref:</b>	<b>Action:</b>	<b>Start:</b>	<b>End:</b>	<b>Measure/outcome:</b>	<b>Lead officer:</b>	<b>RAG Status:</b>	<b>Comment:</b>
<b>4.1</b>	<b>Language Skills</b>						
4.1.1	Offer additional ESOL classes to residents who do not speak English fluently, at a time, place and cost they find accessible	On-going	Mar-18	i) Classes organised and attended by City residents ii) Number of ESOL qualifications achieved by City residents iii) Increase in social wellbeing of participants (CTEL measurement compared for MSWG members who attend and those who do not)	Quality & Performance Lead	Complete	Currently nine learners are attending English ESOL Conversation class and has been running since September. The session is delivered Monday morning 10:00-12:00 and proposal is to continue in the spring term and summer terms. Will continue to be delivered in summer term.
<b>4.2</b>	<b>Technology Tuition</b>						
4.2.1	Commission a digital inclusion project targeted at the most isolated and unable to travel, aiming to help participants have more contact with friends and family	Oct-17	Sep-18	i) Peer-to-peer training programme in place with participants and volunteers drawn from City population ii) Increase in social wellbeing of participants (CTEL measurement)	Strategy Officer (Housing and Adults) Lydia Dye-Stonebridge <del>Executive Support Officer</del> Commissioning Manager (Housing and Adults)	Complete	The specification for hybrid internal/external partnership is developed; Libraries will steer and host, volunteer management and programme coordination are handled by an external provider. RFQs sent 30.5; the selection is to take place in early July. Only Connect launches the week commencing 1st October 2018, Age UK has been commissioned. Update to follow as the new project manager from the City is put in place. There are only connect sessions on Wednesdays at the golden lane community centre. Age UK purchased in January 2019 a bank of devices (tablets etc) for the project.
4.2.2	Commission a shopping service to support food access for residents with limited mobility	Oct-17	Sep-18	i) Shopping service in place to support food access for residents with limited mobility ii) Number of clients who say confident using online shopping iii) Number of clients referred to 4.2.1 for further technology tuition	Commissioning Manager (Housing and Adults)	Complete	Started for one year on 1st April 2018. will then be part of the much wider Early Intervention and Ongoing Support Service.
<b>4.3</b>	<b>Relationship Skills</b>						
4.3.1	Identify funding for and offer training to resident-facing officers and partners, to enable them to identify signs of relationship distress and offer timely and appropriate support and referrals	Sep-17	Aug-18	i) Number of officers and partners received Brief Encounters training ii) Officers and partners report that the training has improved their practice engaging with residents experiencing relationship distress	Strategy Officer (Housing and Adults)	Not started	In conversation with providers to identify a course that meets the City's budget and training requirements. Awaiting update from Zak Darkwood

Progress Tracker

	Aug 17	Nov 17	Feb 18	May 18	Aug 18	Oct 18	Jan-19
Not Started	20	8	5	5	5	5	5
Major Problems	0	0	0	0	0	0	0
Minor Problems	0	0	2	2	2	2	1
In Progress	13	25	25	19	19	16	15
Complete	0	0	1	9	9	12	14



## Progress Tracked

