

Health of the Borough Report – 2024

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Forward

As we navigate the ever-evolving landscape of public health, it is with great pride that we present the Health of the Borough report 2024. In these pages, you will find a comprehensive overview of our ongoing efforts to address the multifaceted challenges to health and wellbeing within the borough.

The COVID-19 pandemic laid bare the existing inequalities and barriers to healthcare that exist within our communities. In response, we have reaffirmed our dedication to openness, transparency, and inclusivity. We acknowledge the complexity of the task at hand yet remain committed to confront it head-on.

At the heart of our approach lies the recognition that health is not just the absence of illness, but a holistic state influenced by many different factors. These 'building blocks' of health encompass access to education, green spaces, housing, employment, and social connections. To cement these foundations and effect lasting change, we have committed £100 million over four years to directly invest in our residents and communities.

Collaboration is key to our approach. We're working closely with partners across sectors, from the NHS to local businesses, to ensure a comprehensive response to health inequalities. This report is a roadmap, outlining how every part of the council contributes to this vital mission.

Our engagement with local organisations and residents, including the Citizens Tribunal and its health sub-group, exemplifies our commitment to inclusive decision-making and partnership. Together, we are learning, investing, and solidifying the pillars of health for all.

We extend our gratitude to all who have contributed to this report and invite continued support as we work to ensure that every resident in Ealing has access to the care and support they need.

Councillor Peter Mason (Leader of the council) and **Councillor Polly Knewstub** (Cabinet Member for Healthy Equal Lives)

Introduction

Ealing's second Health of the Borough report shares the council's achievements during 2023/24 in our bid to tackle inequalities and improve the health and wellbeing of residents long term. Fighting inequality remains a key strategic objective under the council Plan, and shapes much of the council's work as highlighted in this report.

The council recognises its key role in ensuring everyone has the building blocks of good health and wellbeing and can access the resources, tools, knowledge and supportive structures to protect themselves from poor health. Most of the examples shared in this report refer to work that addresses the building blocks of health and well-being, such as work, homes, access to education, skills and learning, green space and transport, how well socially connected we are, and whether we experience poverty or discrimination. Through this work we are tackling the root causes of health and wellbeing, and ultimately this impacts how well, and how long we live. Working on these root causes we also address the differences amongst people living in Ealing creating a fairer, more equal society where everyone thrives.

The Ealing Context: Population Overview and Health

- third largest population in London
- less children under 5 compared with London, whilst proportion of residents over 65 years of age is increasing
- the most ethnically diverse borough in England and Wales; only 24.3% identify as White British. Southall Broadway, Southall Green and Dormers Wells have the highest percentages of residents from different minority backgrounds
- 69.1% identify English as their main language. After English, the top five languages spoken as a main language are: Panjabi (4.9% of population), Polish (4.4%), Arabic (2.5%), Tamil (1.6%) and Gujarati (1.4%)
- on average, men live to 80.3 years and women live to 84.4 years. However, there are differences in life expectancy in different areas of the borough. For example, men living in Hanger Hill live on average 6.4 years longer than men living in South Acton, whilst women living in Northfield live on average 6.9 years longer than those living in Norwood Green
- highest areas of deprivation are concentrated in and around Southall, Northolt and Acton. Ealing has 4 residential areas that are in the 10% most deprived in the country
- in Ealing state-funded schools, 27.5% of pupils were recorded as entitled to Free School Meals in January 2023. This has increased from 26% of pupils in January 2022 and 23% in January 2021
- highest rate of alcohol related hospital admissions (593/100,000) in London. The top five wards with highest alcohol admission rates were Southall Green, Southall Broadway, Lady Margaret, Dormers Wells and Northolt Mandeville
- approximately 2 in 10 reception children and 4 in 10 year 6 children are overweight or obese
- two thirds (67.2%) of adults are physically active
- one in 6 (15.9%) adult's smoke
- Ealing has the fifth highest rate of new TB cases in England, at 30.5 per 100,000 population

- Ealing has a high prevalence of diabetes. Almost 1 in 10 adults (18+) are diabetic. In the Bangladeshi population, one in five adults have diabetes, which is double the Ealing average
- there are 133,657 households in Ealing; of these, 46% are owner occupied, 17.5% are socially rented, 34% are private rentals and 2% are in shared ownership
- £550K is the average house price in Ealing (Sep 2022). This is fifteen times median earnings and above the London average of £525K
- sub-standard housing conditions are significantly more prevalent in Ealing's private rented sector than the national average, with over 22% of the borough's private rented properties predicted to have at least one or more Category 1 housing hazard, compared to the national average of 13%
- Ealing has exactly double the rate of households threatened with homelessness compared with the London average
- wards with the lowest household income are Southall Broadway, Southall Green and Dormers Wells

The Ealing Context: The Wider Determinants

- 19.5% of jobs in Ealing were paid below London Living Wage of £11.05 per hour, compared with approximately 13.6% across London
- approximately 7 out of 10 (68.4%) pupils achieved a good level of development at the end of reception in 2023. School readiness has dropped nationally, compared to pre-COVID performance. However, Ealing is now in line with London and the national average
- there is a drop in levels of attainment as Black Caribbean pupils move through different stages of school, highlighting that Black Caribbean pupils have been underserved by the education system
- there were 10,193 violence offences (27.8 per 1,000 population) in 2022/23. This is significantly lower than the national rate and similar to the London average
- Ealing's rate for the first time entrants to the youth justice system was 110.9/100,000 in 2022. This was significantly lower than both London (166.1/100,000) and the national rate (148.8/100,000)

- with the exception of Nitrogen Dioxide (NO₂), air quality in the borough of Ealing is meeting all national UK Air quality strategy standards (2007). More than half of NO₂ pollution and particulate matter that originates from within Ealing borough are from road transport

Corporate Equalities, Diversity and Inclusion Action Plan

Ealing Council is committed to creating a workplace where equality, diversity, and inclusion for all its employees are at the heart of its decision making, all employees feel valued and heard, and where there is zero tolerance for discrimination in any form and explicit action is taken if it does occur. This supports the health and wellbeing of staff, and our residents. Fighting inequalities is a corporate strategic priority and we have a corporate equality board (CEB) and a continuously monitored corporate EDI action plan 2023-2025. Our staff equality groups (SEGs) play a pivotal role in this process providing challenge and feedback on staff perspective.

Key themes of our action plan include:

- data: Establishing accurate and reliable workforce/establishment data to help identify clear EDI targets and inform decision making.
- recruitment/representation: Our directorates continue to update and implement their own EDI action plans paying particular attention to their workforce profiles, diverse representation, and opportunities to maximize applications from diverse applicants
- leadership and development: We are investigating new learning and development content to enable senior leaders to tackle inequality and unfair practices and provide EDI education to staff at all levels using a mix of approaches. We actively participated in the London Council's Pilot Tackling Racial Inequality Programme, sponsored by the Chief Executives London Committee (CELC) and in NHS research exploring workforce barriers to leadership
- positive Action: This is to understand how and when to apply the principle to address under representation in senior roles
- staff Equality Groups: We are enabling groups to increase their involvement and diverse voices in council business, including a series of events and guest speakers throughout black history month, celebrating All Faith Week and Transgender Day of Remembrance to name a few
- monitoring and benchmarking: we assess Ealing's processes and practices against the London Council EDI Standard and other councils

- we are working to implement the race equality action plan and support the Citizen's Tribunal
- communications: We are developing an internal and external communications plan to support delivery of objectives

Case Study: Let's Talk' Men's Health



Let's Talk' Men's Health staff events - Every year, International Men's Day aims to encourage open conversations about men's health and reduce the concern associated with men seeking help and create a space where every man feels heard, understood, and equipped to overcome the challenges life may bring. In 2023, Movember focused on breaking the silence around men's health issues, including mental health and physical health, with prostate cancer and testicular cancer some of the biggest health issues affecting men. The council is keen to continue the conversation on men's health and hosted another 'Let's Talk' Men's Health event on Wednesday 17 January, 1pm to 2pm, with real life cases being shared.

Public Health: This Year's Achievements 2023/24

Implementation of the new Health and Wellbeing Strategy 2023-2028:

As part of the Ealing Health and Wellbeing Board, the council is driving forward the implementation of the Health and Wellbeing strategy 2023-2028. The first year has focused on setting up the resources and structures needed to change the way we work with communities. We are delivering on our co-designed, inclusive, and accountable, action plan. To build our capacity to deliver the strategy we have recruited a council officer to lead the work, been successful in acquiring a £5 million NIHR Ealing Health Determinants Research Collaboration, and are funding the voluntary, community, and faith sector in a novel way. Within the council we have set up new partnership boards, are leading a council wide review on how we focus on our priorities and created new resident forums. In July 2023, research partners Institute of Development Studies helped develop and facilitate a workshop with 19 diverse community leaders and council officers to co-design an inclusive, accountable, and sustainable action planning process for the strategy going forward. The participants discussed ideas for how the action planning process for years 2-5 should proceed, and opportunities for alignment and collaboration on the year 1 action plan. Learning from the event is informing the implementation of the strategy going forward.

NIHR Health Determinants Research Collaboration (HDRC) Ealing

Ealing Council has been awarded £5m from the National Institute for Health and Care Research (NIHR) to help tackle health inequalities and improve health outcomes in the borough. The council, alongside local community partners Golden Opportunities for Skills and Development, Ealing and Hounslow Community and Voluntary Service (EHCVS), and Southall Community Alliance, and research institutions London School of Hygiene and Tropical Medicine, Imperial College London, and the Institute of Development Studies, has formed a new team called NIHR Health Determinants Research Collaboration (HDRC) Ealing,. Over the next 5 years, NIHR funding will help the council develop new capacity to collect, use, and learn from data and insights on the building blocks of health in order to drive greater health equity in Ealing.

During a competitive application process, the NIHR's funding committee was impressed with the bid's strong focus on community involvement and engagement with Ealing's voluntary and community sector as a core part of the application process. Ealing was the only London borough to win funding in this round. A core multidisciplinary team of council staff from the strategy, public health, community engagement, and data teams,

along with academic and community partners began this work in January 2024, with the first phase of the 5-year programme establishing new research structures, new roles, and connections with all the council's work with communities so that the collaboration's research agenda meets the needs of local people, and creates a transformation in our learning culture.

The Ealing COVID-19 lessons learned review

Ealing Health and Wellbeing Board, of which the council is a member, conducted a review of the lessons learned from the COVID pandemic, and how they were being acted on. From this review, recommendations for the council's response to the COVID-19 pandemic include:

- building on structures set up during the pandemic to ensure continued engagement with communities to further build trust
- support for multiple community languages in key communications which should be designed with local communities' involvement
- a combination of boroughwide and smaller, localised approaches are needed – all informed by local community input
- upskilling teams and communities to support emergencies
- developing a pack of practical information and plans for any future emergency response

These recommendations will support our work to tackle inequalities working across local partnerships, through improvements to our preparation for and response to emergencies.

Schemes focused on improving Children's Health and Well-being (funded from NHS England Health Inequalities Transformation Fund)

These included interventions for school readiness targeting areas and communities with the lowest scores, whole school approaches to change school culture around behavior and inclusion, the promotion of the Healthy Start initiative, enabling greater access to nutritious food to low-income families, and the promotion of organisations, particularly in the most disadvantaged neighbourhoods to become 'sugar smart', thus reducing unhealthy food options to children in Ealing.

Drug and Alcohol Joint Strategic Needs Assessment (JSNA) development for publication 2024

A key focus of Ealing's Drug and Alcohol JSNA under development is the rebuilding of the treatment system, including:

- a workforce development programme featuring an apprenticeship scheme to grow local treatment staff from Ealing's diverse communities

- appointing a partnerships' role to increase faith and communities' understanding of treatment, where to access it, whilst addressing the stigma associated with addiction
- developing a dedicated team for residents with co-occurring substance and mental health needs, integrating treatment into established mental health settings including wards and integrated neighbourhood teams
- increasing access to treatment through an assertive outreach team working with people experiencing homelessness in a variety of settings

Other recommendations cover improved service integration with physical health pathways, work with parents and their children affected by problematic drug and alcohol use, and a focus on recovery and preventing drug and alcohol related deaths.

Case Study 1: HIV support for people living with, or affected by, HIV in Ealing

Ealing is an area of high HIV prevalence, with a rate of 3.8 per 1,000 people aged 15-59¹. Ealing Council have procured a new service through Living Well CIC starting in April 2024, to provide support to people living with HIV in the borough, enabling continuity of care, and a focus on reducing stigma, building self-esteem, and helping people live productive and healthy lives, living with HIV. HIV support is important and a key part of the HIV pathway. The services offered through this new contract align with best practice in HIV support. HIV (and other STI testing) is available, confidential, free of charge through sexual health clinics and online through Sexual Health London.

People can attend open-access sexual health services locally, or in other areas:

- local services provided by [London Northwest Healthcare Trust](#)
- online home, self-testing: [SHL](#)

See livingwellcic.com/ealing/ for further information.

¹ [Annex B: Local authorities with high or very high HIV prevalence \(2019\)](#)

Case Study 2: Co-producing Ealing Council's Suicide Prevention and Self-Harm Action Plan



Ealing Council hosted two Suicide Prevention and Self Harm Prevention Workshops in 2023, with the primary aim to co-produce Ealing Council's Suicide Prevention Action Plan with our partners, stakeholders, and those with lived experience. The Action Plan will directly reflect the needs of local communities and aims to build voluntary and statutory support services. The workshops were developed and delivered by Ealing Council Public Health and Commissioning, CAPE Project, Ealing Mencap, GOSAD and Rethink Mental Illness. We are now in the process of collating the insights from the workshops and drafting our first version of the action plan for consultation.

Case Study 3: Supporting residents with smoking cessation



The council commissioned a new, targeted stop smoking service in July 2023 that offers stop smoking community-based support for people with mental health conditions and supports pregnant women.

Since the launch of our new local service, the government has confirmed additional funding for the next 5 years. We are working towards procuring a universal stop smoking service for 5 years to support population groups with the highest prevalence of smoking and greatest risk of smoking-related health impact.

Housing: This Year's Achievements 2023/24

Support to rough sleepers

We have secured 2022-25 funding through the government Rough Sleeping Initiative to meet our need for emergency accommodation for all rough sleepers with recourse to public funds, as well as to fund our Resettlement, Move-On and Housing Led initiatives helping this cohort to access more appropriate accommodation. We are currently funding emergency accommodation placements for 45 residents as well as support for a further 12 accommodated in supported accommodation by A2D. Our rough sleeping prevention team is working in partnership with DWP and local VCS to provide support for people who are having difficulties with housing identifying and supporting cases that do not meet the criteria to be owed statutory duty. Ealing's rough sleeping commissioned services, Thames Reach and St Mungo's, are offering support to 123 residents at different stages (prevention, rough sleeping, in emergency accommodation and floating/sustainment support). We are also currently helping 70 residents with no recourse to public funds to access immigration advice with the aim to establish their legal status in the UK, both through our commissioned Street Legal Worker and the West London commissioned Immigration Advice Service. Our commissioned Street Legal worker has successfully set up an immigration advice drop-in service in collaboration with North Kensington Law Centre and Hope for Southall Street Homeless providing advice to rough sleepers in the community.

Support to council tenants

We are working with council tenants and leaseholders so that they have power and control over what happens in and around their homes. More than 200 tenants are involved in shaping services, and we are extending the engagement paths to a more local level. A draft resident engagement strategy and plan have been developed setting out how the foundations of resident engagement will be achieved. A number of pop-up events were held earlier in the year with over 120 residents attending, which helped to start the discussion on co-developing local estate plans. We have developed resident engagement strategies as part of the 'Building Safety' cases.

Ealing Housing Strategy – enhancing health and wellbeing through better, more inclusive housing

In consultation with partners, residents and communities, the council have been developing a new Housing Strategy which has identified four priorities for action:

1. increasing in the supply of genuinely affordable homes – working with residents and partners to ensure new homes meet residents' needs

2. ensuring high quality housing: homes that are healthy, safe, and sustainable for all our residents
3. supporting people to live well in the community – working with partners to prevent homelessness and rough sleeping and providing housing choices for our ageing population to live independently
4. promoting resilience, inclusion and fighting inequality – addressing housing inequalities through targeted initiatives, improving resident engagement, and ensuring the accessibility of our services for all

Ealing Homeless Health Board

The council is a member of the new Ealing Homeless Health Board which is a cross borough-based partnership group convened to work as a whole system on the issues of homelessness in Ealing. This will enable the council to take improved, more integrated, and needs based action to address the health and building blocks of health needs of homeless people as a key group facing stark inequalities. The work of this group will include scoping the development of an Ealing Homeless Health Plan to sit alongside the council's Homelessness Strategy.

Co-developed a housing allocations training module

Training for staff working with families in Ealing to support their navigation of the housing system has been developed. This will provide better housing support to families with various vulnerabilities. This work will include how to better understand the use of supporting information (for example medical, special educational needs).

Transport: This Year's Achievements 2023/24

Improving health through supporting active travel.

The council has continued to deliver projects and schemes which prioritise active travel (cycling, walking and wheeling). We have made great progress towards the manifesto commitment of 150 bike hangars in the borough by 2026, having installed 54 hangars during 2023. There are now 98 hangars in the borough, providing the cheapest cycle parking in London, making it easier to safely store a bicycle for residents who lack access to a garden or safe storage space.

Let's Go Southall

Ealing Council invited Southall residents to share their thoughts on how to get the public to ditch the car and use other forms of transport including cycling, scooting and walking to create streets that get people moving and that are less congested, safer, greener, and more pleasant for all road users. In its [Get Southall Moving](#) consultation in June 2023, the council along with its town partner [Let's Go Southall](#), engaged across the community in how to make it easier for everyone to get moving – walking, cycling, jogging, scooting, or even hopping, skipping and jumping.

Supporting health and wellbeing through cycle training

We continue to deliver cycle training sessions for adults and families, as well as children in Ealing's schools, and school holiday courses offering basic cycling skills for children who are unable to ride a bike (Learn to Ride course) and to improve cycling ability (Level 1 and Level 2 courses). We also deliver borough-wide 'Dr Bike' cycle mechanic sessions. One third of children do not take part in the recommended 60 minutes of physical exercise and cycling is an opportunity for children to do this as part of their journey to school or for leisure. There is a decline in the number of children cycling, with traffic-related danger being a key reason for parents not allowing their children to cycle. Through cycle training, children gain the skills and confidence to safely cycle.

The council continue to provide e-scooter and e-bike schemes in the eastern half of the borough, which are seeing tens of thousands of trips each month and provide an affordable option for active travel. We are planning to expand these schemes to the rest of the borough in 2024 to ensure more residents have access to these active travel options.

The council consulted residents across the borough about where they would like to cycle, and the barriers they face in cycling more. This consultation provided the foundation for developing the Cycle Network Plan, a map of cycle routes we aspire to deliver in the next decade. The Plan is now online for final feedback before being published.

Offering access to trial of cargo bikes

The council offers a cargo bike for residents to try for two weeks at a time, in order for them to see if they would like to purchase one themselves. The cargo bike can safely carry up to four small children or a good amount of shopping. Residents have shared their enjoyment of using the bike, their improved wellbeing thanks to taking their children around in a clean method of transport which doesn't impact the environment and provides physical activity.

Planning: This Year's Achievements 2023/24

Ealing has been developing a new Local Plan. A Local Plan guides decisions on future development proposals and addresses the needs and opportunities of the area. Topics that Local Plans usually cover include housing, public spaces, employment and shops and they also identify where development should take place and areas where development should be restricted. These are all important building blocks of health and wellbeing and hence the local plan itself is a long-term strategy for improving the health and wellbeing of residents through planning. The draft [New Local Plan](#) is now undergoing the Regulation 19 Consultation until April 10 2024, which is the final chance to provide feedback on the plan. The regulation 19 consultation is a key stage in a long path towards a critical set of policies which will provide a framework for shaping development across the 7 towns and the borough over the next 15 years.

Case Study 1: Visions for Northolt (VFN)

VISIONS FOR NORTHOLT

Visions for Northolt (VFN) is putting local people in the driving seat of change. It is a community-led engagement and regeneration programme that has been designed and delivered in partnership with local people. It is all about making sure that future investment in Northolt reflects local needs, priorities, and aspirations.

300 local people helped to develop a community-led vision for the future of Northolt. Through the VFN programme we are now working together to co-deliver this vision through a series of projects which support the people working to better the community and to provide positive foundations for future engagement. We are now working together to deliver this vision.

The Levelling Up funding for active travel, highways and public realm improvements will benefit all road users, including pedestrians and cyclists.

This will help with the following outcomes:

- travel in Northolt will be safer, easier and more pleasant for all, including cyclists and pedestrians
- public spaces will be more attractive, inclusive and greener
- by making cycle and footways safer and more attractive, we expect there will be an increase in walking and cycling
- this increased footfall on Northolt's high streets will also support local businesses
- grow the local economy and High Street to allow Northolt to thrive
- create connections between Northolt's Neighbours and to wider areas
- enhance the Town Centre environment, including reducing the impact of congestion, litter, and pollution, improving signage and creating a greater sense of personal safety
- improve connections and address severance, including enhanced cyclist and pedestrian access

- celebrate Northolt's green space



Mandeville Road improvements at Islip Manor



Church Road improvements to shopping parade

Employment, Skills and Poverty: This Year's Achievements 2023/24

New jobs in the borough

We have committed to secure 10,000 new jobs in the borough in 2022-26 to ensure that every resident in Ealing can access a well-paid job locally. 2,263 Ealing residents have been supported into employment by Work Ealing and its partners, and another 262 apprenticeship vacancies have been created. 30 young people with disabilities have been enrolled into SEND Supported Internship Programme. 2,357 qualifications and training programme graduations have been achieved by Ealing residents as part of Learn Ealing programme and partners and we are on track to the 4-year target of 12,000. The new Learn Ealing prospectus was launched in August 2023, available in a printed and an online format, with a variety of courses available for enrolment. A Welcome Centre at Greenford town hall for the Homes for Ukraine scheme was launched in October 2023. A tailored programme of ESOL, professional skills and health and wellbeing is being delivered at the Centre and is also open to other refugees in the borough. Over 959 Ealing residents with the toughest barriers to employment have been supported through specialist programmes to bring them closer to securing employment or training and we are on track to achieving the 4-year target of 2,000 residents supported.

Living wage action group

Following the London Living Wage Celebratory event on 8 June 2023 attended by over 300 businesses, we have launched a package of incentives and established the Living Wage Action Group that would work to secure more accredited businesses in the borough. We will strive to ensure that every resident in Ealing can access a local well-paid job in a growing economy that keeps more of our money local, recognizing income as a key determinant of health.

- tackling inequalities in employment and skills
 - BEAM: BEAM has been commissioned to deliver specialist employability support to support Ealing residents who are at risk of homelessness or homeless to support them into sustainable employment
 - Action West London (AWL): AWL have been commissioned to work with Black men to tackle unemployment. AWL offers training and support with job applications and CVs. The programme focuses of supporting young Black men into London Living Wage jobs

- Horizons Pathways programme: This programme has created a diverse range of over 30 placements within the council for care leavers
- apprenticeships: Ealing Council has its own internal apprenticeship scheme for residents, offering 15 apprenticeships in 2023/2024
- Green Skills Bootcamp: 11 Ealing residents in total have participated in the Green Skills Bootcamp with Hounslow and Maydencroft. As a result of participating in the programme, two Ealing borough residents have secured employment with Maydencroft in November 2023
- bespoke training: Supporting residents into jobs through bespoke English for Speakers of Other Languages (ESOL), English, Maths, Digital, Employability and Professional training to clients and partners including JCP, A2 Dominion, Centre for Armenian Information and advice (Acton) and Ingeus. Additionally, some employment and skills training has been integrated with wellbeing support. This offer includes ESOL, confidence building, manage finances (Ealing soup kitchen); Chair Yoga, ESOL and health, Tai Chi (resident involvement team- Acton); First aid for women, Yoga, Yoga Shapes, and Koch's snowflake (learning about fractals - Southall community alliance) within settings across Ealing with creche support for parents to support equality and access
- Ealing Soup Kitchen: Learn Ealing delivers courses to support residents who are homeless, the courses delivered are communications and ESOL, confidence building courses

Case Study 1: UK Shared Prosperity (UKSPF) People and Skills programme

The council received UK Shared Prosperity Funding (UKSPF) for a People and Skills programme that considers the inequalities and health and wellbeing of residents. The programme delivery will commence in April 2024. The programme will be delivered for economically inactive and unemployed residents including the following priority groups:

- economically inactive – community-based engagement to promote the benefits of gaining new skills and qualification to meet their short term and long-term goals
- unemployed with multiple barriers – we will deliver short sector-focussed pre-employment training which will be linked directly to work and focus on green skills, health and social care, creative skills and construction. (The list is not exhaustive)

- migrants, refugees – ESOL (unaccredited) + vocational and job search – engagement sessions – tasters – health and well-being – confidence building – information and advice – income and earnings advice, local labour market advice
- women – We will deliver small, tailored group advice and guidance; careers guidance; job support; digital job search
- over 50s – Group careers and industry sessions
- ex-offenders – we will commission this provision to specialist programmes and deliver a pilot programme working with young people with a risk of offending
- homeless or at risk of homelessness – we will commission this provision to specialist programmes
- care leavers – Vocational taster and taster sessions with merging sectors and work placements for 1 week maximum, to maximise appeal to employers with labour market information

The programme offer will include:

- self-employment V Employment workshops
- tailored 1-1 career, employment and skills training guidance
- CV workshops
- money management workshops
- arts and Creative Industry – Drama workshops to build confidence and enable entry to performance and media and technical roles in the creative sector. (Supports the council's Cultural manifesto action plan)
- travel to work support i.e., route planning for work
- in work support once someone has moved into work – Coaching/1-1 support /mentoring/tailored wellbeing and engagement enable progression to higher paid roles and free up entry roles

Case Study 2: Ealing Care Leavers Insight Days, Boston Road (Higgins Partnerships)



Two care leaver candidates participated in Ealing Care Leavers Insight Day hosted by Higgins Partnerships at their Boston Road Project. During the two days, Ernest and Ferrell gained an overview about the project whilst shadowing various departments and learnt about the different roles from the site team including the Sub-contractors. They also completed a construction challenge activity where they had to build a bridge made from spaghetti and marshmallows. The aim was for the bridge to be strong enough to hold a small toy car without the bridge breaking.

Ernest said *“It was a great experience, and the site team were very informative and showed me around the site. I got to attend a meeting as well which gave me an insight into what it takes to construct a building site.”*

Farrell said: *“I enjoyed the insight days as it helped me get a better understanding of what it is like working on site. The site team were friendly and answered all of my questions.”*

Louise Howell, from Ealing Council’s work Ealing team said *“At Ealing Council, one of our key priorities is supporting those with the toughest barriers, into meaningful work, training or education. Care leavers are a priority to our service, and we are always looking to create projects that help support them in to positive outcomes. We were very excited to work with Higgins on this important project and the feedback has been great.”* We are aiming to work with the developer to continue running the insight days to provide opportunities to residents.

Case Study 3: Ealing Learning Zones



Since launching two years ago, learning zones have helped people improve their digital skills and find good jobs.

A learning zone is a one-stop shop for residents to access a wide range of training and learning opportunities. There are currently four learning zones across the borough in Acton, Northolt, and Southall libraries, and in Hanwell community centre. The Learning Zones are equipped with Wi-Fi, laptops and cameras to help residents obtain skills and provide them with the necessary tools to succeed. Learning zones are part of the wider community hubs, supporting residents to access council services.

Since the opening of the first learning zone in Northolt in October 2021 to the most recent launch of Hanwell Community centre in January 2024, Learn Ealing have supported almost 600 learners to achieve positive learning outcomes to support their employment status and other skills including building their confidence. Furthermore, we are proud to announce that a total of 159 learners gained or changed employment and 62 learners received promotions in their current roles or started a new voluntary position.

Ansam and Hamid from Iraq share their experience of being on an English for Speakers of Other Languages (ESOL) course from Learn Ealing.

Ansam and Hamid said: “This is a great ESOL course. The classes are fun and interesting, and our teacher is always there to support us. She is the best. Our English has improved quickly in a very short time, and we never feel bored. Thank you so much.”

The Learning Zones will continue to be accessible to all residents.

Services available include:

- customer service hub ...get all your questions answered face to face
- learn Ealing course offer.... Including ESOL, Digital and functional skills
- fully functioning hub room with interactive computer and whiteboard screen for hirers
- usual library services...books, media and much more

Community Engagement: This Year's Achievements 2023/24

First year of the council's [Community Champions Programme](#)

The council continues to develop its Community Champions programme throughout the seven towns to better engage and work with communities. The programme:

- encourages discussions and training on the building blocks of health and wellbeing and the wider work of the council to improve health equity and reduce inequalities
- empowers local community groups to build bridges between the council and their communities to foster co-design, especially amongst disadvantaged communities
- enables direct, open and ongoing two-way conversations between communities and services
- invests in champions to support their communities by increasing skill sets, confidence and the capability to build active communities
- engages with specific demographics or defined groups to enable a relational and inclusive approach with our local communities in any future co-production work
- There are currently 56 Champions, who during the course of the first year of the programme, have been offered training in Making Every Contact Count, Core Conversations Skills, Crowdfunding training, Suicide Awareness, a wide range of online health and wellbeing courses, community research skills and digital champion training. The champion body are due to undertake mental health first aid training and be increasingly involved in the governance and design of the programme itself. The programme hosts bimonthly forums where stronger relationships are forming amongst the champion group, as well as a range of conversations being held regarding mental health, understanding funding opportunities for community projects, Ealing's food partnership, Learn Ealing programme, the Health and Wellbeing strategy 2023-2028, Winter wellbeing, Fuel Poverty, and the cost-of-living crisis. Champions have recruited other champions and have developed proposals for community project ideas for 2024

Citizen Tribunal:

- of the 7 Priority areas of the Race Equality Commission (REC) - Education and Health have both held public meetings. Subgroup members in both Health and Education have been consistent in meeting with partners and colleagues and have input and provided constructive scrutiny and feedback to influence change in addressing race inequalities
- good progress in Education in attempting to reduce inequalities by implementing specific actions with dedicated resources- for example Ealing Learning Partnership (ELP) colleagues implemented impactful race equality training and developed a race equality toolkit,
- tribunal members as part of their input and feedback identified areas for further work for example in engagement with parents and in areas of recruiting more black teachers in leadership roles and around data capture and analysis
- in Health- NWL ICB has responded to aspects of the REC recommendations via their workforce strategies and in Public Health race inequalities are being addressed in “Together in Ealing”- Ealing’s’ Health and Well Being Strategy. The REC has also been the driver for several funded initiatives via the Public Health inequalities fund – one of which is being delivered by EHCVS, building on their current capacity building grant awarded by the council – they are now targeting voluntary and community groups specifically from Black and Minorities backgrounds with funding from Public Health to scale up their work and provide a targeted offer
- working is starting to progress REC demands in other Priority areas such as Housing, Participation and Democracy, Income and Employment and in Policing
- expected outputs and outcomes to be delivered by March 2024: (a) Report on progress of overall actions against REC demands

Ealing Welcome Hong Kong Fund

Ealing Council launched a new community needs survey in January 2024 to learn more about new residents from Hong Kong and how to design local services that would meet their needs. Working with local community networks, Ealing and Northfields Hong Kong Club and Light Foundations, we will support Hongkongers by:

- understanding and addressing the needs of new residents from Hong Kong
- building trust with Hongkongers to help with cooperation and integration
- promoting physical and mental health to build confidence to settle in the UK
- providing educational opportunities and celebrate Hong Kong heritage and culture
- increasing employability through training and skills

Ealing 4 Everyone Pledge

The “Ealing is for Everyone” pledge, ensuring that all public spaces, businesses, and services are welcoming and accessible to people with disabilities and learning difficulties. The council is conducting a desktop review of how and where pledges/agreements exist, what their goals and influences are, and how they are delivered, administered, and monitored. Plans to stand up a formal advisory group of people with either lived experiences or professional understanding of people with physical, mental and learning disabilities, to lead on the engagement and consultation exercise are underway.

Case Study 1: Town Forums



The council is developing new town forums across the borough, for the residents of each of Ealing's seven towns to come together and help make decisions about their neighborhood's ensuring more inclusive active involvement by Ealing's diverse residents. Empowering residents to work with the council is an excellent way to improve health and wellbeing and improve health equity

Working with New Local, the voluntary community sector in Ealing and Ealing schools, extensive engagement was undertaken between July to November 2023 using a range of methodologies with a cross section of stakeholders and residents.

We explicitly targeted young people, carers and people for whom English is not a first language as they are often seldom heard.

Approximately 980 responses obtained from face-to-face engagement and via a digital survey.

32 face-to-face events took place at local settings across the borough with 612 interactions with people and circa 490 live responses.

Residents have very diverse opinions about the kinds of activities that they want to take part in – one size does not fit all, but over 56% would like to participate in future initiatives to work with the council. The next phase of work will be to deliver 7 town events inviting local people to participate and have a say in shaping how they would like to get involved in inclusive models of civic participation so they can prioritise and address opportunities and challenges important to them in their town.



Case Study 2: Multifaith forum



During the pandemic Ealing Together became a platform to help amplify key messages as well as hear insights about how faith communities were being affected and the support that they were able to provide. The council has continued these conversations and is facilitating a safe space for faith leaders to explore how they can work together, and with the council. Following an inaugural meeting at the end of February 2023, work to form a steering group is underway and a further meeting are planned to take forward a governance structure of working together on agreed priorities. At the practical level, faith organisations are working with the council to tackle issues affecting their communities around community cohesion, poverty, loneliness, mental health and wellbeing, support for young people with several becoming an integral part of the network of warm spaces across the borough throughout the winter of 2023.

Case Study 3: Community Design Centre



Ealing's Community Design Centre was established in 2023 to transform local people into designers via an applied training programme that gives local people the skills and confidence to solve local problems. Many of these local problems have a bearing on the health and wellbeing of residents and so as such, the programme builds on community assets equipping people with new knowledge and skills to take control and make local change to help them thrive. The initiative equipped a group of passionate people with the skills to test and implement new ideas and initiatives locally that make a difference to people. The Community Design Centre enabled Ealing Council officers and residents of the borough to come together to discuss local issues, joining up communities to discuss projects they are working on locally and how they can work together going forward (for example Food hubs), and upskilling volunteers with new skills,

knowledge and experience to put into their everyday lives. It also raised community awareness of services which Ealing Council offers and helped link residents to the right department (for example safer communities, housing repairs).

Adults: This Year's Achievements 2023/24

Community Connections

Thirty organisations that offer help and support to residents and communities across Ealing have been given a share of £2.4m of funding from NHS North West London Integrated Care Board and Ealing Council. Each Community Connections project receives £108,750 per annum to support their work over four years for 2023-2027.

Priority for funding was given to areas including domestic violence support, mental health services, respite care and building better community connections. Recipients of the funding were:

- befriend – providing community activities in Central Ealing
- Ealing and Hounslow CVS – providing community activities in Action
- Southall Community Alliance – providing community activities in Southall
- golden Opportunity Skills and Development – providing community activities in Greenford, Northolt and Perivale

Improving older people's quality of life through home adaptations

Work with housing, and the Disabilities Facilities Grant, the council has invested over £1.5m into home adaptations, including work in 156 private properties and in 122 council properties, to provide more innovative and tailored housing solutions for older or vulnerable residents with a focus on extending extra care provision over the medium term.

Review and remodeling of the council's adult's partnership board structure

The council's four partnership boards have been reviewed and an implementation plan has been developed to invigorate membership. There are now co-chairing arrangements for each Board, with residents, an additional group for carers, and an additional group for people with physical disabilities. In addition, the council has increased the diversity of community reps on the boards. To ensure the Health and Wellbeing Board is equipped to operate for the benefit of our diverse communities, the new 'Co-production boards' will report to the council's formal meetings and Ealing Health and Wellbeing Board providing a direct route from the local community to the political leadership of the council and senior leaders of our Health and Wellbeing partners.

Case Study 1: Direct Payments Review

Direct Payments devolve control of social care funding to people to buy (micro-commission) their own care support, giving residents greater choice, flexibility, and control over the way they can access and receive support to meet their assessed needs. In Ealing, in March 2023, 463 people had a Direct Payment. This included 334 adults, 20 family carers, and 109 parents of children with additional needs. Direct payments can tackle health inequalities by delivering improved health and wellbeing outcomes for people; particularly for people with caring responsibilities, and/or diverse needs across mental health, learning disabilities, physical health and frailty. This year, the integrated commissioning team reviewed how to increase direct payments across Adult Social Care, which involved stakeholder engagement with residents, local providers and voluntary organisations, an audit of internal processes and benchmarking good practice. The review revealed that most people with a Direct Payment feel more in control of their social care, would like more flexibility in how they can use their direct payment and to feel that the council trusts them to manage their payments. Following the review, council departments will work together to promote community-led development as a means of enhancing choice and control, health and wellbeing, and the service offer for our residents. This will include:

- exploring increased investment in Ealing Direct, the team that manages Direct Payments
- targeted development with the local voluntary and community sector, other council departments and partner organisations
- potential to expand direct payments to other areas of council function

Social work focused activity to promote Direct Payments and community-based services

Children and Young People: This Year's Achievements 2023/24

[Ealing Additional Needs, SEND and Inclusion Strategy 2023-2027](#)

This new strategy was launched in April 2023. A Young People's group has been set up to help us bring the strategy to life. We will finalize action plans based on outcomes from our self-evaluation process and carry out workshops with parents to share key actions and activities. As part of the strategy, we provided 78 additional SEN places in September 2023, in addition to 50 new places last year. Out of 78 places opened this year, 53 places were created at special schools and 25 places at Additionally Resourced Provisions in mainstream schools in Ealing, Greenford, Hanwell, Northolt and Southall.

First Corporate Parenting Summit for Ealing

Local authorities have a unique responsibility to the children they look after and their care leavers in this context local authorities are often referred to as being the 'corporate parent' of these children and young people. In March 2023, the Ealing community came together to take on the role of corporate parent bringing together over 120 individuals representing local business, the council departments, partners such as the DWP, Home Office, met police and health, local landlords and accommodation providers. Young people shaped the content of the day, chose the speakers and ran workshops based on a survey of young people's corporate parenting needs undertaken by the leaving care service.

This summit resulted in over 100 pledges of support to care leavers and looked after children including mentoring, apprenticeships, housing options, education and training opportunities and many more. Examples of pledges include:

- the new Who's Got Your Back tool for care-experienced young people which has been developed in the Leaving Care Service and is aimed at ensuring care experienced young people have strong local support and social/community networks into independence
- the new plus 1 free Gym Membership for Care Leavers in Ealing at the Everyone Active Centres also supports those local relationships and use of community resources

Making care experience a 'protected characteristic'

In April 2023 the council voted to make care experience the 10th protected characteristic in the borough in line with the Government's Care Review 2022. Young people presented the case to full council and received a unanimous vote for the motion.

Developing the Children's and Young People's Board

The council has held several workshops, facilitated by The Leadership Centre, for our Children and Young People board since February 2023. This has been an opportunity to extend the board further in our network, in particular to our VCS members and young people and parents. Workshops have explored our understanding of the children and families' system, our relationships with each other as multiagency, multidisciplinary professionals working together and helped us to prioritise how we wish to continue this work with children and young people's holistic health and wellbeing needs at the heart.

Family Hub discovery phase

Ealing is co-creating with a comprehensive range of community and statutory organisations, parent/carers, children and young people a ‘family hub’ system-wide model approach for providing high-quality, whole-family, joined up, family support services., adopting the vision *“It takes a town to raise a child”*. Our proposed ‘Family hubs’ strategic approach, is a place-based way of joining up locally, the planning and delivery of family services. They bring services together to improve access, improve the connections between families, professionals, services, and providers, and put relationships at the heart of family support. Family hubs will offer support to families from conception and two, and to those with children of all ages, which is 0-19 or up to 25 for those with special educational needs and disabilities (SEND), with a great Start for Life offer at their core. This is not necessarily about one physical ‘hub’ but about better interconnections and relationships between existing people, places, networks and existing assets in the community, including staff and residents in the children centre network, youth clubs, general practices, schools, community centres, places of worship, etc.

‘Relationships Matter’ - Reducing Parental Conflict Project

Ealing Council and Family Lives successfully received a joint bid from Foundations for the ‘Relationships Matter’ project which focuses on the local provision of parental conflict support. The focus of this pilot project is to explore the barriers to accessing support for relationship difficulties between parents. We are running this initial pilot in our Southall community. We will explore themes around understanding of the issue, barriers to accessing help, language and engaging the community with services.

Alongside this work, we are also developing a support pathway that aims to provide a shared local understanding of current services and interventions that reduce parental conflict. To this end we have developed a survey for both our practitioners’ learning needs and our community’s lived needs. This will help us plan and commission effective support to build resilience in families.

Family Information Service (FIS) and access to Early Help

Continues to provide information, advice and guidance for children, young people and families and professionals across the Ealing borough in multiple areas, including accessing health services, child development support and childcare provision. 4.3% of calls received by the Family Information Service were for health-related needs and services across the borough. FIS is the administrative hub for Early Help via the EHAP (Early Help Assessment and Plan). Of all EHAPs registered in April -December 2023 69.4% were in relation to health needs and incorporated targeted, multi-agency support to improve health, wellbeing and developmental outcomes for children and their parents/ carers.

Extension to Early years entitlements and wrap around care

The extension to Early Years entitlement funding and wrap around care, which commences its phased approach to roll out in April 2024, will enable more families to access childcare support that meets their needs. Providing the opportunity for families to increase the amount they work or manage their workload more efficiently and affordably provides them with a strong sense of emotional wellbeing and economic stability. Highlighting the childcare support that both families in receipt of Universal Credit and those with a tax-free childcare account are able to access will provide the community with more options to balance their life. These will be promoted through Early Years providers, Childminders and Schools with the focus on ensuring families have all the information they require to make informed choices. The expansion of Wrap around provision provides more children in Ealing with affordable after school activities that promote a healthy lifestyle. Wrap around provisions are delivered in such a way that they can provide children with sports and recreational activities that they would not be able to access otherwise.

Youth Justice Service

The Youth Justice Service (YJS) and the Health and Wellbeing Board has worked closely towards introducing a dedicated GP service in Westside Youth Centre. More young people accessing the YJS are boys from a black British and black Caribbean heritage, and most of the cases relate to violence and drugs. We established that while some of the children don't have a GP, others do but they have never seen their GP, and some don't know who their GP is. Westside youth centre lends itself to being a centre where children can visit more easily to access youth services and accessing a GP will be easier as they are situated within the centre. Working with the Dedicated Safeguarding GP and the NHS a service is being introduced for 18 months to support YJS children, but the aim will be to expand this offer to other children following an evaluation. Children have said that more accessible services should be provided for them so starting this service will aim to provide more support to children.

Case Study 1: Holiday Activities and Food (HAF) Programme

The HAF Programme is funded by the Department for Education to provide enriching activities and a nutritious meal, during the Easter, Summer, and Christmas school holidays, to children and young people who are in receipt of benefits related free school meals, have been referred by a professional due to vulnerability or because the family are at risk of food poverty.

The Ealing HAF Programme provides access to a wide range of funded enriching activities, a nutritious meal at each activity they attend, a minimum of 60 minutes physical activity each day, and education and advice on healthy lifestyles. In addition, families receive access to surplus food and food parcels, and signposting to local support services through the 'Guide to Family Support Services' brochure.

The HAF programme supports physical and mental health of participants and their families as well as diversionary activities to provide reassurance that children and young people are positively engaged and safe during the holidays. The HAF programme offers children and young people to opportunity to socialise and connect with new people developing new friendships and strengthening existing relationships.

In 2023, **4369** unique participants accessed a total of **31390** HAF sessions. **1145 (26%)** participants stated they have SEND. **256** participants were referred to the programme as vulnerable. **28864** nutritious meals were served. **886** food parcels were distributed during the Christmas programme.

The programme was delivered by **56** providers at a total of **81** unique venues including **40** schools.

Parents and carers reported that:

- 66% of children had tried new foods and learned about nutrition and healthy choices
- 90% of children learned new skills and took part in physical activity each day

As part of the summer 2023 HAF Programme, we delivered two HAF Projects to support specific target groups for more on each programme please view the video links:

- [Transition Project](#) - in partnership with Alec Reed Academy, Sporty Zone 22, and the School Partnerships Coordinator. Focusing on pupils in Year 7 who had struggled with their transition from primary to secondary school and year 6 pupils transitioning in September. Pupils had SEN either diagnosed, or under assessment, and were finding the transition and school environment difficult

- [Traveller Project](#) - in partnership with Bollo Brook Youth Centre and the community at Bashley Road Traveller site. Bashley Road is surrounded by building sites and there are no parks, playgrounds, or open spaces within walking distance. Most residents are eligible for HAF but tended not to access programmes. Families were given support on applying for funding and accessing services

Case Study 2: Youth Services – exploring health equity through artworks



Over the past year, the council's youth workers at Bollo, Northolt and YES have developed artworks with young people that explore health inequity as part of 'The Living Roots project'.

The Living Roots Project, funded by the UK Arts and Humanities Research Council, is a partnership involving Ealing Council, NHS Northwest London, Southall Community Alliance, Voices of Colour, The Young Foundation, Bollo Brook Youth Centre, and the Institute of Development Studies to build shared understandings of the key 'problems' influencing health inequity in Ealing, and to co-produce solutions. The work centred on the lived experience of individuals and the community assets with which the system needs to engage.

The work has included:

- youth social action research, including consultations in Ealing schools and ongoing arts-based research sessions to highlight the building blocks of health for example, where one young man (images included) has explored how his Ethiopian identity shapes his life in Ealing today
- a final event at ActOne with young people, councillors and professionals coming together to celebrate the artworks with food and live music

Two pieces of work made with young people at Northolt Library were sculptures representing healthy and unhealthy lifestyles. The piece made at Bollo Brook Youth centre is a customized moped (see image) exploring what young people feel impacts on them positively and negatively. The moped features an interactive element which is a podcast where young people discuss these issues.



Education: This Year's Achievements 2023/24

Ealing Learning Partnership (ELP) has entered its fourth phase of development in delivering its central mission – *No Learner Left Behind: No School Left Behind*.

A collaboration between the council and 85 of the borough's schools, the partnership has implemented this vision with an innovative approach that places school leaders at the forefront, utilising their expertise to drive educational excellence, tackle inequalities and deliver better outcomes.

Over 40 school-based leaders contribute directly to leadership and governance roles across six domains of activity, including:

- leadership and learning
- safeguarding and wellbeing
- SEND and inclusion
- progression and pathways to employment
- school sustainability and recruitment and retention

The council sees the passion and capacity harnessed through the partnership as integral to its wider mission to improve the quality of residents' lives. ELP has become a vehicle for collective action in reducing exclusions, tackling entrenched race-based inequalities and improving access to mental health support and employment for young people.

From its starting point as a pilot in 2017, the partnership has achieved outstanding success for our children and young people. 99% of schools are now graded good or outstanding. Of the 41 schools inspected since September 2023, all were good or outstanding. Educational outcomes and progression measures well above the national standard across all published accountability measures. Additional education outcomes of the ELP include:

- 2023-24 academic outcomes remained **well above** the national across **all key stages**
- disadvantaged learners continue to achieve strong academic outcomes in every key stage, while learners with SEND achieve outcomes that are above the national standard
- Ealing's secondary schools achieved **first place** in the country in 2019 and 2022 for Progress 8 (the national measure of pupils' progress from Key Stage 2 to Key Stage 4)
- Ealing Council remains in the top 5 of London authorities for securing participation in employment, education, and training for all 16–17-year-olds.
- strong and developing supported internships programme for young people with SEND and a 96% success rate in securing employment
- all schools have pledged their commitment to [Ealing's Race Equality Commission's education demands](#)
- 100% of schools surveyed say that ELP has built trust between schools to support high challenge, low threat professional learning
- Ealing's model of Primary Learning Clusters is recognised nationally to be paving the way towards stronger and more sustainable models of professional accountability. [Educating For the Future](#)

Case Study 1: Education Race Equality in Education Plan



Ealing's Education Race Equality Plan was launched in June 2022 and has gained wide-spread support and commitment from Ealing schools. The plan sets out area-wide ambitions in response to the Race Equality Commission's demands to: Rapidly close the attainment gap for Black Caribbean pupils, end the disproportionate rate of exclusions, accelerate progress with changes to the curriculum; make training for teachers on race equality and unconscious bias part of core training; empower parents to play an active role in their child's education; every school should have a lead for race and diversity who is identified to parents; increase the number of Black teachers in leadership roles.

The impact to date in terms of leadership and engagement includes:

- engagement of headteachers/governors at launch of race equality education ambitions June 2022
- 95% of Ealing schools now have a named senior leader for race equality
- 70% of schools are engaged in a wide-ranging leadership engagement and training programme focusing on all aspects of school life including: developing racial literacy of school and council staff through training; developing and profiling schools with aspirational curriculum models; promoting importance of parental engagement etc. [Information video produced for school staff](#)
- providing tools, training and guidance to all schools "Race Equality in Education Guidance for Educational Settings"
- developing new Post 16 support and pathway mentoring programmes to university
- schools are actively reviewing the impact of behaviour systems and sanctions and over 50 schools are invested in *Therapeutic Thinking* – a whole-school approach to supporting unmet/unidentified needs aimed at reducing suspensions and exclusions
- PSHE scheme of work revised to include new focus on race equality
- 79% schools report that they have reviewed their curriculum to make it more inclusive
- 88% schools have a curriculum that includes an aspirational representation of the contributions of the Black community

- a Diversity in Leadership training programme is now well established to accelerate progression of Black, Asian and minoritised leaders to senior leadership roles in schools

Community Safety: This Year's Achievements 2023/24

Safety on our streets

We are enhancing our capacity to tackle anti-social behaviour (ASB) and inappropriate behaviours on our streets. We have worked with the police to increase the number of hours of patrolling delivered, both by neighborhood teams and our council-funded patrols, providing more reassurance to residents with a more uniformed presence on the streets. There are now over 20 police officers patrolling the Uxbridge Road corridor alone, as well as 2 dedicated officers per ward across the borough. Ealing's Safer Communities and police services are also represented on town centre and business improvement forums, including Ealing's High Street Taskforce, which has improved information sharing and collaboration with issues affecting local businesses and customers. The council understand that feeling safe in the seven towns of Ealing is a key contributor to health and wellbeing of residents.

Tackling Male Violence Against Women and Girls

As part of our Male Violence Against Women and Girls (MVAWG) Strategy 2023 - 2028, we continue our dialogue with women to ensure we are working to and responding on their concerns around safety in our borough. The Safer Ealing for Women website was launched in July 2023, which contains resources and tools, information on organisations that provide support and a blog that continues to be updated on new developments in the MVAWG work Ealing and its partners are doing. MVAWG now features consistently as a standalone item within the key partnership meetings, with police providing a monthly update on MVAWG-related offences and activity to respond to these. Other outcomes from this work this year include:

- installed 24 new HD CCTV cameras in key locations and upgraded 20 more to HD standard
- increasing street lighting on all residential roads
- upgrading 3,1000 street light columns
- delivered a £40,000 education program offer for every secondary school, exploring healthy relationships and giving young people the tools to identify and challenge unacceptable behaviours
- extending workshops on healthy relationships and challenging unacceptable behaviours across community groups and providing practitioner training
- delivered Police led Walk and Talk events in 2023

- delivering community engagement events directed at communities that hold lower levels of confidence in the police

Case Study 1: Resilience Building for Care and Vulnerable Settings

The council has commissioned Lasting Support Services (LSS) with Small Steps Ltd to deliver trauma-informed approaches to support local voluntary and community sector organizations, to confidently engage with vulnerable children and families affected by international conflicts that have impacted on their mental health and personal resilience. Some of the local organisations that accessed the training and support include, care settings, SEND organisations, educational settings, refuges, supporting housing, health organisations and advice and advocacy services.

The impacts of this initiative include:

- 20 local organisations trained to support service users with personal grievances linked to international conflicts and war
- increase of staff confidence to facilitate difficult and challenging conversations with service users
- increased awareness of how vulnerable people can be exploited through grooming and radicalisation using personal grievances
- increased awareness to refer on for additional support to address grievances

The project has been designed to build capability within those local organisations ensuring that staff are better informed and confident to support vulnerable people affected by conflicts and know how to access support services available to them. Whilst the project funding ceases from April 2024, the organisations trained will continue to be supported via LSS through their other services notably 'Building bridges'. The organisations will also have access to the various Safer Ealing Partnership groups to increase their knowledge and strengthen their involvement.

Culture and Leisure: This Year's Achievements 2023/24

Planning for Ealing Regional Park under development

Exciting plans have been developed for the potential delivery of a new regional park running through the heart of the borough, following the River Brent Valley, and extending to circa 580 acres. Due to its scale, it is anticipated to have transformative benefits not just for Ealing, but the whole of West London. New wetlands habitats can be introduced to help manage flooding and water quality, and the site is large enough for an expansive tree planting project with up to 15,000 trees to add to those already planted in Perivale Park. Cabinet agreed on 13 September 2023 to commission consultants to develop the ambition, vision, objectives and business case for the creation of a regional park in Ealing. Public consultation on the creation of the park closed in December 2023 and the analysis has been completed and a report is due to be published imminently.

Expanding the culture and arts offer across Ealing borough

We aim to expand our cultural offer for Ealing to secure its status as west London's leading borough of culture. The council has commissioned a Cultural Infrastructure Plan (CIP) which will become Ealing's blueprint for what cultural spaces are needed for its diverse communities over the short, medium and long term. The plan's recommendations due in early 2024 will be supported with robust evidence on why these facilities should be provided, what local jobs they will provide, and include a practical toolkit on how to deliver them. It also ties into the Local Plan, which sets out a borough-scale vision for the next 15 years (2023-2038). A grant of £30,00 has been secured from the Arts Council to deliver a virtual reality programme at Southall Library in celebration of Martinware's centennial. £47,000 of external funding has been secured to facilitate a traineeship programme for young creators. We have also submitted a bid to the Arts Council to expand the Northolt Library to create a culture and arts space. Finally, Ealing is bidding to be London Borough of Culture 2025 to place culture at the heart of our communities and make as an even better borough.

Expanding community sports facilities across Ealing borough

The council has taken action to expand its community sports facilities and pitches across the borough, ensuring the delivery of five new cricket pitches, four tennis courts, and eight football pitches. To date, tennis court improvements at Elthorne (3 courts), Wolf Fields (2 courts), Churchfields (2 courts), Ravenor (2 courts), Spikesbridge (2 courts) and Southfields (3 courts) have been completed, with permanent court markings to be painted soon. London Cricket Trust funded non turf pitches (NTPs) at Perivale, Rectory and Ealing Central Sports Ground have

been installed and are ready for the 2024 season. Work continues on the Playzone (specially designed Multi Use Games Areas with improved playing surfaces) scheme - the number of new facilities across the borough will be determined by the amount of match funding secured. Each Playzone costs between £180k - £220k and 25% match funding is required across the portfolio of sites. The council understands the value of equitable access to community sports facilities for health and wellbeing.

Addressing equity at Everyone Active

The Active Ealing team is piloting a project with the council's leisure contractor Everyone Active and an external provider to offer opportunities for young people with a disability and/or additional needs to swim and take part in other activities. Everyone Active has partnered with Ealing's Youth service to offer the use of the Northolt Leisure Centre gym and table tennis facilities to enable physical activity and social connection. They have also started new junior after-school activity sessions at Dormers Wells Leisure Centre engaging 11- to 15-year-olds in badminton, basketball and football. With the NHS, they have successfully expanded the Healthy Teens programme offering activities at the Everyone Active Acton Centre for local young people. The sessions include a 45-minute supervised gym session lead by a Fitness Motivator, followed by nutritional advice.

Case Study 1: Dormers Wells Leisure Centre Women Only Gym

Local women now have ongoing access to high-quality, safe and convenient facilities to exercise and keep physically active.

The council has funded a new Dormers Wells Leisure Centre women only gym which has now been open for 18 months. This exciting new 195 square meter gym with 35 pieces of equipment was made possible through the successful partnership with Everyone Active the council's leisure provider and the current facility operator. As soon as Ealing Council knew about the closure of Southall Sports Centre, the leisure team worked closely with Everyone Active to ensure alternative local facilities were available to female gym-users who relied on the facilities previously provided.

The thoughts and suggestions from these women proved essential in the final design of the new gym; for example, a specific request was made for two pieces of equipment that were not previously available, since opening both have been popular with users.

Users have continued to shape the facility, feedback has resulted in additional mirrors, extra benches and additional weight plates being available and most importantly a female Personal Trainer in the gym to give advice and support.

Since opening, Everyone Active has run a range of initiatives to grow participation and raise awareness of the facility including working in partnership with the Active Living and Fun Food in Ealing (A.L.F.I.E) to offer girls aged 14-16 years old free access to the gym and nutrition advice.

During August 2022, the first month of operation, the gym had 2,089 visits, in August 2023 there were 3,382 visits, an increase of 62%; during August to December 2022 a total of 11,602 visits were made, in the same period in 2023, 16,476 were made, an increase of 42%.

Case Study 2: Everyone Active Exercise Referral Scheme

Everyone Active's Exercise Referral Scheme is available at the Everyone Active Acton Centre, Dormers Wells Leisure Centre and Northolt Leisure Centre. Everyone Active work closely with the council's leisure and public health teams as well as local General Practices, Social Prescribers and Physiotherapists that all refer patients onto the scheme. The Exercise Referral manager attends meetings, delivers

presentations to local partners and specific groups including Cardiac Rehabilitation and Lymphoedema clinic attendees. The Exercise Referral Scheme is a 12-week programme for people with long-term health conditions. There are many conditions that the patients can be referred for including Cardiovascular Disease, Diabetes and Muscular or Skeletal conditions.

Since restarting the scheme post pandemic, a total of 666 people have joined the scheme, of these 516 people have completed the initial 12 week course and are still leisure centre members, over 77% of people who attended the 12 week programme continue to be active.

The scheme has had an impact on so many people's lives, on both their physical and mental wellbeing. Below are the thoughts of someone referred with a diagnosis of the heart condition Atrial Fibrillation (AF). *“Several months after joining the scheme, my heart is no longer in AF. Now my heart is beating correctly I'm feeling much stronger and my stamina has improved considerably. My doctor put this down to my regular exercise, which would not be possible without the help and care that I received from the scheme. This has been a huge factor in getting my health back on the right track.”*

The scheme continues to be a success, with new activities regularly introduced, including specific group exercise classes, a water-based exercise class and a very popular tea and coffee morning that has become a fixed date in people's social diaries. Since restarting the scheme post pandemic, a total of 666 people have joined the scheme, of these 516 people have completed the initial 12 week course and are still leisure centre members, over 77% of people who attended the 12 week programme continue to be active.

Climate Response: This Year's Achievements 2023/24

Ealing Community Climate grants

This year the council has provided carbon offset funding for community energy efficiency initiatives. Community organizations based in Ealing applied for up to £10,000 each. Six community organizations qualified for the grant, totaling c.£59,500. Two projects have been completed by end 2023, one of which consisted of installing replacement boilers that are more energy efficient and the other project involved installing solar panels on the roof of a church hall.

Healthy Homes Ealing (HHE)

The HHE service is a support tool available to Ealing residents for help with energy. Free consultations (either at home or via telephone) are offered to help improve energy efficiency and home safety. Expert 'Green Doctors' offer advice on staying warm in winter and cool in summer, providing information and referrals to available grant programmes for works, or directly assisting in help with tariff switching, managing arrears, or making referrals to other agencies. The programme has operated for 6 years (following on from Cold Weather Support in Ealing from 2011-2017). In the last year of delivery (July 2022 – present), the scheme has delivered consultations to 244 households in Ealing. Since March 2022, over 600 residents have used the Healthy Homes Ealing telephone advice line. The service encourages key energy saving behavioural changes, such as reducing the number of uses of domestic appliances, education around the impact of devices on standby, and changing energy habits around the home.

Breaking Ground

Grant funding has been awarded to Ealing Council from Hubbub and the Mayor of London to work with communities significantly affected by inequalities in Northolt to address climate justice. The project, called Breaking Ground, is community-driven and aims to empower residents to develop creative and tangible solutions to issues that are most affecting them, whilst improving health, wellbeing, and the local environment. Delivered in partnership with Building Bridges, the project has been designed to provide kick-start funding to support initial engagement and events and support the step-by-step process of achieving environmental and social change at a local level. Between March-June 2023 a series of engagement events were delivered with residents to identify the key issues that the community wants to address and potential solutions to these to help shape the final project output. Events included a community pop-up event at Viking Community Centre, a focus group session, a workshop held at Viking Primary School, a Resident-led walking tour, a voting and leafletting day and a Survey. The three key themes that have emerged from these engagement activities, relate to: Food growing, Artwork, youth provision and reducing litter. A resident-led Steering Group has been established and we are currently up-skilling those residents to deliver projects under the themes mentioned above. Activities have already been delivered to engage and motivate the community such as a planting and a spring-cleaning day, held summer 2023.



ActforEaling

ActForEaling (AFE), formed in 2020 is a central hub for anyone interested in environmental action in Ealing. AfE continues to promote climate action and sustainable behaviours across the borough. AfE have expanded their partners to 36. The council's climate action and sustainability team continues its ongoing support for AfE with a dedicated part-time officer to support community activity and assist with online communications.

Case Study 1: Ealing's Food Partnership

Ealing Food Partnership has been established to ensure access and choice of healthy, seasonal, local, and sustainable food across the borough, as well as being focused on reducing greenhouse gas (GHG) emissions. The collaborative work of the 20 community organisations has already been recognised in the latest nationwide 'Every Mouthful Counts' report by Sustain, making Ealing one of a small group of local authorities leading the way in supporting and creating more sustainable ways for growing, selling, and delivering food. To identify gaps in the food system and opportunities for collaboration, the Ealing Food Partnership has undertaken food mapping. This mapping exercise has helped to locate local free food sources, community gardens, food banks, and other food related initiatives. The partnership can facilitate further collaboration and resource sharing among different organisations by identifying more of these resources. The Ealing Food Partnership is building a website in collaboration with UWL to enhance communication and facilitate surplus food distribution. This website will serve as a central information hub, providing details about surplus food availability, collection points, and distribution channels. It will make it easier for food organisations to access surplus food and distribute it to those in need. The Ealing Food Partnership also aims to increase Ealing schools' access to practical food education including site visits, outreach within schools, facilitating the Cultivate Ealing schools' competition, Grow Some Share Some, Growing Kids and Cooking Kids programmes, and to pioneer 10 new community growing spaces in our housing estates and new developments. Three new spaces have already been delivered Western Road, Deans Gardens and Popesfield Allotments.

Case Study 2: Green Schools Network

In September 2022, the Ealing Learning Partnership team launched the Green School Network in collaboration with the climate action team, working to put climate action at the heart of everyday school life. The Green School Network is a free programme run throughout the academic year, providing practical tips and support for schools to activate their journey towards engaging more young people in environmental education and to assist schools with creating their school “climate action plan” by 2025, a new requirement set by the Department for Education. The council has been working in partnership with the eco-schools team at Keep Britain Tidy to guide schools along this journey, using their Eco-Schools Programme as a framework in which schools can follow to support them in identifying actions to reduce their school’s environmental impact. Upon completion of the programme, schools can apply for an Eco-Schools Green Flag Award which is an accreditation to acknowledge, reward and celebrate their efforts in taking action on climate change. Through this partnership, we have been able to offer a range of support to schools including access to Eco-Schools resources, peer to peer learning, access to experts on sustainability and school case studies. The network is aimed at anyone that works at an Ealing school, including sustainability leads, PSHE leads, Geography leads, caretakers, members of SLT and school governors. This summer we successfully completed our first year in delivering the Green School Network sessions. Throughout the year, we held termly workshops with approximately 15 schools in attendance for each. The network sessions focused on guiding schools through each step of the Eco-Schools programme and featured a school case study speaker. A range of internal and external speakers were also invited to attend, including Ealing Council’s waste and recycling and active travel teams, Trees for Cities, ActForEaling and Keep Britain Tidy’s eco-schools team. There are 8 Ealing schools that have completed the Eco-Schools programme this year and achieved accreditation. The aim for the 2023/2024 academic year is to continue to grow the network to get more schools to attend the network sessions and develop climate action plans. We will continue to work closely with the eco-schools team to support schools through this process, as well as share tools and resources developed by other partners such as DfE, The Green Schools Project and Let’s Go Zero. We will also be putting together a contacts list to signpost schools to relevant council services related to climate action, including waste, recycling, energy management and travel, where they can go to for further support.

Cost of Living: This Year’s Achievements 2023/24

Distributing the Household Support Fund to those who need it most

Ealing was awarded £5.3M from Department of Work and Pensions and has directly distributed it to the following groups throughout 2023/24:

- £205 for families with children eligible for benefits related free school meals (per child)
- £205 for families who have a child under 5 who receive housing benefit / council tax reduction (per household)
- £300 for Care leavers
- £350 for households on Housing Benefit / Council Tax Support but not on DWP benefits (per household)
- £200 for households in non-residential care where council contributes to care costs (per household)

In total approximately 17,000 households across the borough have benefitted from this support. An additional £550,000 was allocated to top up our existing Local Welfare Assistance fund that provides financial support to those in crisis

Making Local Welfare Assistance accessible to more residents

As a result of additional funding received from the DWP, the council has been able to temporarily expand the scheme so that more people are eligible to access financial support. Previously only residents who were out of work were able to apply for support from the Local Welfare Assistance fund. In April 2023 we expanded the criteria so that residents who were employed but on low incomes could also apply.

Reaching out to vulnerable residents

With support from NHS inequalities funding the council is continuing proactive calling of residents to offer support during the cost-of-living crisis. These calls have ensured that vulnerable residents are aware of the different types of support available to them promoting befriending schemes for lone residents, energy advice, warm spaces and indoor activities, identifying who is entitled to financial support and making necessary referrals.



tea

Getting more people online

Our mission to reduce digital inequalities in Ealing is focussed on three main areas:

- access to devices: The council has recently donated over 1,000 retired staff devices to digital inclusion charity, Good Things Foundation, who work alongside environmental organisation, Reconome, to recycle and redistribute the devices to those who need them. By end February 2024 the council will have also distributed all 240 laptop devices to unemployed and digitally excluded residents to support them back into work
- access to data: Also working alongside Good Things Foundation, the council is now registered as part of the national data hub programme and has given out over 170 free mobile data sims to residents since the scheme began in May 2023. All care leavers have also been provided access to free data if they need it
- access to digital skills: Continuous promotion of the council's digital skills training courses through everyday interactions with customers and also specifically engaging the borough's Community Champions to become Digital Champions has kept digital skills high on the agenda. As part of the borough's digital taskforce, the cost of living team has led the development of a digital inclusion signposting tool alongside voluntary sector organisations to enable more residents to easily find the support they need

Case Study 1: Re-Klaim

Ealing Council funded Ealing Hounslow VCS (EHVCS) to recycle and redistribute 1,100 retired Ealing Council Surface devices to digitally excluded residents.

All 1,100 devices have now been distributed. Every resident who received a device was also provided with digital skills training and access to free data if required as well as being signposted to social tariffs for affordable access to broadband. The following feedback from those who benefitted from the scheme highlights the wide variety of outcomes achieved:

“A man living in a shared community accommodation received a laptop from us. His phone doesn't work, and he was last able to contact his daughter in Australia a few years ago. He learned how to use social media and contact his daughter through this project. He hopes to learn more about the internet, find a job and learn more about the services and opportunities available to him electronically.”

“An orphaned young person studying at university, who is also the primary caregiver for his two younger siblings, received a laptop to work on his university work whilst at home. With this device, he hopes that assignments and research will be more convenient and that he can spend more time with his sibling, plus they can also use it for homework.”

“An elderly woman feeling relatively isolated collected a device from us. She is incredibly enthusiastic about learning and pursuing her passions, particularly singing and meditation, to improve her mental health. She regularly attends 1-1 sessions with our Re-Klaim volunteer and hopes to learn how to use the internet, social media, and more technical parts of the device so she can learn how to record and upload her music.”

Case Study 2: Another round of Warm and Welcome spaces

The end of October 2023 saw the re-launch of Warm and Welcome Spaces across the borough. With funding from the NHS inequalities fund, the council allocated 33, £1,500 grants to community and voluntary sector organizations. The money supported them to enhance their existing spaces and help them stay open over the winter. Warm spaces have provided for example physical activities, memory-cafes for people affected by dementia, and a range of activities to enable social connection. Residents have expressed what the provision of warm spaces has meant to them, stating “I come here whenever I have free time and have found friendly and welcoming volunteers” – Asylum Seeker; “I like spending time at warm space as it helps my mental wellbeing” – 68 year old Borough resident; “The women’s sessions really helped me keep busy and regain confidence” – Borough resident; “Every week I am learning new things and meeting new people” – Single mum resident.

Community Hubs: This Year's Achievements 2023/24



The council's four Community Hubs continue to provide residents with face-to-face access to council services. Any resident can visit a hub to gain information, ask advice, get support to complete online transactions or find out what support is available from our voluntary sector partners. The hubs operate out of four static locations across the borough in Acton, Southall, Northolt and Ealing Central Libraries. In Q3 the community hubs reported a 99% customer satisfaction rating.

2023/24 has seen some key developments in Community Hubs including:

- developing a mobile model enabling community hub officers to 'pop up' in different locations. In January an eight-week pilot saw the hub popping up in Hanwell Foodbank every Wednesday morning. Initial feedback is positive and indicates that this approach will help us to engage with residents who are likely to need support but may not have reached out to us. Following the pilot, the team will be looking for further opportunities to pop up across the borough
- providing digital skills support to those who need it and introducing a face-to-face appointment process specifically to support residents to complete online forms
- ongoing training of hub staff to enhance the service they can provide including Cost of Living briefings specifically focussed on the support available over winter
- community hub staff are now able to issue food bank vouchers directly to customers without having to make a referral.
- in May, all four Community Hubs became registered data banks in partnership with Good Things Foundation. Since then, they have distributed over 170 free mobile data sims to those struggling to pay their bills
- changes to the physical environments to address concerns raised by both staff and customers regarding confidentiality
- Looking forward the Community hubs located in Northolt and Southall will benefit from UKSPF funding to significantly improve the physical environment and make them more fit for purpose for both staff and customers

Appendix – data sources

Appendix – data sources

Population

National Census, 2021

Ethnicity: National Census, 2021

Top community languages: National Census, 2021

Deprivation

ONS, 2019

Life expectancy

ONS, PHE Local Health Profile, 2022

Free School Meals

School Census 2023, Ealing Council

Alcohol related hospital admissions

Public Health Outcomes Framework, accessed Feb 2024

Obesity/physical activity/smoking /TB

Public Health Outcomes Framework, accessed Feb 2024

Diabetes prevalence

Whole Systems Integrated Care Dashboard, 2022

Housing

National Census, 2021

Private rented property licensing schemes – consultation document, Ealing Council 2021

House price to residence-based earnings ratio, ONS 2023

Department for Levelling Up, Housing and Communities - live stats on homelessness, accessed Feb 2024

Income and Unemployment

NOMIS, accessed Feb 2024

CACI, Equalised PayCheck Directory 2023

Education

Public Health Outcomes Framework, accessed Feb 2024

Ethnic Group Attainment Report, 2023

Crime

Public Health Outcomes Framework, accessed Feb 2024

Air Quality

Ealing Council: Air Quality JSNA 2019