



Local Democracy Working Group

Effective Engagement: Young People & Older People (Recommendations #7, #15, #40 & #41)

Date: 23rd September 2020

Key decision: No

Class: Part 1

Ward(s) affected: All

Contributors: Assistant Chief Executive, Director of Strategy & Communications (for work undertaken during 2019/20)

Outline and recommendations

The purpose of this report is to provide the Local Democracy Working Group (LDWG) with an update on the work undertaken to ensure the Council engages effectively with older people and young people, both online and offline (recommendations #7, #15, #40 and #41).

This report was due to be presented at the final LDWG meeting in March 2020, but the meeting was cancelled as a result of the COVID-19 pandemic. However, during the summer, there was an agreement to extend the LDWG until January 2021 so that it could complete its outstanding work and also consider the impact of COVID-19 on the three key themes of the review (openness and transparency, public involvement in decisions and effective decision-making).

Accordingly, the report is now being presented to the September 2020 meeting primarily as a summary of the work undertaken in relation to effective engagement with younger and older people up until March 2020. It is anticipated that the next steps outlined in sections 8 and 9 will be delivered by officers, with oversight from the LDWG.

Timeline of engagement and decision-making

May 2018 – Mayor Damien Egan promises to launch a review that will make the Council ‘even more democratic, open and transparent’

July 2018 – Full Council agrees to establish a Local Democracy Review Working Group consisting of eight councillors. They are tasked with making recommendations about how the Mayor and Council could enhance their openness and transparency, increase public involvement in Council decisions and promote effective decision-making

September 2018 to January 2019 – the Local Democracy Review Working Group gathers evidence from a wide range of residents, community groups and local councillors (including an online questionnaire completed by over 700 respondents, workshops at four secondary schools and attendance at over 40 events)

January to March 2019 – the Local Democracy Review Working Group collects their evidence into a final report, which identifies 57 recommendations for change

March to April 2019 – Mayor & Cabinet and Full Council agree the report and recommendations of the Local Democracy Review Working Group

May 2019 to March 2020 – the retained Local Democracy Working Group oversees delivery of the recommendations

October 2019 to March 2020 – a survey of young people is undertaken in order to better understand their use of and attitude to online communications

11th March 2020 – pilot Councillor Question Time sessions are held at Bonus Pastor Catholic College and Addey & Stanhope School

September 2020 to January 2021 – the Local Democracy Working Group is extended so that it can complete its outstanding work and also consider the impact of COVID-19 on the three key themes of the review

Reason for lateness and urgency

The report has not been available for five clear working days before the meeting and the Chair is asked to accept it as an urgent item. The report was not available for dispatch on 15th September 2020 due to officer capacity and the wider pressures of the Council’s ongoing response to the COVID-19 pandemic. The report cannot wait until the next scheduled meeting in December 2020 because decisions are required to enable work to progress in the interim (so that all recommendations made by the Local Democracy Review are delivered by the end of the extension period in January 2021).

1. Summary

- 1.1. The purpose of this report is to provide the Local Democracy Working Group (LDWG) with an update on the work undertaken to ensure the Council engages effectively with older people and young people, both online and offline (recommendations #7, #15, #40 and #41).

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- 1.2. The report sets out the Council's current approach to online communications with younger people, summarises the findings from a survey of young people regarding their use of online communications and outlines a proposal for the establishment of Councillor Question Time sessions in all schools.
- 1.3. A short guide to the different mechanisms for engaging with older people, which was populated following discussions with older people and several representative groups, is attached at Appendix A.

2. Recommendations

- 2.1. The Local Democracy Working Group is recommended to:
 - Note the contents of this report
 - Note the findings of the young people's online communication survey
 - Agree to roll-out the school councillor question time programme in all schools (to be launched once the COVID-19 recovery is fully underway and to include COVID-secure alternatives to face-to-face sessions)
 - Agree to append Methods for Engagement With Older People Guide (Appendices A & B) to Corporate Engagement Guidance
 - Agree the approach for updating and maintaining the Methods For Engagement With Older People Guide
 - Agree that the above activities, if confirmed, be taken forward by officers (with oversight from the LDWG)

3. Policy context

- 3.1. The recommendations of the Local Democracy Review are consistent with all the Council's corporate priorities (outlined in the Corporate Strategy 2018-22), particularly the priority of:
 - *Open Lewisham* – Lewisham is a welcoming place of safety for all where we celebrate the diversity that strengthens us
- 3.2. In addition, effective engagement plays a key role in ensuring that residents have a genuine impact on the decision-making process.

4. Background

- 4.1. Recommendations #7, #15, #40 and #41 of the Local Democracy Review are part of the 'Public Involvement In Decisions' theme. They sit under the thematic area of 'Effective Engagement, with Cllr Codd as LDWG Champion. The recommendations state that:

'Young people should be actively engaged in informing the Council's wider approach to communication on social media' (#7)

'Better online communications with young people should be co-designed with the young mayor and young advisors and then with wider groups of young people across schools and the borough' (#15)

'Effective mechanisms for engagement and involvement of younger people and older people should be co-designed with our local groups and representatives' (#40)

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'Councillors, local schools and parent governors should work together to increase the understanding and engagement between young people and local decision-making that impacts on them. This should include the development of a structure of councillor question time panels being developed in schools' (#41)

- 4.2. This report was due to be presented at the final LDWG meeting in March 2020, but the meeting was cancelled as a result of the COVID-19 pandemic. However, during the summer, there was an agreement to extend the LDWG until January 2021 so that it could complete its outstanding work and also consider the impact of COVID-19 on the three key themes of the review (openness and transparency, public involvement in decisions and effective decision-making).
- 4.3. Accordingly, the report is now being presented to the September 2020 meeting primarily as a summary of the work undertaken in relation to effective engagement with younger and older people up until March 2020. It is anticipated that the next steps outlined in sections 8 and 9 will be delivered by officers, with oversight from the LDWG.

5. Young people in Lewisham

- 5.1. The World Health Organisation defines young people as people aged 10-24 whilst the UN defines it as ages 15-24. However, almost all social media platforms require a minimum age of 13. For this reason, the report will mostly focus on young people aged 13-24.
- 5.2. According to the Office for National Statistics mid-year estimates, there are almost 39,700 people aged 13-24 living in Lewisham. The table below demonstrates the percentage of the population in Lewisham that are aged 13-24. In both the 13-19 and 13-24 age groups, Lewisham is slightly below the London and England percentages for each cohort. However, the 13-24 group still represents almost 40,000 people.

Population	Lewisham	London	England
% aged 13-19	6.9	7.4	7.8
% aged 0-19	24.5	24.7	23.7
% aged 0-24	30.6	31.1	29.9
% aged 13-24	13.1	13.7	14

6. Young people and online communications: current approach

- 6.1. Different services across the council engage with young people as part of their normal day-to-day service delivery as well as part of the development of new services. This section focuses on how the Council engages with young people in a broader, less service-specific way, including via the website, social media, and online engagement platforms (e.g. Citizen Space). It should also be noted that Lewisham Council uses its website, social media and email to communicate directly with parents about services for children and young people, but this report is only considering the types of communications that are aimed directly at young people.

Council Website

- 6.2. Lewisham already has multiple pages and a specific area on its website dedicated to young people, and the services they can access. The <https://www.lewisham.gov.uk/myservices/young-people> section of Lewisham's website includes separate pages for the following themes:

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- Youth clubs
- Advice and support
- Adventure playgrounds
- Staying safe
- Young Mayor
- Young fathers
- Learning options
- LGBTQ+ young people
- Higher education loans
- Apprenticeships
- Health and wellbeing

6.3. Google analytics does not provide any information on whether under 18s are accessing the website, but it does show that the 18-24 age group have the smallest number of users of the overall website at just 5.7% of total users (compared with 8.1% of the population overall). The table below provides the breakdown of visits to different the website in general and the <https://www.lewisham.gov.uk/myservices/young-people> section of the website.

Age	Proportion of population ¹	% of total visits by age (www.lewisham.gov.uk) ²	% of total visits by age (http://www.lewisham.gov.uk/youngpeople) ³
18-24	8.1	5.7%	
25-34	19.4	32.8%	
35-44	17.7	27.3%	100%
45-54	13.6	17.6%	
55-64	9.3	9.9%	
65+	9.4	6.7%	

B-Involved

6.4. Lewisham Council also runs the B-Involved website, which promotes the Young Advisors and Lewisham Young Mayor programme in Lewisham. Google analytics were unavailable for <http://www.b-involved.org/> at the time of writing.

Social Media

6.5. The popularity of different social media platform varies by age group and changes quickly, but the Ofcom Parent and Children’s Media attitudes survey for 2018 demonstrates the popularity of different platforms. For the 12-15 age group, Snapchat is the most often used app, whereas Facebook is the most often used app for 16-24 year olds.

Platform	Have an account (ages 12 – 15)	Have an account (ages 16 - 24)	Most often used social media app (ages 12 – 15)	Most often used social media app (ages 16 – 24)
Facebook	71 %	92%	27 %	48%
Instagram	65 %	62%	23 %	8%

¹ Office for National Statistics Mid-Year Estimates 2018

² Google Analytics

³ Google Analytics

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Snapchat	62 %	59%	31 %	17%
WhatsApp	43 %	64%	5 %	14%
YouTube	35 %	54%	7 %	7%
Facebook Messenger	24 %	-	4 %	-
Twitter	17 %	35%	2 %	2%

- 6.6. Lewisham also has several social media accounts including Twitter, YouTube, Facebook, Flickr and Instagram. The table below indicates the number of 'followers' on each platform. Lewisham's most followed social media account is Twitter, which has 23,800 followers, then Facebook with 4,921.

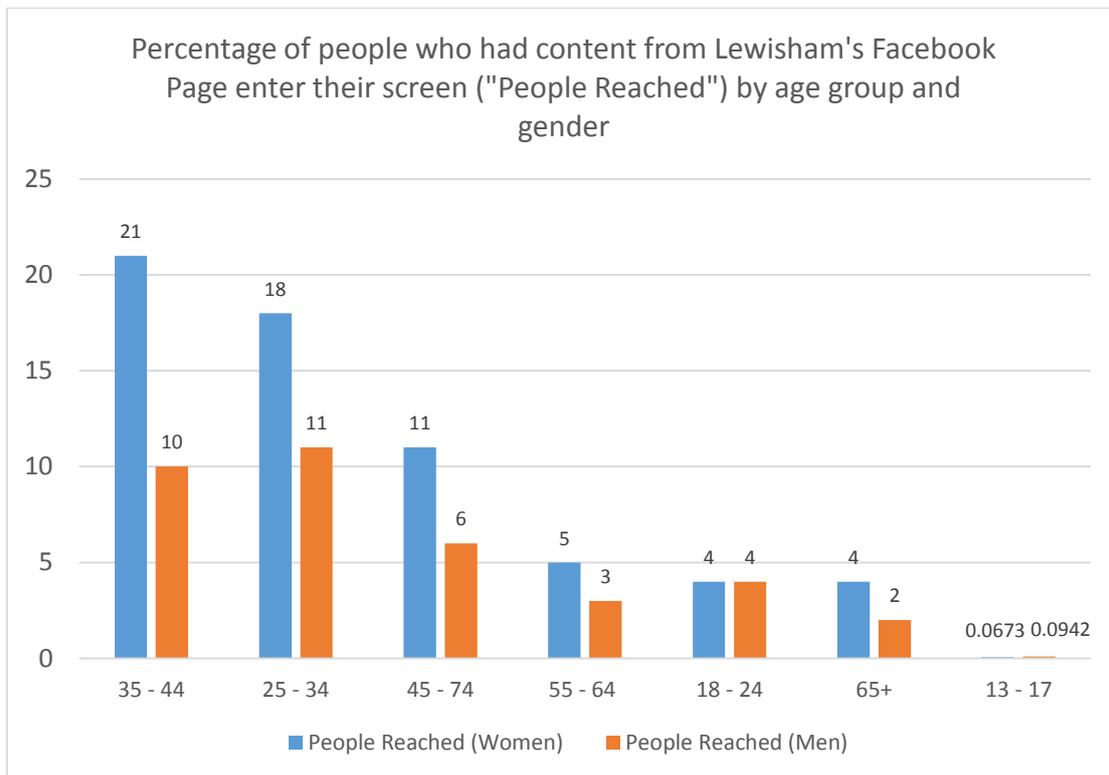
Platform	Active	Number of 'followers'
Facebook	Yes	5,000 (+ 4,400 fans)
Flickr	No	45
Instagram	Yes	1,255
Twitter	Yes	23,800
YouTube	Yes	529

- 6.7. Facebook provides insights into the demographics of the people who are engaging with Lewisham's Facebook page. There are several different metrics available, such as number of likes, number of followers, number of people 'reached' (i.e. people who have had content from Lewisham's Facebook page enter their screen), or the number of people who have 'engaged' (i.e. talked about the page on Facebook). The 13-17 age group consistently contributed the smallest proportion of total interactions with Lewisham Council's Facebook page. The 18-24 group was similarly very low in the percentage of interactions. The graph below provides a breakdown of the percentage of total 'people reached' by age and gender. Similar patterns are found for the different metrics that Facebook provides, with both the 13-17 and the 18-24 age groups being under-represented.

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Lewisham Life

- 6.8. The Council conducted a survey of Lewisham Life readers in 2017. It asked several questions about the readership, including some demographic information. There were 1,325 responses in total – the 18-24 and the under 18 group had the lowest number of responses to the survey, suggesting that the proportion of young people reading Lewisham Life is small.

Citizen Space

- 6.9. Lewisham also has an online consultation platform called Citizen Space, which was launched in 2018. While not all consultations would be appropriate, relevant or interesting to young people, a sample of all of the consultations from the last year demonstrated that only 0.5% of responses were received from under 18s. The response rate rises to 1.7% for the 18-24 age group, but this was the second lowest of the different age groups.
- 6.10. The majority of London boroughs have dedicated pages on their website for young people. The use of dedicated social media channels for young people is less common with less than 12.5% having either a Facebook, Twitter, Instagram, YouTube or Snapchat account solely aimed at young people.
- 6.11. In summary, the online channels currently used by the Council tend to have better reach with older groups compared to young people. The next section will look at some evidence that might explain how the Council might better appeal to young people through its online channels.

7. Young people and online communications: survey findings

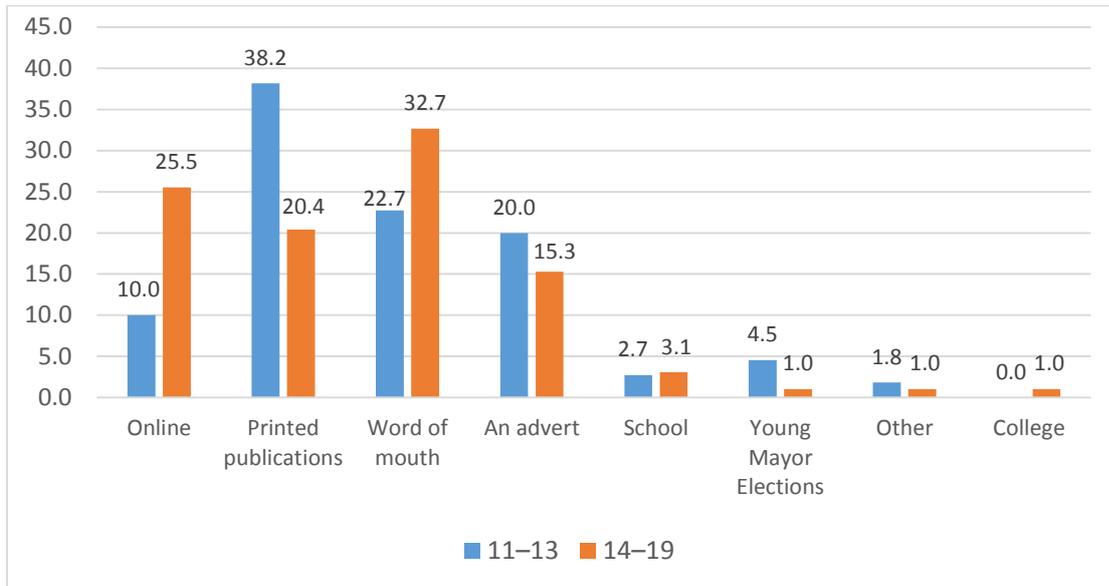
- 7.1. A local survey of young people in 2015 asked residents how they had heard about a series of summer activities for young people. The graph indicates that there are

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differences between 11-13 and 14-19. Word of mouth was the most popular method for 14-19 years, followed by online communication. Printed publications were the most popular method for 11-13 year olds, with word of mouth coming second.



7.2. The findings indicate that young people consider online communication to be an important channel, but it is not the only channel that is important to them. Whilst this survey has some useful information, as it was conducted in 2015, its findings may be out of date. It also did not include specific information about the different social media platforms that young people are using.

7.3. To understand the changing needs of young people relating to the Council's online communications, a survey was developed in conjunction with the Council's Communications Team and the Young Mayor's Team and advisors. It was promoted online through Citizen Space, through schools via the Headteacher school briefing and via specific events around the borough. Take-up of the survey was relatively low.

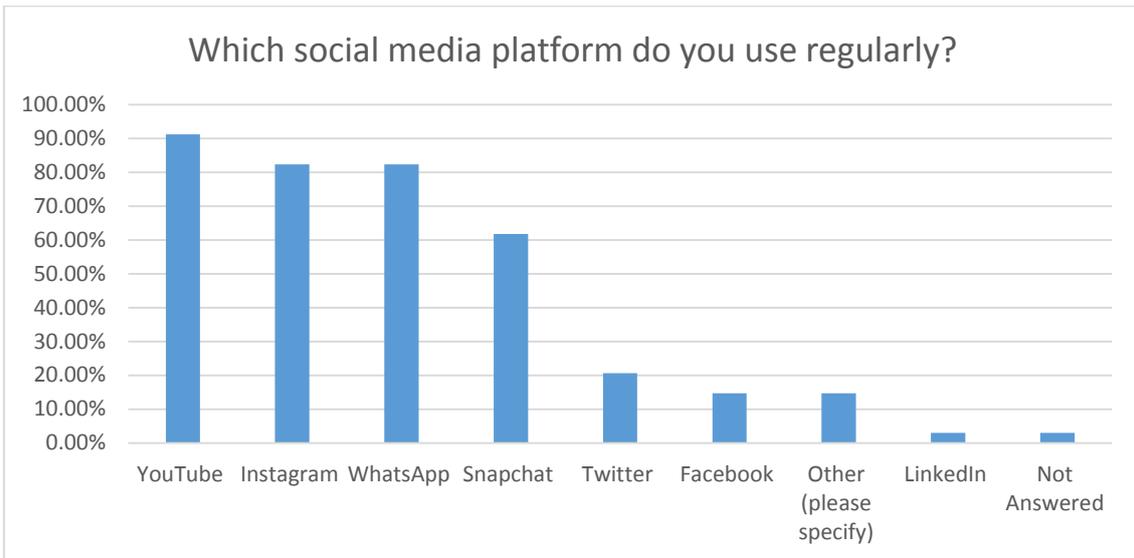
7.4. The survey found the following:

- The majority of young people surveyed do not go online for information about services, events or activities in their local area
- Of the young people surveyed, they wanted to hear more about a broad range of activities through the council's websites and social media accounts. Particularly popular activities included cookery classes, art clubs, street food markets, live music venues and drama clubs. In terms of services, advices and support young people wanted to hear about apprenticeships, healthy eating, work experience, higher education loans, LGBT young people.
- Of the young people surveyed, the majority wanted to hear about decisions that the Council is making, the Council's response to the climate emergency, information about local charities and voluntary organisations, and local events
- YouTube, Instagram, WhatsApp and Snapchat are regularly used by most of the young people surveyed whereas only a small minority regularly use Twitter, Facebook and LinkedIn

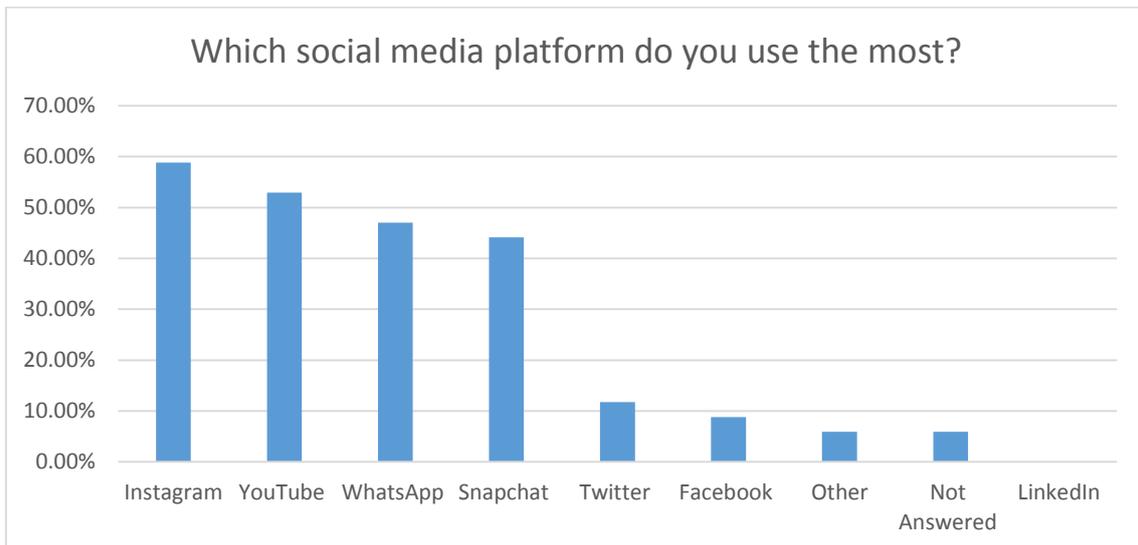
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7.5. Instagram was the social media platform that the young people surveyed said they used the most. YouTube WhatsApp and Snapchat were also very popular.



7.6. It is recommended that these findings inform future approaches to online communications with young people. It is also recommended that the findings be shared with the relevant officers across the council (in particular the Communications Team and Consultation & Engagement Leads).

7.7. In addition to the findings, a small mailing list of young people who want to be more involved in shaping the Council's approach to online communications has been compiled. This group of young people could be used as an ongoing way of testing and developing Lewisham Council's approach to online communications with young people.

8. Councillor question time sessions in schools

8.1. At a series of workshops held at local schools as part of the Local Democracy review, young people had strong opinions about the issues that faced their local area and had ideas about how they could be tackled. However when it came to their understanding of how they could feed their ideas into decision-making or participate

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in local democracy, young people were largely unaware of the options/mechanisms available to do so. They were also less clear about who their local councillors were, but were keen to have more interaction with them.

8.2. In light of this, the previous Young Mayor put forward the idea of developing a programme of councillor question time sessions in schools. During late 2019, the Young Mayor's Team, Local Democracy Working Group members, the Policy, Service Design & Analysis Team and the Director of Education Services worked together to develop a prototype session. Following this, a briefing was sent to all secondary schools in the borough inviting them to take part in pilot sessions to test the concept.

8.3. The broad aims of the councillor question time sessions are to give young people:

- An opportunity to ask questions and raise issues directly with Councillors
- A better understanding the role of councillors in local democracy
- A better understanding of the local decision-making processes

8.4. The sessions will also allow councillors to have a direct dialogue with young people in the borough.

8.5. A total of three schools signed up to take part in the pilots:

- Addey & Stanhope School
- Bonus Pastor Catholic College
- St Matthew Academy

8.6. The first session took place at Bonus Pastor Catholic College on the 11th March 2020, using the following format:

Introductions	Councillors introduce themselves, explain what their role entails, what they like about it, what the challenges are
Q&A: Local response to climate emergency	Students to ask questions relating to the climate emergency and Lewisham Council's response to it
Open Q&A	Students free to ask questions to councillors on any topic.

8.7. The first pilot was successful, with students commenting that they had gained a better understanding of the role of councillors and the council in general. One student said they wanted councillors to be more involved with schools in the future as they were previously unaware of what the Council was doing relating to the climate emergency

8.8. Questions asked by students included:

- What is the hierarchy of the Council?
- Do you need specific qualifications to become a councillor?
- What does eating less meat have to do with the climate emergency?

8.9. Some lessons learned included the possibility of having pre-selected questions in addition to open Q & A. This would hopefully help to structure the sessions, as well as build students' confidence to ask questions. The sessions also could provide an opportunity for councillors to share and discuss future Council policies and programmes.

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- 8.10. Due to the COVID-19 pandemic, it was not possible to complete the third pilot session. However, it is recommended that officers across the Council work together to develop a continuous rolling structure of school councillor question time sessions (to be launched once the COVID recovery is fully underway, and subject to further discussions with schools to ensure student welfare). Two sessions should be held each school term, with each secondary school given the opportunity to host a session within a three-year period. The contribution from councillors will be essential to the success of the scheme. By limiting the sessions to two schools each term and by rolling the sessions across the different schools in the borough, it is anticipated that the time commitment for each councillor will not be unmanageable.
- 8.11. The success of any future scheme would rely also on school participation, and as it is a voluntary scheme, their participation cannot be guaranteed. However, by engaging schools early and developing a three-year forward plan, it is hoped that the majority of schools will sign up. Subject to the success and establishment of the programme, the expansion of the programme to include other statutory partners (e.g. police) will be considered in the future.

9. Older people in Lewisham

- 9.1. The World Health Organisation has a working definition of older people as aged over 60, but the over 65s are typically considered older people in the UK (e.g. by the NHS). According to the Office for National Statistics mid-year estimates, there are 28,480 people aged 65+ living in the borough.
- 9.2. The table below demonstrates the percentage of the population in Lewisham that is aged 65+. Lewisham is below the London and England percentages for each cohort. However, there are still thousands of older people living in the borough.

Population	Lewisham	London	England
% aged 65-69	2.8	3.5	5.0
% aged 70-74	2.3	3.0	4.9
% aged 75-79	1.7	2.1	3.3
% aged 80-84	1.3	1.7	2.5
% aged 85-89	0.8	1.0	1.5
% aged 90+	0.5	0.6	0.9

10. Effective engagement with older people

- 10.1. Older people directly fed into the Local Democracy Review with members from the Local Democracy Working Group attending the following individual events:
- Calabash Day Centre
 - Carers Lewisham
 - Lewisham Pensioners Forum
 - Meet Me At The Albany
 - Positive Ageing Council (Silver Sunday)
 - St Swithun's Over 60s Lunch Club
- 10.2. In addition to face-to-face events, a large number of older people responded to the online consultation, perhaps challenging some assumptions about digital literacy for older people. It is clear however that many older people prefer face-to-face and other non-digital methods for engagement.

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- 10.3. Whilst the Local Democracy Review was a good example of how the Council can engage well with older people, this multi-faceted approach to engagement is not always taken across the Council's engagement work. To ensure that as many older voices are heard as possible, work has been carried out to map the different methods of engagement available.
- 10.4. Appendix 1 and 2 were developed with input from the Lewisham Pensioners Forum (LPF) and representatives from Lewisham's Positive Ageing Council (PAC). They provide an overview of the different methods, groups and organisations that can be utilised to engage with older people. Well-established groups and networks exist across the borough, but often these are missed or underutilised when officers are trying to engage older people.
- 10.5. To ensure that officers have an understanding of all the different ways in which it is possible to communicate and engage with older people and to make sure that existing mechanisms and networks are fully utilised, it is recommended that Appendix 1 and 2 are added to the updated Corporate Engagement Guidance.
- 10.6. To keep the guidance up-to-date and with regular input from its target audience, it is also recommended that Consultation & Engagement Leads update the guidance on an annual basis and share it at Positive Ageing Council meetings. This regular review of the guidance will ensure that it is kept up-to-date and relevant for its target audience.

11. Conclusion

- 11.1. Younger people and older people may have different interests, understanding of local decision-making processes, and needs compared to the working age population in the borough when it comes to effective engagement. Initial work carried out to deliver the relevant Local Democracy Review recommendations aims to make sure that the Council can have an effective dialogue with as many voices as possible.
- 11.2. The ongoing maintenance of Methods for Engagement with Older People Guide will ensure that officers across the council can access information about the multitude of different ways in which they can effectively engage with older people.
- 11.3. Review of the Council's current approach to online engagement indicates that it is not reaching young people as effectively as it could do (e.g. through Citizen Space). Findings from the survey undertaken as part of this report will be shared with relevant officers across the Council, so that future engagement with young people can be more effective.
- 11.4. Aside from online engagement, the development of a School Councillor Question Time programme will provide an ongoing mechanism for young people to engage with councillors and the local decision-making process. Councillors, schools and students' views of the strengths and weaknesses of the pilot sessions will be considered in the wider rollout of the programme.

12. Financial implications

- 12.1. There are no direct financial implications from noting the contents of this report. The costs of the school councillor question time programme will be met from existing approved budgets.

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13. Legal implications

- 13.1. The Code of Recommended Practice on Local Authority Publicity (2011) applies to Lewisham Council. As such, steps should be taken, as far as is reasonably practicable, to ensure that Council led publicity is lawful, cost-effective, objective, even-handed and appropriate, has regard to equality and diversity, and for periods of heightened sensitivity is particularly issued with care.
- 13.2. At all times, local authorities should ensure that publicity complies with all applicable statutory provisions, including the Code of Recommended Practice on Local Authority Publicity 2011. Paid-for advertising must comply with the Advertising Standards Authority's Advertising Codes.
- 13.3. In general, authorities should:
 - Not issue any publicity that seeks to influence voters
 - Ensure that publicity relating to policies and proposals from central government is balanced and factually accurate
 - Comply with laws that prohibit political advertising on television or radio
- 13.4. The General Data Protection Regulations 2018 provides the framework designed to provide greater data privacy protection and rights to individuals. It has been in force since 25 May 2018. The Council must be particularly mindful of all the data it holds, controls, provides and stores.
- 13.5. On 23rd September 2018, the Public Sector Accessibility Regulations came into force. They require public sector websites and mobile applications to achieve specific accessibility standards. Public sector websites published on or after 23 September 2018 must be compliant by 23 September 2019. Websites published before 23 September 2018 must be compliant by 23 September 2020. Apps must be compliant by 23 June 2021.
- 13.6. The Equality Act 2010 (the Act) introduced a public sector equality duty (the equality duty or the duty). It covers the following protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
- 13.7. In summary, the Council must, in the exercise of its functions, have due regard to the need to:
 - Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act
 - Advance equality of opportunity between people who share a protected characteristic and those who do not
 - Foster good relations between people who share a protected characteristic and those who do not
- 13.8. It is not an absolute requirement to eliminate unlawful discrimination, harassment, victimisation, or other prohibited conduct, or to promote equality of opportunity or foster good relations between persons who share a protected characteristic and those who do not. It is a duty to have due regard to the need to achieve the goals listed in the paragraph above.
- 13.9. The weight to be attached to the duty will be dependent on the nature of the decision and the circumstances in which it is made, bearing in mind the issues of relevance

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and proportionality. The Mayor and Council must understand the impact or likely impact of the decision on those with protected characteristics who are potentially affected by the decision. The extent of the duty will necessarily vary from case to case and due regard is such regard as is appropriate in all the circumstances.

- 13.10. The Equality and Human Rights Commission has issued Technical Guidance on the Public Sector Equality Duty and statutory guidance entitled 'Equality Act 2010 Services, Public Functions & Associations Statutory Code of Practice'. The Council must have regard to the statutory code in so far as it relates to the duty and attention is drawn to Chapter 11, which deals particularly with the equality duty. The Technical Guidance also covers what public authorities should do to meet the duty. This includes steps that are legally required, as well as recommended actions. The guidance does not have statutory force but nonetheless regard should be had to it, as failure to do so without compelling reason would be of evidential value. The statutory code and the technical guidance can be found at:

<https://www.equalityhumanrights.com/en/advice-and-guidance/equality-act-codes-practice>
<https://www.equalityhumanrights.com/en/advice-and-guidance/equality-act-technical-guidance>

- 13.11. The Equality and Human Rights Commission (EHRC) has previously issued five guides for public authorities in England giving advice on the equality duty:

- The essential guide to the public sector equality duty
- Meeting the equality duty in policy and decision-making
- Engagement and the equality duty: A guide for public authorities
- Objectives and the equality duty. A guide for public authorities
- Equality Information and the Equality Duty: A Guide for Public Authorities

- 13.12. The essential guide provides an overview of the equality duty requirements including the general equality duty, the specific duties, and who they apply to. It covers what public authorities should do to meet the duty including steps that are legally required, as well as recommended actions. The other four documents provide more detailed guidance on key areas and advice on good practice. Further information and resources are available at:

<https://www.equalityhumanrights.com/en/advice-and-guidance/public-sector-equality-duty-guidance#h1>

14. Equalities implications

- 14.1. Age is one of the nine protected characteristics, which are set out in the Equality Act 2010. Additional guidance set out in this report will help officers to be more effective in their engagement with older and younger residents in Lewisham.
- 14.2. The establishment of a school councillor question time is an additional channel through which young people in the borough can engage with decision-makers.

15. Climate change and environmental implications

- 15.1. There are no specific climate change and environmental implications arising from this report.

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16. Crime and disorder implications

16.1. There are no specific crime and disorder implications arising from this report.

17. Health and wellbeing implications

17.1. There are no specific health and wellbeing implications arising from this report.

18. Background papers

18.1. There are no additional background papers for this report.

19. Glossary

Term	Definition
Communication Channel	A means of communicating with someone, for instance a magazine, leaflet, poster, face-to-face meetings, telephone calls, media, emails or social media.
Corporate Strategy	Lewisham's Corporate Strategy sets out the Council's overall vision and priorities for the next four years (2018-22)
Electronic communications, online communications, digital communications	These terms, which are fairly interchangeable, refer to communications via digital/online communication channels such as email, information on websites, instant messaging, or online contact forms etc.
E-newsletter	A newsletter distributed electronically, for instance by email, rather than printed.
Local Democracy Review	The Local Democracy Review was a councillor-led review of local democracy in Lewisham, which made recommendations about how the Mayor and Council could enhance their openness and transparency, increase public involvement in Council decisions and promote effective decision-making.
Local Democracy Working Group	The Local Democracy Working Group is a group of eight councillors who are responsible for implementing the recommendations of the Local Democracy Review during 2019/20. It has now been extended until January 2021.
Social media	Websites, computer programs and applications that allow people to communicate and share information on the internet using a computer or mobile phone. Examples include Facebook, Instagram, Twitter and LinkedIn.

20. Report author and contact

20.1. If there are any queries about this report, please contact James Bravin (Principal Officer, Policy, Service Design and Analysis) by email (james.bravin@lewisham.gov.uk) or telephone (020 8314 8393).

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Appendix A – Methods for Engagement with Older People Guide

Method	Description	Details
Community Connections	<p>Community Connections is a preventative social prescribing project, aiming to improve the health and wellbeing of vulnerable adults across the borough.</p> <p>It achieves this through a combination of community development work and individual community facilitation for vulnerable adults.</p> <p>The Community Development Workers (CDWs) could be a useful contact for officers looking to develop new services.</p> <p>N.B. Community Connections Lewisham is a new service developed by the COVID-19 Response Hub partners (Lewisham Local, Voluntary Services Lewisham, Lewisham Foodbank, Age UK Southwark & Lewisham and Lewisham Council) to continue the provision of support to vulnerable residents. It builds on the existing Community Connections service outlined above.</p>	<p>https://lewishamconnections.org</p> <p>Community Connections Floor 2 Laurence House Catford Road SE6 4RU</p> <p>communityconnections@ageuklands.org.uk 020 8314 3244</p>
Lewisham Life Quarterly Magazine	<p>Magazine delivered to every home in the borough. Good way to promote events, consultations or other engagement activities.</p>	<p>https://lewisham.gov.uk/mayorandcouncil/aboutthecouncil/advertising/advertising-lewisham-life/book-an-advert-in-lewisham-life-magazine</p> <p>020 8314 7027 lewishamlife@lewisham.gov.uk</p>
Lewisham Life email updates	<p>Weekly emails that go to an audience of 20,000+ Lewisham residents.</p>	<p>https://lewisham.gov.uk/mayorandcouncil/aboutthecouncil/advertising/advertising-lewisham-life/book-an-advert-in-lewisham-life-magazine</p>

		020 8314 7027 lewishamlife@lewisham.gov.uk
Libraries/ Community Libraries	There are 14 libraries/community libraries in Lewisham. Each library has a different programme, but they often hold regular events or activities for older people. N.B. Due to the COVID-19 pandemic, only six libraries are currently open, offering a click and collect service to residents.	For details of the libraries in the borough please visit: https://lewisham.gov.uk/myservices/libraries/branches
Main Grants Funded Organisations (working with older people)	Lewisham Council funds or partly funds several organisations across the borough who work with older people. Contacting these groups is a good way to engage with different communities of older people across the borough.	Please see Appendix B
Positive Ageing Council Newsletter		https://lewisham.gov.uk/mayorandcouncil/positive-ageing-council Positive Ageing Council Coordinator lucy.formolli@lewisham.gov.uk 020 8314 6314
Positive Ageing Council Public Meetings	N.B. No face-to-face meetings are currently being held due to the COVID-19 pandemic.	https://lewisham.gov.uk/mayorandcouncil/positive-ageing-council Positive Ageing Council Coordinator lucy.formolli@lewisham.gov.uk 020 8314 6314
Positive Ageing Council Steering Group Meetings	Smaller group of Positive Ageing Council Meetings. N.B. No face-to-face meetings are currently being held due to the COVID-19 pandemic.	https://lewisham.gov.uk/mayorandcouncil/positive-ageing-council Positive Ageing Council Coordinator lucy.formolli@lewisham.gov.uk

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		020 8314 6314
Table Talk	<p>An initiative that aims to help inform senior residents throughout the borough, with the help of volunteers. They visit different areas of Lewisham, with leaflets, information, a table and the desire to engage with the older population.</p> <p>Officers who have a specific issue that they would like to promote, or share with older people. They can contact the Table Talk team and can even host a Table talk session themselves in conjunction with the Table Talk volunteers.</p> <p>N.B. No face-to-face meetings are currently being held due to the COVID-19 pandemic.</p>	<p>https://www.lewishamlocal.com/places/uk-greater-london/lewisham-groups/table-talk/</p> <p>07792048792 ellisrachel@hotmail.com</p>
Tenants and Residents Associations	<p>A Tenants and Residents Association (TRA) is a group of people who get together to discuss issues that may be affecting the area where they live.</p> <p>Some TRAs focus on housing issues, such as repairs and maintenance, whilst others might have an interest in other community issues, such as the environment or crime.</p> <p>These are very useful if you want to engage with older people in specific geographical areas or communities as information can be delivered directly to where people live.</p> <p>TRAs often have community noticeboards which can be used to share information, and they also hold AGMs which include</p>	<p>For a list of all the Tenants and Residents Associations in Lewisham please see:</p> <p>https://www.l-t-f.co.uk/tra</p>

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<p>Social Media</p>	<p>Despite assumptions about older people and social media usage, several of the organisations and groups, have popular social media accounts, with active communities.</p> <p>For example: Age Well Lewisham – Facebook https://en-gb.facebook.com/pg/agewelllewisham/ Positive Ageing Council – Twitter https://twitter.com/PACLewisham</p> <p>Officers who are engaging with different organisations are recommended to consider their online channels when trying to engage with them.</p>	<p>Search relevant social media platforms for details.</p>
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Appendix B – Main Grant Funded Organisations (Older People Focus)

Main Grant Funded Organisations	Description	Specialism/ Focus	Contact Details
Ackroyd Community Association	<p>The Ackroyd Community Centre is vibrant community hub located on Ackroyd Road SE23. It hosts services for the local community across generations living in the Forest Hill, Crofton Park and Honor Oak Park area, in the Borough of Lewisham.</p> <p>The centre has daily activities for: children and families (including a day nursery – Young Oaks), older people plus health and wellbeing activities for all ages</p>	SE23 Postcode Activities	<p>https://ackroydcentre.org.uk/</p> <p>Ackroyd Community Centre Ackroyd Road Forest Hill London SE23 1DL</p> <p>Telephone: 020 8291 3479</p>
Age Exchange	Age Exchange is a national centre for Reminiscence Arts and dementia intervention. It creates intergenerational projects and is a vibrant community hub in the heart of south-east London.	Reminiscence Arts/ Arts Intergenerational projects	<p>https://www.age-exchange.org.uk</p> <p>11 Blackheath Village London SE3 9LA 020 8318 9105 hello@age-exchange.org.uk</p>
Age UK Lewisham and Southwark Ltd	Age Lewisham & Southwark provide a wide variety of services in the Boroughs of Lewisham and Southwark, including day care, healthy living, help at home, information and advice, outreach and volunteering. These services are mostly available to anyone aged 50 and over, although a	Health Living Social Isolation Advice	<p>https://www.ageuk.org.uk/lewishamandsouthwark</p> <p>Stones End Day Centre 11 Scovell Road London SE1 1QQ 020 7358 4077 information@ageuklands.org.uk</p>

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	small number of services are only available to over 65s.		
Ageing well in Lewisham - LCC	Ageing Well in Lewisham aims to enable older people in Lewisham to improve their quality of life as they get older. Their work reduces social isolation, improves physical and mental health and encourages a high standard of overall wellbeing.	Organised Activities Wellbeing through socialisation	4-14 Barmeston Road London SE6 3BH info@ageingwellinlewisham.org 020 8698 3735
Asian elders and carers group	Asian elders and carers group helps older people in Lewisham and surrounding areas from the Asian Community. They also work closely with other local groups and welcome anyone with an interest in Asian culture.	Asian community	020 3556 0007 sjm.a@hotmail.com 4 Heatherfield House Beechwood Place London SE10 8GQ
Deptford Methodist Mission Disabled People's contact	Deptford Methodist Mission Disabled People's Contact (known as 'Deptford Mission' or 'The DPC') is a registered charity that aims to reduce isolation in elderly disabled people. It is based in the Deptford Methodist Mission building and includes a Day Centre for elderly disabled people, a Monday evening club for adults with learning disabilities and a charity shop that raises funds for its work.	Deptford Elderly disabled	http://www.disabledpeoplescontact.org.uk/ Deptford Methodist Church 1 Creek Road Deptford London SE8 3BT Tel: 020 8692 5599 dpc@1dpc.co.uk
Entelechy Arts (also WATAS)	Entelechy Arts collaborate with people from marginalised and excluded communities to place	Participatory arts	https://entelechyarts.org/ Entelechy Arts The Albany

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	arts practice at the heart of a process striving to achieve equal, connected and engaged communities.		Douglas Way London, SE8 4AG info@entelecharts.org
Lewisham Pensioners Forum	Lewisham Pensioners Forum works to provide a voice for older people, challenging local and national policies that negatively affect the daily lives of older people.	Campaigning for older people	http://lpforum.org The Old Town Hall Catford Road London SE6 4RU Tel. 020 8690 7869 projects@lpforum.org
Stanstead Lodge Senior Club.	Offers a supportive environment for older people in Lewisham and south-east London to develop skills, exercise, socialise and generally prolong a healthy and active life.	Local area	https://www.stansteadlodge.org/ 260 Stanstead Road Forest Hill SE23 1DD admin@stansteadlodge.org
The Grove Centre	Community centre supported by The Grove Centre Church and the Lewisham Council, which aims to serve the local community by facilitating and organising activities and events which help to meet the needs of all local people. Runs daily coffee bar aimed at retirees.	Social isolation	https://www.thegrovecentre.org.uk/thegrovecentre.htm 2 Jews Walk Sydenham London SE26 6P 020 8778 8601

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