

Report to HEALTH SCRUTINY COMMITTEE

Council Motion – Chatty Checkouts and Cafes

Chair:

Councillor Shoab Akhtar

Report Author: Mark Hardman, Constitutional Services

1st September 2020

Reason for Decision

An action within a Council Motion 'Chatty Checkouts and Cafés' has been referred to the Health Scrutiny Committee for consideration.

Recommendations

The Health Scrutiny Committee is invited to note the referral and the initial actions taken in response.

Council Motion – Chatty Checkouts and Cafés

1 Background

1.1 At the meeting of the Council held on 17th June 2020 an action from a Council Motion ‘Chatty Checkouts and Cafés’ was referred to the Health Scrutiny Committee.

1.2 The preamble to the Motion read –

“Social isolation impacts on personal mental health and physical health. This also has a negative impact on the community. Councillors should be committed to looking at innovative ways of addressing this issue. This commitment must form part of Oldham Borough aspiring to be an Age-Friendly local authority.

Council notes that:

- In the UK the Chatty Café Scheme (<https://thechattycafescheme.co.uk>) has been established with 900 participating outlets so far offering opportunities for customers to converse at Chatter and Natter Tables. Costa Coffee has become the scheme’s first national partner.
- The Pub in the Hub scheme is offering support to public houses joining the scheme.
- In the Netherlands Chatter Checkouts have been introduced in supermarkets, dedicated lanes where interaction between the customer and staff member is purposefully expected to take longer as conversation performs part of the transaction.
- Local authority run premises, such as libraries, leisure centres, and the local markets; health centres and hospitals run by the NHS; and pubs, cafes, shopping centres and retail parks run by business partners have potential to host such schemes.
- Operators of supermarkets and other retailers in the borough may wish to establish Chatter Checkouts, maybe at quieter times of the trading week.
- There will be many people suffering from mental ill-health from the isolation of lockdown measures following the Coronavirus Pandemic.”

1.3 The action referred to the Committee (resolution 2 of the Motion) reads

“The Health and Scrutiny Board *sic* be asked, in consultation with Age UK Oldham and District Teams, to:

- i) Examine the practicalities of introducing Chatter and Natter Tables in Council premises.
- ii) Identify where they could be established.
- iii) Identify how referrals to such provision might form part of social prescribing”.

1.4 Noting that social prescribing forms part of the Thriving Communities programme, the action has been referred to the Thriving Communities Programme Manager for initial consideration. The action is to be considered alongside other activities in line with other priorities which Covid-19 is presenting and a report to a future meeting will be programmed into the Committee Work Programme.

2 Financial Implications

2.1 There are no financial implications arising associated with this report.

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- 3 **Legal Services Comments**
- 3.1 There are no legal implications arising associated with this report.
4. **Co-operative Agenda**
- 4.1 The action identified within the Motion proposes an action that might be taken forward across the public, private and community sectors to address issues of social isolation.
- 5 **Human Resources Comments**
- 5.1 There are no Human Resources implications associated with this report.
- 6 **Risk Assessments**
- 6.1 There are no particular risk issues associated with this report.
- 7 **IT Implications**
- 7.1 There are no IT systems implications associated with this report.
- 8 **Property Implications**
- 8.1 There are no Property Implications associated with this report.
- 9 **Procurement Implications**
- 9.1 There are no Procurement Implications associated with this report.
- 10 **Environmental and Health & Safety Implications**
- 10.1 There are no Environmental and Health & Safety Implications associated with this report.
- 11 **Equality, community cohesion and crime implications**
- 11.1 There are no equality, community cohesion and crime implications associated with this report.
- 12 **Equality Impact Assessment Completed?**
- 12.1 No
- 13 **Key Decision**
- 13.1 No
- 14 **Background Papers**
- 14.1 There are no background papers as defined by Section 100(1) of the Local Government Act 1972 to this report.
- 15 **Appendices**
- 15.1 None
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