

Date of issue: Tuesday, 2 May 2017

MEETING:	SLOUGH WELLBEING BOARD Councillor Sabia Hussain (Chair), Health & Social Care Commissioner Naveed Ahmed (Vice-Chair), Business Representative Nicola Clemo, Slough Children's Services Trust Cate Duffy, Director of Children's Services Roger Parkin, Interim Chief Executive Ramesh Kukar, Slough CVS Lise Llewellyn, Strategic Director of Public Health Dr Jim O'Donnell, Slough Clinical Commissioning Group Les O'Gorman, Business Representative Lloyd Palmer, Royal Berkshire Fire and Rescue Service Colin Pill, Healthwatch Representative Rachel Pearce, NHS Commissioning Board Representative Alan Sinclair, Director of Adult Social Care Superintendent Gavin Wong, Thames Valley Police
DATE AND TIME:	WEDNESDAY, 10TH MAY, 2017 AT 5.00 PM
VENUE:	VENUS SUITE 2, ST MARTINS PLACE, 51 BATH ROAD, SLOUGH, BERKSHIRE, SL1 3UF
DEMOCRATIC SERVICES OFFICER: (for all enquiries)	NICHOLAS PONTONE 01753 875120

NOTICE OF MEETING

You are requested to attend the above Meeting at the time and date indicated to deal with the business set out in the following agenda.



ROGER PARKIN
Interim Chief Executive

AGENDA

PART I

Apologies for absence.

CONSTITUTIONAL MATTERS

1. Declarations of Interest

All Members who believe they have a Disclosable Pecuniary or other Pecuniary or non pecuniary Interest in any matter to be considered at the meeting must declare that interest and, having regard to the circumstances described in Section 3 paragraphs 3.25 – 3.27 of the Councillors' Code of Conduct, leave the meeting while the matter is discussed, save for exercising any right to speak in accordance with Paragraph 3.28 of the Code.

The Chair will ask Members to confirm that they do not have a declarable interest.

All Members making a declaration will be required to complete a Declaration of Interests at Meetings form detailing the nature of their interest.

2. Minutes of the last meeting held on 29th March 2017

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3. Action Progress Report

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ITEMS FOR ACTION / DISCUSSION

4. Memorandum of Understanding (MOU) setting out an integrated approach to identifying and assessing the health and wellbeing needs of carers

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5. SPACE Annual Report 2016

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6. Planning for the 2017 Partnership Conference

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7. Frimley Sustainability and Transformation Plan (STP) integration update

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THEMED DISCUSSION

8. Increasing life expectancy by focussing on inequalities

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AGENDA
ITEM

REPORT TITLE

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FORWARD PLANNING

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| 9. | Forward Work Programme | 113 - 118 | All |
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ITEMS FOR INFORMATION

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| 10. | Slough Wellbeing Board Annual Report
2016/17 | 119 - 138 | All |
| 11. | Attendance Report | 139 - 140 | - |

SUMMARY

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| 12. | What have we achieved tonight? |
| 13. | What do we want to achieve at the next meeting? |
| 14. | Date of Next Meeting |

19th July 2017, 5pm

Press and Public

You are welcome to attend this meeting which is open to the press and public, as an observer. You will however be asked to leave before the Committee considers any items in the Part II agenda. Please contact the Democratic Services Officer shown above for further details.

The Council allows the filming, recording and photographing at its meetings that are open to the public. By entering the meeting room and using the public seating area, you are consenting to being filmed and to the possible use of those images and sound recordings. Anyone proposing to film, record or take photographs of a meeting is requested to advise the Democratic Services Officer before the start of the meeting. Filming or recording must be overt and persons filming should not move around the meeting room whilst filming nor should they obstruct proceedings or the public from viewing the meeting. The use of flash photography, additional lighting or any non hand held devices, including tripods, will not be allowed unless this has been discussed with the Democratic Services Officer.

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Slough Wellbeing Board – Meeting held on Wednesday, 29th March, 2017.

Present:- Councillor Hussain (Chair), Naveed Ahmed (Vice-Chair), Nicola Clemo, Rodney D'Costa (deputising for Jo Moxon), Pete Farmer (deputising for Lloyd Palmer), Ramesh Kukar, Dr Jim O'Donnell, Les O'Gorman, Roger Parkin, Colin Pill and Superintendent Wong (until 7.03pm).

Apologies for Absence:- Lloyd Palmer, Jo Moxon, Lise Llewellyn and Alan Sinclair

PART 1

52. Declarations of Interest

In relation to agenda item 8, Colin Pill declared that he was the representative of Healthwatch Slough.

53. Minutes of the last meeting held on 26th January 2017

Resolved –

- (a) That the minutes of the meeting held on 26th January 2017 be approved as a correct record.
- (b) That an Action Progress Report be added as a standing item to future agendas, initially comprising the two most recent meetings of the Board.

54. Protecting vulnerable children

The Board received a presentation on Protecting Vulnerable Children from Nicola Clemo, Chief Executive of Slough Children's Services Trust; Nick Georgiou, Chair of Local Safeguarding Children's Board; and Rodney D'Costa, the Council's Head of Children's Partnerships. It had been planned to involve some young people in the presentation, however, it was decided that it would be more appropriate for the Board to hear their voice in a more informal, workshop type session outside of the usual meeting schedule.

Members were provided with an overview of the wide range of work underway to improve services for vulnerable children. Protecting vulnerable children was the number one priority in the new Slough Joint Wellbeing Strategy and featured prominently in the Council's Five Year Plan. It was highlighted that the working relationship between the Trust, Council and other partners was much stronger than in the past and it was expected that the forthcoming report on the 2nd Ofsted Monitoring Visit would provide evidence that Slough was moving in the right direction. It was recognised that there was much more work to do and the discussion provided an opportunity for both the Board and individual partners to identify further areas for cooperation. The Board discussed a number of these issues in detail. The presentation

included details the pilots of Local Area Collaboratives which would provide a forum for services such as schools, health, police and housing to come together to identify and address local needs.

It was recognised that the voice of children in Slough needed to come through much more strongly and action had been taken to address this. The Board received detailed feedback on the priorities of young people including access to health facilities, mental health, sexual health, education and employment opportunities and crime. The issue of engagement with young people was raised by the Clinical Commissioning Group (CCG) and members agreed it was important to try to increase involvement and representation on appropriate groups and via surveys and other feedback mechanisms. It was suggested schools and/or the Slough Youth Parliament could assist with championing such engagement. The Interim Chief Executive outlined the work the Council was doing with partners to improve engagement in relation to skills and training and community hubs. It was felt that more could be done with employers to promote training and apprenticeship opportunities and this could be something the Board's business representatives could be involved in.

The Slough's Care Leavers Strategy 2017, titled 'Are you mindful?', which had been approved recently by the Joint Parenting Panel, was tabled and the Chair invited the Board to endorse the strategy given its wider links to wellbeing. The Board considered the document and agreed to endorse the strategy.

The following is a summary of the key actions that were agreed during the course of the discussion:

- A closed workshop should be held at a future date with young people to provide them with an opportunity to feedback on their experience of services.
- Slough Youth Parliament to be approached to work with the CCG to champion the engagement of young people including a potential pilot to involve in PPGs.
- Consider how Slough CCG could engage with schools/headteachers on wellbeing agenda, via the forum recently established by the Council.
- Partners were encouraged get involved with and help resource the GP Open Day in May.
- SCST and CCG to discuss the potential for a package for care leavers to include a one-to-one advice based session with an appropriate health professional.
- Future partnership arrangements and strategy on the Children and Young People's agenda to be progressed by the Director of Children's Services in discussion with the Commissioner.

At the conclusion of the discussion, the report and presentation was noted.

Resolved –

- (a) That the report and presentation be noted and that the actions agreed be progressed.
- (b) That Slough's Care Leavers Strategy 'Are you mindful?' be endorsed.

55. Strategic Director of Public Health Annual Report 2016/17

The Strategic Director of Public Health had been unable to attend the meeting to present the report and it was therefore agreed to defer any detailed consideration until the next meeting on 10th May 2017 as part of the themed discussion which would be led by public health.

If members of the Board had any questions on the report more immediately, they could be forwarded to Amanda Renn who would pass them on to the public health team accordingly.

Resolved –

- (a) That the Strategic Director of Public Health's Annual Report 2016/17 be received.
- (b) That consideration of the issues raised in the report be deferred until the next meeting on 10th May 2017 as part of the themed discussion on 'Increasing life expectancy by focussing on inequalities'.
- (c) That members of the Board forward any questions or queries on the Annual Report to the Strategic Director of Public Health, via the SBC Policy Team.

56. Community Engagement Update

The Head of Policy, Partnerships & Programmes introduced a report which sought the Board's views on how to develop the partnerships approach to community engagement. The notes of the workshop that the Board had held on 11th January were noted.

Community engagement had been identified as a priority area for improvement as partners were often working with the same people and groups of people and working in a more coordinated and collaborate way provided an opportunity to improve the resident experience, efficiency and outcomes of the engagement. It was felt that the objectives needed to be defined to clarify the scope of any joint working that could range from the coordination of consultations through to driving behaviour change.

Board members discussed a variety of issues and made numerous specific suggestions including partners joining in with existing events and consultations; sessions for the Wellbeing Board members to go out and talk to residents; regular meetings between communications officers from partner organisations; and the promotion of specific initiatives in partner organisations relating to strategic priorities such as mental health. Different views were expressed about the specific role of Board i.e. whether it should be a body which championed engagement and facilitated improved coordination of engagement between partners, or whether the Slough Wellbeing Board itself should be more visible in communicating its role and being a body directly engaging with people. The ways of working of the Board and the level of central resource and leadership of the issue was also discussed.

(Superintendent Wong left the meeting)

It was proposed and agreed that the Board hold a workshop on ways of working in June at which a number of specific ideas regarding communications and engagement could be further considered as part of a wider discussion. The Chair indicated that key issues and questions would be circulated to members for consideration prior to the meeting. Relevant partners were also invited to share resources and contribute to the annual Keeping Well in Slough Open Days at GP surgeries. Further details were available from the CCG.

Resolved – That the Board hold a workshop session in June to include further consideration of the practical steps to improve community engagement as discussed at the meeting.

57. Better Care Fund Programme 2016/17 - Quarter 3 Report

The Board considered a report on the progress of the Better Care Fund (BCF) programme for 2016/17 as at the end of the third quarter of year and informed members of the process for BCF planning for 2017-19 for which the Board was asked to give delegated authority to the Director of Adult Social Care to sign off the final plan.

The BCF progress report had been submitted to NHS England on 3rd March 2017. There was an overall forecast underspend of £411k in Slough and the Joint Commissioning Board agreed to invest the underspend into commissioning of adult social care to maintain services this year (£322k) and funds to support additional activity arising from winter pressures (£150k). The delivery against Key Performance Indicators was reviewed and it was noted that on non-elective admissions to hospital, Slough continued to be above plan despite evidence of a positive impact from individual schemes such as falls prevention and complex case management. Delayed Transfers of Care were also above planned targets and the BCF Delivery Group scrutinised performance monthly to ensure the schemes were improving outcomes for residents. Despite the pressures, it was considered that the system in Slough was working well in comparison to other areas.

Planning for 2017-19 had begun although national guidance hadn't yet been issued. More funding would be available through the BCF over the next three years. It was likely that the final submission of Slough's plan would be needed before the next meeting of the Board. The Board was therefore asked to delegate authority to the Director of Adult Social Care to sign off the plan. The Health Priority Delivery Group would be involved in the planning process. The delegation was approved and it was also agreed that the Council's Interim Chief Executive be provided with a draft of the submission prior to sign off and the final version would be circulated to members.

Resolved –

- (a) That the report be noted.
- (b) That delegated authority be given to the Director of Adult Social Care to sign off the final BCF Plan for 2017-19.
- (c) That the draft plan be provided to the Council's Interim Chief Executive prior to sign off and circulated to the Board following submission.

58. Forward Work Programme

The Slough Wellbeing Board Forward Work Programme for the period between May to November 2017 was reviewed. The Head of Policy, Partnerships & Programmes invited partners to comment on the plan and suggest items at any time to ensure it reflected relevant key issues from across the partnership. The Board noted the additional workshop planned for June and that the annual partnership conference would be held in September.

There was a brief discussion on the themed discussion planned for the meeting on 19th July 2017 on the Slough Youth Parliament Manifesto. It was proposed that this item include consideration of how the SYP could help deliver youth participation to people in Slough more widely.

At the conclusion of the discussion the work programme was agreed.

Resolved – That the work programme be agreed.

59. Local Healthwatch for Slough

An information report was received about the recommissioning process of the local Healthwatch service. The service would be recommissioned from 1st July 2017 and a further update would be provided to the Board at its meeting on 19th July 2017.

Resolved – That the information report be noted.

60. Progress Update on the Frimley Health & Care Sustainability and Transformation Plan

An information report was received that updated the Board on the progress being made to deliver the Sustainability and Transformation Plan for the Frimley footprint.

Resolved – That the information report be noted.

61. Attendance Report

Resolved – That the attendance report be noted.

62. Meeting Review

The Board reviewed key outcomes from the meeting and learning points for future meetings.

63. Date of Next Meeting

The date of the next meeting was confirmed as 10th May 2017.

Chair

(Note: The Meeting opened at 5.05 pm and closed at 7.29 pm)

Slough Wellbeing Board – Action Progress Report

29th March 2017

No:	Item	Action(s):	For:	Status
53.	Minutes	That an action log be considered at future meetings to assist the Board in tracking actions.	Democratic Services/Policy Team	Completed
54.	Themed Discussion: Protecting vulnerable children	<ul style="list-style-type: none"> • A closed workshop to be held at a future date with young people to provide them with an opportunity to feedback on their experience of services. • Youth Parliament to be approached to work with the CCG to champion the engagement of young people including a potential pilot to involve in PPGs. • Consider how CCG could get engage with schools/headteachers on wellbeing agenda, via the forum recently established by the Council. • Partners were encouraged get involved and resource GP Open Day in May. • SCST and CCG to discuss the potential a package for care leavers to include a one-to-one advice based session with an appropriate health professional. • Future partnership arrangements and strategy on the Children and Young People’s agenda to be progressed in discussion with the Commissioner. 	DCS/SCST CCG CCG/SBC All CCG/SCST SBC DCS	To be advised 10/5/17

56.	Community Engagement Update	That a workshop be held in June 2017 on the Board's Ways of Working	Policy Team	Completed
57.	Better Care Fund Programme	That delegated authority be given to the Director of Adult Social Care to sign off the final BCF Plan for 2017-19.	Director of Adult Social Care	TBC

26th January 2017

No:	Item	Action(s):	For:	Report Back To: Date:
41.	Local Plan Issues and Options Consultation	<ul style="list-style-type: none"> That partners be encouraged to participate and contribute to consultation process. That copies of the Planning Slough's Future – Issues and Options magazine and leaflet be made available to partners for circulation. 	All Planning Dept.	- Completed
42.	Themed discussion: Mental Health	<ul style="list-style-type: none"> That further consideration be given to the practical issues and actions raised during the course of the discussion with a report back to the Board at a future meeting. That consideration be given to showcasing some of the excellent work being done locally to support people with mental health conditions at the next annual partnership conference. 	Policy Team Policy Team	TBC TBC
47.	SWB Annual Report	That the first draft of the SWB Annual Report be noted and that Board members be asked to submit any further comments or ideas by the end of February 2017.	All	-

SLOUGH BOROUGH COUNCIL**REPORT TO:** Slough Wellbeing Board**DATE:** 10 May 2017**CONTACT OFFICER:** Sally Kitson
Market Development ManagerMike Wooldridge
Better Carer Fund Manager,
Slough Clinical Commissioning Group**(For all enquiries)** (01753) 875594**WARD(S):** All**PART I**
FOR COMMENT/ENDORSEMENT**AN INTEGRATED APPROACH TO IDENTIFYING AND ASSESSING CARER HEALTH AND WELLBEING****1. Purpose of Report**

1.1 The purpose of this short report is to bring to the attention of the Slough Wellbeing Board the document entitled 'An integrated Approach to identifying and assessing Carer health and wellbeing', developed and published by NHS England in 2016 in order to promote increased support to unpaid carers.

1.2 The document was developed as a resource to help local Health and Wellbeing Boards adopt a more integrated approach to the identification, assessment and support of carers between health, social care and third sector organisations. It has produced a template Memorandum of Understanding (MOU) for local Health and wellbeing Boards to encourage engagement from local partners to commit to work together to improve outcomes for carers.

2. Recommendation

2.1 The recommendation to the Slough Wellbeing Board is to endorse the MOU (at appendix A) in order to encourage local sign from local partners to support carers within their organisations. This will then help with greater coordination to ensure the identification and assessment of carers in Slough amongst partners.

3. The Slough Joint Wellbeing Strategy, the JSNA and the Five Year Plan

Adopting the proposed MOU is in line with priorities within the Wellbeing strategy and the JSNA. It also contributes to the Council's Five Year Plan, namely 'our people will become healthier and will manage their own health, care and support needs'. It will also help us meet the priorities within Slough's Joint Commissioning Strategy; 'Slough Caring for our carers' 2016-21 which are:

- Identification and recognition of carers
- Support for young carers and carers of working age
- Supporting carers to stay healthy
- A life outside caring.

4. Other Implications

- (a) Financial - None
- (b) Risk Management - None
- (c) Human Rights Act and Other Legal Implications – None
- (d) Equalities Impact Assessment – None

5. Background

5.1 'An integrated Approach to identifying and assessing Carer health and wellbeing' developed by NHS England builds upon the 'NHS commitment to Carers' 2014. It has developed the Memorandum of Understanding based on seven following principles:

- The identification, recognition and registration of carers in primary care
- Carers will have their support needs assessed and receive an integrated package of support in order to maintain and/ or improve their physical and mental health
- Carers will be empowered to make choices about their caring role and access appropriate services and support for them and the person they look after
- Staff of partner to this agreement will be aware of the needs of carers and their value to our communities
- Carers will be supported by information sharing between health, social care carer support organisations and other partners to the agreement
- Carers will be respected and listened to in care planning, shared decision making and reviewing services
- The support needs of carers who are more vulnerable or at key transitions points are identified early.

6. Comments of other committees

6.1 The MOU has been presented to the Health and Social Care Priority Delivery Group who approved it as good practice with a recommendation to take it forward to the Wellbeing Board for final endorsement.

7. Conclusion

7.1 Endorsing the MOU to support carers will give strength to Slough Borough Council and Slough Clinical Commissioning Group in the work with our partners to meet our commitment to carers, ensuring they are identified early, receive the right support and valued as important members of our community.

8. Appendices Attached

A - Template Memorandum of Understanding

9. Background papers

- [An integrated approach to identifying and assessing care health and wellbeing](#)
- Slough Caring for Our Carers –Joint Commissioning Strategy 2016-21

Appendix A: Template Memorandum of Understanding

Memorandum of Understanding between [insert partner organisations on the local Health and wellbeing Board]

OR

[insert name of Director of Adult Social Care] and [insert name of Commissioning Lead for local Clinical commissioning group] - :

Supporting an integrated approach to the identification and assessment of Carers' health and wellbeing needs

1. Introduction

This Memorandum of Understanding (MOU) sets out the agreed approach to supporting the implementation of an integrated approach to the identification and assessment of Carers' health and wellbeing needs across [insert name of district].

a. The local authorities [insert name of local authority/authorities]; and

b. The following commissioners and providers of NHS-funded care:

- [Insert name of CCG(s)]
- [List all acute NHS Trusts and FT's in area, including tertiary & specialist]
- [insert name of Director of Public Health]
- [Insert name of ambulance trust(s)]
- [Insert name of independent sector providers]
- [Insert name of mental health trusts – if applicable]
- [Insert name of community providers – if applicable]
- [Insert name of voluntary sector care providers – if applicable]

c. The local Carer support organisation(s) [insert name(s)]

d. Other local partners:

- [insert names of relevant local partner organisations]

2. Our vision for Carers

[insert name of district/borough] is a place where Carers are recognised, supported and valued, both in their caring role, and as individuals.

3. Working together to support Carers

Partners agree to co-operate with each other, to promote the wellbeing of individual Carers, and to adopt a whole family approach in their work to support local Carers of all ages, in order to:

a. maintain the independence and physical and mental health of Carers and their families

b. empower and support Carers to manage their caring roles and have a life outside of caring

c. ensure that Carers receive the right support, at the right time, in the right place

d. respect Carers' decisions about how much care they will provide and respect Carers' decisions about not providing care at all

4. Key principles

The integrated approach to identifying, assessing and supporting Carers' health and wellbeing needs rests on a number of supporting principles. Each of these principles covers a number of practical points and each of these practical points features examples of positive practice, in order to encourage other practitioners and commissioners to replicate or build on success.

Partners to the Memorandum of Understanding agree that:

4.1 Principle 1 – We will support the identification, recognition and registration of Carers in primary care.

4.2 Principle 2 - Carers will have their support needs assessed and will receive an integrated package of support in order to maintain and/or improve their physical and mental health.

4.3 Principle 3 - Carers will be empowered to make choices about their caring role and access appropriate services and support for them and the person they look after.

4.4 Principle 4 – The staff of partners to this agreement will be aware of the needs of Carers and of their value to our communities.

4.5 Principle 5 - Carers will be supported by information sharing between health, social care, Carer support organisations and other partners to this agreement.

4.6 Principle 6 - Carers will be respected and listened to as expert care partners, and will be actively involved in care planning, shared decision- making and reviewing services.

4.7 Principle 7 - The support needs of Carers who are more vulnerable or at key transition points will be identified early.

5. Moving forwards

Actions arising from this agreement will form part of our commissioning plan for Carers and of a more detailed action plan.

We will put in place arrangements for periodic audit and the provision of reasonable assurance to the Council, Health and Wellbeing Board, Clinical Commissioning Group, and the public, on how this memorandum of understanding is being implemented and how our work is making a difference to carers. Feedback from Carers, their representatives, and the cared for, will be an essential element of these audits.

We will involve Carers, in recognition that they are 'experts by experience', in monitoring and reviewing services, and when seeking to redesign, commission or procure Carer support services.

We will put programmes for learning and development in place to raise the awareness and understanding of the needs of Carers and their families, and of local Carer support services.

We will design training and support for those undertaking Carers needs assessments to have the necessary knowledge and skills. This will include ensuring that practitioners in the local authority and partner agencies are aware of the specific requirements concerning Carers of the Care Act 2014 and amendments to the Children and Families Act 2014 and accompanying Guidance and Regulations.

6. Thinking Carer across the system

By supporting carers we are also supporting the cared for. No one should have to care alone.

In order to ensure that carers receive the right support, at the right time, and in the right place, a Carer who indicates that they require additional support or that their capacity or willingness to continue caring is diminished, should be referred to the local Carer support organisation to have their immediate needs addressed.

Where a Carer indicates they have a health need during an interaction with the NHS, this health need should be addressed as soon as possible, after which the healthcare practitioner should initiate a discussion about the Carer's wider support needs and refer to the local Carer support organisation.

Partnership working and co-operation is key to providing a joined up, seamless service. This will include joint working between the local authority, the NHS, voluntary organisations, education, public health, housing and local communities to support Carers.

Central to this joint working will be the development of local data and information sharing processes between agencies, so that information follows the Carer across their own care and support pathway without them constantly having to re-tell their story.

The needs of Carers should also be recognised by commissioners and planned for. Work through the local Health and Wellbeing Board, the Better Care Fund Board, and the Joint Strategic Needs Assessment, will include identification of the needs of Carers, including Young Carers and Young Adult Carers in the local area; this identification will be crucial in avoiding crisis breakdowns.

The local Joint Health and Wellbeing Strategy will include shared strategies for meeting these identified needs, setting out arrangements for working together and the actions that each partner will take individually and collectively.

This memorandum of understanding will be subjected to an annual review.

7. Signatories

Name and title	Organisation	Signature

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SLOUGH BOROUGH COUNCIL

REPORT TO: Slough Wellbeing Board **DATE:** 10th May 2017

CONTACT OFFICER: Ramesh Kukar (Chief Executive Officer, Slough CVS)
(For all Enquiries) (01753) 219115

WARD(S): All

PART I**FOR COMMENT & CONSIDERATION****SLOUGH PREVENTION ALLIANCE COMMUNITY ENGAEMENT ANNUAL REPORT 2016**1. **Purpose of Report**

To make the Slough Wellbeing Board aware of the work of the Slough Prevention Alliance Community Engagement during 2016 and highlight key achievements of this voluntary sector partnership.

2. **Recommendation(s)/Proposed Action**

The Board is requested to note and comment on the report.

3. **The Slough Joint Wellbeing Strategy (SJWS) 2016 – 2020, the JSNA and the Five Year Plan**3a. **Slough Joint Wellbeing Strategy (SJWS) 2016 – 2020 Priorities**

This SPACE annual report, represents the work of Slough's voluntary and community sector supporting activities that contribute to all four SJWS priorities of:

- 1) Protecting vulnerable children
- 2) Increasing life expectancy by focussing on inequalities
- 3) Improving mental health and wellbeing
- 4) Housing

Specifically: a) Delivering information & advice, family income maximisation and access to wellbeing activities through children centres; b) a comprehensive range of physical and social activities for residents; c) personal wellbeing plans and access to wellbeing prescribers; d) Debt management support, housing and homelessness advice.

3b. **The JSNA**

The JSNA highlights the importance of lifestyle factors on health and wellbeing, and the low level of physical activity among adults, and isolation and loneliness in older people.

3c. **Five Year Plan Outcomes**

The SPACE annual report highlights the achievements of Slough's community assets – charities, local small community groups and volunteers – working collectively and collaborating to deliver the following outcome from Sloughs Five Year Plan: **“More**

people will take responsibility and manage their own health, care and support needs”.

4. **Other Implications**

- (a) Financial - None
- (b) Risk Management - None
- (c) Human Rights Act and Other Legal Implications - There are no Human Rights Act Implications arising from this annual report.
- (d) Equalities Impact Assessment - There are no EIA implications associated with the proposed actions.

5. **Summary**

- The Chief Executive of Slough CVS is the contract manager for the Slough Prevention Alliance Community Engagement, and is required to prepare an annual report on services delivered by the consortia members.
- This report highlights some key achievements to date and on future.

6. **Supporting Information**

Background

6.1 Early in 2015, Slough Borough Council launched the 5-year Voluntary Sector Strategy to promote and support the wellbeing of residents with the voluntary sector in Slough. The Strategy set out how the local authority will work to support the development and success of Voluntary and Community Sector (VCS) organisations over the next four years, under 4 thematic priorities:

1. **Commissioning** – moving towards an integrated joint commissioning approach between the Adult Social Care, Public Health, Slough Clinical Commissioning teams and the Voluntary Sector.
2. **Capacity Building** – working with consortia models, maximising external funding, co-producing products and services, and encouraging innovation.
3. **Community Engagement** – build capacity within the community to tackle local neighbourhood problems such as crime, drugs or lack of sports or activities.
4. **Volunteering** – increasing local volunteering opportunities available as well as ensuring volunteering is registered at the heart of every community.

6.2 July 2015, Slough CVS invited all local and regional charities to come together and form a consortium to collaboratively deliver community based health and social care services. Umbrella name – SPACE – Slough Prevention Community Alliance Engagement.

6.3 SPACE was the winning tender, currently with 31 consortium members. The first 3 months – Jan to March 2016 – was a transition period; preserving existing services while introducing new services from April 2016.

Achievements (2016)

Operational

6.4 There are 59 charities and community groups under the SPACE umbrella that are working together for the first time to collaboratively deliver health and social care services. (31 are directly funded by SPACE). The outputs and achievements highlighted in this annual report is restricted to the 31 directly funded charities and to services and

outputs delivered as part of their contract. Therefore, the full value of the Slough voluntary sector and civic contribution of Slough residents is far higher than presented here.

6.5 7,216 clients given an intervention or service by the SPACE consortium. Many clients present themselves with multiple problems, to ensure a holistic wrap around service from than one charity; an intranet referral process has been developed and implemented to facilitate this.

6.6 Resources developed to ensure 200+ professionals from various sectors, enabling them to easily see refer clients to specialist and generic information and advice providers.

Information and Advice

6.7 Slough Advice Centre (SAC) established in April 2016. This is a physical gateway to both generic, specialist and online support, it is located at Shelter's offices in 27 Church Street, and is a partnership delivery model with 10 charities as members.

6.8 4,652 residents received face to face information and advice from these 10 agencies. The online digital platform, had 13,676 website visits; with an average of 560 monthly unique users.

Wellbeing

6.9 1,766 residents took part in a range of Wellbeing activities. Some physical activity sessions were established in partner GP surgeries by *Slough Active*, and initial feedback is a reported decrease in GP visits.

6.10 *Wellbeing Prescribing*: From December 2016, an electronic Wellbeing prescription was set up at Farnham Road Surgery. GP's can now easily refer clients to the full range of voluntary sector services and receive feedback on the progress of their patients.

6.11 A new counselling service has been launched for Slough residents based at the Slough Advice Centre.

6.12 Slough Health website launched, receiving 17,976 visits; an average of 596 residents search the website every month with 252 activities to choose from.

Carers

6.13 Slough Carers Support developed and launched as a new project in June 2016. In the 7 months, 243 carers registered and 178 carers' assessments carried out.

6.14 Promotional strategy to reach carers implemented. A host of wellbeing activities commissioned for carers; Carers activity leaflet created and distributed monthly.

6.15 Carers Website launched in April 2016 with 12,003 visits; Average of 531 carers use the website every month to search activities and other resources.

Capacity Building

6.16 Over 350 Charities and community groups were supported with various services during year. This support helped to bring in £1,533,358 of external grant funding brought into Slough by 35 charities.

6.17 Weekly communication with 552 trustees of 350 charities and community groups with newsletters, funding alerts, consultation events, and community events.

6.18 2 opportunity centres, delivering lunch clubs and social activities for the elderly, and funded by SPACE in 2016 have now become self-sustaining, by securing external funding for 2017 onwards.

6.19 292 Volunteers contributed to the delivery of SPACE services by the 31 consortia members. £2,080,500 is the collective estimated value of their contribution during the year; had they been paid staff.

Social Value

6.20 The social value of SPACE funded interventions has been calculated using the nationally established model from Housing Associations Charitable Trust (HACT). £8,389,054 is the total social value created by the 31 consortia members in delivering their services. This is broken down as follows:

- £1,060,678, is the Social Value created by the groups delivering physical activities.
- £1,191,060 is the Social Value created by the groups providing Social Activities for vulnerable clients.
- £5,432,620, is the Social Value created by the groups delivering Information and Advice.
- £704,696, is the Social Value created by the groups in providing residents with the opportunity to volunteer.
- Within the above total, £529,970 is the Social Value created by the groups providing information and advice, social and physical activities for carers.

User feedback

6.21 25 residents complained about services. 1 complaint for every 290 people served. Overall 79% of clients were satisfied with services they received by SPACE consortia members. The breakdown in services areas is:

- 98% satisfied with wellbeing service
 - 93% satisfied with Information & Advice
 - 47% satisfied with carers support
- (Actions are in place to improve services to carers.)*

What to expect from SPACE in 2017

Wellbeing Prescribing

6.22 SPACE has developed a new service and point of access to the voluntary sector through the Wellbeing Prescribing service. GPs, Adult Social Care and Neighbourhood Services will be able to refer clients with complex needs whose quality of life may be improved by accessing voluntary sector services. The Wellbeing Prescribing Co-ordinator will contact the resident and have an intervention session by telephone and wrap a range of appropriate voluntary sector services around them.

Wellbeing Hubs across 5 locations

6.23 This year our focus will be the 5 Wellbeing hubs which will be based in Langley, 2 hubs in Central Slough, Manor Park & Britwell and Chalvey. The hubs will act as catalysts and signpost residents to voluntary and community sector activity. The main aim for the hubs is to ensure any resident referred by professionals to the hubs, are guided and signposted to the right service at the right time. The hubs will act as community navigators within the local areas.

Online Wellbeing Resources

6.24 In 2017, SPACE will be working in partnership with professionals from the voluntary and community sector, General Practitioners and Slough Borough Council. Staff will develop learning materials including toolkits for health and wellbeing. Planned digital interventions include: Booklet – “21 ways to keep the Doctor Away”; 13-week email course based on the 5 ways to wellbeing; Personal Wellbeing Plan toolkit; Long term conditions – self management toolkit. These will be made available on website platforms supported by SPACE, and promoted to the 7,000 plus SPACE consortia clients.

Shelter – Information Resource Centre

6.25 Shelter leading Slough Advice Centre will develop a new Information Resource Centre for residents to self serve their information and advice needs where possible. Digital technology will be available in the Advice Centre with dedicated Shelter staff on hand to assist residents where needed.

Carers’ surgeries in local venues

6.26 This year Slough Carers Support will be working proactively to create awareness to carers from all walks of life. Slough Carers Support will have a range of surgeries in the Starbucks café and the Curve on a weekly basis.

Support Groups and Self Help Group

6.27 Improving knowledge of the consortium, and access for residents to existing groups as well as supporting the creation of new groups. Vehicles to facilitate residents connecting include the Self Care workshop, Wellbeing Prescribing and Carers Support services Information and Advice one year launch event.

Joint communications across partnerships

6.28 SPACE will be working in partnership with key partners to venture new innovative ways to communicate the key messages to residents to access a wide range of voluntary and community sector organisations. The joint communications plan will create a strong role in creating positive synergies across the town.

7. Comments of Other Committees

The SPACE annual report has not been considered by any other committees.

8. Conclusion

Slough Wellbeing Board is asked to consider and note the Annual report of Slough Prevention Alliance Community Engagement.

9. Appendices attached

‘A’ - SPACE annual report (Jan to Dec 2016).

10. Background Papers

None

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SPACE ANNUAL REPORT

JANUARY – DECEMBER 2016





Our consistent vision is to make Slough a place where

“People are proud to live, where diversity is celebrated and where residents can lead safe, fulfilling, prosperous and healthy lives.”

We have a fantastic community and set of agencies working to achieve this vision.

As Chair of the Slough Wellbeing Board, I would like to congratulate all the voluntary sector organisations that make up SPACE on their first year of operation.

We all have to work together, public, private and voluntary sectors, to reduce the health inequalities in Slough and to improve wellbeing of all residents by tackling the wider determinants of health.

In Slough we have local charities and community groups that have come together, under the SPACE Umbrella, to work in partnership to achieve our joint vision.

In a climate of ongoing austerity and change the case for partnership working has never been stronger.

There is a thriving voluntary and community sector in Slough ranging from small single issue community groups through to local branches of major national charities.

Several other large voluntary and community sector organisations play a key role in providing services locally.

I recognise the valuable contribution that the VCS plays in achieving local priorities and in reaching out to all the diverse communities that make up Slough.

Slough is a unique place and people who live or work here are passionate about both the community and the place. I am delighted to be in a position as chair of the Wellbeing Board where I can support the ambitions of our voluntary sector partners to realise the best outcomes for Slough.

Councillor Sabia Hussain
Chair of the Slough Wellbeing Board



Our annual report reflects on an historic year – the year we formed Slough Prevention Alliance Community Engagement (SPACE). An alliance of Slough’s community and voluntary sector, working in collaborative partnership to deliver a co-ordinated range of non-statutory health and social care services.

This co-operative model has the advantage of cost effectiveness and a mission to wrap a range of voluntary sector services around the needs of a specific individual.

By coming together to form this alliance and to work co-operatively, valuing the unique contribution of each organisation, we have demonstrated that we are strategic, relevant and willing to change.

I want to publicly thank all the 31 SPACE Alliance Member organisations and their staff, trustees, volunteers and stakeholders who made this momentous change possible. The creation was a truly joint effort.

This report highlights the diverse range of local charities and community groups, and the enormous impact they have in the daily lives of residents.

We have included a few case studies that I think bring to life the differences this alliance can make. The combined social value impact of these 31 charities in delivering just the SPACE commissioned services was £8,389,054.

In 2017, all our local charities face the challenges of tougher funding regimes and higher social needs. And further government funding cuts will see a squeeze in 2018/19 and 2019/20.

There has never been a more important time to support people to help themselves and to enable communities to realise their potential – I am proud to be a member of the SPACE alliance of local charities and the work they do to fulfil this mission.

**Ramesh Kukar, Chief Executive Officer
Slough CVS**

On behalf of Slough Prevention Alliance and Community Engagement



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1. Introduction

In 2015, Slough Borough Council launched the 5 year Voluntary Sector Strategy to promote and support the wellbeing of residents with the voluntary sector in Slough. As with many local areas, Slough is seeing an increased population which in turn, is continuing to increase the demands on local services which include the increasing number of older people with multiple health and care needs. At the same time Slough is 'facing unprecedented financial challenges, resulting in the council needing to find over £30million of savings over the next four years, equating to approximately 33% of its budget.' *Partnership Strategy, Slough Borough Council, 2015.*

Slough Borough's Voluntary Sector Strategy 2015-2020 outlines how the local authority will work to support the development and success of Voluntary and Community Sector (VCS) organisations over the next four years. The voluntary and community organisations play a vital role in contributing towards providing services to improve the quality of life for many of our communities.

There are 4 thematic priorities in the strategy:

1. **Commissioning** – Having a move towards an integrated joint commissioning approach between the Adult Social Care, Public Health, Slough Clinical Commissioning teams and the Voluntary Sector. Creating efficiencies and working collaboratively to deliver services having a strong understanding of the gaps and working with commissioners to identify which services are making a key difference to the lives of its users.
2. **Capacity Building** – We have moved from singularly working with groups but to working in a consortia, working more productively together and co-producing products. Enabling the local groups to build their own capacity or external funding, bringing in business opportunity models including developing social enterprises, delivery, re-design and encouraging innovation.
3. **Community Engagement** – A core part of the role is to ensure we build capacity within the community. Involving people in decisions that affect them and tackling local neighbourhood problems such as crime, drugs or lack of sports or activities.
4. **Volunteering** – Building community capacity through infrastructure, increasing the volunteering opportunities available as well as ensuring volunteering is registered at the heart of every community.

This report outlines each thematic statement including statutory duties relating to the statement, the activities related to each statement, the social value created against each statement and finally the performance measures in the year.

The transition period of old to new services took place between 1st January 2016 and 31st March 2016. The old projects continued to be provided in this period and a number of new projects started from the 1st April, therefore, we will report on a 12 month period including the old and new services.

1.1 Key Highlights:

Operational

31 national, regional and local charities and community groups, working together for the first time as a consortium to collaboratively deliver community based health and social care services. Umbrella name – SPACE – Slough Prevention Community Alliance Engagement. Each one of these charities has a contract with SPACE. Many other local and regional charities also contribute to SPACE as associates.

7,216 clients given an intervention or service by the SPACE consortium. Referrals are made to other charities to ensure clients can get a complete comprehensive service – many clients often present themselves with multiple problems.

Sharing information – Digital online common referral form between all SPACE associates established for sharing information and advice. Charities have their own log in, which allows them to communicate with each other, make referrals and check progress.

200 posters distributed to professionals from various sectors, enabling them to easily see and refer clients to specialist and generic information and advice providers.

Collaborative working: example: - Shelter clients are offered hot drinks in reception whilst waiting for their appointments by the “Real Experience” charity volunteers who have been long term unemployed.

Information and Advice

Slough Advice Centre (SAC) established. Physical gateway to both generic, specialist and online support, it is located at Shelter offices in 27 Church Street. SAC is also a virtual and physical partnership of 10 Slough Information and Advice agencies.

4,652 residents received information and advice from these 10 agencies.

Information and advice forum established.

Slough Advice Centre website launched. 13,676 website visitors. Average of 1,140 monthly visitors.

Wellbeing

1,766 residents took part in Wellbeing activities.

Physical activity sessions were established in partner GP surgeries. Feedback from provider is a reported decrease in visits to see GP.

An electronic Wellbeing prescription has been set up at Farnham Road Surgery. GP's can now electronically refer clients to the full range of voluntary sector services and receive feedback on the progress of their patients.

A new counselling service has been launched for Slough residents based at the Slough Advice Centre. The charity delivering this service has funded this from external resources.

Slough Health website launched. 17,976 website visitors. An average of 1,498 visitors every month. 252 activities to choose from.

Carers

Slough Carers Support developed and launched as a new project in June 2016 and funded by SPACE.

243 carers registered.

178 carers assessments carried out.

Carers leaflet for residents launched and distributed

Carers activity leaflet created and distributed

Carers Website launched in April 2016. 12,003 website visitors. Average of 1,000 monthly visitors.

Capacity Building

350 Charities and community groups supported with various services during year.

£1,533,358 external grant funding brought into Slough by 35 charities, accessing funding advice and support.

3,499 visitors to Slough Get Involved. An average of 292 visitors per month.

A SPACE associate funded in 2016, providing **2 opportunity centres**, delivering lunch clubs and social activities for the elderly have become **self-sustaining**, by securing external funding for 2017 onwards.

Mars Chocolate UK have a retirement club. Links established to develop future volunteers from this pool.

292 Volunteers contributed to the delivery of services by the 31 consortia members.

£2,080,500 is the collective estimated value of their contribution during the year; had they been paid staff.

Social Value

The 31 charities working collaboratively to deliver a range of interventions to residents. The social value of these interventions has been calculated using the nationally established HACT model.

£1,060,678, is the Social Value created by the groups delivering physical activities.

£1,191,060 is the Social Value created by the groups providing Social Activities for vulnerable clients.

£5,432,620, is the Social Value created by the groups delivering Information and Advice.

£704,696, is the Social Value created by the groups in providing residents with the opportunity to volunteer.

£8,389,054 is the total social value created by consortia members in delivering their services.

Within the above total, £529,970 is the Social Value created by the groups providing information and advice, social and physical activities for carers.

User feedback

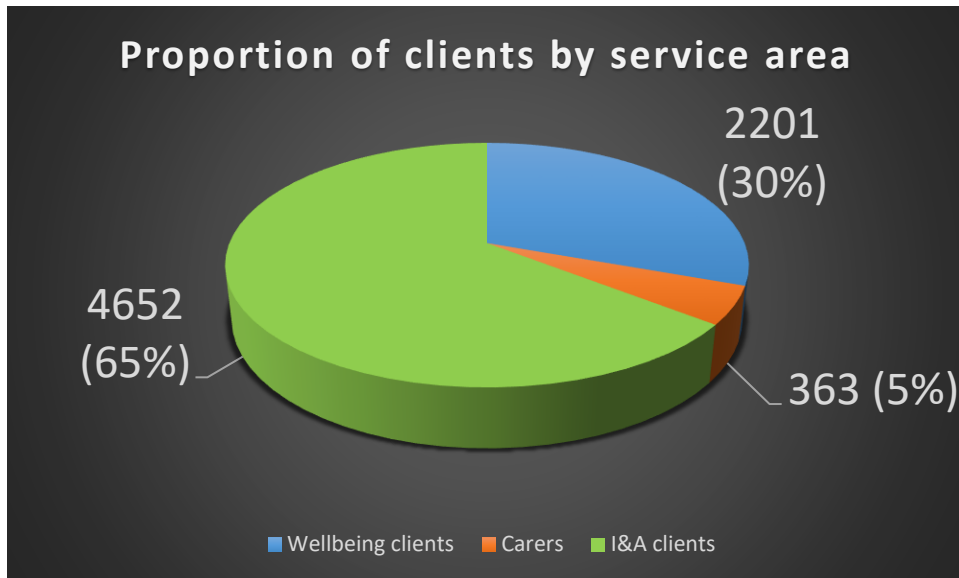
25 residents complained about services. 1 complaint for every 290 people served.

Overall 79% of clients were satisfied with services they received by SPACE consortia members. The breakdown in services areas is:

- ❖ 98% satisfied with wellbeing service
- ❖ 93% satisfied with Info & Advice
- ❖ 47% satisfied with carers support

89% reported that they found it easy to access SPACE services (100% found it easy to access information and advice services).

95% felt they were treated fairly by the service provider.



1.2 SPACE Awards in 2016

- ❖ Best Collaboration award between Shelter and the Real Experience
- ❖ Best New Development project between Special Voices and the Cippenham Carers Group
- ❖ ‘Real’ Case Studies on how SPACE has helped Slough residents from Slough Immigration Unit and Slough Furniture Project



Norma Palmer from Slough Furniture Project collecting their award from Head of Safeguarding and Learning Disabilities at Slough Borough Council

2. Operational Developments

Summary

The first year focused on key developments and operational delivery, which included a range of information and advice services, wellbeing and prevention services and concentrating on creating momentum for the carers' project.

- 2.1 A Consortium of voluntary and community sector alliance members established
- 2.2 A SPACE Associate membership of over 40 voluntary established
- 2.3 Number of new groups engaged
- 2.4 A Board to oversee some key areas for the associates established
- 2.5 Number and list of strategic meetings attended
- 2.6 Number of events, forums and meetings held
- 2.7 New innovations created

2.1 Below is the list of Consortium alliance members who receive funding through SPACE.

Age Concern Slough and Berkshire East
Apna Virsa
Asian Carers Group *
Ategi
Berkshire Vision
Carers project
Cippenham Carers Group *
Deaf Positives Action CIC *
Destiny Support
Get Active *
Groundworks
Living In Harmony
Meet and Mingle
New Langley CA *
Pakistani Welfare Associate
Polish Lunch Club
Royal Voluntary Service
SANAS
Sewak Housing *
Shelter
Slough Community Transport
Slough Crossroads
Slough CVS
Slough Furniture Project
Slough Immigration Unit *

Slough Older Peoples Forum
Slough Refugee Support
Slough Senior Citizens
Special Voices
The Real Experience *
WOW *

* = joined SPACE in the period April 2016 – December 2016

2.2 Other SPACE Associate members contribute to the collective outcomes of the health and wellbeing provision for Slough and have volunteered to work as part of the SPACE partnership.

National Debtline website
SBC Independent Financial Advice Services
Age UK Berkshire
WEA
Turn2me
Alzheimers Society
Sign Health
YES Slough
Slough Talking Newspapers
Enham Trust
DASH Charity
Slough Job Club and Executive club
Silverline
Recycled Teenagers
Chalvey Youth and Family Support
NIAS
British Red Cross
SHOC
Turning Point
Homestart
Radian
Advocacy in Slough *
Macmillan *
The Princes Trust *
Slough Foodbank *
P3 *
Salvation Army *
Inclusion Project*

* = joined SPACE in the period April 2016 – December 2016

2.3 Number of new groups engaged

A total number of 16 new groups joined SPACE in the period April 2016 – December 2016 - 9 became alliance members and 7 joined as in kind associates. These are marked with an asterisk in the above lists.

2.4 The Board 2016

Name	Organisation
Ramesh Kukar	SPACE Contract Manager
George Howard	Slough Community Transport and Shopmobility
Jackie Yokota	Slough Crossroads
Helen Lines	Royal Voluntary Service
Slough Borough Council advisor	Ian McIlwain
Slough Borough Council advisor	Sally Kitson
Space Operations Manager - Attendee	Joanna Flaxman
Slough CVS - Attendee	Jesal Dhokia

2.5 List of strategic meetings attended in this year:

- a. Carers Partnership Board
- b. Slough Health and Wellbeing board
- c. Local Childrens Safeguarding Board
- d. Local Adults Safeguarding Board
- e. Better Care Fund Commissioning
- f. Berkshire Community Foundation Board
- g. Berkshire Community Foundation Grants Panel
- h. Safer Slough Partnership
- i. Information and Advice Asset Based Conversation – community mapping
- j. KP Snacks Mentoring Week
- k. Prevention Strategy Workshop
- l. Big Lottery Funding Meetings
- m. Frimley and Wexham Park NHS meeting
- n. HWB Community Engagement meetings
- o. Youth Awards
- p. Prevent meetings
- q. Social Workers monthly information sessions
- r. Establishment of Legal Surgeries for Slough Advice Centre
- s. Establishment of a Counselling support provision for Slough Advice Centre
- t. CCG quarterly meetings for Social Prescribing
- u. Carers Wexham Park Hospital
- v. CMHT Memory Clinic partnership meeting

2.6 Number of events, forums and meetings held

Event	
SPACE Board Meetings	16
SPACE Board Away Day	1
SPACE Associates Meetings	4
Information and Advice Forum	2
Carers Forum	4
Carers Week	A full week of activities across 2 locations
Carers Town Centre Event	2

2.7 New innovations created

Following the success of the GP patient prescription pilot in 2015 funded by the Prime Ministers Fund, SPACE launched the Wellbeing Prescribing Service for GP's, initially taking off at the Farnham Road Surgery and slowly moving across to other surgeries and social workers in 2017. The project aims to deliver:

- ❖ Improved patient health and wellbeing
- ❖ Increased access to community resources
- ❖ Reduced GP appointments

Any registered patient is referred by their GP to the Wellbeing Prescriber if they:-

- ❖ Are feeling socially isolated / looking for more social engagement
- ❖ Wish to improve physical health
- ❖ Are lacking in confidence
- ❖ Need to find practical support and information.

The Wellbeing Prescriber helps patients to identify their personal health goals and give details of activities, support and services locally which contribute to those goals.

3. Capacity Building

3.1 Volunteer engaged in the service

3.2 Building Community Capacity

3.3 Volunteers engaged in the service

3.1 Volunteer engaged in the service

Volunteers are the most important resource community organisations have and have been a key ingredient of SPACE. We are extremely delighted to announce that **292** volunteers contributed their time locally. The ability of people to work together for the betterment of their community and themselves has been one of the most valuable resources this year.

The image of volunteering has changed over time. Now volunteers come from all walks of life: they may be a teenager learning to manage responsibility by caring, an executive sharing management skills with a community group or a retiree enjoying a new friendship as a volunteer.

SPACE recognise that the volunteers are worth their weight in gold, they have shared their time and their talents and we would like to **thank all** the volunteers that have contributed their time in 2016.



Volunteers Assist at Slough Refugee Support's job club

3.2 Building Community Capacity

i. Capacity Building

This area of work focused on 3 specific areas: volunteering, community navigation and prevention.

Summary

This part of the project proposed a bespoke tailored training programme to include an element of mentoring support in order for the organisations to receive specific advice and guidance on their own projects, as well as knowledge and information and opportunities for networking and collaboration through the training.

Initially, in this period there was a strong focus on developing funding applications with the community organisations and in total the Slough CVS funding advisor worked with 35 groups in this period. An outstanding amount of external funding was generated totalling to **£1,533,358**. The project continued to work closely with the SBC community development team and provided the digital infrastructure to support the jointly organised funding workshops. The project continued to recognise that collaboration and capacity building through partnership and organisational development was an important identified development need, and would be more effective and sustainable in increasing capacity for the participating organisations, rather than just short term funding applications. The SBC development workers continued to access Slough CVS infrastructure advice, support training and bespoke advice, in order to support the groups within their localities.

Capacity building with KP Snacks Oct 2016



SPACE worked with KP Snacks to think about potential ideas in order to create opportunities for best practice collaboration in service of reducing the level of loneliness, and by default reducing the spending on health and social care. A potential outcome from this would be capturing more case studies across the projects.

Organisations that took part in the leadership week were: Slough CVS, Berkshire Vision, SPACE, SPACE Carers Project, Older Peoples Forum, YES Slough, Aik Saath and Slough Talking Newspapers.

As well as visiting the Berkshire Vision lunch club, over 15 KP Snacks employees also enjoyed a visit to the ‘Slough Fest’ marking World Mental Health Day in October.

Capacity Building Outputs -

The table below identifies the range of areas and outputs created within this area in this period:

Performance Indicator	Output achieved
Volunteering Opportunities on Slough Get Involved	65
Clients communicated information and communication	552
Charities and groups registered on Slough Get Involved	350
Funding and community alerts	48
Special and emergency alerts on behalf of partners	33
External funding generated by supporting groups into Slough	£1,533,358
Training sessions delivered: Running Successful Event Feel at Home with your finances Mindfulness and Compassion Mental health awareness Safeguarding x 2 Confusion to Clarity DBS Dealing with difficult situation Trustee Induction/ refresher Gift of Happiness Take Care of Yourself Press Release and photos for beginners Autism Awareness	12
Bespoke training: Trustee Induction Thames Valley Housing Residents Trustee Induction for Community Development workers at Slough Borough Council Trustee Inductions Radian Housing residents	3

Joined up partnership with SBC training	
State of the Sector Survey	1
Funding Workshops held	8
Berkshire Community Foundation and Local Giving Heritage Lottery Fund Community Learning Art Council, England Heathrow Community Big Celebrate x 4	
Showcasing the Voluntary Sector – 1 Awards Ceremony	225
Networking Forum held	3
Addressing Isolation and Loneliness Event held	1
Intensive Interventions 1-2-1, face to face and telephone	26
Groups supported to levy in external funding	35

A total of 35 organisations sought 1:1 advice after receiving weekly funding alerts from Slough CVS. The 1-2-1 support generated a range of enquiries to enable groups to identify the right funder for their individual projects. The majority of groups sought advice on completion of their application form and requested evidence on local indices to support their applications. Slough CVS continued to stay in touch with funders on behalf of the groups which included Berkshire Community Foundation, Big Lottery Fund, Heathrow Community Grants and Heritage Lottery.

A total of £1,533,358 was generated from external funders into Slough.

ii. Volunteering

Integral to the success of the provision was to increase the uptake of volunteering across the formal and informal sectors, including developing the necessary infrastructure to make this possible. In this period SPACE reported a total of 292 volunteers accessing opportunities within the SPACE alliance alone. These volunteers contributed £2,080,500 of in kind support of volunteer hours.

This part of the project also considered the changing arena of reduced funding, digital platforms and changing national volunteering agendas. Slough Get Involved digital volunteering section was developed, and good practice benchmarked from the neighbouring Borough's WAM Get Involved platform. The digital website innovation directly enables organisations to recruit volunteers to

help local people to get involved with local community projects. The digital platform removes the red tape and gets residents connected with the groups who need volunteers.

It creates a direct opportunity for groups to support and develop opportunities for volunteers to work alongside paid staff, taking on a range of roles and functions and recognising the role for people giving time in both the universal and targeted prevention areas. A key function allows residents access 'call for action' opportunities and with other initiatives particularly in local neighbourhoods and localities.

In this period SPACE reported the Slough Get Involved website volunteering page alone was accessed by 3,499 visitors during the year. This represents a monthly average of 292 visitors. There was an average of 77 unique users per month. Visitors have been stable throughout the year. (See full Digital Report)

iii. Community Navigator

SPACE commissioned a single provider with two interrelated projects: a) Volunteer passports; and, b) Community Navigators.

The success of these two projects would have provided Slough with trained volunteers, that were flexible to work in multiple charities, and to navigate residents to voluntary sector services at the point of access. This means that if you had multiple issues but arrived at one charity with a benefit query – you would also be able to access debt advice, healthy walks programme and carers support etc.

When you are trying new ways of working, not everything will work.

The volunteer passport proved unworkable in Slough and was decommissioned after 6 months of operation.

The community navigator provision ran for 9 months and achieved: 326 interactions; 219 clients were seen; 76 were signposted to other agencies.

A review of this specific model of community navigator provision was taken. It was decided to commission a new model for 2017, using 6 charities collaborating under one brand, with incentivised payments and a target of 1,500 interventions with a similar budget.

The new model is designed to create a simple method of referral from GPs, Social Workers, Specialist charities and professional staff to voluntary sector services and for residents to access this from 5 strategically located hubs.

As with all the SPACE projects, we are looking for results, impact and value for money. This means that a continuous review will take place, with new improvements adopted until we have a working model for the residents of Slough.

4. Wellbeing

4.1 Prevention

During the first twelve months, a series of co-production approaches were taken to remodel the existing services so service users and their carers would have more choice and flexibility in how they would meet their own needs. The ambition was to shift away from some specific building based approaches to facilitating better access to the wider mainstream activities in the local community.

SPACE identified several providers that would create a wide range of activities that could be adapted or bespoke to meet the needs of various communities. A timetable produced with Slough Active was produced which created opportunities within mainstream community settings and a bespoke programme that was delivered within local community venues and GP surgeries which had access to a room.

For the full timetable and activities available please go to:

<http://www.slough.gov.uk/downloads/Active-Life-2017-Jan-March.pdf>



Meet and Mingle – knitting class

Case Study – Living in Harmony

There was a session on how to look inside ourselves and identify own problems. When we closed our eyes and we could feel the sensations taking place inside the body. It helped me in strengthening the muscles and aware the sensations happening inside the body while doing yoga. Overall it helps me to improve my health and the muscle pain reduced. I feel that it helping me to listen to my body.



Living in Harmony – Seated Yoga

Case Study – Slough Furniture Project

A lady phoned in tears saying she did not know what to do, Her elderly mother had been sleeping downstairs in a reclining armchair for about 2 weeks as she felt unable due to mobility and weakness to use stair lift to go to bed. The medical staff that was coming in daily said she had to use a bed which must be brought down to reduce bed sores. The Help4U team visited the same day and the client's bed (which was electric) was situated when she wanted it and the lounge furniture rearranged to make an easy transition. The stair lift was also faulty and the lady got an electrician to disconnect it and 2 days later our team went back in and removed it. This lady and her mum were so grateful, and the Help4U were delighted to have intervened and prevented which could have been a very dangerous situation.



Slough Seniors Yoga Class

Case Study – Older Peoples Forum

An older person who had been a long term carer for her husband who had recently passed away came to the Health & Safety day in November 2016. During the day she was able to obtain information of a number of services available to her including a free fire safety check, access to the police alert system, nutritional advice, a falls assessment and Free 50+ activity programme. Having suffered from back pain for some time, she was able to have a postural assessment carried out by a professionally qualified chiropractor and received advice on suitable exercise and a voucher towards the cost of a full health check.

She has now become a member of the Forum and is regularly attending meetings, her health has improved and she has been able to use the information received to improve her social contacts making the transition from carer to independent active member of the local community.



Polish Lunch Club

4.2 Lessons learned

- ❖ During this period, it was identified that small groups needed a lot more additional support and the small groups digital toolkit was accessed a lot less with a demand for face to face provision.
- ❖ Community navigation took on board signposting rather than working directly with individuals to resolve their health and care needs. Community navigation needed to recognise, working with residents to build resilience, so they can help themselves by proactively supporting them to access suitable services, especially community support that helps them to live as independently as possible. The wellbeing prescribing model and the hubs have been introduced to meet this need for 2017.
- ❖ Increased networking events for the wider VCS will be established
- ❖ Prevention activities will consider all adults from the age of 18 and over and not just the over 50s
- ❖ Prevention activities devised for carers alone were not well attended and activities will be promoted across all communities

4.3 Key achievements

- ❖ £1,533,358 of external funding, brought into Slough by SPACE Members and associates accessing infrastructure support.
- ❖ Residents starting to access the volunteering page of Slough Get Involved to search for volunteer opportunities.
- ❖ **Social Value** created in this year generated by the SPACE consortium
 - Keep Fit – a total social value of £1,060,678 was generated
 - Social Activities – a total social value of £1,191,060 was generated
 - Volunteering - £704,696 was generated in social value (292 volunteers)
 - Information and Advice - £5,432,620 was generated in social value



The lunch group at the Pakistani Welfare Association

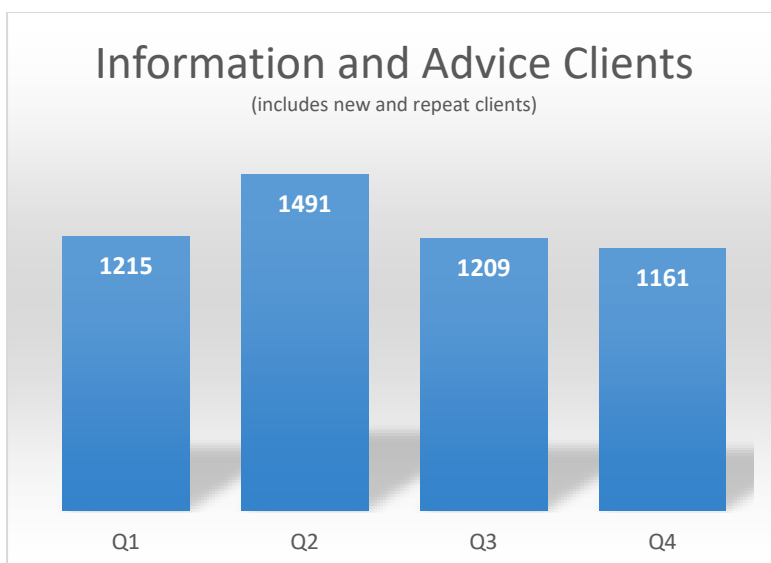
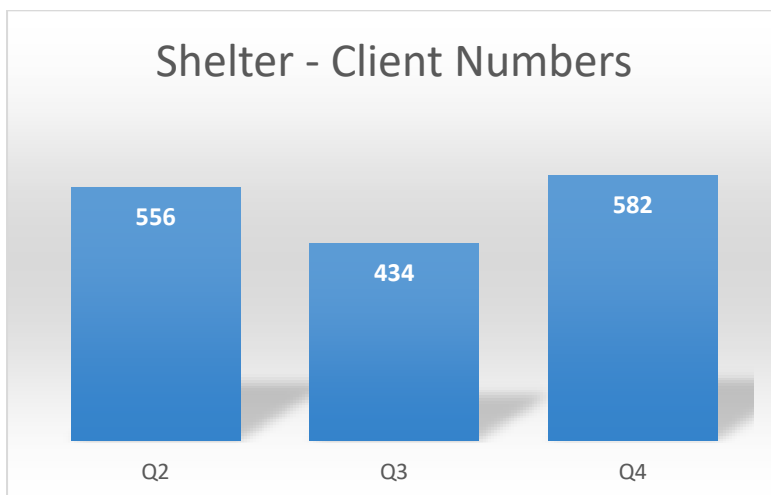


SANAS Lunch Club

5. Information and Advice

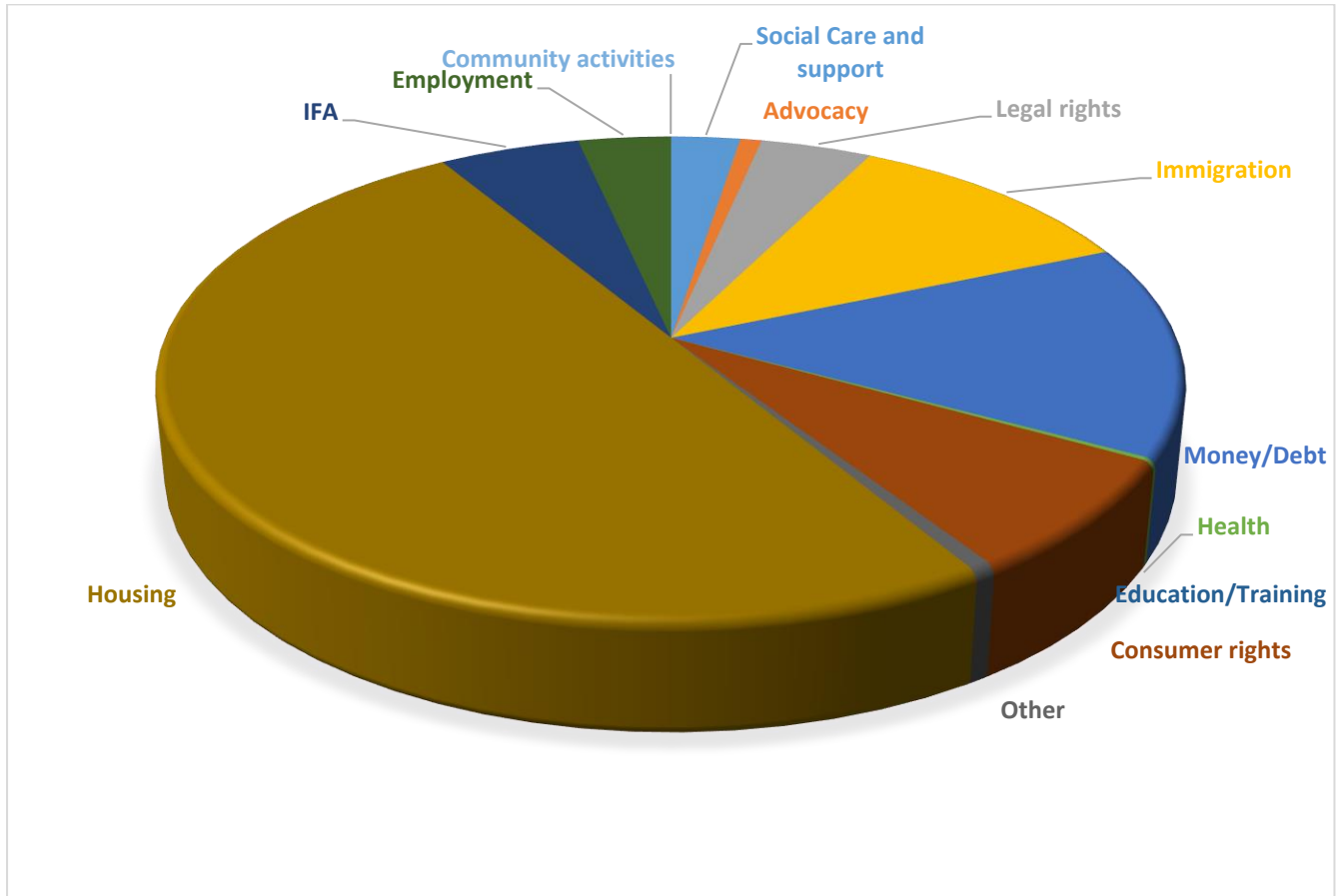
5.1 Summary

The information and advice service known as the Slough Advice Centre, launched its' services in April 2016 following the decision made by Citizen Advice Slough to close its provision from the 1st April 2016. The service led by Shelter and based at the same central location in Slough supported 1572 in 2016 people seeking face to face or telephone support. SPACE includes a range of other organisations who provide general and specialist information and advice such as immigration advice, services for people with sensory loss and holistic advice and support.



5.2 Slough Advice – nature of contacts

As part of its role Shelter have begun the process of collecting data on information and advice to provide an overview of the range and nature of services available to residents in Slough – this is shown in the below graph which covers the period between 1st October 2016 to 31st December 2016.



Case Study – Slough Refugee Support

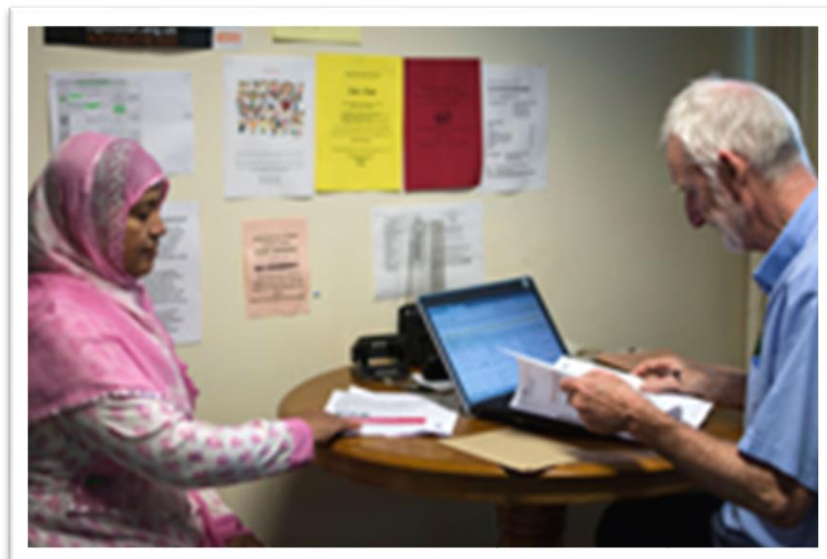
A client who was pregnant had been a client at Slough Refugee Support (SRS) for a long time, we have helped a lot with complicated issues including homelessness, utilities problems, and divorce. Her family problems have made her feel very vulnerable and support from SRS has helped her improve her confidence.

SRS has provided her with an opportunity to volunteer in order to prevent isolation and to help her improve her English. Through volunteering at SRS, she has also improved her employability and work experience in the UK.

SRS has also helped her to apply successfully for Jobseekers Allowance whilst she was looking for work and for Employment Support Allowance for the time she has been unwell due to her pregnancy.

Further, SRS registered Immigration Advisers have helped her to apply for citizenship and for British passports for herself and her son successfully.

The services SRS has provided to Ms F have helped her to improve her financial situation and therefore prevent destitution, Ms F and her son have gained a settled immigration status making it easier for her to make long term plans for herself and her son. Her confidence has improved greatly and this will enhance her ability to become an active member of her local community.



Destiny Support one-to-one

Phase 1 of Slough Advice Centre focused on:

- ❖ Transition – transition of provision between the new and the old provider between Jan 16 and Mar 2016, with the old provision using this period to wind down the services. As the old provider continued to provide services in this period, SPACE took the opportunity to work with the new provider to identify any changes and requirements for April onwards. The transition planning in this period focused on:
- ❖ Best practices and processes to bring the new provider and their staff involved into the delivery to prepare on the new Information and Advice delivery of services
- ❖ A strong, development-based framework to support them to develop skills, increase the use of volunteers and create an information and advice provision that triaged clients to the right services with a ‘no wrong door’ approach.
- ❖ To change the culture for the vulnerable clients waiting for advice, especially in cold and wet weather conditions
- ❖ A flexible accessible service planning response that would provide a bridge for residents needing services to access information and advice services over the phone, via the internet or face to face.



Slough Advice Centre, 27 Church Street, Slough SL1 1PL

The Slough Advice Centre has a range of services which include, benefit and welfare advice, money and debt advice, counselling services, Enham Trust Employment services, Enham Trust direct payment information and advice provision, housing services, Consumer advice and free legal surgeries. Fiona McTaggart MP continues to hold local surgeries from the Slough Advice Centre. The digital Slough Advice platform provides residents direct access to many more advice agencies in Slough.

Phase 2 planning focused on:

- ❖ Launch of the information and advice website – www.sloughadvicecentre.co.uk
- ❖ A new name – SPACE worked to identify a new name and identity for the I&A provision that would not only promote the wide range of services within the I&A provision but also take into consideration integrated planning of all the provision available. The new name for the 'Slough Advice Centre' was launched in May 2016.
- ❖ 'A new look' – The new signage and public entrance doors using a specialist contractor to supply and install a set of power assisted doors to comply with BSEN 16005:2012. Equality Act 2010 and Codes of Practice.
- ❖ Legal surgeries – with no handover to SPACE of previous provision by the old provider, SPACE concentrated on identifying legal surgeries with new local solicitors in order to provide a range of 'free' advice sessions where legal advice was needed.

Phase 3 planning focused on:

- ❖ Quality AND Quantity – The digital common referral form was launched. Good quality I&A provision became the focal point for the Slough Advice Centre with clients being triaged from the location and appointments being made for them through the common referral form to other I&A providers. This meant clients only told their story once! The lead provider ensured telephone enquiries were answered as 'Slough Advice Centre, Shelter.'



SPACE I&A Common Referral Form V2

Name	Mr James Parker
Telephone Number	01753 524176
Accessible Communication Needs	Client's mobile number is direct to his Carer Yaya. Client does have a mobile but has a speech impediment and has requested the appointment be discussed with Yaya. Client's number is 07830739070
Please tick if your client given consent for their details to be passed to another organisation	Client Consent Given
Existing case reference numbers	C478633.2
Brief details of the situation	Client has received PIP letter to award enhanced rate, not mobility needs. Client would like support with Mandatory Reconsideration.
Name	Joanna Flaxman
Organisation	Shelter
E-mail	Joanna.Flaxman@shelter.co.uk
Phone Number	03445 151380
Select Recipient	Destiny Support

A real case example of how the common referral form was used in 2016 – with the names changed for Data Protection

- ❖ No more queues – It was SPACe's prerogative to stop long queues especially through the colder weather periods. Launched in November 2016, residents began to be greeted by friendly volunteers from The Real Experience at the Slough Advice Centre every weekday morning from 9am. Many residents took the opportunity to come in out of the cold, avoid queuing in the rain and enjoy a free cup of tea or coffee provided by volunteers. Volunteers from The Real Experience are either long-term unemployed or who have health conditions. The volunteers have gained work experience, skills and confidence through working with Slough Advice Centre which will enhance their CVs to help them return to long term employment.
- ❖ Launched the counselling service – Slough Advice Centre now books appointments for any Slough resident who need to access a counselling service via the WM Counselling service.
- ❖ Provided meeting rooms for other I&A services – The Slough Advice Centre provides access to other support services that provide information and advice including Enham Trust personal assistant recruitment service, Employment and Skills employment advisory service on behalf of the Enham Trust and it has continued to provide provision for the MP's surgeries.



The Real Experience serving hot drinks in Slough Advice Centre

Case Study – Slough Immigration Aid Unit

A client contacted SIAU because her employer had suspended her from work. She has had indefinite leave to remain since 2009, but this is stamped on her old, expired, refugee travel document and as she hasn't wanted to travel, she had not applied for a new document. SIAU explained that the employers are wrong – she is of course still allowed to work – but that Home Office guidance to employers states they should see a valid document confirming people's permission to work, otherwise they would not have a statutory defence if they were found to be employing someone illegally. In order to satisfy her employers, the client may have to apply for a biometric residence permit – she qualifies to get one, and it will explain her situation to her employers, but it costs £308 and it should not be necessary, as she already has full rights here.

5.3 Lessons learned

- ❖ Delays in the Slough Advice Centre launch could have been avoided if the transition of old to new service provision had taken place between Oct 2015 and Dec 2015. This would have given the new provider the first 3 months Jan 16 – Mar 16 time and scope to kick start the provision for a fully operational service from April 2016.
- ❖ People are far more loyal to the accommodation of which they are used to going rather than to the service provider delivering the service.
- ❖ Slough Advice Centre website received far more attention as it was easy to read and took residents directly to specialist provider, therefore, digital platforms and websites need to be made available a lot sooner to residents before appointments are made or before they are triaged.
- ❖ It was very important to promote specialist services as many residents go to the generic advice centres, with the specialist provider being the second point of access.
- ❖ Lack of knowledge of all the advice services available within the voluntary sector amongst both the statutory professional staff and the voluntary sector staff was a surprise.

Case Study – Shelter

A taxi driver contacted Slough Advice Centre to inform us that a homeless woman with limited English was being brought to Shelter for help. She came into the office after the triage drop-in had closed with 3 large suitcases; she was extremely tearful. Through the triage appointment, the Advice Assistant confirmed that the woman had been abused over a number of years and on that day her partner had packed her suitcases, and thrown her out of their rented accommodation. She had been refused accommodation by the council. While the Advice Assistant had been calling the refuges, another Advisor organised for a food bank collection. One of the refuges confirmed that a room was available from the following day. Shelter then organised for our Service to find accommodation for this client using the Shelter Hardship Fund and accommodated her in a hotel for the evening. The next day, the client returned to the office where we arranged for transportation to the refuge (as identified by DASH) enabling that client to remain away from the abusive partner and get the support she needed to move on.

5.4 Key developments

- ❖ New signage, new doors for easy access for people with disabilities, launch of the I&A website and easy access for residents, the common referral form between providers, annual survey, launch of the counselling service, launch of the Real Experience refreshment service and phasing out of long queues.
- ❖ Information and Advice – for every pound spent £24.49 was generated in **social value** (a total social value of £5,432,620)

5.5 Priorities for 2017

- 'One year on' Slough open day
- A phased in new reception with a range of new seating and furniture.
- A new digital transformed Slough Advice Centre to create an environment of self help
- Slough Advice Centre to act as a wellbeing hub and a new partnership between Shelter and The Real Experience
- Wellbeing prescribing will inform residents of health and wellbeing activities available to them
- Galvanise the voluntary sector groups to create area based community navigation wellbeing hubs
- Roll out of the common referral form to other SPACE alliance members

Case Study – Destiny Support

When my husband passed away, I was receiving letters about his debts. I was in distress because I was grieving and had to deal with all the letters asking for money I did not have. Destiny Support helped me with dealing with all the letters and now I don't receive any letters about the debts!

6. Carers

The overall objective of the project is to improve the lives of carers in Slough. We worked with organisations, providers, businesses and most importantly carers to ensure they are provided with information and advice; are supported to maintain their own identity; maintain/ improve their health and wellbeing; have a break and have a voice.

This year has been an opportunity to look at raising awareness and overall the project has seen the landscape around it change especially as budget cuts have hit everyone hard in health and social care.

This report will report on the positive work achieved over the year and address some of the challenges highlighted particularly: improved data collection systems, carer awareness training and carer engagement.

6.1 Carers project performance

The carers project will report performance, together with achievements, and detail areas where there have been challenges against actions and proposed actions to improve performance in year

6.2 Overview

Positive progress was made in the first year for SPACE Carers Project to deliver improved outcomes for carers, with a total number of carers registered with the project between April and Dec 2016 stood at 243. Our main objective focused on prevention and the early identification of carers. The majority of actions proposed have been achieved or have made significant progress. The outcomes being reported are for the period April 2016 to December 2016.

Tom from the Herschel Arms said “it was a pleasure to be involved in Carers Week, my staff and I felt proud to be involved, Carers do an amazing job and it was great to be able to reciprocate in a small way”.

6.3 Summary

This section highlights areas of performance, together with lessons learned, key development and the priorities for 2017. It also provides details of areas where there has been slippage against targets along with proposed actions to improve performance. The section of the project is divided into 4 themes from the performance monitoring and the expected outcomes.

Below are the range of activities, services and provision that are available and have been offered to Carers in this period against the 4 themes as outlined in the tender which gives a summary of the project in 2016:

6.4 Theme 1 - Carers feel supported to continue providing care

Expected outcome – Identification and recognition of carers

❖ Information and Advice

Slough Carers Support website was established as an information and advice platform for raising awareness to carers on engaging prevention activities, health and wellbeing, information and advice. The Slough Advice Centre also enabled carers to access advice on specific issues such as benefits, housing, health and care, family services and services for older people.

❖ Regular Carer Specific Updates

The Carers specific newsletter and email alerts enabled carers to receive specific carer related information, with 160 carers now registered with email addresses.

Since May 2016 13 email alerts were sent out to carers on activities, news alerts, training and general information and advice to help them in their caring role.

❖ Opportunity to feedback

We have encouraged ALL carers, known and unknown, to SPACE to provide feedback. A feedback on any provision or aspect of the carers offer or any service was developed on the website.

❖ Carers Forums

Three Carers Forums were held, with the agendas set by carers and established with two carer specific groups - Special Voices and Meet and Mingle Carers group.

6.5 Theme 2 – Increase numbers of carers identified

Expected outcome – Realising and releasing potential

❖ Events

Carers specific events were held in this period which included Carers week in June 2016 and the Carers Right Day in November 2016

“I am pleased that I was able to attend the event as my caring role sometimes makes it difficult for me to get out into the community. I was able to chat to the team about my concerns. Being able to sit and take some time to chat to other carers was really nice”

“Thank you for my reiki! Who would have thought that peace and tranquillity could be found in the heart of Slough – great session!”

❖ Skills – helping carers to carry out their caring role

Carers training was promoted to carers in this period which included which repeat administration of medication, moving and handling, safeguarding and 5 stages of grief in partnership with a local business.

❖ Newsletter for carers

Carers Autumn newsletter was launched and all carers registered with the Carers Support Service received a newsletter, which was made available online via the website.

Diane, a carer said “I received lots of useful information that has been very helpful in our situation. All information that I was given during carers week I have been able to use to access services that I didn’t even know existed. Slough Advocacy for example have been absolutely brilliant and have made such a difference since”.

❖ Surveys

An annual survey of carers was carried out to gauge satisfaction with the Carers service as well as quality of life of local carers. (See satisfaction results on p42)

❖ Website

We recognised most carers reported they usually owned or had access to a phone. The website was launched as a mobile friendly digital platform and has been accessed by a wide number of carers with a modern mobile phone. The website provided information and advice, updates relevant to carers, information on training and most importantly a range of support groups and activities for carers to access. (See Appendix 3)

Mrs Webb, a carer said “I was pleasantly surprised after being invited to join in carers week as a passer-by on the street. I was offered a head massage and it was lovely to feel cared for. Information that I received has made such a difference in my life with things being put into place since that I didn’t know I was entitled to. The support on offer has been very helpful and from my experience everything has been just brilliant.”

E Sargeant & Son were delighted to support Carers Week for the 2nd successive year. “We feel that being one of the oldest businesses in the area we have a responsibility to the local community. Supporting Carers Week gives our Company and our staff a great opportunity to deliver upon this responsibility. The staff very much enjoyed sourcing the contents and assembling the gift bags that we provided. We have an excellent working relationship with Slough Community Transport so were pleased to help them with the costs of the cream teas. Carers Week very much has our full support and we very much looking forward to working with the organisers on future events.”

6.6 Theme 3 – Improvement in carer’s physical and mental wellbeing

Expected outcome – A life outside of caring

❖ Access to support groups and social activities

Carers reported that they spent most of their time in their caring role – they preferred not to access carer specific support groups all the time but also groups that might energise them, help them to make friends or just recreational and physical activities to keep them healthy. A hard copy and downloadable activity sheet was made available for carers which incited the wider voluntary sector activities. The website continued to update the wide range of activities available to carers across Slough.

❖ Specialist working carers group

Working carers was highlighted to the project, between April and December 2016 the website continued to promote a range of activities arranged by local VCS groups. SPACE supported and funded the Meet and Mingle working carers group for their launch in January 2017. Information on Carers Flexible working rights and Special voices parent carer support group.

❖ Access to specialist and peer support groups

The wide range of activities and groups with specialist advice were widely promoted and uploaded onto the Carers website, including information of specialist support groups that carers can access such as Alzheimer’s Society, Carers Café and national support networks such as Carers UK.

- ❖ **Free access to premises** - Slough Carers Support launched a new infrastructure provision for support groups to access the 29 Church St, Resource Centre Main hall for 'free' to enable support groups to provide a range of activities to carers. Start-up costs and infrastructure support was offered to carers who wished to set up a peer support group. This initiative was welcomed and taken advantage of by carers.
- ❖ **Access to healthy walks**

Carers Support Slough worked with Slough Active to ensure carers had access to a range of the healthy walks, opportunities to set up a healthy walk with their friends in their local neighbourhood or simply enjoy a stroll in the park and access any of the free equipment available to them.

Case Study

Following the completion of her Carers Assessment the carer in question received her prevention Plan, She has subsequently been able to access seated exercise aimed specifically at Senior Citizens, Pilates courtesy of Age UK and a singing group designed for people with dementia that she can attend with her Cared For. This was particular important to her as she told me that she misses being able to go out with her husband as a couple.

Activities that she can access for both of them are equally as important as those that provide her with time to herself.

She stated in an email that she did not realise that there were so many activities available to carers and that it is good to know that people understand and that she is not alone.

- ❖ **Access to physical activities**

Slough Carers Support worked with the Slough Active team and devised a range of accessible activities including yoga, pilates, table tennis of which all help carers with their physical and emotional wellbeing.

*Wonderful to hear that the Carers week was a success. Yes, it's always great to get such positive response from participants and hear that they have really benefited from the session. Was a pleasure to be a part of it!
Kindest Regards. Kiran*

6.7 Theme 4 – Carers lifestyle has improved for the better

Expected outcome: Supporting carers to stay healthy

❖ Signposting and referral to specialist services

Slough Carers Support worked to ensure carers are made aware of as many carer specific services as possible, which included the launch of the carers café, dementia support group, specialist support lines or in some cases Slough Crossroads where a carer can access and pay for replacement care.

❖ Support and Information via the carers helpline

Carers sometimes just needed a little helping hand to access information on any service, and therefore a dedicated phone number was set up dedicated to Slough carers.

❖ Wellbeing workshops

The wellbeing workshop was developed and piloted in December 2016. Carers were given the opportunity to learn techniques and skills to build resilience.

❖ Wellbeing plans

As prevention became the core aim of the Carers Project, the project started to focus on wellbeing, with the focus on 7 wellbeing values: Your home and living situation, Eating Healthily and safely, Caring for others, Social relationships and activities, Work, Training, Education and Volunteering, Mental Health and Wellbeing and Physical Health.

❖ Slough Health website

The Health and Wellbeing Strategy recognises that wellbeing is the number one priority for Slough residents. The website SloughHealth.org was promoted to carers. Although in its first stage of development, the site promoted a range of health and wellbeing activities for carers to access which are also universal for any resident in Slough.

Feedback from Tesco Volunteer re Carers Week 2016

'I'm so glad we could help and make a difference, it was great working with you too and I also look forward to working with you all again. '

6.8 Carers Centre

SPACE established a Carers Centre close to the High St and co located at Shop Mobility where there were an overlap of clients. The centre held information and leaflets and carers were able to drop in at any time. Carers were signposted to the Carers website and other services where needed.

Case Study

Following the completion of her Carers Assessment the carer in question received her prevention Plan. She has independently accessed a knitting / craft group.

She lives with and cares for her elderly mother, some of the care is shared with her sister, who does not live locally BUT does help with the financial and paperwork side of things.

She finds that her mother can be very demanding and does not like to be left alone, we discussed activities that she could access along with her mother, BUT she feels that it is important that she gets some time to herself and that her mother be encouraged to become a little more self-sufficient.

She is able to spend a few hours a week volunteering for a homeless charity but ideally would love to be able to spend more time with her friend, perhaps shopping or spa days.

She really enjoyed the Carers week pamper sessions and it is activities like this that she would like to receive information on in the future.

She and her sister attended the most recent Carers Forum as they were both keen to hear the talk on Power of Attorney and will writing.

6.9 Carers Assessments

SPACE completed 178 carers assessments in this period, Age Concern Slough and Berks East delivered 52 carers assessments with the resources that were allocated to them, between January and March 2016. SPACE delivered 126 carers assessments between June and December 2016, 40 additional carers declined an assessment in this period, it was clear from the development from both charities that the number of carers' assessments that can be carried out by both charities was 50 a quarter.

SPACE had considered the option to galvanise the voluntary sector to carry out carers assessments – the organisations trained to carry these out were: Slough Community Transport, Destiny Support, Special Voices and Meet and Mingle as the first cohort.

The consortium faced many challenges with initially requiring to meet the system and process requirements. Disparity between the VCS and statutory technology and resource issues, led to the assessments not being carried out and the outcomes for carers being disappointing.

It has been proposed that a new 'online self-assessment form' be made available as soon as possible as a stand-alone document to assess each carer's needs. Consideration was also made for the assessment to be broken into two areas, with one identifying the prevention approach by SPACE and the more traditional assessment approach to be continued by SBC – this area is under review.

Feedback from a satisfied Carer

Hello Carrie,

Hope all is well with you.

Just to let you know, I received notification from SBC this morning about my one-off carers payment.

Thank you so much for helping me in every respect.

Very best wishes,

Sue

6.10 Key Developments

A joint partnership between Slough CVS and Slough Community Transport was formed to deliver the Carers project to support in the early identification of carers, ensure quality advice about local support services is available and raise awareness of carers issues, working towards mainstreaming the needs of carers into everyday practice.

- Carers website established to act as a single point of access and early engagement with carers – www.sloughcarerssupport.co.uk
- Facilitated access to a wide range of at least 100 activities since April 2016 for carers, older people and people with disabilities or sensory impairments, and available as downloadable PDF's from the website – (<http://sloughcarerssupport.co.uk/health/wellbeing-activity-diary-january-2017/>)
- Carers forums developed and delivered with carers, and led and facilitated by carers – (See appendices)
- Advice and feedback to the Carers Partnership board on the impact to carers of existing services and proposed service improvement.
- Carers newsletter created and distributed
- The project worked to ensure carers involvement was established at all levels and delivered training workshops for carers
- Provided a voice platform to ensure carers can offer expert knowledge, experience and understanding of the issues facing carers and the persons they care for.
- Carers feedback form developed on the carers website
- A gift of happiness, first aid and a range of diverse training held for carers
- Carers week held with contribution from businesses
- Funding for carers to access breaks successfully obtained from Berkshire Community Foundation and offer to carers by Slough Crossroads.

Case Study

Following participation in some of the carers week events and the completion of her Carers Assessment this carer stated that she didn't feel anywhere near as lonely as she had before.

She really enjoyed all of the activities that she took part in during carers week and will attend future events.

She was able to admit that her caring role does impact on her being able to access events in the community and that she could easily be at risk of social isolation, curtailing her own hobbies and interests to ensure that her husband is taken care of. He becomes very anxious when she is out and although she has a mobile phone that she calls him on regularly when she is out, it is often easier to stay at home to prevent him from getting anxious.

Although it has taken a while for SBC to confirm her DP, it has now all been approved and she is really grateful for all of that support and advice that she has received from the Carers Project.

She has since recorded a video of her experience of the carers assessment process and is keen to be involved to raise awareness for other carers.

6.11 How do we know we have made a difference?

- Carers have reported that they felt supported
- New carers have been identified and relationships established
- New working carers groups established through alliance members
- Slough Carers Website is being accessed by new and old carers for information and advice (see report)

6.12 Lessons Learned

Some useful baseline data has also been established through the social value and surveys (see social value)

There have been a number of challenges including:

Lack of systems across all partnerships and alliance members to routinely measure carers feedback and experience.

Lack of communication to carers after completion of a carers assessment and managing carers expectations by partners

In a number of other areas, such as carer referrals, communicating to carers through internal points of access, there was no carers database established leaving SPACE to start from the beginning.

Due to the demands on GP practices there have been challenges in identifying and reaching out to carers across surgeries.

Carers awareness training has been established and there was a steady uptake of training, however, the numbers have been a little disappointing.

No joint communication has been established between the local authority, SPACE or the VCS to reach out to hidden carers, instead individual communication has led to working in silos.

The Carers centre was a great idea however, cross partnerships seemed to fail in this area especially as they were secondary elements of the providers' business and not their core.

Although engagement with primary care has improved as a result of SPACE Carers Coordinators post, there is still further work required to ensure carers are supported and they can access the project.

The collection of reliable and accurate data across the agencies has made measuring progress towards achieving the stated outcomes difficult.

6.13 Priority actions against challenges for 2017

- Carers assessments to be placed online in 2017 to enable carers to have choice and control of their own assessments.
- Carers assessments to focus on prevention and wellbeing plans to ensure carers expectations are met from the first point of contact
- Joint carers communication between SPACE, partners and SBC
- To increase the presence of Slough Carers Support within GP surgeries
- To create a robust communications plan that considers social media
- To work in partnership with businesses and deliver carers awareness

6.14 Social Value on Carers

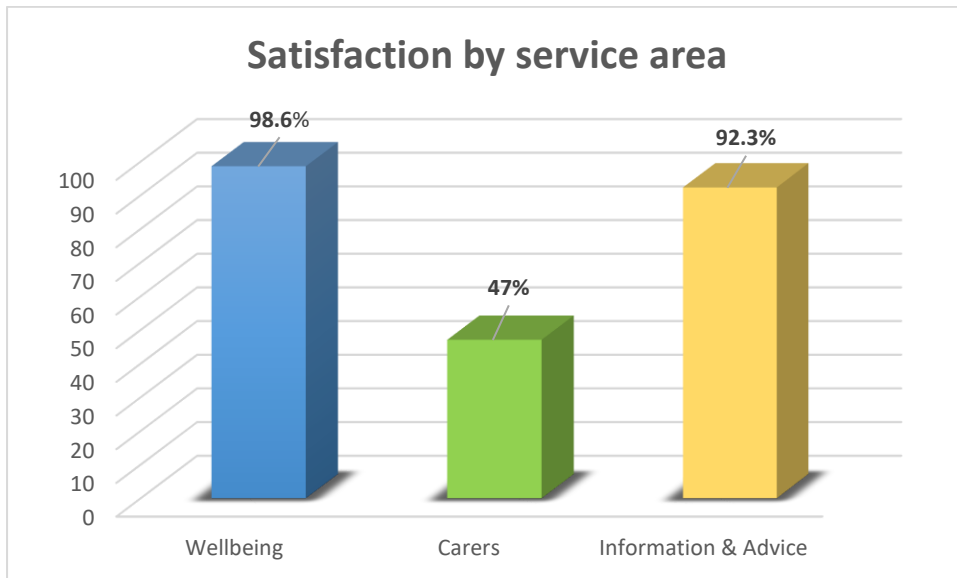
The social value and performance against outcomes are shown in the table below

Theme	Social Value generated
Carers being provided with information and advice	£254,654
Carers able to access peer support in support / social groups	£232,219
Carers able to access relevant training to assist them in their caring role	£19,915
Carers feel in control of their lives in their caring role	£23,182
TOTAL	£529,970

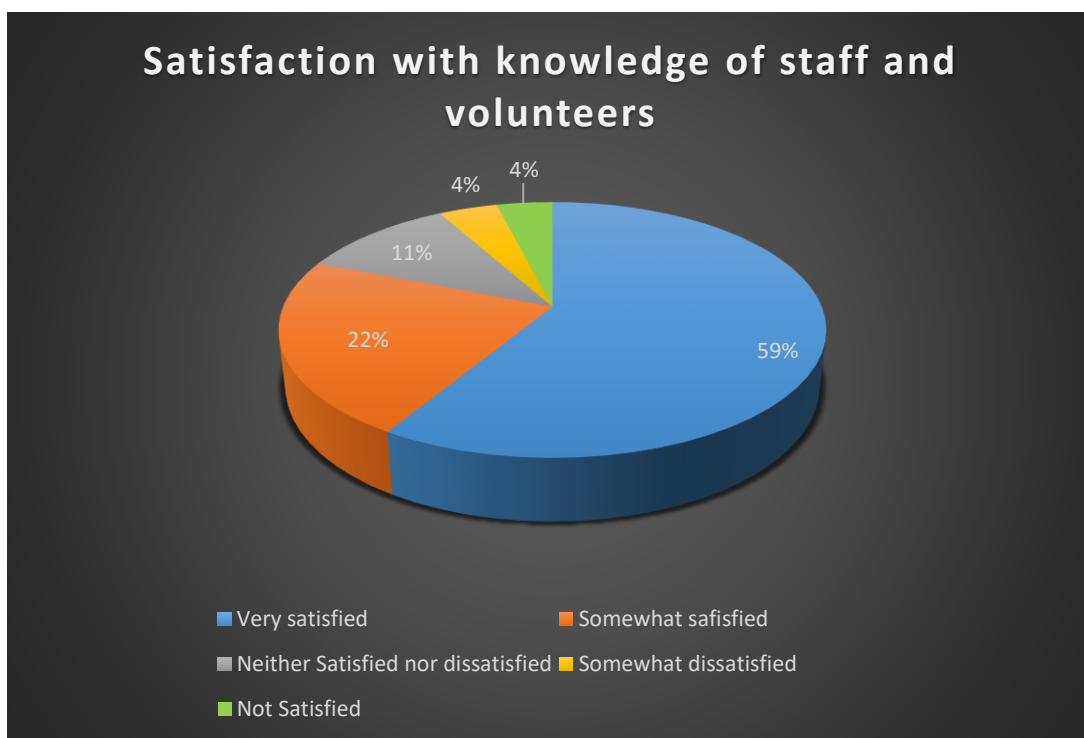
7. Satisfaction report

The annual survey had a return rate of 33%. Satisfaction with quality of service was 79% and was particularly high for wellbeing activities (98%).

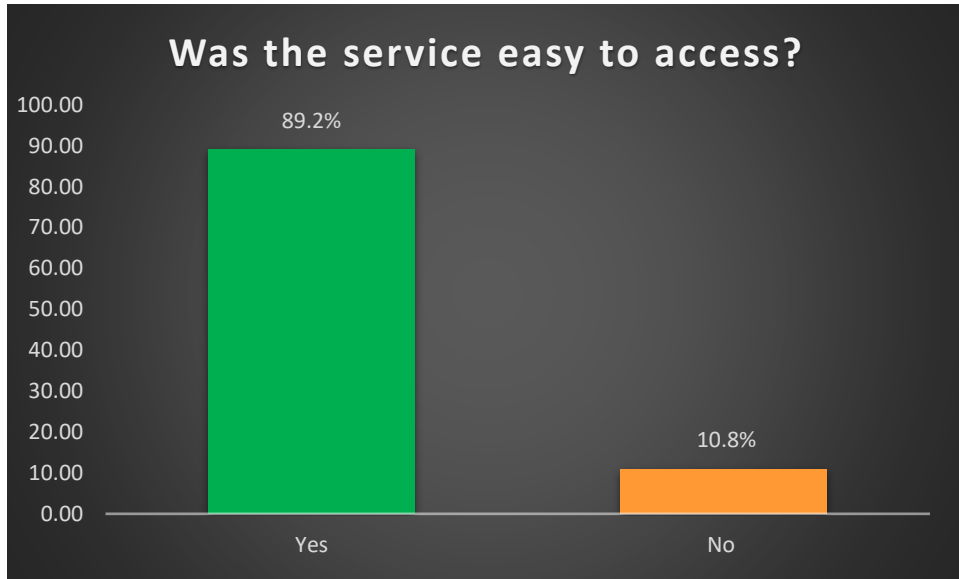




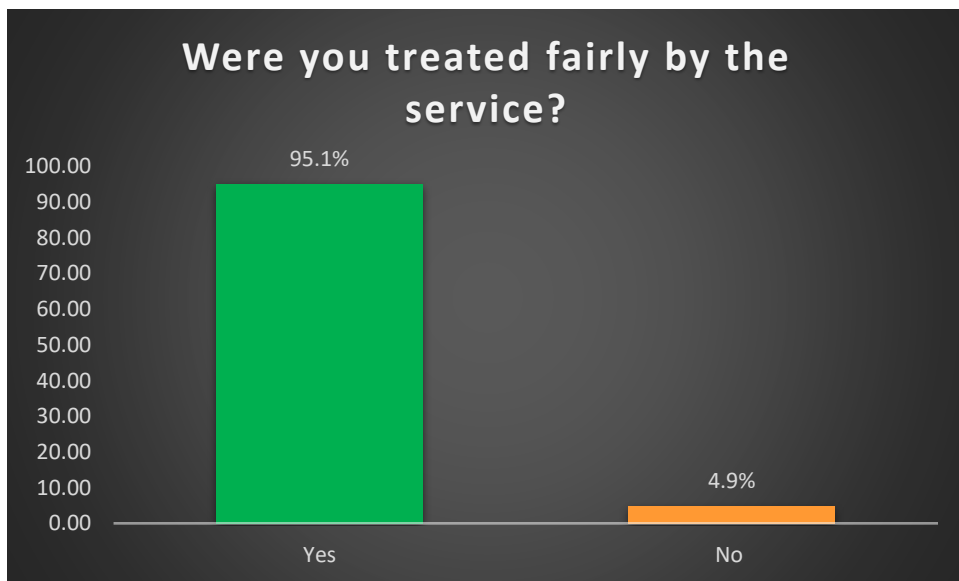
Clients were also highly satisfied with the knowledge of staff and volunteers, again satisfaction with staff and volunteers at wellbeing activities very high at 97%.



89% of clients also rated the services as easy to access. 100% of clients accessing information and advice services felt they could access these easily.



A large majority of clients felt they were treated fairly by the service and again particularly for information and advice for which every client who completed the survey felt that they had been treated fairly.



8. What to expect from SPACE in 2017

Information and Advice one year launch event

The Slough Advice Centre will be holding its open day to professional and partners, the launch will aim to showcase the service and provision the Slough Advice Centre offers to residents since Shelter took the lead for the information and advice service.

Shelter – Information Resource Centre

Shelter leading Slough Advice Centre will develop a new Information Resource Centre for residents to self serve their information and advice needs where possible. Digital technology will be available in the Advice Centre with dedicated Shelter staff on hand to assist residents where needed.

Joint communications across partnerships

SPACE will be working in partnership with key partners to venture new innovative ways to communicate the key messages to residents to access a wide range of voluntary and community sector organisations. The joint communications plan will create a strong role in creating positive synergies across the town.

Carers week June 12th – June 16th 2017

2017 Carers week will showcase a partnership of a range of services that will run across the private, voluntary and independent sector. External grant funding will enable SPACE carers support to launch a celebration event at the Copthorne event for carers.

Carers surgeries in local venues

This year Slough Carers Support will be working proactively to create awareness to carers from all walks of life. Slough Carers Support will have a range of surgeries in the Starbucks café and the Curve on a weekly basis.

Wellbeing Hubs across 5 locations

This year our focus will be the 5 Wellbeing hubs which will be based in Langley, 2 hubs in Central Slough, Manor Park and Chalvey. The hubs will act as catalysts and signpost residents to voluntary and community sector activity. The main aim for the hubs is to ensure any resident referred by professionals to the hubs, are guided and signposted to the right service at the right time. The hubs will act as community navigators within the local areas.

Wellbeing Prescribing

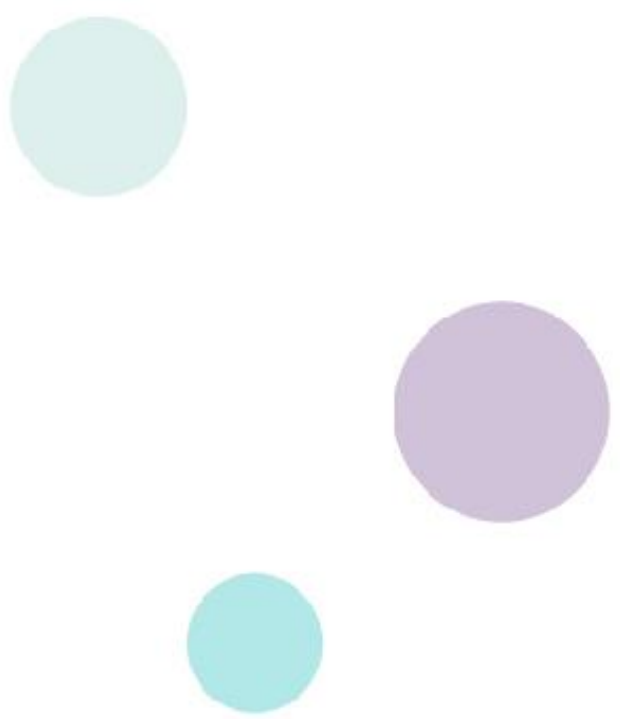
SPACE has developed a new service and point of access to the voluntary sector through the Wellbeing Prescribing service. GPs, Adult Social Care and Neighbourhood Services will be able to refer clients with complex needs whose quality of life may be improved by accessing voluntary sector services. The Wellbeing Prescribing Co-ordinator will contact the resident by telephone and track residents' progress and improvement to an outcome.

Online Wellbeing Resources

In 2017 SPACE, will be working in partnership with professionals from the voluntary and community sector, General Practitioners and Slough Borough Council, Staff, the develop learning materials including toolkits for health and wellbeing. Planned digital interventions include: Booklet – “21 ways to keep the Doctor Away”; 13-week email course based on the 5 ways to wellbeing; Personal Wellbeing Plan toolkit; Long term conditions – self management toolkit. These will be made available on website platforms supported by SPACE, and promoted to the 7,000 plus SPACE consortia clients

Support Groups and Self Help Group

Improving knowledge of the consortium, and access for residents to existing groups as well as supporting the creation of new groups. Vehicles to facilitate residents connecting include the Self Care workshop, Wellbeing Prescribing and Carers Support services Information and Advice one year launch event





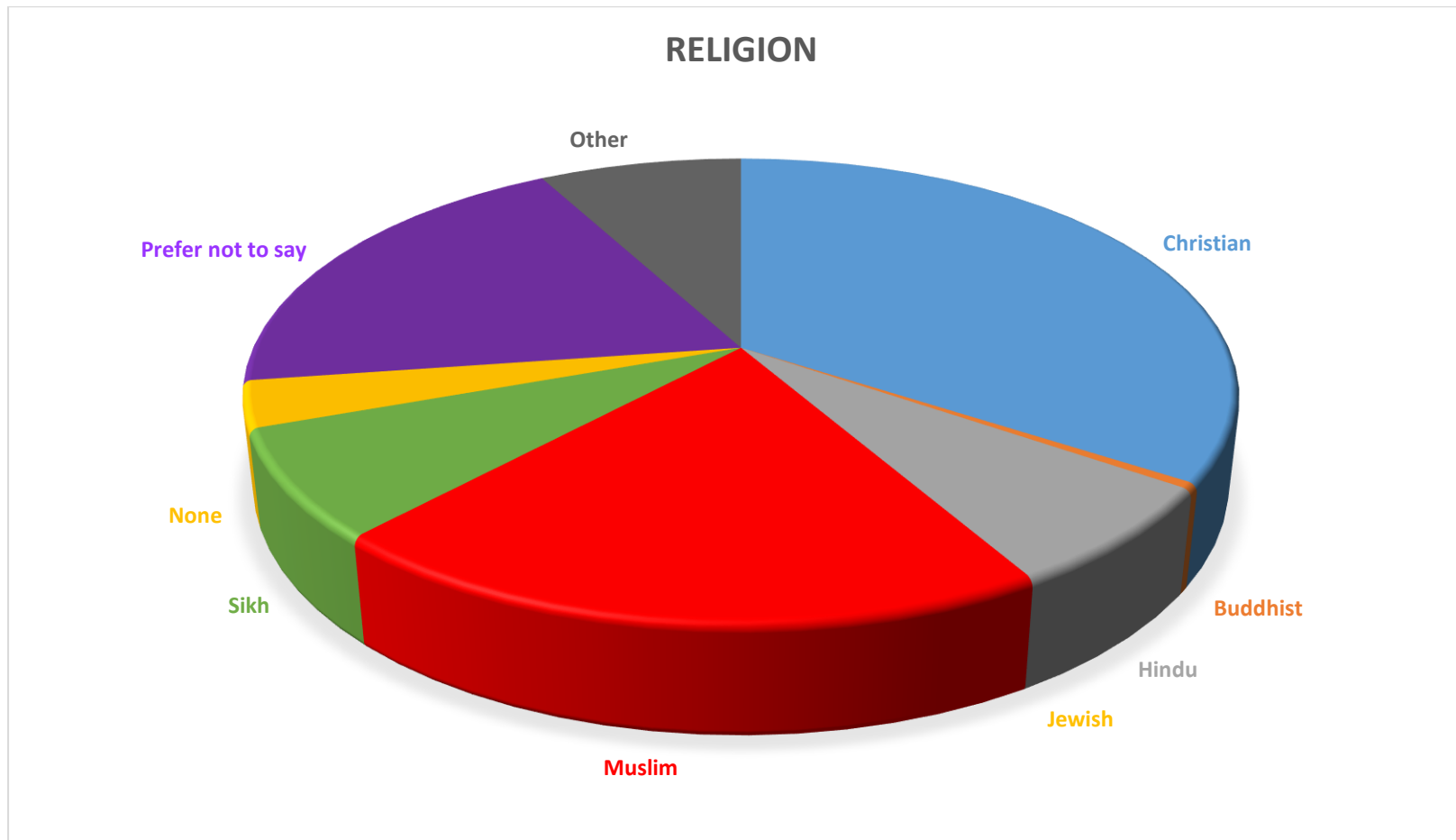
9. Appendices

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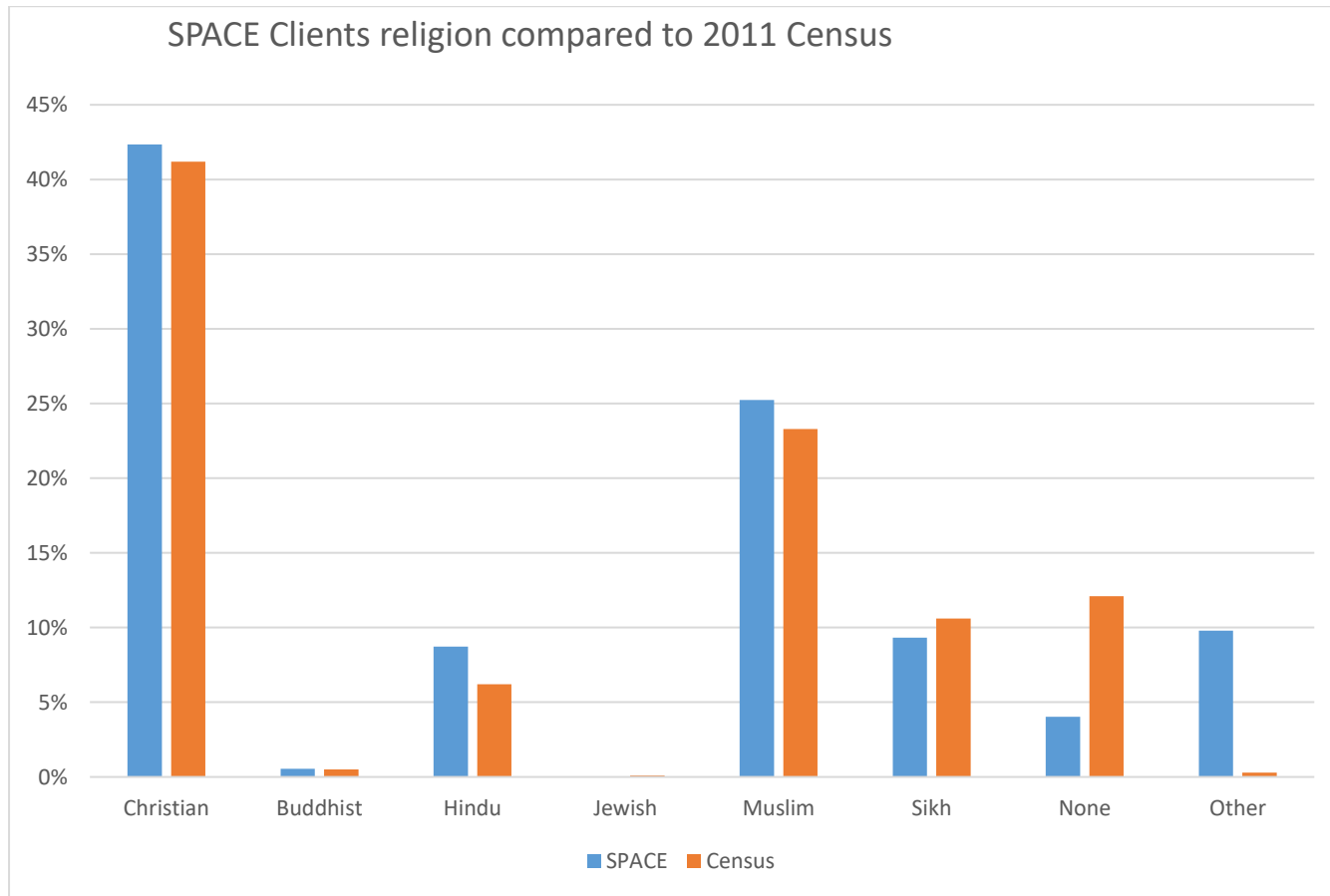
SPACE is serving all ethnic groups across Slough broadly in line with census figures. The consortium includes a range of associates including those who have been set up to serve the BAME community.

10.2 Religion



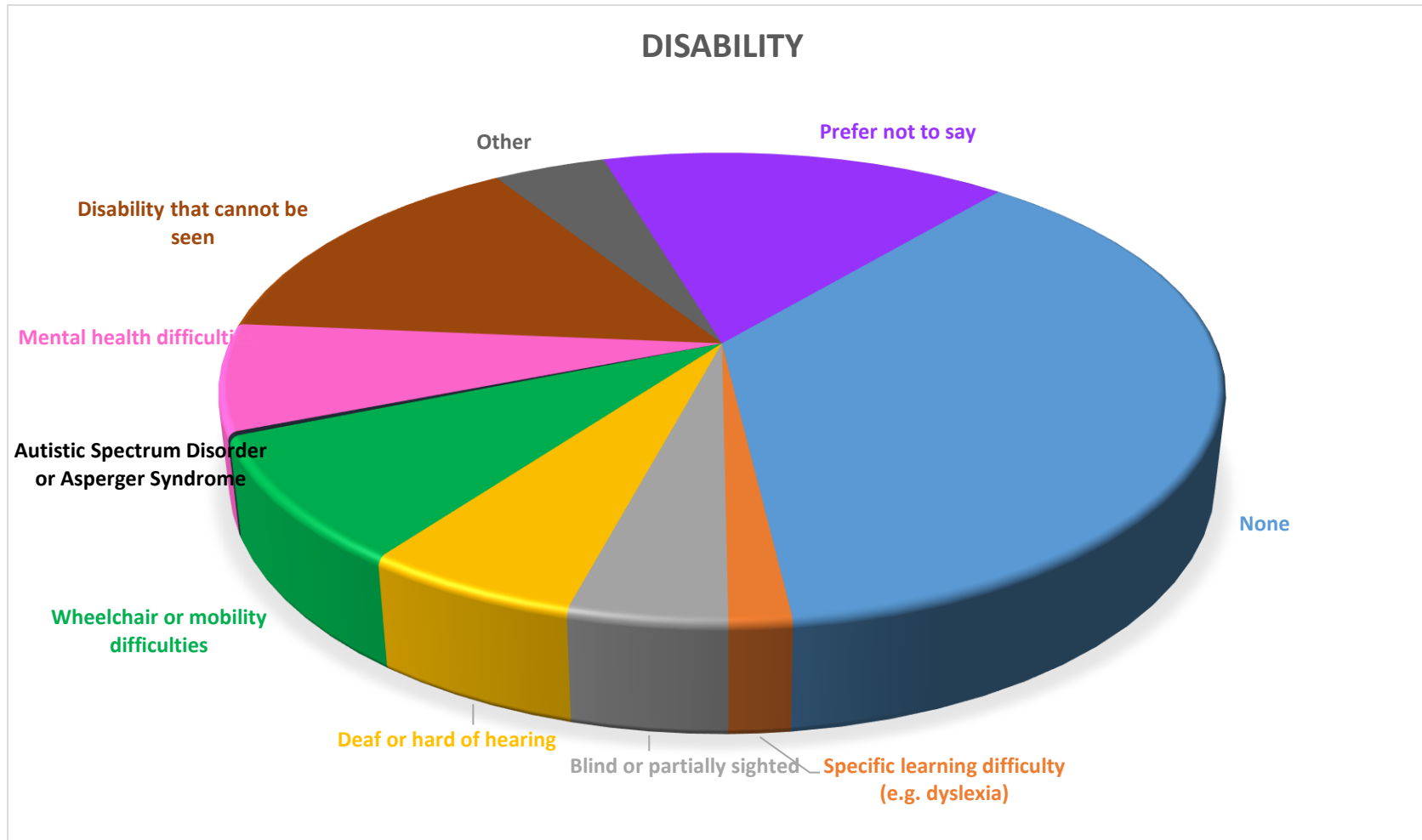


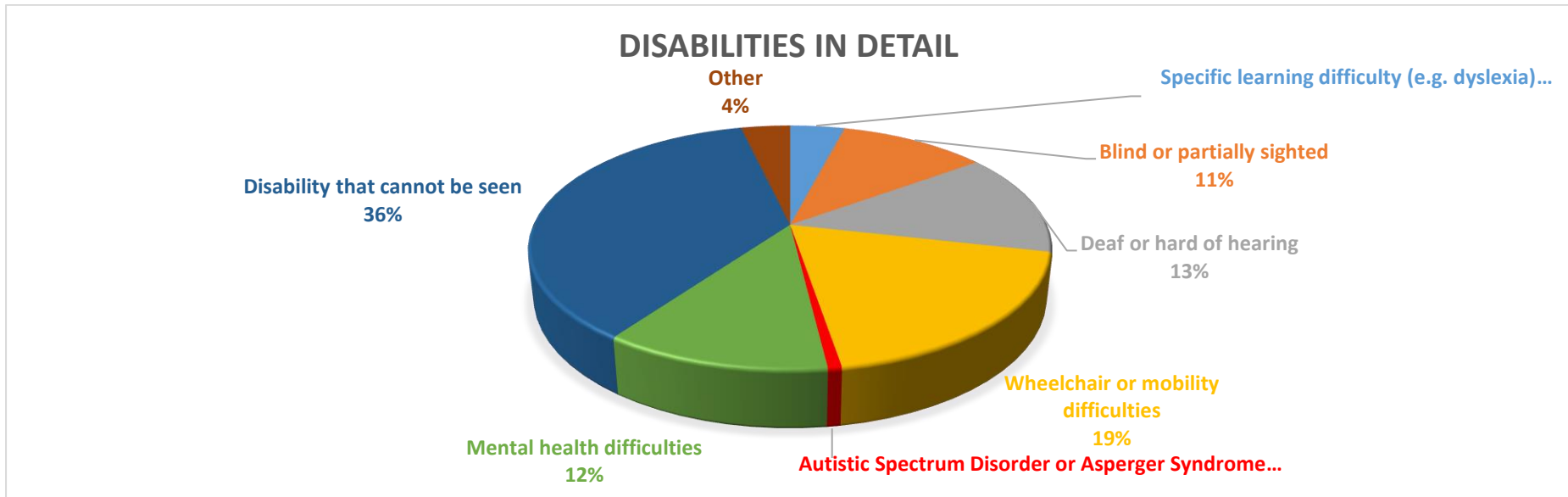
SPACE is serving all religions well, in line with census figures. Shelter who are the lead on Slough Advice Centre report that clients will disclose information more readily to support services than information and advice services and it should be noted that almost 20% of clients preferred not to disclose their religion.





10.3 Disability

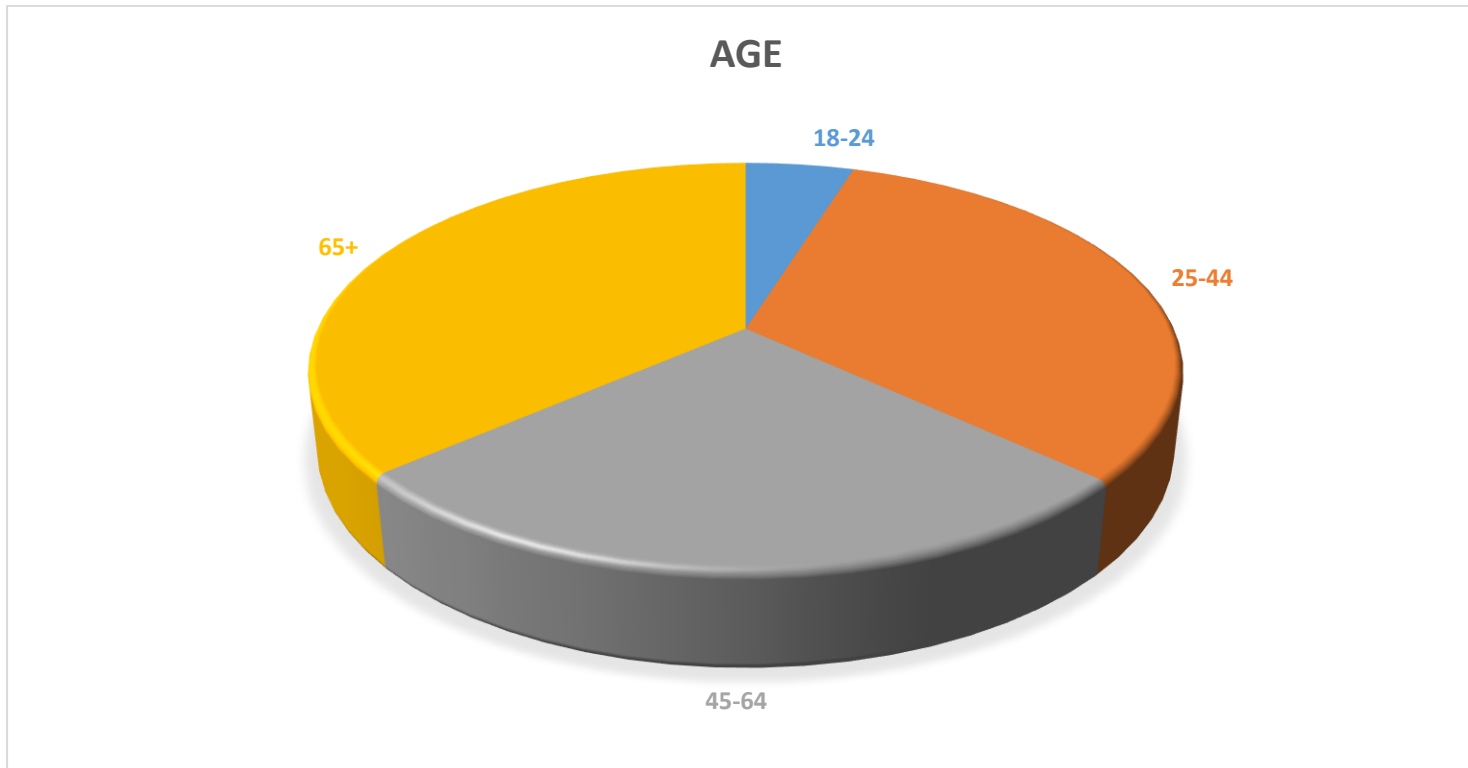




Associates include specialist disability charities such as Berkshire Vision, Deaf Positives Action and WOW autism group and in 2016 SPACE has served **1013** people with a wide range of disabilities. People with Autistic Spectrum Disorder or Asperger Syndrome not been reported to access SPACE services widely so to address this gap training has been provided on autism awareness training to assist associates in providing a good service to people with autism.



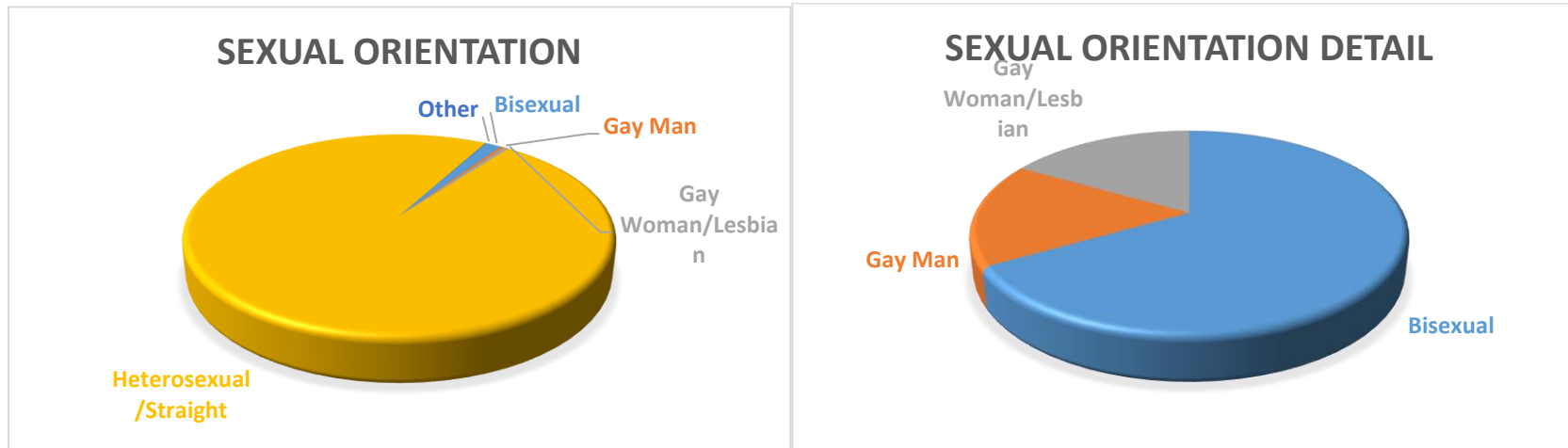
10.4 Age



Services are being delivered across age ranges. It is to be expected that the 18-24 age range are accessing less services as many SPACE activities are aimed at the older age groups, such as seated exercise and lunch clubs during the day.



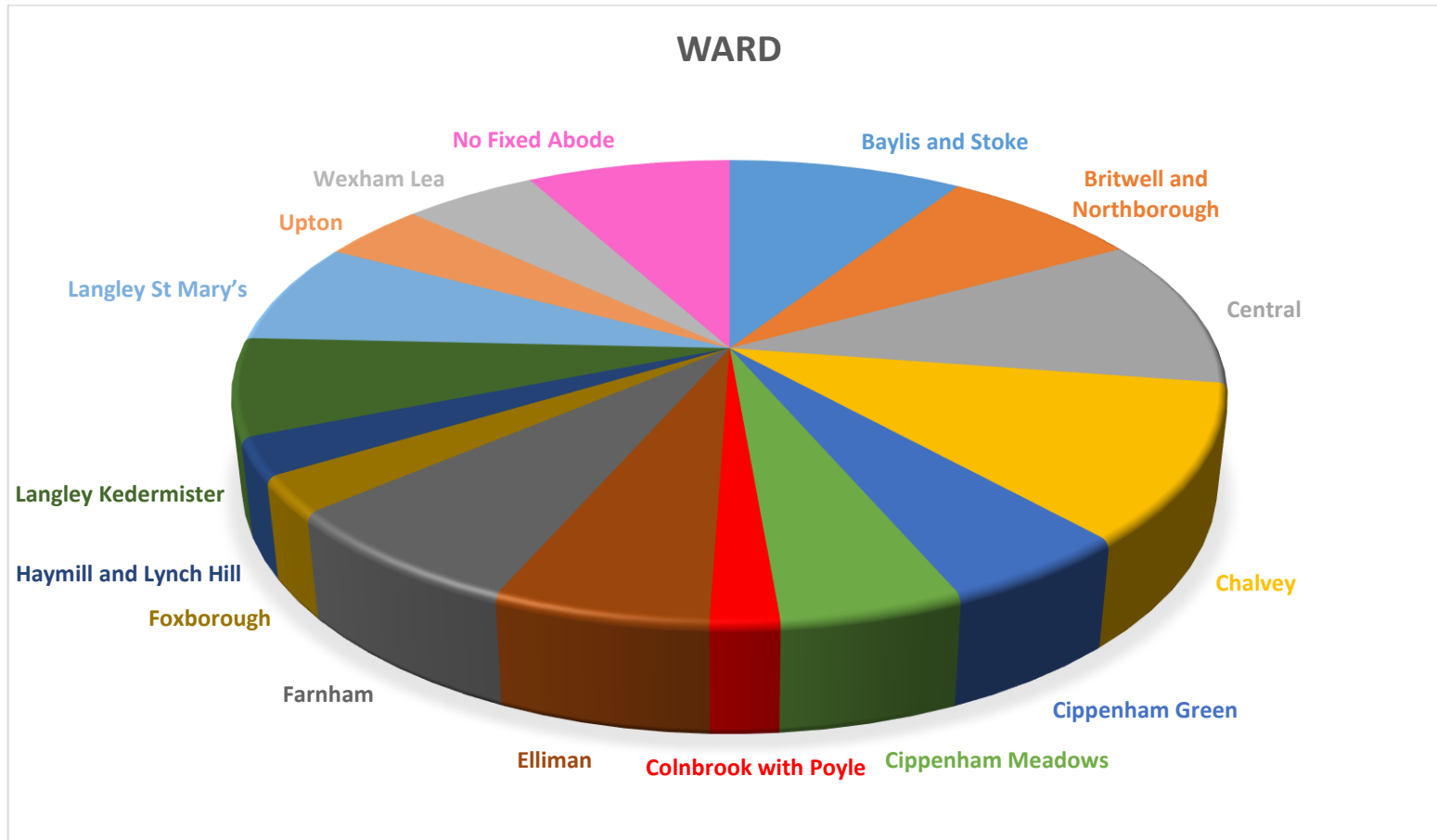
10.5 Sexual Orientation



A large number of people preferred not to disclose their sexuality, however, SPACE appear to be serving the Bisexual, gay and lesbian communities.



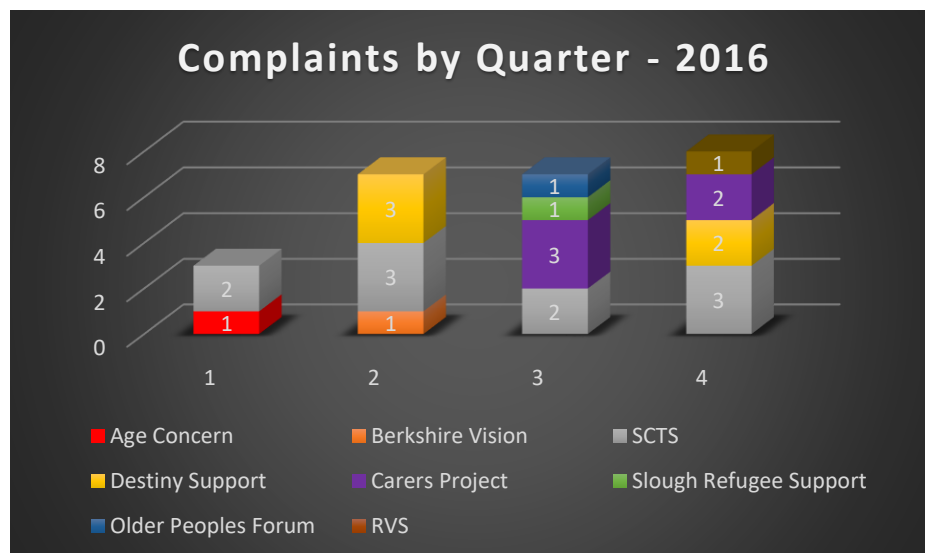
10.6 Ward



SPACE is serving all wards, with highest take up in Chalvey, Britwell, Central and Baylis/Stoke which are among the most deprived local areas, and lowest in Colnbrook.

11. Appendix 2 - Complaints report

SPACE associates received a total of 25 complaints over the year which have been broken down by quarter in the graph below.



Organisation	Number of Complaints
Age Concern	1
Berkshire Vision	1
Slough Community Transport	10
Destiny Support	5
Carers Project	5
Slough Refugee Support	1
Older Peoples Forum	1
RVS	1

Complaints received by associates mainly centred around response to service requests, in some cases organisations were experiencing lower staffing levels at the time of the complaint due to vacancies. Other complaints have been related to the response of statutory services when the voluntary organisation is working together with council services for a client. Only Slough Community Transport (SCTS) received complaints in each quarter as well as the highest number of complaints throughout the year. The negative feedback received has been about the non-availability of transport when the client requires it, and in this case resources can be the limiting factor. The Carers Support project received five complaints, the majority were regarding the carers assessment process and others were one off communication issues.

Overall complaints

There are no other particular trends in complaints data, the majority of associates having received no complaints over the year and those which received complaints were one-off issues.

12. Appendix 3 - SPACE Digital and Websites review 2016

12.1 SPACE: Digital and website review

Integrating digital technologies to complement and enhance the delivery of voluntary sector services is a vital element of the SPACE programme of services.

There is an intra-net website: www.spaceslough.co.uk It's purpose is to ensure that Slough alliance members & associates understand what each other does, communicate with each other and make quality referrals to each other's services. There is password access for alliance members. This acts as a resource for alliance members in the effective and efficient delivery of their services and contract obligations.

During 2016 the following 4 websites were operated, to support SPACE outcomes, all at the early stages of development, with potential for growth in increasing the number of users, the value that users can access digitally, and enhancing the direct services available from the voluntary sector, private sector and public sector. To achieve these will require a greater focus and input by stakeholders in their development as well increasing allocation of resources.

Website	Primary Purpose
Sloughhealth.org	Easy for residents to find social and health activities, provided by businesses, charities and public sector. Access to wellbeing information.
Sloughcarerssupport.co.uk	Carers access the support services they need to enhance their wellbeing.
Sloughadvicecentre.co.uk	Residents can quickly and easily access the correct advice agency when they face a crisis.
Sloughgetinvolved.co.uk	First point of contact for civic society contribution by: residents, employees, public sector & businesses.

The results for the past 12 months on each website are attached. They show the total number of visitors every month, average number of visitors per day, the number of pages viewed, the unique ratio (e.g. users), the average annual monthly visitors and the total hits on the website.

(Unique users equal = visitors times unique ratio. If there are 400 visitors, and a unique ratio of 25% there are 100 unique users: 400 times 25%. A user may visit website more than once.)

12.2 Summary of results:

Slough Advice Centre

Launched in April 2016.

Slough Advice Centre is number one through Google search.

There were **13,676** visitors to the website during the year. This represents a monthly average of **1,140** visitors. There was an average of **560** unique users per month.

There was a peak in August as a result of a one third page advert in The Citizen. The impact of the promotion was to double the number of normal visitors during the month and a 25% increase in the month following the advert.

Slough Health

There were **17,976** visitors to the website during the year. This represents a monthly average of **1,498** visitors. There was an average of **596** unique users per month.

The number of daily and monthly visitors has remained static through the year.

There are **252** activities to choose from.

Slough Carers Support

Launched in April 2016.

Slough Carers Support is number one through Google search.

There were **12,003** visitors to the website during the year. This represents a monthly average of **1,000** visitors. There was an average of **531** unique users per month.

The website only took off in June 2016. Only counting the last six months to December, there was an average of 990 unique users per month. This would indicate the website has great value to users, and that the quantity and quality of content has an impact on usefulness.

There was a peak in August as a result of a one third page advert in The Citizen. The impact of the promotion was to **treble** the number of normal visitors during the month and a 50% increase in the month following the advert.

Slough Get Involved

The website is marketed largely to Slough groups and trustees.

There were **3,499** visitors to the website during the year. This represents a monthly average of **292** visitors. There was an average of **77** unique users per month.

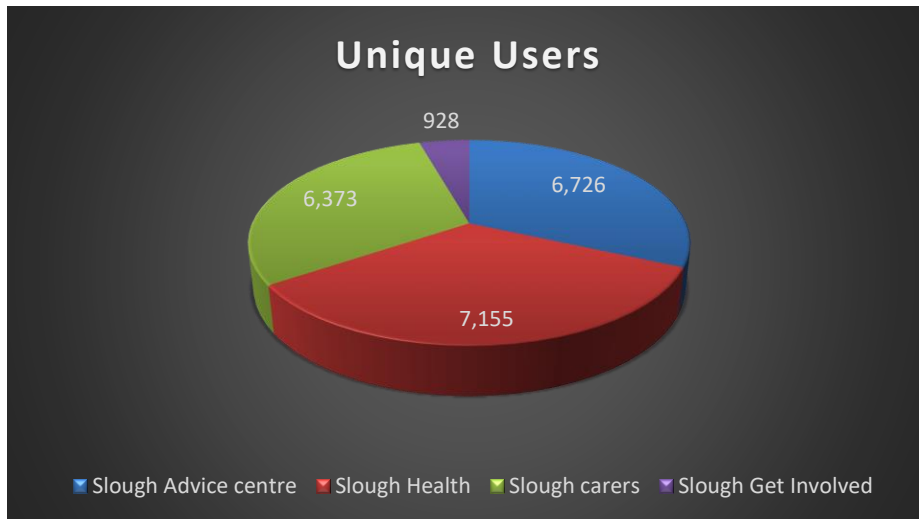
Visitors have been stable throughout the year.

12.3 All four websites summary outputs

	Visitors	Unique Users
Slough Advice Centre	13,676	6,726
Slough Health	17,976	7,155
Slough Carers	12,003	6,373
Slough Get Involved	3,499	928
Total	47,154	21,182

There were 47,154 visitors to the 4 websites during the year.

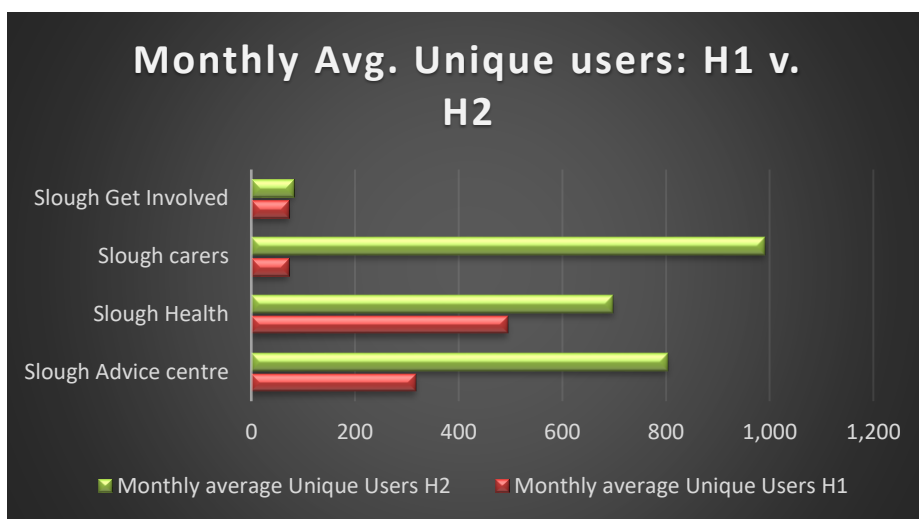




12.4 Growth of Regular Users

The following graph separates out the monthly users of each of the websites for the first six months and compares to the last six months. This shows that there is a growth in the people using these digital platforms to access value.

H1 = Jan to June 2016 H2 = July to Dec 2016



1,000 unique users are accessing the carers support website for information, video content and factsheets.

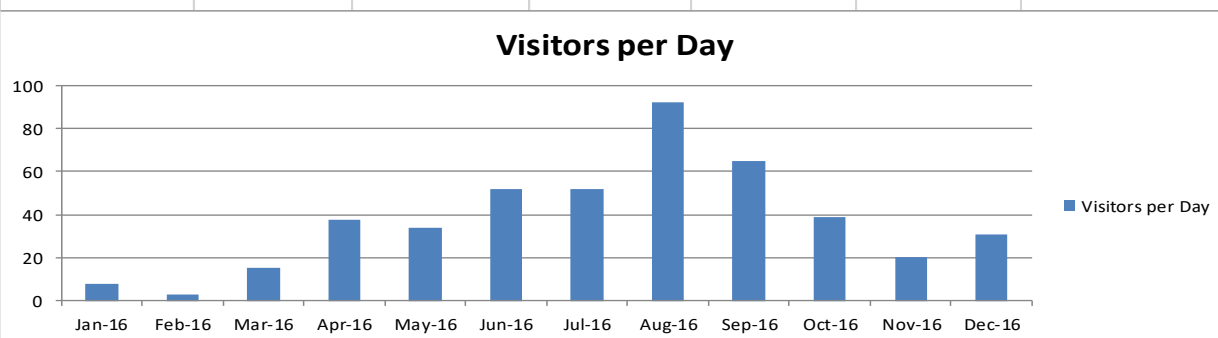
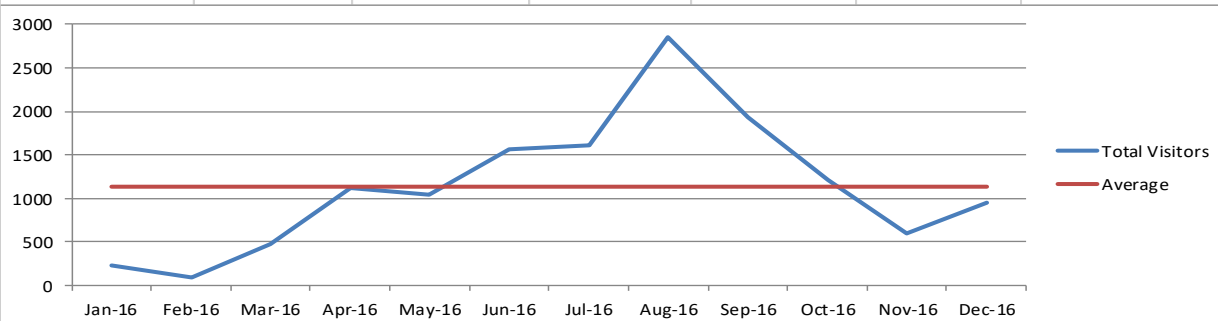
An average of **800** residents every month search the Slough Advice Centre website to find an advice agency.

700 residents every month search for a social or health activity.

12.5 Future developments

These websites have proven to be a valuable resource to clients. The next stage is to invest further to increase that value to residents and users, ask for emails to enable targeted communication to take place, and cross promote services of each website and local charities.

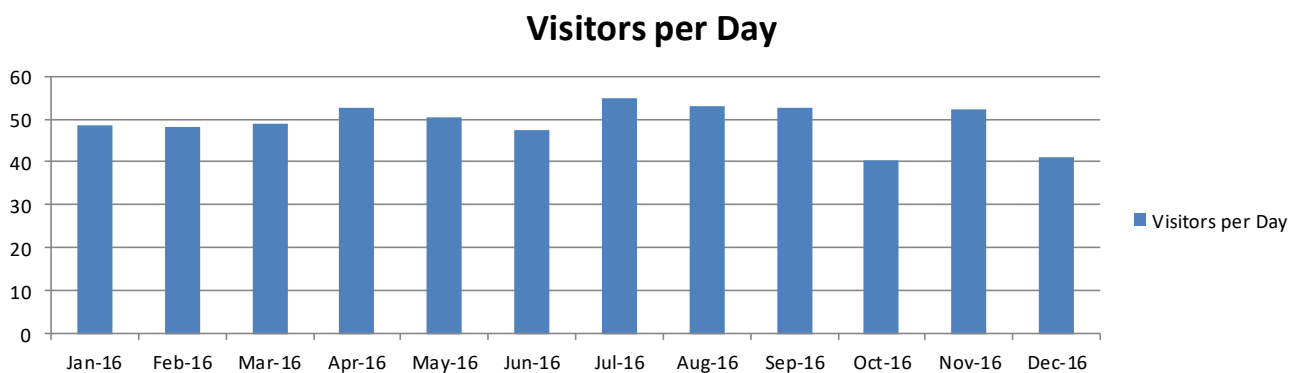
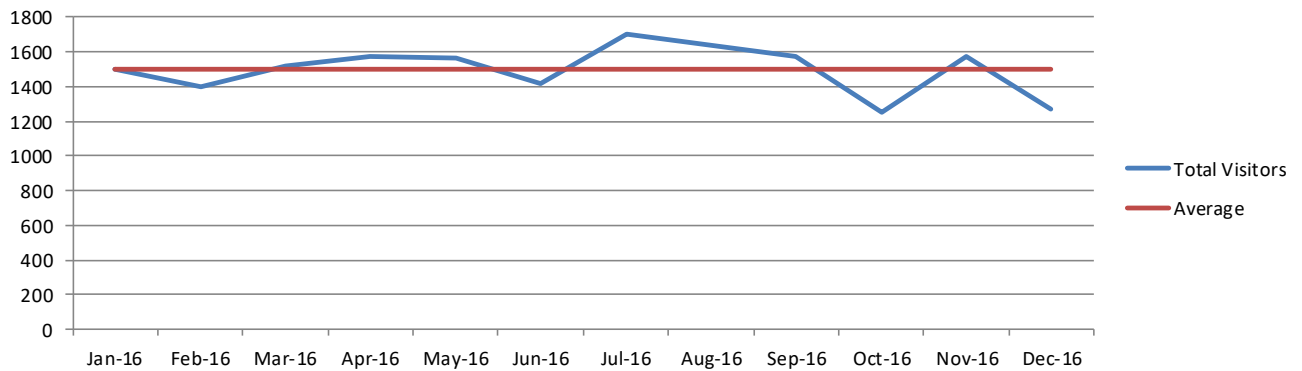
Slough Advice Centre Web Statistics (Jan 16 - Dec 16)						
Visitor Total	13676	Pages Visited	34992	Total Hits	118861	
Month	Total Visitors	Visitors per Day	Pages	Unique Ratio	Average	Total Hits
Jan-16	232	7.5	1,854	35%	1140	4,544
Feb-16	87	3	185	34%	1140	851
Mar-16	469	15.1	2,070	37%	1140	9,806
Apr-16	1,120	37.3	4,272	32%	1140	16,698
May-16	1,045	33.7	2,820	34%	1140	9,784
Jun-16	1,560	52	4,386	58%	1140	14,233
Jul-16	1,610	51.9	3,585	38%	1140	12,214
Aug-16	2,852	92	5,965	44%	1140	14,885
Sep-16	1,938	64.6	4,403	54%	1140	17,019
Oct-16	1,206	38.9	2,570	74%	1140	9,561
Nov-16	606	20.2	1,170	69%	1140	5,153
Dec-16	951	30.7	1,712	63%	1140	4,113
Totals	13676		34992			118861



Notes
 Slough Advice Centre was officially launched in April '16 with a soft launch in late March '16
 From July 2016 the search term 'Slough Advice Centre' is routinely number one in organic google listings
 From July to August 2016 the Space team ran a PR campaign and this is reflected in the numbers
 Slough Advice Centre was officially launched in April '16 with a soft launch in late March '16



Slough Health Web Statistics (Jan 16 - Dec 16)						
Visitor Total	17976	Pages Visited	55086	Total Hits	80669	
Month	Total Visitors	Visitors per Day	Pages	Unique Ratio	Average	Total Hits
Jan-16	1504	48.5	3,753	28%	1498	5,988
Feb-16	1395	48.1	3453	26%	1498	4743
Mar-16	1514	48.8	4,767	37%	1498	7,603
Apr-16	1,575	52.5	4,309	32%	1498	6,280
May-16	1,561	50.4	7,154	38%	1498	8,920
Jun-16	1,419	47.3	3,735	37%	1498	5,087
Jul-16	1,698	54.8	4,976	32%	1498	7,409
Aug-16	1,639	52.9	6,323	36%	1498	9,932
Sep-16	1,575	52.5	5,281	42%	1498	8,565
Oct-16	1,253	40.4	3,339	46%	1498	5,082
Nov-16	1571	52.4	3,159	72%	1498	4,333
Dec-16	1272	41	4,837	54%	1498	6,727
Totals	17976		55086			80669

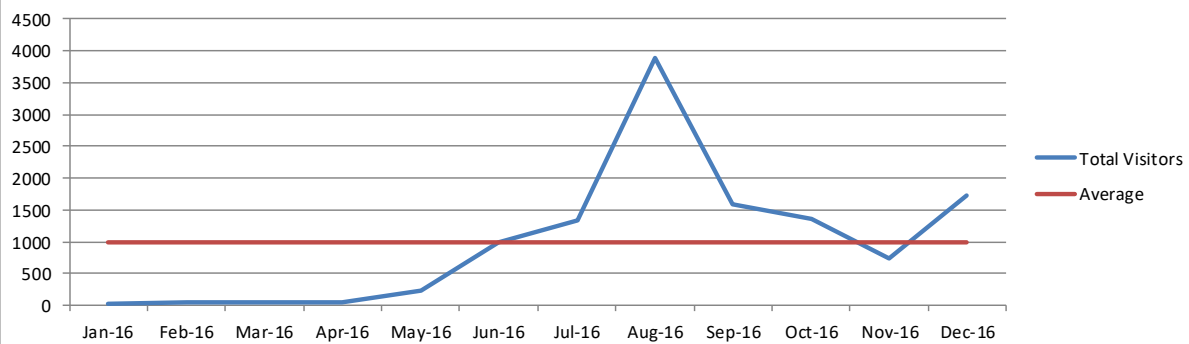


Notes

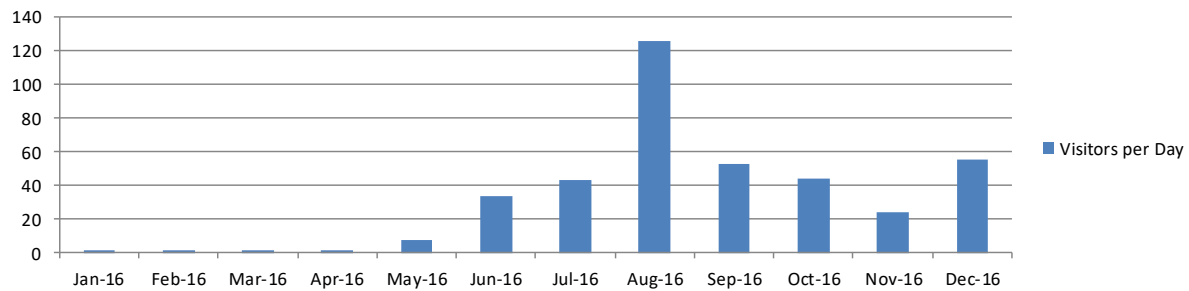
Slough Health was soft launched in 2015 and has not been subject to any significant PR
 Slough Health uses Geo-mapping extensively to serve people with activities which are very local to them



Slough Carers Support Web Statistics (Jan 16 - Dec 16)						
Visitor Total	12003	Pages Visited	32143	Total Hits	94289	
Month	Total Visitors	Visitors per Day	Pages	Unique Ratio	Average	Total Hits
Jan-16	36	1.2	417	36%	1000.3	2,243
Feb-16	45	1.6	251	44%	1000.3	720
Mar-16	40	1.3	43	28%	1000.3	422
Apr-16	49	1.6	806	24%	1000.3	3,820
May-16	233	7.5	2,125	24%	1000.3	8,446
Jun-16	997	33.2	4,403	32%	1000.3	18,270
Jul-16	1,343	43.3	3,547	31%	1000.3	11,062
Aug-16	3,879	125.1	8,875	71%	1000.3	16,459
Sep-16	1,582	52.7	3,800	38%	1000.3	12,928
Oct-16	1,354	43.7	2,946	38%	1000.3	8,720
Nov-16	729	24.3	1,516	53%	1000.3	3,688
Dec-16	1716	55.4	3,414	74%	1000.3	7,511
Totals	12003		32143			94289



Visitors per Day

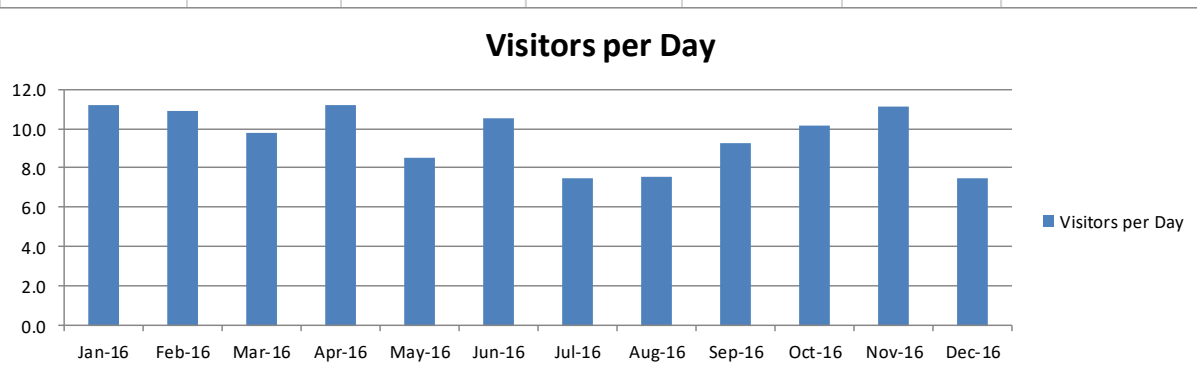
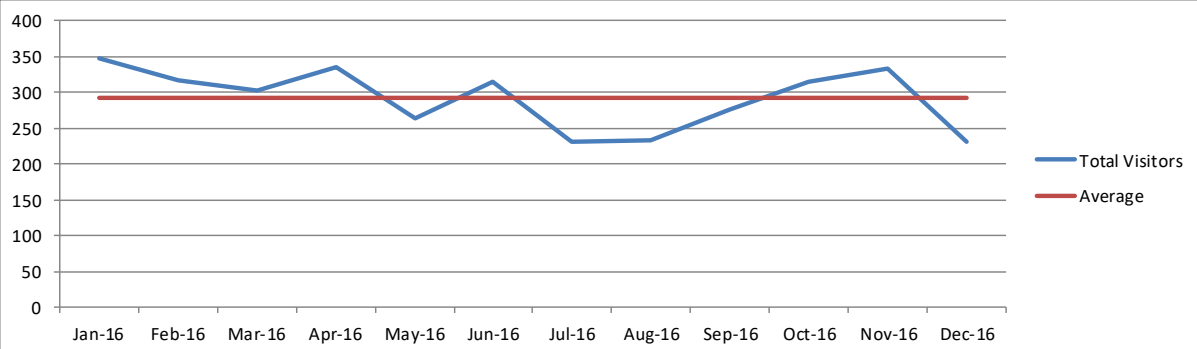


Notes

Slough Carers Support was soft launched in April 2016
 Slough Carers Support was subject to Significant PR in July and August
 Slough Carers Support is routinely No 1 in organic google searches



Slough Get Involved Web Statistics (Jan 16 - Dec 16)						
Visitor Total	3499	Pages Visited	6382	Total Hits	8879	
Month	Total Visitors	Visitors per Day	Pages	Unique Ratio	Average	Total Hits
Jan-16	347	11.2	686	24%	291.6	1,055
Feb-16	316	10.9	694	24%	291.6	1052
Mar-16	302	9.7	576	18%	291.6	837
Apr-16	335	11.2	688	25%	291.6	920
May-16	263	8.5	462	21%	291.6	612
Jun-16	315	10.5	585	28%	291.6	820
Jul-16	231	7.5	404	26%	291.6	488
Aug-16	234	7.5	398	23%	291.6	544
Sep-16	277	9.2	501	22%	291.6	668
Oct-16	314	10.1	493	28%	291.6	655
Nov-16	333	11.1	544	41%	291.6	700
Dec-16	232	7.5	351	38%	291.6	528
Totals	3499		6382			8879



Notes
 Slough Get Involved was launched in 2013
 Slough Get involved was initially marketed to groups rather than residents
 The phrase 'Slough Get Involved' is routinely No 1 in Google organic searches but is not widely publicised

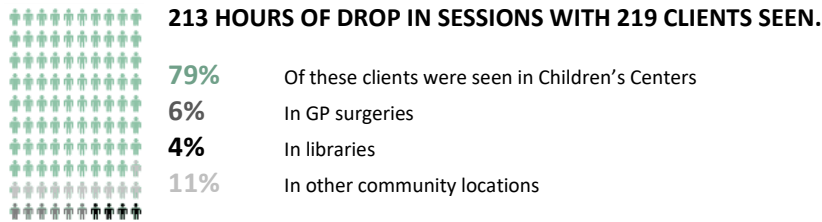
13. Community Navigation Report

COMMUNITY NAVIGATORS

TOTAL INTERACTIONS: 326



COMMUNITY NAVIGATOR SESSIONS:

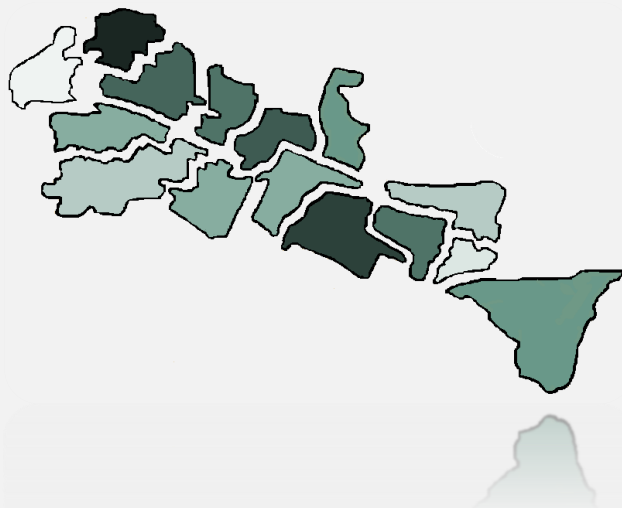


82 SESSIONS IN 26 VARIOUS LOCATIONS

GEOGRAPHICAL IMPACT:

IMPACT WITHIN SLOUGH WARDS - WITH DARKER REGIONS SHOWING THE HIGHER % OF REFERRALS.

19% Britwell & Northborough	4% Elliman
13% Upton	4% Chalvey
11% Central	4% Chippenham Green
10% Farnham	3% No fixed abode
8% Baylis & Stoke	3% Langley St Mary’s
8% Langley Kiderminster	3% Chippenham Meadows
5% Wexham Lea	2% Foxborough
5% Colnbrook and Poyle	0% Haymill and Lynch Hill



CLIENT DEMOGRAPHICS:

1:3 ratio of male to female clients.

68%	clients aged 65+
10%	aged 45-64
21%	aged 25-44
1%	aged 18-24

CLIENT NEEDS:

38%	Reported Isolation
19%	Complex/multiple needs
16%	Practical support
13%	Financial advice
3%	Housing Support
11%	Other

76 CLIENTS SIGNPOSTED TO OTHER 26 OTHER SERVICES

10% of Clients referred by Adult Social Care

14. Resources and Links

Slough Advice Centre – www.sloughadvicecentre.co.uk

Slough Carers – www.sloughcarerssupport.co.uk

Slough Get Involved - www.sloughgetinvolved.org.uk

Slough Health – www.sloughhealth.org

Video Link:

<https://drive.google.com/file/d/0B8EJwTRhCLiqd3ZkaWJoV0tITUU/view?usp=sharing>

Social Value Methodology explained

SPACE have used HACT (Housing Association’s Charitable Trust)’s Social Value Calculator to calculate social value. HACT, working with Daniel Fujiwara, have created the largest bank of methodologically consistent and robust social values ever produced. The values can provide a basic assessment of social impact, provide evidence of value for money, and compare the impact of different programmes.

Wellbeing Valuation is the latest thinking in social impact measurement. Wellbeing Valuation allows you to measure the success of a social intervention by how much it increases people’s wellbeing. To do this, the results of large national surveys are analysed to isolate the effect of a particular factor on a person’s wellbeing. Analysis then reveals the equivalent amount of money needed to increase someone’s wellbeing by the same amount.

The main advantage of Wellbeing Valuation is that the values are consistent and robust. The consistency means that while you may be examining values for different types of outcomes, you are still comparing like with like.

Wellbeing Valuation is in HM Treasury’s Green Book – the UK Government’s core guide to policy evaluation – as a method for placing values on things that do not have a market value through being bought and sold. Wellbeing Valuation is used by a range of leading authorities and central government departments including the Department for Business Innovation and Skills, the Department for Culture, Media and Sport, the Department for Work and Pensions, HM Treasury, the Cabinet Office and the Department for Communities and Local Government. It is also a firm part of OECD recommendations on wellbeing analysis in public policy and is used by other governments.




A key advantage of the Wellbeing Valuation approach is by using data on self-reported wellbeing and life circumstances we have information on people's actual experiences and so the values are based on how people live their lives; this can be in contrast to other valuation methods that are based on how people perceive their life, introducing psychological complexities and biases.








In light of all this, Wellbeing Valuation is one of the fastest-growing areas of evaluation in the UK.











SPACE has used HACT social value calculator version 3.0, we acknowledge

- *Title:* Community investment and homelessness values from the Social Value Bank
- *Authors:* HACT and Simetrica (www.hact.org.uk / www.simetrica.co.uk)
- *Source:* www.socialvaluebank.org
- *License:* Creative Commons Attribution-NonCommercial-NoDerivatives license (http://creativecommons.org/licenses/by-nc-nd/4.0/deed.en_GB)

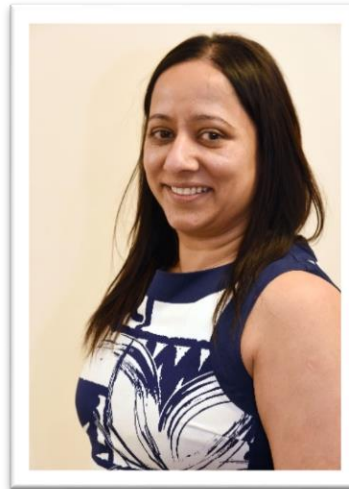
15. SPACE Associates

<p>Alex Mackenzie</p> <p>The Real Experience</p>		<p>Tom Conlin</p> <p>Berkshire Vision</p>	
<p>Dolly Bhaskaran</p> <p>Living in Harmony</p>		<p>Sue Njuguna</p> <p>Destiny Support</p>	
<p>Mark Hooper</p> <p>Deaf Positives Action</p>		<p>Mr Gupta</p> <p>Slough Seniors</p>	
<p>George Howard</p> <p>Slough Community Transport</p>		<p>Mr Shabir</p> <p>Pakistani Welfare Association</p>	

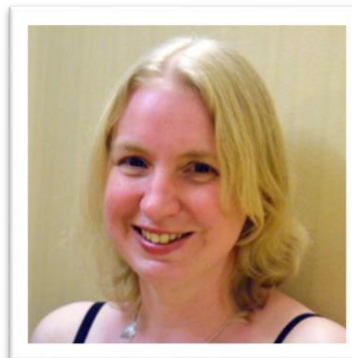
<p>Tim Southern</p> <p>Ategi</p>		<p>Aksa Marshall</p> <p>Meet and Mingle</p>	
<p>Anita Herbert</p> <p>St Kitts & Nevis Association Slough (SANAS)</p>		<p>Parvinder Matharu</p> <p>Sewak Housing</p>	
<p>Daphne Wright & Glynys Higgins</p> <p>The New Langley Community Association</p>		<p>Taz Mohammed</p> <p>Slough Refugee Support</p>	
<p>Zhora Jefferies</p> <p>Cippenham Carers Group</p>		<p>Eugene Przedpelski</p> <p>Polish Community Lunch Club</p>	
<p>Seema Kamboj & Bobbi Johal</p> <p>Apna Virsa</p>		<p>Marcia Wright</p> <p>Slough Older Peoples Forum</p>	

<p>Abigail Hurrell</p> <p>Royal Voluntary Service</p>		<p>Nisar Rehman & Sue Shutter</p> <p>Slough Immigration Aid Unit</p>	
<p>Carrie Brierley</p> <p>Slough Carers Support</p>		<p>Special Voices</p>	
<p>Maatia Rickard & Darren McDermott</p> <p>Shelter</p>		<p>Jack Steadman</p> <p>Active Slough</p>	 
<p>Pushpa Kharbanda</p> <p>Asian Carers Group</p>		<p>Kyle Thorpe</p> <p>WOW Autism Group</p>	
<p>Norma Palmer</p> <p>Slough Furniture Project</p>			

SPACE Staff



Jesal Dhokia
Head of Operations



Joanna Flaxman
SPACE Operations Manager



James Parker
Finance Administrator

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SLOUGH BOROUGH COUNCIL

REPORT TO: Slough Wellbeing Board

DATE: 10 May 2017

CONTACT OFFICER: Dean Tyler (Head of Policy, Partnerships & Programmes)
(For all Enquiries) (01753) 875847

WARD(S): All

PART I
FOR COMMENT & CONSIDERATION

PLANNING FOR THE 2017 PARTNERSHIP CONFERENCE**1. Purpose of Report**

1.1 To discuss and agree plans for the 2017 partnership conference; including a mini workshop for the Board on 14 June to review its ways of working.

2. Recommendation(s)/Proposed Action

2.1 The Board is asked to discuss and agree arrangements to plan for the second Slough Partnership Conference on 21 September 2017 at the Curve. As part of this a mini workshop has been arranged on 14 June to review the effectiveness of the Board's ways of working.

3. The Slough Joint Wellbeing Strategy, the JSNA and the Council's Five Year Plan**3a. Slough Joint Wellbeing Strategy Priorities**

3.1 The Slough Wellbeing Strategy 2016-2020 was launched at last year's conference in September 2016. There are four priorities:

1. Protecting vulnerable children
2. Increasing life expectancy by focusing on inequalities
3. Improving mental health and wellbeing
4. Housing

3.2 We will use this year's conference to share progress against the priorities and check whether these remain the right priorities for the partnership for the year ahead.

3b. Joint Strategic Needs Assessment (JSNA)

3.3 The priorities in the Wellbeing Strategy are informed by evidence of need contained in the Joint Strategic Needs Assessment and the Slough Story.

3c. Council's Five Year Plan Outcomes

3.4 The work of the Board and the Wellbeing Strategy contributes to the five outcomes in the Council's Five Year Plan:

- Our children and young people will have the best start in life and opportunities to give them positive lives
- Our people will become healthier and will manage their own health, care and support needs
- Slough will be an attractive place where people choose to live, work and visit
- Our residents will have access to good quality homes
- Slough will attract, retain and grow businesses and investment to provide jobs and opportunities for our residents

4. **Other Implications**

- (a) Financial – There is a financial cost attached to the annual conference which is around **£650.00** This includes the cost of hiring the Curve plus catering. The Board does not have a budget and this cost needs to be considered in planning the conference.
- (b) Risk Management - There are no identified risks associated with the proposed actions.
- (c) Human Rights Act and Other Legal Implications - There are no direct legal implications. The specific activity in the Wellbeing Strategy and other plans may have legal implications which will be brought to the attention of the Council's Cabinet separately. There are no Human Rights Act Implications.
- (d) Equalities Impact Assessment - There is no requirement to complete an Equalities Impact Assessment (EIA) in relation to this report. EIAs will however be completed on individual aspects of any actions produced to sit underneath the Wellbeing Strategy, as required.

5. **Summary**

This report provides an opportunity for the Board to feed into arrangements to plan for the second partnership conference at the Curve on 21 September.

This includes a workshop for the Board on 14 June to review the effectiveness of the new ways of working agreed in July 2016.

As part of this we will continue to progress our joint work on community engagement.

6. **Supporting Information**

- 6.1 We held the first Slough partnership conference under our new ways of working in September 2016. The conference brought together 60 representatives from across the borough and was used to launch the new Wellbeing Strategy 2016-2020.
- 6.2 As a Board we agreed new ways of working and terms of reference in July 2016 which focussed around how the Board could be more strategic and have genuine influence and set direction. These are attached at Appendix A. The new Wellbeing Strategy explained the role of the Board and how it has set itself an ambition to set the vision and strategic direction for partnership working in Slough.

- 6.3 The Strategy described the relationship between the Board and the wider partnership network in Slough and how it would act to 'hold the ring', coordinating activity to make the best use of resources in achieving common outcomes.
- 6.4 We have agreed to hold a workshop for the Board on 14 June to –
- review how the Wellbeing Board is working against the new ways of working we set in July last year and
 - plan for the 2017 annual conference.
- 6.5 In addition, as discussed at our last meeting in March, we will use the workshop and the conference to progress our joint work around community engagement. It was agreed that having a specific issue or set of issues would help focus and serve as a 'way in' to doing something tangible around community engagement. At the workshop in June we will therefore look at the common issues emerging for all partners and communities from the Sustainability and Transformation Plan (likely to become the Sustainability and Transformation *Partnership*).
- 6.6 The timetable for planning the conference is as follows –

Date	Meeting	Purpose
Wednesday 10 May, 5-7pm	Slough Wellbeing Board St Martins Place	Initial views and comments
Wednesday 14 June, 5-7pm	Workshop St Martins Place	To review Board ways of working and plan for conference
Wednesday 19 July, 5-7pm	Slough Wellbeing Board St Martins Place	To sign off conference programme
Thursday 21 September, 9.30-1.00	Partnership conference The Curve	

7. **Comments of Other Committees**

- 7.1 None at this stage although we have invited members of the Health Scrutiny Panel to the June workshop.

8. **Conclusion**

- 8.1 Last year Board members welcomed the new ways of working and the ambition to set the vision and strategic direction for partnership working in Slough.
- 8.2 We will spend some time looking at how effective this has been at a workshop on 14 June. We will also use the workshop to agree a programme for the September conference and to progress our joint work around community engagement.

9. **Appendices**

- 9.1 A – Slough Wellbeing Board Terms of Reference.

**APPENDIX A: SLOUGH WELLBEING BOARD TERMS OF REFERENCE
AGREED JULY 2016**

1. Purpose and objectives

1.1. The Slough Wellbeing Board (the Board) will carry out the statutory functions of Health and Wellbeing Board as set out in the Health and Social Care Act 2012 and all other relevant statutory provision.

Statutory functions of the Board

1.2. To prepare and publish a Joint Strategic Needs Assessment (JSNA) for Slough.

1.3. To prepare and publish a Joint Health and Wellbeing Strategy (JHWS) for Slough.

1.4. To give its opinion to the Slough Clinical Commissioning Group (the CCG) as to whether their Commissioning Plans adequately reflect the current JSNA and JHWS.

1.5. To comment on the sections of the CCG's Annual Report which describe the extent of the CCG's contribution to the delivery of the JHWS.

1.6. To give its opinion, as requested by the NHS Commissioning Board, on the CCG's level of engagement with the Board, and on the JSNA and the JHWS.

1.7. To encourage persons who arrange for the provision of health and/or social care services in the area to work in an integrated manner for the purpose of advancing the health and wellbeing of the area.

1.8. To work with partners to identify opportunities for future joint commissioning.

1.9. To lead on the signing off of the Better Care Fund Plan (BCF).

1.10. To publish and maintain a Pharmaceutical Needs Assessment (PNA).

1.11. To give its opinion to the Council on whether it is discharging its duty to have regard to any JSNA and JHWS prepared in the exercise of its functions.

1.12. To exercise any Council function which the Council delegates to it.

1.13. To ensure that strategic issues arising from Slough's Adult Safeguarding Board and Local Safeguarding Children's Board inform the work of the Board.

1.14. To receive the annual reports from the Slough's Adult Safeguarding Board and Local Safeguarding Children's Board and ensure that partners respond to issues pertinent to the Board.

Locally agreed objectives of the Board

1.15. To act as the umbrella high level strategic partnership for the Borough, to agree the priorities that will improve the health and wellbeing and reduce the inequalities of the people of Slough.

1.16. To give the public a voice in shaping health and wellbeing services in Slough.

2. Membership

2.1. Board members will be required to represent their organisation with sufficient seniority and influence for decision making. The membership of the Board will consist of:

- The Leader of the Council
- The Cabinet Member for Education and Children's Services and Health and Wellbeing
- The Chief Executive of Slough Borough Council
- The Directors of:
Adult Social Services
Children's Services
Public Health
- A representative of Slough's Clinical Commissioning Group
- A representative of Slough Healthwatch
- A representative of the Local Area Team of NHS England¹ .
- The Local Police Area Commander
- A representative of the Royal Berkshire Fire and Rescue Service
- Two local business representatives
- A representative of Slough's voluntary and community sector
- A representative of the Acute Sector
- Other members appointed by the Board or the Leader of the Council after consultation with the Board.

The Board will keep membership under review and make recommendations to Council as required.

2.2. The Chair of the Board will be required to hold a named delegate list for Board representatives including deputies.

2.3. Where any member of the Board proposes to send a substitute to a meeting, that substitute's name shall be properly nominated by the relevant 'parent' person/body, and submitted to the Democratic Services Officer in advance of the meeting. The substitute shall abide by the Code of Conduct.

2.4. Board members are bound by the same rules as Councillors, including submitting a Register of Interests.

2.5. Membership of the Board will be reviewed annually.

2.6. The following are disqualified from being a Board Member:

Any person who is the subject of a bankruptcy restrictions order or interim order and any person who has within five years before the day of being appointed or since his or her appointment been convicted in the United Kingdom, the Channel Islands or the Isle of Man of any offence and has had passed on him a sentence of imprisonment (whether suspended or not) for a period of not less than three months without the option of a fine.

¹ This organisation is required to participate in the development of the JSNA and JHWS and to join the Board when it considers matters relating to the exercise of the NHS Commissioning Board's commissioning functions

2.7. Election of Chair and Vice-Chair

Each year, the Board will appoint its own Chair and Vice Chair who must be voting members of the Board. In the absence of the Chair or the Vice Chair the Board shall elect a Chair for that meeting from the members present.

2.8. All members of the Board will commit to the following roles, responsibilities and expectations:

- a) Commit to attending the majority of meetings;
- b) Uphold and support Board decisions and be prepared to follow through actions and decisions obtaining the necessary financial approval from their organisation for the Board proposals and declaring any conflict of interest;
- c) Be prepared to represent the Board at stakeholder events and support the agreed consensus view of the Board when speaking on behalf of the Board to other parties;
- d) Champion the work of the Board in their wider networks and in community engagement activities;
- e) Participate in Board discussion to reflect views of their partner organisations, being sufficiently briefed to be able to make recommendations about future policy developments and service delivery; and
- f) Ensure there are communication mechanisms in place within the partner organisations to enable information about the priorities and recommendations of the Board to be effectively disseminated.

3. Working arrangements

3.1. The Slough Wellbeing Board is a committee of the Council and will adhere to the Constitutional requirements of the Council affecting committees unless alternative provision is made within these terms of reference or the law.

3.2. The Board shall schedule meetings at least six times a year.

3.3. The Board will meet in public and comply with the Access to Information procedures as outlined in the Council's Constitution

3.4. The filming/recording of all public meetings is allowed in accordance with the Council's Constitution.

3.5. The Board will hold ad-hoc meetings, workshops and development sessions throughout the year as and where appropriate

3.6. Decision-making will be achieved through consensus reached amongst those members present. Where a vote is required decisions will be reached through a majority vote of voting members; where the outcome of a vote is impasse the Chair will have the casting vote.

3.7. All members have an equal vote.

3.8. Meetings will be deemed quorate² if at least [one third of] members are present and in no case shall the quorum for the Board be less than 5. If the number of members increases this will need to be reviewed. Where a meeting is inquorate

² The Board does not have to comply with Part 4.1 rule 7 of the Council's Constitution.

those members in attendance may meet informally but any decisions shall require appropriate ratification at the next quorate meeting of the Board.

3.9. The Board will produce an Annual Report which will be shared with all member organisations and published on the Council's website.

4. Relationship to other partnership groups

4.1. A network of partnerships groups is already in place which will act as the vehicle for the delivery of the Slough Wellbeing Strategy. The Board will coordinate activity between these and any new groups, to ensure greater clarity of accountability and ownership of agendas. In this respect the Board will 'hold the ring' for the wider partnership network, coordinating activity to make the best use of resources in achieving common outcomes.

4.2. The Board may establish sub groups or Task and Finish groups to help it undertake its statutory and strategic functions.

4.3. The Board may ask for regular reports from the other partnership groups, at least annually, highlighting any areas the Board may be able to support.

4.4. For the avoidance of doubt these groups are not sub committees of the Council.

4.5. The Board will not exercise scrutiny duties around health and adult social care directly. This will remain the role of the Slough Borough Council's Health Scrutiny Panel. Decisions taken and work progressed by Slough Wellbeing Board will be subject to scrutiny by the Council's Health Scrutiny Panel.

5. These terms of reference will be reviewed annually and will require the approval of the full Council.

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SLOUGH BOROUGH COUNCIL**REPORT TO:** Slough Wellbeing Board **DATE:** 10th May 2017**CONTACT OFFICER:** Alan Sinclair, Director Adult Social Care,
Slough Borough Council**(For all Enquiries):** (01753) 875752**WARD(S):** All**PART I**
FOR INFORMATION, COMMENT & CONSIDERATION**PROGRESS UPDATE ON THE FRIMLEY HEALTH & CARE SUSTAINABILITY AND TRANSFORMATION PARTNERSHIP PLAN****1. Purpose of Report**

This report provides the Slough Wellbeing Board with an update on the progress being made to deliver the Sustainability and Transformation Partnership (STP) plan for the Frimley footprint. The report also covers the potential governance arrangements that may emerge as the STP develops.

2. Recommendation(s)/Proposed Action

The Slough Wellbeing Board is recommended to note the report and the progress being made in developing and delivering the STP plan and comment on any aspect of the plan where appropriate and where there will or may be an impact on the health and wellbeing of the residents of Slough.

The Board is also asked to consider the proposed governance arrangement options and the role the Board wants to have in these arrangements and also what role it could have in ensuring local STP delivery and accountability.

3. The Slough Joint Wellbeing Strategy, the JSNA and the Five Year Plan

The priorities in the STP reflect the need to improve the health and wellbeing of the population. The STP focuses on those priorities that can be delivered across the system and local areas will continue to address their own local priorities.

3a. Slough Joint Wellbeing Strategy Priorities

The STP meets several of the Joint Slough Wellbeing Strategy 2016 - 2020 priorities including:

- Protecting vulnerable children and young people
- Improving healthy life expectancy
- Improving mental health wellbeing

The STP will do this by delivering across five **priority** areas:

1	Making a substantial step change to improve wellbeing, increase prevention, self care and early detection.
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2	Improve long term conditions outcomes including greater self management and proactive management across all providers for people with single long term conditions.
3	Proactive management of frail patients with multiple complex physical and mental health long term conditions, reducing crises and prolonged hospital stays.
4	Redesigning urgent care, including integrated working and primary care models providing timely care in the most appropriate place.
5	Reducing variation and health inequalities across pathways to improve outcomes and maximise value for citizens across the population, supported by evidence.

3b. Joint Needs Assessment (JSNA)

The Slough JSNA has informed the work of the STP plan.

3c. Five Year Plan Outcomes

The STP will support the delivery of the following Five Year Plan outcomes:

- More people will take responsibility and manage their own health, care and support needs
- Children and young people in Slough will be healthy, resilient and have positive life chances

4. Other Implications

(a) Financial - To bring financial balance to the Frimley footprint by 2020 – across health and social care. There is a significant financial pressure facing all parts of the system and the plan will address how these pressures will be managed. Any future investment from the NHS in local systems will come via the STP process. A high level financial analysis was included in the June and October submissions of the STP plan.

(b) Risk Management

Risk Area	Risk/Threat/Opportunity	Mitigation(s)
Financial <i>All parts of the system are facing financial challenge due to increasing demand and rising costs</i>	<i>Priority areas do not manage the financial pressures – or actions cause additional financial pressures across one part of the system or service area</i>	<i>The STP gives a system wide view and management of the whole of the footprint. The aim is to bring the whole system into financial balance</i>
Property <i>Decisions are not made about current or future use of assets that help deliver the STP ambitions</i>	<i>Each part of the system or individual service continue to make decisions on their own irrespective of STP ambitions</i>	<i>STP will support via system leaders group to have a cohesive view of assets and estates and development of one public estate plan</i>
Employment Issues <i>Not having sufficient or trained staff to deliver new ways of working</i>	<i>Each organisation already has issues of recruitment and retention of staff</i>	<i>STP priority focus on our workforce, health and social care staff will be reviewed as a whole for resident's care optimising workforce with new</i>

		<i>roles and ways of working considered.</i>
Equalities issues <i>Health inequalities</i>	<i>The specific health issues of the Slough population will not be met by the STP priorities.</i>	<i>STP focusses on the main health issues across the footprint and this will include Sloughs health issues. Slough specific issues will be looked at in a review of areas of health inequality across the footprint. Non Slough specific issues will still be a priority for the Slough health and care system to deliver.</i>
Communications <i>The ambitions of the STP are not well understood by all parts of the system</i>	<i>Different parts of the system, workforce, residents, providers and communities have differing understanding and knowledge of the changes.</i>	<i>An STP newsletter has been established to help inform all parts of the system alongside a series of drop in sessions that will be carried out monthly in 3 separate venues (Health, LA and CCG). Regular communications and workshops, briefings are planned across the system. A unified approach of strategic direction will enable clearer communication to staff and residents.</i>

(c) Human Rights Act and Other Legal Implications - There are none identified at this point.

(d) Equalities Impact Assessment - This will be undertaken as specific plans are developed to deliver the priorities.

(e) Workforce - There are no specific issues identified at this point but as workforce is one of the enablers for the delivery of the plan this will have significant focus over the coming months.

5. Summary

- Positive outcome of funding bids from the sustainability and transformation fund
- Work streams are all under way and at various stages of development and delivery
- Discussions concerning next steps in relation to communication and engagement are ongoing
- Single Governing Body in common for the three East Berkshire CCG's has started
- Governance options for the STP are being considered and put in place

6. Supporting Information

6.1 Progress since last meeting

- The sustainability and transformation fund bids across the following prescribed areas have all been successful:
 - Cancer
 - Mental health

- Diabetes
- Learning disability
- The seven STP work streams are established and are at various stages of development. An update was provided at the last board meeting and progress will be reported at future meetings.
The 7 workstreams are:
 - Shared Care Record
 - Integrated Care Decision Making Hubs
 - GP Transformation
 - Unwarranted Variation
 - Care and support market
 - Support Workforce
 - Prevention

6.2 Governance

- Next Steps on the NHS Five Year Forward View published in March 2017 states that there will be:
 - Creation of integrated (or 'accountable') health systems through the STP's,
 - Accountable Care Systems (ACS) will be an evolved version of the STP that is working as an integrated health system,
 - Encouragement for STP's to come forward as ACS – and Frimley STP is listed as one of the 9 likely candidates.
- The three East Berkshire CCG's have from 1st April 2017 moved to:
 - Having a single Governing Body in common
 - Having a single primary care commissioning committee in common
 - Strengthening (GP) member meetings including public involvement
 - Expanding clinical leadership capacity
 - Streamlining assurance process
 - Operating a financial risk share across all three CCG's
- Consideration is also being given to strengthening the local STP governance with:
 - **A system wide decision-making board** with membership balanced across health and local authority partners, including greater clarity between decision-making and advisory and attendee functions. This board would include as core members chief officer level representatives from Slough CCG and Slough Borough Council.
 - **System wide working groups** for the current seven initiatives. Groups would change as priorities develop and change.
 - **An increased role for locally based Health and Well-being Boards x 5** with membership from the locality. The boards could hold STP responsibility for the local delivery of the STP plan. This key role in a revised governance structure secures local engagement, enables the STP to be driven by the needs of the local communities it is serving but to capitalise through broader system

wide working. The Health and Wellbeing boards could ensure a focus on all ages within delivery plans, including a greater focus on children.

- **A system wide engagement and communication panel** with representation of the five health and wellbeing boards covered by the Frimley footprint to ensure STP communication and engagement is locally valid but ensuring consistency and coherence across the STP patch. This panel could consist of Health and wellbeing board chairs and vice chairs and be supported by STP resources. It would aim to ensure that engagement and communications are focussed on highlighting the relevance of STP initiatives to local people and staff. This panel could be designated as a 'Committee in Common'.
- **The development of a memorandum of understanding** between the partners that supports the delivery of the STP plan and confirms the contribution and support from each partner to deliver the plan as well as giving clarity about risk-share and benefit-share, allocation of resources and conflict resolution.

7. Comments of Other Committees

None

8. Conclusion

The Slough Wellbeing Board is asked to note the good progress being made since its last meeting and comment on the suggested changes for the governance arrangements of the STP and the potential future role for the Board.

9. Appendices

None

10. Background Papers

None

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SLOUGH BOROUGH COUNCIL

REPORT TO: Slough Wellbeing Board **DATE:** 10th May 2017

CONTACT OFFICER: Rebecca Howell-Jones, Consultant in Public Health (Acting-up), Public Health

(For all Enquiries): (01753) 875142

WARD(S): All

PART I
FOR INFORMATION, COMMENT & CONSIDERATION

THEMED DISCUSSION: INCREASING LIFE EXPECTANCY BY FOCUSING ON INEQUALITIES

1. Purpose of Report

1.1 This report provides Slough Wellbeing Board with an opportunity to discuss the Slough Wellbeing Board 2016-2020 priority of increasing life expectancy by focusing on inequalities.

2. Recommendation(s)/Proposed Action

2.1 The Slough Wellbeing Board is requested to note the current situation and provide input to the strategic direction, partnerships and activities to address inequalities in life expectancy in Slough.

3. The Slough Joint Wellbeing Strategy, the JSNA and the Five Year Plan

3.1 Increasing life expectancy by focusing on inequalities is one of the four priorities identified in the Slough Wellbeing Strategy 2016-2020.

3.2 The JSNA identifies inequalities across different populations (see Supporting Information).

3.3 Under the Five Year Plan, targeting those individuals most at risk of poor health and wellbeing outcomes to take up health checks is a key action under Outcome 2 “Our people will become healthier and will manage their own health, care and support needs”

4. Other Implications

(a) Financial – None.

(b) Risk Management – None.

(c) Human Rights Act and Other Legal Implications – There are no Human Rights Act implications to the proposed discussion.

(d) Equalities Impact Assessment – Not required for this discussion on inequalities.

(e) **Workforce** – None.

5. Summary

This item provides members with an early opportunity to:

- Understand inequalities in Slough and how these impact on life expectancy; and
- Discuss and influence the strategic direction and activities undertaken to address these inequalities.

6. Supporting Information

6.1 This report outlines the key areas to be considered as part of a themed discussion at the Slough Wellbeing Board on increasing life expectancy by focusing on inequalities. This discussion leads on from the draft annual independent report from the Strategic Director of Public Health (SDPH) (29 March 2017) which reported on the causes of early deaths (<75 years) which lead to inequalities in outcomes for our communities.

6.2 The aim of the discussion will be to take stock of the current situation in Slough and gain input from the Board on tackling inequalities. There will be a presentation at the Board meeting to facilitate the conversation.

6.3 In Slough, there are clear inequalities in life expectancy and factors that impact on life expectancy between different groups of the population. Inequalities can occur by wealth, gender, ethnicity, learning and physical disabilities and other characteristics. Examples of the impact of inequalities include:

- People living in the most affluent areas of Slough are expected to live approximately 4 years longer than those living in the most deprived areas (Slough JSNA, 2016)
- Life expectancy at birth for women in Slough is 4.4 years longer than for men (PHE Fingertips, accessed 2017)

6.4 Key causes of early (<75 years), preventable deaths (those that could be avoided by public health interventions in their broadest sense) identified in the draft annual report of the SDPH were cardiovascular disease and cancer (as well as respiratory and liver disease for males).

6.5 Lifestyle, behaviour and environment drivers that lead to these premature deaths include smoking, alcohol, physical activity and diet. There are differences between population groups in these drivers which ultimately contribute to the inequalities in life expectancies. These drivers occur in the context of the wider determinants of health such as education, housing and employment. Examples of the impact of lifestyle factors on inequalities include:

- Smoking: 1,737 potential years of life lost per 100,000 35-74 year olds due to smoking related illness in Slough. Smoking rates are four times higher in the most disadvantaged compared with the most affluent (Hiscock R et al, 2012).

- Obesity: 23% of Reception children overweight or obese; 39% of Year 6 children overweight or obese, estimated 63% of adults overweight or obese. Obesity prevalence varies by ethnic group and is strongly associated with socioeconomic status (El-Sayad AM et al, 2012).

6.6 Public health interventions to improve life expectancy by reducing inequalities are in place across the life-course for Slough's population. Early in the life-course, the 0-19 years nursing service (health visiting and school nursing), working with children's centres, support a healthy start to life, for example through breast feeding support and parental support. We commission healthy lifestyle programmes for children and adults which are targeted towards those most at need. For example, Let's Get Going, a healthy lifestyle programme for children and their families includes targeted provision in two areas of high deprivation and the new integrated Cardiac Disease Prevention Programme for Slough (CardioWellness4Slough) is a programme which addresses lifestyle risk factors for cardiovascular diseases in adults. This programme includes targeted provision of health checks for harder to reach groups and 50% uptake by those living in more deprived areas. Smoking Services are also targeted to ensure higher uptake from Routine and Manual workers by providing flexible sessions and choosing convenient premises for this population group. The stop smoking service has also increased its focus on people with mental health problems.

7. Comments of Other Committees

None.

8. Conclusion

8.1 The pathway to inequalities in life expectancy starts with differences between population groups in lifestyle, behaviour and environment factors, which themselves are linked to wider determinants of health. These factors drive differences in disease prevalence, such as cardiovascular disease and cancer, and ultimately mortality.

8.2 There are many points along this pathway which activities of Slough Borough Council and its partners can and do impact. A discussion at the Slough Wellbeing Board will enable the Board's knowledge of Slough, its residents and their health to be utilised in tackling this priority.

9. Appendices

None.

10. Background Papers

Strategic Director of Public Health Annual Report 2016/17

<http://www.slough.gov.uk/moderngov/ieListDocuments.aspx?CId=592&MId=5683&Ver=4>

Slough JSNA, 2016 <https://www.slough.gov.uk/council/joint-strategic-needs-assessment/>

PHE Fingertips <http://fingertips.phe.org.uk/>

El-Sayad AM et al. Socioeconomic inequalities in childhood obesity in the United Kingdom: a systematic review of the literature *Obesity Facts* (2012) 5(5): 671-692

Hiscock R et al. Smoking and socioeconomic status in England: the rise of the never smoker and the disadvantaged smoker. *J Public Health* (2012) 34 (3): 390-396.

Slough Wellbeing Board's Work Programme

July 2017 - November 2017

19 July 2017

Subject	Decision requested	Report of	Contributing Officers(s)	Key decision *
Discussion				
Slough CCG 5 Year Plan	The Board is asked to discuss and endorse on the CCG's 5 Year plan (This is a referral from the Health and Social Care PDG)	Jim O'Donnell / Fiona Slevin-Brown		Yes
Annual review of Joint Wellbeing Strategy priorities and preparation for the 2017 Partnership Conference	The Board is asked to discuss and agree the final arrangements for the 2017 Partnership Conference	Dean Tyler, Head of Policy, Partnerships & Programmes		No
Memorandum of Understanding (MOU) setting out an integrated approach to identifying and assessing the health and wellbeing needs of carers	The Board is asked to note and comment on proposed MOU (This item is a referral from the Health and Social Care PDG)	Sally Kitson, Commissioner - Adults	Director Adult Social Care	Yes
Draft Prevention Strategy (tbc)	The Board is asked to note and comment on the draft Strategy (This is a referral from the Health and Social Care PDG)	Simon Lawrence, Programme Manager, Wellbeing	Director Adult Social Care	No
Forward Work Programme	The Board is asked to review and update the Forward Work Plan	Dean Tyler, Head of Policy, Partnerships & Programmes		No
Themed discussion				
Slough Youth Parliament Manifesto	The Board will receive a presentation from the Slough Youth Parliament about their new manifesto	Giovanni Ferri, Youth Worker, young People's Service		No
Information				
Slough Local Safeguarding Children's Board (SLSCB) Delivery Plan update	The Board is asked to note recent activity undertaken by the LSCB.	Nick Georgiou, Chair of the LSCB		
Frimley Sustainability and Transformation Plan (STP) integration	The Board is asked to note recent activity under the STP	Alan Sinclair, Director Adult Social Care		
BCF quarterly report	The Board is asked to note the report	Mike Wooldridge,	Director Adult	

		BCF Programme Manager	Social Care	
Six monthly update on the Housing strategy	The Board is asked to note recent activity	Paul Thomas, Interim Head of Housing		
Reprovision of Healthwatch Slough Contract (update)	The Board is asked to note the outcome of the tender process	Ian McIlwain, Interim Contracts Officer - Adults	Director Adult Social Care	
Healthwatch Slough: Annual Report 2016/17	The Board is asked to note and comment on Healthwatch Slough's annual report	Nicola Strudley, Healthwatch Slough		No

27 September 2017

Subject	Decision requested	Report of	Contributing Officers(s)	Key decision *
Discussion				
Revisit "Improving mental health and wellbeing" priority of Wellbeing Strategy (tbc)	The Board is asked to review recent progress against this priority	Alan Sinclair, Director Adult Social Care	Geoff Dennis, Head of Mental Health, Slough Locality	No
Refresh of the JSNA (tbc)		Alan Sinclair Director Adult Social Care	Health and Social Care PDG	
End of 1 st year report/review regarding the operation of the Board's Overarching Information Sharing Protocol	The Board is asked to note the impact that the Protocol has had on information sharing between partners and consider what changes (if any) need to be made to the current arrangements	Dean Tyler, Head of Policy, Partnerships & Programmes		No
Forward Work Programme	The Board is asked to review and update the Forward Work Plan	Dean Tyler, Head of Policy, Partnerships & Programmes		No
Themed discussion				
Feedback from the 2017 Partnership Conference		Dean Tyler, Head of Policy, Partnerships & Programmes		No

Information				
Frimley Sustainability and Transformation Plan (STP) integration	The Board is asked to note recent activity under the Frimley Sustainability and Transformation Plan	Alan Sinclair, Director Adult Social Care		
Prevent Action Plan	The Board is asked to note recent activity by the Prevent Violent Extremism Group	Naheem Bashir, Prevent Coordinator	Assistant Director, Strategy and Engagement	

15 November 2017

Subject	Decision requested	Report of	Contributing Officers(s)	Key decision *
Discussion				
Slough Safeguarding Adult's Board (SSAB) Annual Report 2016/17	The Board is asked to note and comment on the SSAB's annual report	Nick Georgiou, Independent Chair of SSAB		No
Slough Local Safeguarding Children's Board (SLSCB) Annual Report 2016/17	The Board is asked to note and comment on the SLSCB's annual report	Nick Georgiou, Independent Chair of SLSCB		No
End of 1 st year report/review regarding the operation of the Board's (a) Safeguarding People's Protocol (b) Scrutiny Protocol	The Board is asked to note the impact that the Protocols have had on improving partnership working and consider what changes (if any) need to be made to the current Protocols	Dean Tyler, Head of Policy, Partnerships & Programmes		No
Forward Work Programme	The Board is asked to review and update the Forward Work Plan	Dean Tyler, Head of Policy, Partnerships & Programmes	Democratic Services	No
Themed discussion				
To be confirmed				
Information				
Frimley Sustainability and Transformation Plan (STP) integration	The Board is asked to note recent activity under the Frimley Sustainability and Transformation Plan	Alan Sinclair, Director Adult Social Care		
BCF quarterly report	The Board is asked to note the quarterly report	Mike Wooldridge, BCF Programme Manager	Director Adult Social Care	

Criteria

Does the proposed item help the Board to:

- 1) Deliver one its statutory responsibilities?*
- 2) Deliver agreed priorities / wider strategic outcomes / in the Joint Wellbeing Strategy?*
- 3) Co-ordinate activity across the wider partnership network on a particular issue?*
- 4) Initiate a discussion on a new issue which it could then refer to one of the key partnerships or a Task and Finish Group to explore further?*
- 5) Respond to changes in national policy that impact on the work of the Board?*

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SLOUGH BOROUGH COUNCIL**REPORT TO:** Slough Wellbeing Board **DATE:** 10 May 2017**CONTACT OFFICER:** Dean Tyler, Head of Policy, Partnerships & Programmes
(For all enquiries) (01753) 875847**WARD(S):** All**PART I**
FOR COMMENT/ENDORSEMENT**SLOUGH WELLBEING BOARD ANNUAL REPORT 2016/17****1. Purpose of Report**

To agree the Slough Wellbeing Board's Annual Report for 2016/17, so that it can be recommended to full Council at its meeting on 25 July.

2. Recommendation

Slough Wellbeing Board is recommended to agree the Slough Wellbeing Board's Annual Report 2016/17 attached at Appendix A.

3. The Slough Joint Wellbeing Strategy (SJWS) 2016 – 2020, the Joint Strategic Needs Assessment (JSNA) and the Five Year Plan 2017 - 2021**3a. Slough Joint Wellbeing Strategy (SJWS) 2016 – 2020 Priorities**

The Annual Report 2016/17 relates to all aspects of the Slough Joint Wellbeing Strategy's priorities as set out below:

1. Protecting vulnerable children
2. Increasing life expectancy by focusing on inequalities
3. Improving mental health and wellbeing
4. Housing

It has been developed using the evidence base of the JSNA and the Slough Story and has been structured to address progress against not only the Wellbeing Board's statutory responsibilities but also each of the above Wellbeing Strategy priorities.

3b. Five Year Plan 2017 – 2021 Outcomes

The work of the Slough Wellbeing Board directly contributes to the following outcomes in the Council's Five Year Plan:

- Our children and young people will have the best start in life and opportunities to give them positive lives
- Our people will become healthier and will manage their own health, care and support needs
- Our residents will have access to good quality homes

4. Other Implications

- (a) Financial - None
- (b) Risk Management - None
- (c) Human Rights Act and Other Legal Implications – None
- (d) Equalities Impact Assessment – None

5. Summary

Members are asked to:

- a) note the new content at pages 7 – 17 of the draft Annual Report (setting out the progress that has been made to achieve the vision and priorities set out in the refreshed Wellbeing Strategy 2016 – 2020));
- b) agree the final content of the Annual Report for 2016/17; and
- c) note the process (and timescale) for production.

6. Supporting Information

6.1 Slough Wellbeing Board has a commitment to openness and transparency in the way that it carries out its work and is accountable to local people. This includes a commitment to annually review progress against the Board's ambition to reduce health inequalities and improve health and wellbeing outcomes across the borough. The draft Annual Report at Appendix A sets out a review of the Wellbeing Board's statutory responsibilities and key activities and achievements during 2016/17 and sets the context for its work during 2017/18.

7. Comments of Other Committees

7.1 Health Scrutiny Panel considered the draft Annual Report at its meeting on 27 March. Panel Members asked for the Annual Report to include:

- More evidence of the progress that has been made to achieve the vision and priorities set out in the refreshed wellbeing strategy;
- More examples from partners about how their involvement in the board has made a difference to the health and wellbeing of the people of Slough; and
- A summary of what actions the Board (in collaboration with partners), intended to take to continue to deliver its priorities in 2017/18.

7.2 All of these comments have been addressed in the attached draft. Health Scrutiny Panel also asked for some specific case studies to be developed and this will be done in the wider context of developing an evidence base that the Board can use to communicate its achievements to the people of Slough. The Wellbeing Board has also had the opportunity to comment on and have input into earlier drafts and this was raised at the Board's meeting in January 2017. Subject to any final comments from members at the meeting, the Annual Report 2016/17 will be recommended to full Council for endorsement at its 25 July meeting.

8. Conclusion

8.1 Publishing an annual report provides the Wellbeing Board with an opportunity to:

- Promote its work (and that of the wider partnership);
- Demonstrate the practical progress that has been made in delivering its statutory functions and against each of the strategic priorities in the Wellbeing Strategy; and
- Identify some of the emerging challenges and opportunities that will influence its work in 2017/18

9. Appendices Attached

A – Slough Wellbeing Board Annual Report 2016/17

10. Background papers

None

Slough Wellbeing Board

Annual Report

2016/17

DRAFT

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Foreword

Welcome to the second Annual Report of the Slough Wellbeing Board. This report covers the period from May 2016 to April 2017.

The Board works towards achieving the best health and wellbeing outcomes for the residents of Slough. Our vision is to make Slough a place where “people are proud to live, where diversity is celebrated and where residents can lead safe, fulfilling, prosperous and healthy lives.”

The issues of health and wellbeing affecting residents in the town are many and varied, however, to ensure the Board meets its aim it is important there is a clear focus with defined priorities and outcomes. The Board’s new Joint Wellbeing Strategy was published in September 2016 and sets out our agreed direction of travel, based on a refreshed Joint Strategic Needs Assessment and with a renewed focus on the Board’s statutory and local strategic partnership functions.

This report summarises the work that the Board has overseen to deliver our statutory responsibilities and the local priorities we have set in our Wellbeing Strategy.

I would like to thank all Board members both past and present for their commitment to moving the town’s health and wellbeing agenda forward.

I look forward to working with colleagues on this challenging agenda over the coming months to realise the opportunities we have in Slough and improve the health and wellbeing of our population.

Councillor Sabia Hussain
Chair of Slough Wellbeing Board

Section 1: Introduction

Slough Wellbeing Board has a commitment to openness and transparency in the way that the Board carries out its work and is accountable to local people. This includes a commitment to annually review progress against the Board’s ambition to reduce health inequalities and improve health and wellbeing outcomes across the town. This annual report sets out a review of the Wellbeing Board’s progress over the last year and sets the context for the work of the Board during the year ahead.

Section 2: About the Slough Wellbeing Board

The Slough Wellbeing Board was formally established as a statutory committee of the council in April 2013; in accordance with the legislation passed in the Health and Social Care Act 2012.

The purpose of the Slough Wellbeing Board is to:

- Improve health and wellbeing

- Reduce gaps in life expectancy across Slough
- Focus on the wider determinants of health, such as education and training, housing, the economy and employment and
- Commission better, more integrated and efficient health and social care services.

The Board has a series of statutory responsibilities duties which are set out at Appendix 1.

Membership

In Slough we have taken a decision to widen membership beyond the statutory requirements. The Board has sought to ensure it is able to play a more strategic role so that it can have genuine influence and set direction. We have therefore called our overarching partnership the Slough Wellbeing Board rather than the Health and Wellbeing Board as our arrangements go beyond statutory requirements.

The current membership (as of April 2017) is as follows:

- Slough Borough Council
- NHS
- Slough Clinical Commissioning Group
- Slough Children's Services Trust
- Healthwatch Slough
- Thames Valley Police
- Royal Berkshire Fire and Rescue Service
- Slough Council for Voluntary Service
- Business sector

Decision-making

The Board is subject to the same openness and transparency rules as other committees of the Council. All meetings are held in public and all of its agendas, reports and decisions are available to view on the Council's website at: www.slough.gov.uk/moderngov/ieListMeetings.aspx?Committeed=592

The Board is also subject to scrutiny through the Council's Health Scrutiny Panel. Information about this Committee is available to view on the Council's website at: www.slough.gov.uk/moderngov/mgCommitteeDetails.aspx?ID=105

How the Wellbeing Board works with the key partnership groups in Slough

The Board works closely with the following:

- Health and Social Care Priority Delivery Group
- Safer Slough Partnership
- Slough's Local Safeguarding Children's Board
- Slough's Adult Safeguarding Board

Each of these partnerships contribute to the delivery of various aspects of the Slough Wellbeing Strategy. Updates on their work have been included in the Wellbeing Strategy Priorities section of this report.

The Wellbeing Strategy 2016 – 2020 explains there is a wider partnership network operating across the town which the Board is seeking to better coordinate. To that end the Board held the first Slough Partnership Conference in September 2016 to strengthen partner relations and working.

Section 3: The Health and Wellbeing Context

According to the Public Health England Health Profile for Slough published in June 2016 the health of people in Slough is varied compared with the England average.

- Total life expectancy in Slough is improving: Men are expected to live on average until 78, while women are expected to live until 82. These rates are broadly similar to the average English rates of 79 for men and 83 for women.
- However, healthy life expectancy across the town is worsening: women on average live the last 24 years of their life in poor health (compared to 20 years in England), while men live the last 18 years of life in poor health (compared to 16 years in England). This means men live shorter lives on average than women in Slough, but they spend a higher proportion of their lives in good health. There are also large disparities between the most and least deprived parts of the town: Life expectancy is 4.5 years lower for men and 3.8 years lower for women in the most deprived areas of Slough, compared to the least deprived areas.
- Whilst deprivation is lower than average, about 19.5% (6,600) children live in poverty.
- Obesity in children in Year 6 is worse than the average for England.
- Levels of GCSE attainment, breastfeeding and smoking at time of delivery are all better than the England average.
- There are a significantly lower percentage of physically active adults in Slough than the regional and England averages.
- The rate of smoking related deaths and estimated levels of adult smoking are also worse than the England average, as are the rates of TB and late diagnosis of HIV.
- Diabetes is also significantly higher than the England average amongst adults.
- The take up of cancer screening programmes and preventative programmes in Slough is poor.
- Death rates for cardio vascular disease (CVD) in Slough are significantly higher than the rest of Berkshire, the south east and England– although death rates do appear to be falling at least as fast as the rest of the country.
- The prevalence of mental health conditions is on the rise in Slough – however a significant number of people do not seek help/access services. There are also high levels of substance and alcohol misuse.
- As people live longer the health and care needs of Slough’s older people are predicted to increase.
- Social isolation, depression and dementia rates are also steadily increasing across the town.

More information on the JSNA can be found here - www.slough.gov.uk

Section 4: Highlights of progress overseen by the Wellbeing Board

Between May 2016 and April 2017 the Board met six times in public. The section below sets out highlights of the work undertaken against the Board's statutory responsibilities and against the four priorities of the Wellbeing Strategy 2016 – 2020.

Statutory responsibilities

Joint Strategic Needs Assessment (JSNA)

Over the course of the past four years work has been ongoing to refresh Slough's JSNA; this included a light refresh of key data in 2016 and the document being published online. An easy to read summary version of the JSNA using infographics was also published and is available at: www.slough.gov.uk/council/joint-strategic-needs-assessment/ . Work has also taken place on a number of more in depth needs assessments around a variety of topics including the recommissioning of major services such as Sexual Health, our Cardiovascular Prevention Programmes and the 0-19 Public Health Services. These findings were also taken into consideration when we refreshed our Joint Wellbeing Strategy for 2016 - 2020.

Refreshing the Joint Wellbeing Strategy

Following a number of workshops in 2016, the Board undertook a strategic review of its 2013 – 2016 Wellbeing Strategy and the priorities that underpinned it. This review set out to assess the progress of the Board over its three years in operation and to decide whether a new set of priorities were needed for the future. Having reviewed the evidence and following comments and feedback from Board members and key partners, four new priorities were agreed and have been used to develop the refreshed Wellbeing Strategy for 2016 – 2020:

1. Protecting vulnerable children
2. Increasing life expectancy by focusing on inequalities
3. Improving mental health and wellbeing
4. Housing

For each of these priorities the Wellbeing Strategy explains why it is important; what the Board hopes to achieve by tackling it and what it and others will collectively do to address it in the year ahead. These priorities are not set in stone and we will review our approach annually and check whether there is a need to focus on different priorities for the next year. Progress towards the Board's refreshed strategic priorities is outlined in the next section. More information on the Strategy can be found here - www.slough.gov.uk/council/strategies-plans-and-policies/slough-joint-wellbeing-strategy.aspx

Slough Clinical Commissioning Group's (CCG's) Commissioning Intention Plans for 2017/18 and 2018/19

In November 2016 the Board were given the opportunity to scrutinise Slough Clinical Commissioning Group's (CCG's) Commissioning Intentions for 2017/18 and 2018/19 for the town. The report outlined the approach the CCG was taking to develop the 2017/18 to 2018/19 Operating Plan, including the development of strategic priorities, and commissioning intentions at both a CCG and Sustainability and Transformation Plan (STP) level. It sets out, at a high level, the commissioning

intentions of three East Berkshire Clinical Commissioning Groups (CCGs) (including Slough's) for the period April 2017 to March 2019, which were subsequently submitted to NHS England (NHSE) in December 2016 for approval. This plan will shortly be amended following further publication of the NHS England planning guidance and to reflect ongoing discussions with partners within the STP as the priorities and work streams emerge throughout 2017/18.

In the meantime, work continues on the development of the CCG's 5 Year Plan strategic priorities, which were shared with the Board in 2017. Progress against these plans will continue to be reported to the Board in accordance with its statutory responsibilities. More information on this Plan can be found here -

www.sloughccg.nhs.uk/about-us/our-plans

Integration / partnership working

Throughout 2016/17 the Board has overseen the development and delivery of a number of ambitious plans for local health and social care integration which will underpin the town's ambitions for the next five years. This has provided a unique opportunity for the Board to drive forward its ambitions around health and social care integration, and has required a new level of strategic leadership from the Board. Within this context, the Board's headline achievements during 2016/17 have included the following:

Playing a positive role in supporting the work of local partners to develop a local sustainability and transformation plan (STP) across the Frimley footprint

In October 2014 NHS England published the Five Year Forward View setting out an ambitious change agenda for the NHS to ensure sustainability for the future.

The Five Year Forward View looks to address:

- The health and wellbeing gap: getting serious about prevention.
- The care and quality gap: harnessing technology and reducing variation in the quality and safety of care.
- The funding and efficiency gap: match reasonable funding levels with wide-ranging system efficiencies

The NHS planning guidance sets out the requirement to develop a five-year place based STP, supported by an annual operating plan for each Clinical Commissioning Group (CCG). The Frimley STP (which covers the work of five Health and Wellbeing Boards, including Slough) sets the direction for local areas to achieve the ambitions of the Five Year Forward View. It provides a clear and powerful vision of integrated health and care provision across the local NHS system. The work of local Health and Wellbeing Boards, their JSNA's and Wellbeing strategies were central to the development of the Frimley STP and its priorities.

The STP provides an important opportunity for improving health and care services across the footprint. Slough Wellbeing Board will give high priority to proposals to integrate health and social care services more closely and invest in prevention in the year ahead. Leadership and governance of the STP at a local level will also need to be strengthened: to date the focus has been on planning, but the real challenge now lays in turning these plans into a reality. More information on the STP can be found here – www.sloughccg.nhs.uk/about-us/sustainability-and-transformation-plan

Supporting the implementation of the Better Care Fund and playing a strategic role in developing integrated health and care provision across Slough

The Better Care Fund (BCF) is a £8.76 million pooled budget between the Council and Slough's CCG. It is a government initiative to transform local health and social care services so that they work together to provide better joined up care and support. The aims and benefits of partners into this agreement are to:

- Improve the quality and efficiency of the Services;
- Meet the National Conditions and Local Objectives;
- Make more effective use of resources through the establishment and maintenance of a pooled fund for revenue expenditure on the Services;
- Reduce hospital admissions and delayed transfers of care; and
- Protect social care services.

Slough's BCF scheme has had a positive impact on reducing demand in respect of admissions to hospital, care home admissions and discharge from hospital. But like the rest of the country demand for hospital services has meant an increase in overall admissions. Local activity will continue to be monitored by the BCF programme and the Wellbeing Board in the year ahead. The Board will continue to receive regular updates on the delivery of the BCF at future meetings. More information on the BCF can be found here – www.slough.gov.uk/council/strategies-plans-and-policies/slough-better-care-fund.aspx

Maintaining an up to date Pharmaceutical Needs Assessment

The Board is responsible for the production of a Pharmaceutical Needs Assessment (PNA) for Slough. A PNA sets out the needs for pharmaceutical services provided in the community by analysing health needs and current provision. The ultimate aim is to ensure that residents can access medicines, other products and services to help them live long and healthy lives.

The current PNA was approved by Board in 2015 and runs until 2018. It will be renewed during the course of 2017/18 with an updated document taken to the Board for endorsement in early 2018. More information on the PNA can be found here - www.slough.gov.uk/council/joint-strategic-needs-assessment/pharmacy-needs-assessment.aspx

Contributing to the safeguarding of local people

The Board received annual reports from both the Safeguarding Adults Board and the Local Safeguarding Children's Board. The key issues facing the Adult Safeguarding Board during this period included the identification and management of risk; working with people who self-neglect; mental capacity and the deprivation of liberty safeguards; and making safeguarding personal. Slough's Local Children's Safeguarding Board's (LSCB's) work programme during this period concentrated on implementing revised multi-agency threshold guidance for practitioners; introducing more effective processes on quality assurance; and taking action to strengthen the Board's oversight of its multi-agency response to children at risk of exploitation. More information about the work of these boards can be found at www.slough.gov.uk/council/strategies-plans-and-policies/slough-safeguarding-adults-board.aspx and www.slough.gov.uk/council/strategies-plans-and-policies/annual-reports-and-business-plans.aspx respectively.

Priorities in the Joint Wellbeing Strategy 2016 – 2020

This section provides a summary of the progress that has been made to achieve the four strategic priorities of the Wellbeing Strategy.

Priority 1: Protecting vulnerable children

The vast majority of children in Slough lead safe healthy lives and are well cared for. However, as in all communities, a minority of families need additional support at times and a number of children require specific action by agencies to ensure that they do not suffer abuse or neglect. The SLCSB plays a key role in coordinating the work of a range of statutory partners and agencies in helping, protecting and caring for children in Slough. It also has a responsibility to identify blocks and barriers to success across the whole system.

Key achievements:

- Establishing a Multi-agency Joint Improvement Board to drive the delivery of the Ofsted Delivery Plan for improving children’s social care services in the borough. Key partnership achievements have included introducing a revised approach to corporate parenting with the new multi-agency Joint Parenting Panel that includes strong representation from the Reach Out! Group, establishing a Care Leavers Forum to ensure that the voice of young people is central to discussions about the services they receive and developing a multi-agency safeguarding hub (MASH) to significantly improve the ability to identify risk and allow for more focused and appropriate support to be provided for vulnerable children.
- Changing the Council’s Constitution to enable Slough Borough Council and Slough Children’s Services Trust to chair the newly established Joint Parenting Panel, thereby enabling both to fulfil their statutory duties. Members now have sufficient and robust oversight (and understanding) of their corporate parenting role in Slough.
- Taking steps to strengthen the corporate strategic arrangements underpinning the leaving care service by developing, in partnership with young people, a new pledge to care leavers. This was followed by a relaunch of the Corporate Parenting Strategy and action plan last summer.
- Launching care leavers hubs and providing individual Personal Advisers with comprehensive bespoke training to improve local practice.
- The Troubled Families programme, with a lead worker co-ordinating the multi-agency teams, working towards agreed outcomes for identified families, saw 221 families achieve significant and sustained progress against all of their issues (identified at assessment stage).
- An award of £1.4m from the Department for Education to Slough Children’s Trust to introduce “enhanced hubs” and develop a new domestic abuse assessment response. These hubs will enable social workers, family support workers and the existing emergency duty team to provide sustained support to families outside traditional office hours.
- Two Ofsted monitoring visits have focused on improvements to the front door and services for care leavers, finding promising progress in both areas.

Other activity throughout 2016/17 included:

- Building a strong partnership between the Board, the LSCB and the Trust to effectively safeguard Slough’s vulnerable children. The Trust’s Chief Executive now regularly attends meetings of the Wellbeing Board.

- Developing a child sexual exploitation (CSE) strategy (which links to missing & child trafficking strategy and action plan 2015-17) and a multi-agency missing strategy and action plan 2015-17.
- Developing and launching a preventing female genital mutilation (FGM) strategy and action plan which sets out our coordinated, partnership approach to tackling FGM Slough.
- Since the summer of 2016, the Council and the Trust have together taken determined steps to raise their ambition for care leavers and embraced their role as corporate parents this has included promoting meaningful education, employment and training opportunities for young people. A new strategy is being developed to strengthen partnership arrangements in this area for both looked after children and care leavers.
- Refreshing Slough's Safeguarding People Protocol. This Protocol sets out the distinct roles and responsibilities of the Board, SLSCB, Slough Adults Safeguarding Board, Safer Slough Partnership, the Preventing Violent Extremism Group and the Joint Parenting Panel and the interrelationships between them in terms of safeguarding the people of Slough and the means by which effective co-ordination and coherence between the Boards will be secured. This Protocol can be found at www.slough.gov.uk/council/strategies-plans-and-policies/slough-joint-wellbeing-strategy.aspx.
- Delivering effective safeguarding awareness training to over 900 licensed hackney carriage and private hire drivers and operators taxi drivers across Slough.

Next steps:

- To develop and implement a new two year business plan for the LSCB.
- To finalise and promote our comprehensive education, employment and training offer for our looked after children and care leavers.
- To establish an Early Help Partnership Board and develop an early help strategy that sets out the partnerships expectations for delivering effective early help to all vulnerable children and young people living in Slough.
- To launch a number of local area collaboratives and build closer local working between schools, nursery providers, children centres, health services, family support services, and other key partners. This will enable us to deliver more effective interventions that support families, improve children's outcomes and reduce levels of inequality locally.
- The priority for the children's services improvement programme will be to fully embed and sustain the progress that has been made to date and drive further improvements to provide 'good' services for vulnerable children and young people in the borough.
- To work with partners across the local health system to enable young people to access consistent health advice and support, including effective mental health services.

Priority 2: Increasing life expectancy by focusing on inequalities

This priority recognises the importance of lifestyle factors on health, and the rising rates of certain long term conditions (such as cardiovascular disease and diabetes) in Slough and which can impact on premature death rates. Tackling premature mortality (i.e. deaths that occur before 75 years) is a key driver for improving life expectancy and healthy life expectancy across the town and also in reducing health

inequalities. In Slough, mortality rates from causes considered preventable are increasing in males (and are higher than the England average), while for females they are decreasing (and are similar to England average). Preventable deaths are also more common in men.

In order to make a difference to residents' health and their subsequent need for health care, the Board (in close collaboration with the Health and Social Care PDG) has started to identify and champion a range of approaches and initiatives to tackle the risk factors that drive ill health, promote positive actions that address entrenched habits and lifestyles and actively encourage individuals and communities to take more responsibility for their own health.

Key achievements:

- Life expectancy at birth (for men) increased from 75 to 79 years between 2003 and 2015 (last reported figure)
- 70% of residents thought their GP opening times were convenient and 80% were able to get an appointment to see or speak someone in 2015/16 (compared to 64% and 76% in 2014/15).
- 55% of residents felt supported to manage their own condition in 2015/16 compared to 52% in the previous year.
- The number of people managing their social care support via direct payments also increased from 200 in 2015 to 325 people in less than a year. These payments help people live independently with more choice and control over the care and the support they need.
- There has been a noticeable drop in the rate of smoking prevalence in adults, from 22% to 18% between 2012 and 2015. Deaths from lung cancer between 2007 and 2009 and 2012 and 2014 also fell from 72.6 to 59.5 per 100,000 (as did new registrations for lung cancer).
- An increase in the number of health checks carried out each year is helping to improve early detection rates for certain conditions such as diabetes and high blood pressure.
- More than 1000 people were invited to take part in the National Diabetes Prevention Programme's 18 week free lifestyle courses, more than anywhere else in the country.
- Slough went from 145th in the country for levels of activity to 95th - with 79 % of the population now taking part in regular healthy activities.

Other activity throughout 2016/17 included:

- Receiving the Annual Report 2016/17 from the Strategic Director of Public Health in March 2017. This report provided the Board with an expert, independent overview of the causes of early deaths (< 75 years) which can lead to inequalities in outcomes for some of our communities and made a number of recommendations for action based on evidence from national, regional and local sources. This report can be found at www.slough.gov.uk/moderngov/ieListDocuments.aspx?CId=592&MId=5683&Ver=4.
- Restructuring the Health and Social Care Priority Delivery Group and its priorities so that the Group's work programme and activities better align with, and helps support the delivery of the Wellbeing Board's new Wellbeing Strategy.

- Starting to develop our first integrated three year prevention strategy to improve the health and well-being of local people. The Care Act (2014) emphasises the importance of a shift in service provision towards preventive services, with the aim of preventing, reducing and delaying the need for care and this strategy will outline our approach.
- Signing up the World Health Organisation's 2016 antimicrobial resistance campaign to encourage best practice amongst the general public, health workers and policy makers and avoid the further emergence and spread of antibiotic resistance.
- All GP surgeries in Slough hosted an open day in June 2016 to enable patients to share their views on how local health services could be improved. On the day over 1,200 patients completed a short health survey, the results of which are now being used to commission services that meet local needs.

Next Steps:

- To host a thematic debate on this priority in July 2017.
- To finalise and implement prevention, drug and alcohol and diabetes prevention strategies for the town.
- To make it easier for residents to access lifestyle improvement programmes and step down help from hospital easier through Cardiowellness4Slough.
- Ensure this single point of access triages and refers people through a wellbeing hub to the right programmes for them, and reports on a common set of outcomes across a range of agencies.
- Continue to support the implementation of Frimley STP, by providing a 'confirm and challenge' function, ensuring that the STP is aligned with the priorities set out in both the Wellbeing Strategy and the JSNA. The Board will also apply this 'confirm and challenge' approach to the forthcoming implementation of the STP, particularly with regard to the pace and readiness of the individual programmes of work within it.
- To address the issue and needs of rough sleepers (living on the streets) as part of a wider health prevention strategy.
- To develop and implement a Low Emission Strategy that reduces emissions (mainly from vehicles) and improves local air quality.

Priority 3: Improving mental health and wellbeing

This priority responds to the high levels of poor mental health and wellbeing in the town that impacts on the general health and aspirations of individuals and families as well as the town as a whole. Only a small proportion of mental ill health is dealt with within specialist mental health services, so a range of preventative and alternative responses is vital, and these responses need to adapt to the needs of communities and Slough's increasingly diverse population.

The Board's approach to improving mental health and wellbeing includes improving access to information, training and support on maintaining good mental health for workers, volunteers and communities; supporting and strengthening community assets to support self care (primary prevention) and ensuring service users are involved in planning their own care (tertiary prevention).

Key achievements:

- Providing bespoke mental health awareness training for around 6,000 Thames Valley Police staff, including police officers, PCSOs, station and duty staff and special constables.
- Enrolling over 900 students on courses run by the Slough Recovery College in the past two years. These courses help to build confidence, life skills and resilience. A number of these students have also gone on to become peer mentors and are helping to provide much needed support for other people who are experiencing mental health difficulties in the community.
- Introducing a new mental health street triage service (in collaboration with Berkshire Health Care Trust and Thames Valley Police) in June 2016. Under this scheme, qualified medical professionals attend all mental health related incidents that have been reported to the police. It ensures that those in crisis receive qualified medical help, while the officers present have access to on-the-scene advice from an expert to make informed decisions. This approach is helping to significantly reduce the number of people being 'sectioned' under section 136 of the Mental Health Act and means that those suffering a mental health crisis get the most appropriate care and treatment. The support of the Wellbeing Board was significant in achieving this piece of work.
- Reducing emergency hospital admissions for intentional self-harm from 172.9 per 100,000 population in 2014 to 162.2 per 100,000 population in 2015 (last recorded figure).

Other activity throughout 2016/17 included:

- Holding a thematic debate on this issue in January 2017. To read a summary of this discussion go to www.slough.gov.uk/moderngov/ieListDocuments.aspx?CId=592&MId=5661&Ver=4.
- Supporting the launch of the campaign against living miserably (CALM) to reduce the risk of suicide among young men.
- Supporting the development of the Slough Recovery College.
- Supporting the development of Hope House, a sixteen bedded supported living unit in Slough (which has links to the Recovery College).
- Recognising and acknowledging the vital role that peer mentors play in service delivery and in co-facilitating psycho-educational groups within the Recovery College.
- Both the council's adult and older person's services have been proactive in developing carer's forums across the locality. This work with carers remains a key area of interest for the Board and will continue in the year ahead.
- Parity of Esteem funding led to the establishment of Consultant Lead Psychiatric Liaison Team at Wexham Park Hospital.

Next steps:

- Loneliness and isolation are a contributing factor to poor mental health problems. Research shows that 38% of people with dementia say that they are lonely, with a further 12% reporting they do not know if they are lonely. A third report that they had also lost friends after a diagnosis. GPs report that 1-5 elderly people a day visit their surgeries because they are lonely. The Board's direction of travel for the year ahead will therefore include a strong focus on loneliness and isolation across all age groups in Slough.

- Work has also begun to develop an overarching local suicide prevention plan for the town in line with Public Health England recommendations. The plan will identify opportunities and priorities for communication around mental health and wellbeing and will focus on suicide and self harm prevention.
- Continue to train professionals working with children and young people in mental health awareness and first aid so they can identify the triggers earlier and prevent issues from escalating.
- To improve the capacity of our Mental Health Urgent Care Services to deal with crises, including EIP and CAMHS.
- Dual Diagnosis remains a key area for future development as we forge closer links with local community services and NHS.
- Following the recruitment of a Specialist Dual Diagnosis Lead (at Slough CMHT) a new assessment process for all patients will be trialled in 2017.
- To refresh the town's Dementia strategy.
- To take a 'housing first' approach to meeting the future needs (rather than larger hostel type developments) of people with mental health problems (to be pursued as part of the council's forthcoming housing strategy).
- To develop a jointly funded and integrated in-house resource to help sustain individuals in their own homes and to meet their wider needs (as part of the council's forthcoming homelessness prevention strategy). If homelessness cannot be prevented, to work with individuals to ensure that appropriate support measures, including those around mental health and addiction, are in place to help resettle them successfully.

Priority 4: Housing

There is a close relationship between poor housing and poor health. Poor housing can also have a negative impact on a wider range of physical and mental health problems. Today most of the town's housing can be regarded as having good standards of sanitation, weatherproofing, ventilation and repair. However nationally it has been estimated that approx. 70% of negative health impacts occurs as a direct consequence of factors outside the formal health service. Housing improvements are therefore accepted as one of the most critical of these impacts. However, no one organisation has it within its gift to provide a whole solution.

Improving the health and social well being of our communities will take time and require an increased level of partnership working, not only with the health sector but also with private developers, statutory agencies, the voluntary and community sector, housing associations, our partners and residents themselves, if we are to deliver a range of housing and support services that meet the ambition and needs of our local people.

Key achievements:

- Playing a strategic role in helping to shape the future direction of the town's forthcoming housing strategy. This strategy will set out the (council's) vision and priorities to provide sufficient good quality housing to rent and buy in Slough over the next five years.
- Hosting a themed discussion on this issue at its meeting in September 2016. At this meeting the Board made a number of important recommendations in relation to developing Slough's housing supply, including specific initiatives to enable independent living with appropriate support for a range of vulnerable groups

(including those living with long term health conditions, elderly people, care leavers, people with mental illnesses and those with physical, sensory or learning disabilities) and key workers. The new (housing) strategy will be a key element in achieving that independence. To read a summary of this discussion go to

www.slough.gov.uk/moderngov/ieListDocuments.aspx?CId=592&MId=5616&Ver=4.

- Establishing Slough Urban Renewal (SUR), a joint venture between the Council and Morgan Sindall (MSIL) to develop new homes for both sale and rent across the town.
- Creating two new subsidiary housing companies (Herschel Homes and James Elliman Homes) to provide better more affordable homes for homeless households and key workers.
- Completing regeneration projects in Britwell and Milestone Housing on Ledgers Road and bringing seven long term empty derelict properties back into use.
- Agreeing plans for 240 new houses (and leisure faculties) at the Slough Canal Basin.
- Reducing the number of households in bed and breakfast accommodation, from 46 in September 2015 to 21 a year later. By January 2017 the council had completely eliminated the use of bed and breakfast accommodation for families.
- Stabilizing the number of families in temporary accommodation at 316 as at March 2017.

Other activity throughout 2016/17 included:

- Receiving a presentation on how the town's new Local Plan 2016-2036 'issues and options' document is being developed and how the council will use this document to make important decisions about future planning applications and development projects across the town.
- The Board were specifically consulted on and provided valuable insight into what it thought were the major challenges facing the town and what the Local Plan should do to address them.

Next steps:

- To build on health and disability housing needs sections of the JSNA and undertake further detailed work with partners and stakeholders to examine what housing options that are required to best meet current and future demand and changing needs.
- To start new homes construction on a series of small sites to provide much needed council housing for people on the waiting list.
- Improve partnership working, particularly with the Council's Adult Services and, Public Health teams and Slough CCG, to develop services that allow elderly and disabled residents to live independently in their home and reduce the impact of poor housing on residents' health.
- To support the development of new delivery partnerships with the Trust, Public Health and Adult Social Care teams to maximize opportunities for specialist and alternative accommodation within Slough.
- In collaboration with the Trust, ensure there is an adequate supply of safe and secure accommodation for care leavers and a clear housing pathway.
- Work with the health sector and other agencies to review the council's Housing Related Support services and agree the best use of resources to meet joint strategic objectives.

- Support the development of a new Affordable Housing Policy, including the introduction of a “*Slough Living Rent*”.
- Work with the health sector to monitor and address the health and care needs of vulnerable homeless people placed in Slough by other Local Authorities.
- Support the review of the Home Improvement Agency services (with the Adult Social Care team as commissioners), to agree the best service model and structure going forward to meet joint prevention objectives.
- Produce a plan to improve housing opportunities for key workers and develop a preventing homelessness strategy, older person’s housing strategy and tenancy strategy in collaboration with clients, landlords, the voluntary sector and other partner agencies (once the new housing strategy has been finalised).
- Agree a new repairs, maintenance and investment contract for council homes that improve services and value for money for council tenants and leaseholders.
- Review the council’s allocation scheme to ensure full account is taken of the needs of vulnerable people.
- To develop more specialist supported housing provision (including ensuring government grant opportunities are fully utilised) for disabled people in Slough.

Other achievements in 2016/17 included:

- Publishing a Forward Work Plan online to encourage better coordination of issues between the Board and other partnerships / Committees.
- Reorganising the Board’s agendas so that more time is now provided for those items requiring discussion and decision and less time for those items which are for approval and information;
- Hosting its first annual Partnership Conference at The Curve. The conference, which is a component of the Board’s strategic objective to build a strong local partnership through collaborations with Slough’s multi-sector partners, provided participants with an opportunity to come together and receive information about the new Wellbeing Strategy and discuss recent developments, challenges and opportunities in Slough across the health and wellbeing sector. The event attracted over 60 participants that included a diverse group of community-based, nonprofit, public and private sector representatives. To read a summary of this event go to www.slough.gov.uk/moderngov/ieListDocuments.aspx?CId=592&MId=5616&Ver=4. A second conference will be held in September 2017
- Hosting a themed discussion on Engaging People at the Board’s November meeting to look at public and community involvement in the work of the Board. The workshop represented an indispensable first step in understanding, from the standpoint of participants, both the problems and priorities for action within their target communities. Progress was also made in developing a better understanding of who the Board’s legitimate ‘stakeholders’ might be, so that we can start to initiate an honest dialogue with these groups, identify the resources and skills that exist within the community and build community confidence and capacity. To read a summary of this discussion go to www.slough.gov.uk/moderngov/ieListDocuments.aspx?CId=592&MId=5635&Ver=4.
- Refreshing its Overarching Information Sharing Protocol to ensure information is shared consistently and securely between Board members. More information on

this Protocol can be found at www.slough.gov.uk/council/strategies-plans-and-policies/slough-joint-wellbeing-strategy.aspx

- Publishing a Protocol which sets out the respective roles and statutory responsibilities of Board, Healthwatch Slough and the council's Health Scrutiny Panel and provides a framework for handling key issues and information between these Committees in light of their individual functions. More information on this Protocol can be found at www.slough.gov.uk/council/strategies-plans-and-policies/slough-joint-wellbeing-strategy.aspx
- Receiving a number of reports from Healthwatch Slough, including:
 - Healthwatch Slough Operating Plan 2016/17
 - The use of the Prime Minister's Challenge Fund, to increase access to extended hours appointments
 - The Use of Slough Walk In Centre at Upton Hospital by vulnerable people
 - The Big Food Fight – A Children's Quiz –young people's understanding and experience of health, wellbeing and related local services.
 - Quarterly Intelligence-Reports for 2016
 - Healthwatch Slough Annual Report 2015/16

Going forward it is proposed that the Wellbeing Board continue to receive and discuss Healthwatch Slough reports with the recommendations and progress updates being considered by the Health and Social Care Priority Delivery Group.

Section 5: Conclusion

This Annual Report summarises the work of the Board to improve health and wellbeing outcomes for people living in Slough. The approach is one founded on strong partnership working and an understanding that the challenges facing health and social care are too great for any single organisation to tackle alone.

Members of the Board are committed to working together to ensure Slough has the right strategic plans and partnership arrangements to face these challenges. During the course of 2017/18 the Board will continue to strengthen its partnership structures to build on the work that has been done to date to improve the health and wellbeing of local people. The Board will use the findings of this Annual Report to review progress against the priorities in the Wellbeing Strategy and check that these remain the right areas of focus for the year ahead, refreshing these if the data and local context point to evidence for this. The Slough Wellbeing Board will consult on any changes that are required and will invite input from partners and stakeholders at the annual partnership event to be held in September 2017.

APPENDIX 1: The Wellbeing Board has the following statutory responsibilities (as set out in the Health and Social Care Act 2012):

- To prepare and publish a Joint Strategic Needs Assessment (JSNA) of the health needs of the people of Slough.
- To prepare and publish a Joint Health and Wellbeing Strategy (JHWS) for Slough.
- To give its opinion to the Slough Clinical Commissioning Group (the CCG) as to whether their Commissioning Plans adequately reflect the current JSNA and JHWS.

- To comment on sections of the CCG's Annual Report which describe the extent of the CCG's contribution to the delivery of the JHWS.
- To give its opinion, when requested by the NHS Commissioning Board, on the CCG's level of engagement with the Board, and on the JSNA and the JHWS.
- To encourage integrated partnership working between organisations that plan and deliver health and/or social care services for local people in the area.
- To work with partners to identify opportunities for future joint commissioning.
- To lead on the signing off of the Better Care Fund Plan (BCF).
- To publish and maintain a Pharmaceutical Needs Assessment (PNA).
- To give its opinion to the Council on whether it is discharging its duty to have regard to any JSNA and JHWS prepared in the exercise of its functions.
- To ensure that strategic issues arising from Slough's Adult Safeguarding Board and Local Safeguarding Children's Board inform the work of the Board.
- To receive the annual reports from the Slough's Adult Safeguarding Board and Local Safeguarding Children's Board and ensure that partners respond to issues pertinent to the Board.
- To exercise any Council function which the Council delegates to it.

DRAFT

SLOUGH WELLBEING BOARD - ATTENDANCE RECORD 2016/17

MEMBER	20/7	28/9	16/11	26/1	29/3	10/5
Naveed Ahmed	P	P	P	P	P	
Ruth Bagley	Ap	Ap	Ap			
Roger Parkin				P	P	
Nicola Clemo				P	P	
Iain Harrison	Sub (Mark Gaskarth)	Sub (Lloyd Palmer)	P			
Lloyd Palmer				P	Sub (Pete Farmer)	
Cllr Sabia Hussain	P	P	P	P	P	
Ramesh Kukar	P	P	P	P	P	
Lise Llewellyn	Ab	P	Ab	P	Ap	
Cllr Sohail Munawar	Ap	Ab	Ap			
Jim O'Donnell	P	P	P	Ap	P	
Les O'Gorman	Ap	Ap	Ap	Ap	P	
Krutika Pau	P	Ab				
Jo Moxon			Ap	Sub (Rodney D'Costa)	Sub (Rodney D'Costa)	
Colin Pill	P	Ap	P	P	P	
NHS England representative	Ab	Ab	Ab	Ab	Ab	
Alan Sinclair	P	P	P	P	Ap	
Supt. Wong	P	P	P	P	P	

P = Present

Sub = Substitute sent

Ap = Apologies given

Ab = Absent, no apologies given

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