

Date of issue: Tuesday, 10 July 2018

MEETING:	SLOUGH WELLBEING BOARD Naveed Ahmed, Business Representative Andrew Bunyan, Slough Children's Services Trust Cate Duffy, Director of Children, Learning and Skills Darrell Gale, Interim Director of Public Health Temp. Superintendent Sarah Grahame, Thames Valley Police Ramesh Kukar, Slough CVS Dr Jim O'Donnell, Slough Clinical Commissioning Group Councillor Nazir, Lead Member for Corporate Finance & Housing Nigel Pallace, Interim Chief Executive, Slough Borough Council Lloyd Palmer, Royal Berkshire Fire and Rescue Service Councillor Pantelic, Lead Member for Health and Social Care Colin Pill, Healthwatch Representative David Radbourne, NHS England Raakhi Sharma, Slough Youth Parliament Representative Alan Sinclair, Director of Adults and Communities
DATE AND TIME:	WEDNESDAY, 18TH JULY, 2018 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.



NIGEL PALLACE
Interim Chief Executive

AGENDA



AGENDA
ITEM

REPORT TITLE

PAGE

WARD

PART I

Apologies for absence.

CONSTITUTIONAL MATTERS

- | | | | |
|----|---|--------|-----|
| 1. | Declarations of Interest | - | - |
| | <i>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 4 paragraph 4.6 of the Councillors' Code of Conduct, leave the meeting while the matter is discussed.</i> | | |
| | <i>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.</i> | | |
| 2. | Election of Chair 2018-19 | - | - |
| | <i>To elect a Chair for the 2018-19 municipal year from amongst the voting members of the Board.</i> | | |
| 3. | Election of Vice-Chair 2018-19 | - | - |
| | <i>To elect a Vice-Chair for the 2018-19 municipal year from amongst the voting members of the Board.</i> | | |
| 4. | Minutes of the last meeting held on 9th May 2018 | 1 - 6 | - |
| 5. | Action Progress Report | 7 - 10 | All |

ITEMS FOR ACTION / DISCUSSION

- | | | | |
|----|---|---------|-----|
| 6. | Frimley Health and Care Integrated Care System | 11 - 14 | All |
| 7. | #BeRealistic Campaign Update | 15 - 18 | All |
| 8. | #Reach Out Campaign: Progress Report | 19 - 26 | All |
| 9. | Refreshed Terms of Reference and Update on the Recruitment of Two Business Representatives to the Board | 27 - 34 | All |

<u>AGENDA ITEM</u>	<u>REPORT TITLE</u>	<u>PAGE</u>	<u>WARD</u>
10.	Arrangements for the 2018 Partnership Conference	35 - 40	All

FORWARD PLANNING

11.	Forward Work Programme (September 2018 - May 2019)	41 - 46	All
-----	--	---------	-----

ITEMS FOR INFORMATION

12.	Better Care Fund Programme Annual Report 2017/18	47 - 58	All
13.	Healthwatch Slough Annual Report 2017/18	59 - 72	All
14.	Homelessness and Rough Sleeping - the current state of play	73 - 76	All
15.	Date of Next Meeting		
	26 th September 2018, 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.

This page is intentionally left blank

Slough Wellbeing Board – Meeting held on Wednesday, 9th May, 2018.

Present:- Councillor Hussain (Chair), Naveed Ahmed (Vice-Chair), Eric de Mello (for Nicola Clemo), Ramesh Kukar (from 5.35pm), Dr Jim O'Donnell, T/Supt Grahame, Nigel Pallace, Lloyd Palmer, Colin Pill, Alan Sinclair and Darrell Gale

Apologies for Absence:- Councillor Pantelic, Les O'Gorman, Raakhi Sharma and David Radbourne

PART 1

76. Declarations of Interest

None were declared.

77. Minutes of the last meeting held on 28th March 2018

Resolved – That the minutes of the meeting held on 28th March 2018 be approved as a correct record.

78. Action Progress Report

The Action Progress Report was received that updated the Board on the recently completed and outstanding actions arising from previous meetings.

It was noted that the Task & Finish Group on homelessness established following the themed discussion at the meeting on 28th March 2018 had met and agreed the focus of its work on coordinating activity to tackle the problem of rough sleeping.

Resolved – That the Action Progress Report be noted.

79. Feedback on the #BeRealistic campaign

An update was provided on the progress of the Wellbeing Board's first social media campaign, #BeRealistic, which was focused on the campaign priority of obesity.

The campaign had been developed by the Sponsor Group and aimed to link into existing national initiatives and local activity. The specific actions undertaken as part of the #BeRealistic campaign included a website, factsheet, press and social media coverage to promote the #BeRealistic hashtag which aimed to encourage people to make relatively modest changes to their diet, exercise or lifestyle to improve their health. Board Members and the Council's Cabinet Members had taken a leadership role by undertaking Health Checks and Members were reminded of the opportunity to take up this opportunity if they hadn't already done so. The campaign had attained a high

profile and was considered to have been successful in raising awareness, although it was difficult to track the specific impacts.

The lessons learned were reviewed which included the role and participation of partners in supporting the campaign to ensure the widest possible engagement. The next steps included the Slough half-marathon and walk to school week and it was proposed that #BeRealistic continue to run alongside future planned campaigns. The website was still live and would continue to be a useful resource in promoting healthier lifestyles. The impact and future of the campaign would be reviewed at a later stage.

The Board welcomed the work that had been undertaken as part of the #BeRealistic campaign and particularly the high profile that it had achieved. It was recognised that promoting behaviour change was a long term, ongoing process and it was therefore agreed to continue with the activity alongside the next planned campaign, #ReachOut, which would focus on social isolation.

Resolved –

- (a) That the update on the progress of the #BeRealistic campaign be noted.
- (b) That the campaign be continued and reviewed at a later date.
- (c) That the next campaign, Reach Out, be launched.
- (d) That the lesson learned from the #BeRealistic campaign be noted and that partners take a more active role in future campaigns.

80. Draft SWB Annual Report for 2017/18

The Draft Slough Wellbeing Board Annual Report 2017/18 was considered for endorsement. The Board was asked to comment on the draft and recommend it to full Council for endorsement at its meeting on 24th July 2018.

The report sought to set out the work that had been undertaken in partnership to improve health and wellbeing outcomes in Slough. The draft had been considered by the Health Scrutiny Panel and comments had been incorporated. The document aimed to detail how the SWB was meeting its statutory responsibilities as a Health & Wellbeing Board; set out the activity against key themed priorities; and include case studies under each theme.

(Ramesh Kukar joined the meeting)

The Board discussed the nature of annual reporting against the high level strategic priorities in the Joint Wellbeing Strategy. Members welcomed the more proactive, high profile campaign work that had started during the year and agreed the report provided an opportunity to explain the added value of the partnership coming together to address local priorities.

The discussion led to a wider conversation about health inequalities and the role of the Board in addressing them. It was noted that a significant amount of work was taking place by the Public Health Team and other partners and Members asked that an update on the current position and issues be circulated to the Board.

One specific amendment was agreed in that references to the CCG would be amended to Slough locality of the East Berkshire CCG and that Dr Jim O'Donnell was the Clinical Lead for the Slough Locality.

Recommended – That the Slough Wellbeing Board Annual Report be recommended to full Council for endorsement.

81. Interim Director of Public Health's Annual Report 2017/18 (Draft): The natural environment

The Acting Strategic Director of Public Health gave a presentation on the Annual Report of the Director of Public Health, 'Creating the Right Environments for Health', which focused on one of the wider determinants of health – the natural environment.

It was recognised that people's health was determined by factors such as the environment as well and healthcare and a range of socio-economic factors. The natural environment could have wide ranging health benefits such as mental health, childhood development, reducing cardiovascular disease and increase physical activity. The report set out some of the success stories in Slough of improving health and wellbeing through the use of green spaces such as the investment in green gyms and the daily mile in schools. The recommendations included that the local authority and others continue to encourage community initiatives that made the most of the natural space available; including green space in new developments; promoting active transport; and improving existing green space in Slough.

During the course of a wide ranging discussion, the following points were raised:

- Slough's geography and pressures on land meant that the limited areas of public open space needed to be carefully managed and maximised.
- The work being done to ensure parks and open spaces were safe, and perceived to be safe, was crucial in encouraging their use.
- Partners could work together to ensure parks were places for people to enjoy and benefit from in positive ways and barriers to their use needed to be overcome.
- There were more opportunities to use parks for organised activities and any increase could be targeted and measured.
- The investment in facilities in parks, such as green gyms, needed to be supported with work to promote their use.
- It was suggested that the screens in GP surgeries could be used to show content promoting use of Slough's green spaces.

- The townscape and other parts of the natural environment were important in improving people's health and wellbeing such as trees and planting across the borough.

The Board recognised the importance of maximising the next phase of the Council's Leisure Strategy to promote increased levels of participation and activity following the significant capital investment in new facilities. It was agreed that an update report be added to the work programme.

At the conclusion of the discussion, the Board noted the Annual Report.

Resolved – That the Annual Report of the Director of Public Health be noted.

82. Forward Work Programme (July - November 2018)

Members reviewed the Forward Work Programme for the Board and agreed the items for the next meeting including a themed discussion on Early Help.

The following was agreed:

- July themed discussion on Early Help confirmed.
- Update report on Recovery Colleges in September.
- September themed discussion on mental health focusing on children and young people and CAMHs.

There was a wide ranging discussion about support for people on the edge of services as it was felt there were some gaps and risks for some vulnerable people, often who were difficult to identify or engage. It was agreed that the Health & Social Care PDG would give further consideration to the matter and escalate any necessary matters to the Board.

Resolved – That the work programme be agreed.

83. Caring for our Carers in Slough: A Memorandum of Understanding

An information report was considered on the recent developments in producing 'Caring for our carers: a local Memorandum of Understanding' which aimed to improve the identification, assessment and support to carers. The update was noted and it was agreed that it would be checked whether Thames Valley Police were a signatory. It was also agreed to explore whether and how local businesses could be approached to sign up.

Resolved –

- (a) That the progress that had been made in implementing the MOU be noted.
- (b) That a further review of the impact and value that it had delivered on behalf of carers be carried out by the Health & Social Care/ BCF PDG in 12 months.

84. Slough Prevention Alliance Community Engagement (SPACE) Annual Report January - December 2017

An information report was considered on the impact of the work of SPACE in 2017 and the future plans for development in 2018. The report highlighted the strong partnership working that was in place between the local authority and the SPACE consortium.

Resolved – That the SPACE Annual Report 2017 be noted.

85. Attendance Report

It was noted that Les O’Gorman had submitted his resignation as a private sector representative on the Board due to business commitments. The process for appointing business representatives would be reviewed prior to a recruitment exercise taking place.

Resolved – That the report be noted.

86. Date of Next Meeting

The next meeting would be held on 18th July 2018 at 5pm.

Chair

(Note: The Meeting opened at 5.03 pm and closed at 6.54 pm)

This page is intentionally left blank

Slough Wellbeing Board – Action Progress Report

9th May 2018

No:	Item	Action(s):	For:	Update/Report Back to and date:
4.	Feedback on the #BeRealistic Campaign	<ul style="list-style-type: none"> • #BeRealistic campaign to continue and reviewed at a later stage. • #ReachOut campaign to be launched. 	Alan Sinclair	Update reports provided elsewhere on the agenda.
5.	Draft SWB Annual Report for 2017/18	<ul style="list-style-type: none"> • Annual Report to be recommended to full Council for endorsement. 	Amanda Renn	On the agenda for Council, 24 th July 2018
6.	Interim Director of Public Health's Annual Report	<ul style="list-style-type: none"> • Update on the next phase of the Council's Leisure Strategy to be added to the Board's work programme. 	Amanda Renn	Added to Work Programme for September 2018

28th March 2018

No:	Item	Action(s):	For:	Update/Report Back to and date:
6.	Themed Discussion: Homelessness Current State of Play	<ul style="list-style-type: none"> • That a Task & Finish Group of the Board be established to explore how a more co-ordinated and strategic approach could be taken by partners to reduce the growing problems of homelessness and rough sleeping. 	Alan Sinclair	Information report included elsewhere on the agenda

Slough Wellbeing Board – Action Progress Report

25th January 2018

No:	Item	Action(s):	For:	Update/Report Back to and date:
6.	Themed Discussion: Protecting Vulnerable Children	<ul style="list-style-type: none"> That the Board receive a further report in July on the draft Early Help Strategy and the initial impact of the interventions. 	Justin Daniels	Item added to forward work programme for July 2018 but deferred to September 2018.

15th November 2017

No:	Item	Action(s):	For:	Update/Report Back to and date:
6.	Campaign Proposals for the Slough Wellbeing Board on the following 'Wicked Issues': Obesity, Poverty and Social Isolation(linked to mental health)	<ul style="list-style-type: none"> That a number of public awareness campaigns be run locally on behalf of the Wellbeing Board on obesity, social isolation, poverty and mental health. 	Amanda Renn	Progress report to be received by the Board on 18 th July.
7.	Themed Discussion- Prevention Strategy	<ul style="list-style-type: none"> That further engagement with partners take place in the form of an Innovation Café. 	Rebecca Howell Jones/ Fatima Ndanusa	To return to Board-dependant on outcome of workshops
16.	Housing Update: Key Elements and Recent Developments including Key Worker Housing	<ul style="list-style-type: none"> Policy to assist key workers (referenced at 6.2 first bullet point) to be circulated to members of the Board if possible. 	Amanda Renn/Colin Moone	Policy still in development, will be circulated once available.

Slough Wellbeing Board – Action Progress Report

19th July 2017

No:	Item	Action(s):	For:	Update/Report Back to and date:
6.	Slough Youth Parliament Manifesto	<ul style="list-style-type: none"> • TVP and SYP to look for future opportunities to work together including the design of the next SYP survey into crime. • That an update be provided to the Board on Young People's bus fare concessions. • SYP to have a role in helping develop the Council's approach to mental health, wellbeing and diet. 	<p>Giovanni Ferri/Spt Wong</p> <p>Savio DeCruz</p> <p>Giovanni Ferri & Alan Sinclair</p>	<p>Action in progress between SYP and TVP.</p> <p>To be referred to Savio DeCruz for further discussion.</p> <p>In progress.</p>

10th May 2017

No:	Item	Action(s):	For:	Update/Report Back to and date:
67.	Memorandum of Understanding (MOU) setting out an integrated approach to identifying and assessing the health and wellbeing needs of carers	<ul style="list-style-type: none"> • That the MOU will be subject to annual review 	Amanda Renn	Update provided to SWB in May 2018 and further report in 12 months. Added to the FWP for May 2019.

Slough Wellbeing Board – Action Progress Report

--	--	--

29th March 2017

No:	Item	Action(s):	For:	Update/Report Back to and date:
54.	Themed Discussion: Protecting vulnerable children	<ul style="list-style-type: none"> • SCST and CCG to discuss the potential 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. 	<p>CCG/SCST</p> <p>SBC/ DCS</p>	<p>N/A</p> <p>N/A</p>

26th January 2017

No:	Item	Action(s):	For:	Update/Report Back to and date:
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. 	<p>Policy Team/ Geoff Dennis/ Susanna Yeoman</p>	<p>N/A</p>

SLOUGH BOROUGH COUNCIL

REPORT TO: Slough Wellbeing Board **DATE:** 18 July 2018

CONTACT OFFICER: Alan Sinclair – Director of Adults and Communities
(For all Enquiries) (01753) 875752

WARD(S): All

PART I
FOR DISCUSSION

FRIMLEY HEALTH AND CARE INTEGRATED CARE SYSTEM

1. **Purpose of Report**

1.1 This report provides the Slough Wellbeing Board with an update on progress being made to deliver the Frimley Health and Care Integrated Care System previously known as the Sustainability and Transformation Partnership (STP) Plan.

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

2.1 The Board is recommended to:

- a) Note the report and the progress being made in developing the Frimley Integrated Care System (ICS);
- b) Comment on any aspect of the Plan; and
- c) Agree next steps.

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

3.1 The priorities in the ICS reflect the need to improve the health and wellbeing of the population. The ICS will focus on those priorities that can be delivered across the system and local areas will continue to address their own local priorities. The Slough JSNA has informed the work of the ICS.

3a. **Slough Joint Wellbeing Strategy Priorities**

The ICS will meet several of the current Slough Wellbeing Board Strategy priorities including:

- 1) Protecting vulnerable children and young people
- 2) Improving healthy life expectancy
- 3) Improving mental health and wellbeing

3b. **Five Year Plan Outcomes**

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

- 1 Slough children will grow up to be happy, healthy and successful
- 2 Our people will be healthier and manage their own care needs

4. **Other Implications**

- (a) **Financial** - One of the aims of the ICS is 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 ICS process.
- (b) **Risk Management** - There are no recommendations arising from this report.
- (c) **Human Rights Act and Other Legal Implications** - No legal implications have been identified at this point.
- (d) **Equalities Impact Assessment** (EIA) - These are being undertaken by service deliverers as STP programmes become operative.

5. **Summary**

This report provides the Board with:

- a) An update on progress being made to deliver the ICS;*
- b) An opportunity to ask questions about and/or comment on any aspect of the Plan; and*
- c) Consider next steps.*

6. **Supporting Information**

6.1 Since October 2016, the Frimley footprint has seen significant progress. In that time, the STP has grown from a proposal to an ICS, which became operational earlier in 2018. This involves all health and care providers and commissioners (including Slough Borough Council).

6.2 A key element of an ICS is full integration of all services and care providers; this includes the construction of a new leadership and governance model. This will bolster efforts to make sure that the overall vision is realised and that the budget is assigned as most appropriate to meet needs within the area. The chairs of health and wellbeing boards and scrutiny across the footprint will be included in this structure, as outlined in Appendix A.

6.3 The ICS has also identified several key work streams, ranging from preventative measures aimed at allowing local residents to support each other to transforming provision of GP services and reducing variations in the level of clinical practice. The combination of these projects are intended to increase access to relevant care services, ensure that provision is at a consistent level across the region and co-ordinate services so that service users receive holistic care and support.

6.4 Whilst the ICS is still at an early stage of development, indications are positive as to the impact of efforts on the local system. Across emergency admissions, non-emergency admissions and referrals to GPs at the five hospitals in the ICS, only five indicators have risen whilst 10 have fallen. The indicators which have risen have done so by 2% on average, whilst those which have fallen are down an average of 3.2%. In addition, planned investment in out of hospital care and a continued focus on the sharing of information to controlling demand should further alleviate pressure on the system.

CCG Conversation – Urgent Care Services and Community Hospital Beds

6.5 The East Berkshire CCG has been involved in a series of events to talk with local residents who have urgent health needs or concerns. These have been held across the CCG's area throughout June 2018. Slough's event took place on 12th June 2018. Other events have taken place in Bracknell, Maidenhead, Ascot and Windsor.

6.6 The current and potential future providers of urgent care services have also been asked for their experiences as to how to improve urgent care services. Should these discussions lead to any proposals for major changes in service, a formal public consultation will be undertaken regarding the options available.

6.7 East Berkshire CCG is also planning to hold a series of separate discussions regarding community hospital beds at a later stage. These will focus on maximising the quality of community hospital beds and patient safety.

6.8 Initial feedback from these events is indicating that residents are not clear what urgent care services mean and what services they should be using to meet their health concern.

7. Comments of Other Committees

7.1 A presentation similar to the one attached at Appendix A was taken by Health Scrutiny Panel at its meeting on 28 June 2018.

7.2 The Panel broadly welcomed the progress being made by the Frimley ICS. However, they did also raise the following issues during the discussion:

- The importance of effective and ongoing communication. This would ensure that residents understood the appropriate level of care they required, thus avoiding unnecessary admission to hospital or GP appointments. This would also require communication in a number of languages.
- Whilst performance levels for hospital discharges was currently good, it was important to ensure that good practice was used to improve planning for such cases and their future care.
- The need to ensure that the number of GPs and access to surgeries across the Borough was at the required level. Without this, not all residents would benefit from the proposed increase in hours of availability from local practitioners.
- The potential for technology to drive efficiencies through measures such as shared patient records.

A further agenda item on the ICS will be taken by the Panel on 21st November 2018.

8. Conclusion

8.1 Given the relative newness of the ICS, the Board may wish to use this agenda item to discuss how to continue their oversight of the matter throughout 2018/ 19 and how they can best contribute to its progress.

9. Appendices Attached

None.

9. **Background Papers**

'1' Agenda papers & minutes: Health Scrutiny Panel 28 June 2018

SLOUGH BOROUGH COUNCIL

REPORT TO: Slough Wellbeing Board **DATE:** 18 July 2018

CONTACT OFFICER: Alan Sinclair (Director of Adults & Communities)

(For all Enquiries) (01753) 875752

WARD(S): All

PART I
FOR DISCUSSION

#BE REALISTIC CAMPAIGN UPDATE

1. Purpose of Report

1.1 To review the success of the Wellbeing Board's first social media campaign, #Be Realistic, within the context of the overall approach being taken and to discuss next steps.

2. Recommendation(s)/Proposed Action

2.1 The Board is recommended to:

- a) Review the progress made under the first campaign;
- b) Reflect on what could be done under a second phase of the campaign; and
- c) Agree next steps.

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

3a. Slough Joint Wellbeing Strategy Priorities

The Slough Wellbeing Strategy 2016-2020 was launched at the Wellbeing Board's partnership 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

The campaigns contribute to the delivery of all of these priorities.

3b. Joint Strategic Needs Assessment (JSNA)

The campaigns are being planned using data and Intelligence from the JSNA and from partners, including:

- a) the demography of Slough
- b) the differing needs of communities in Slough
- c) the services currently available to Slough residents

3c. Council's Five Year Plan Outcomes

The campaigns contribute to the delivery of the following council's Five Year Plan outcomes:

1. Slough children will grow up to be happy, healthy and successful
2. Our people will be healthier and manage their own care needs

4. Other Implications

(a) **Financial** – No financial implications arise from this report.

(b) **Risk Management** - The following early risks to the campaign have been identified.

Recommendation	Risk/Threat/Opportunity	Mitigation(s)
Campaigns are launched within required timeframe	Campaigns can't start on time	The project timings will be carefully planned in agreement with SWB Chair and vice chair and relevant communication teams
Campaigns will use existing resources	Those resources will not be available to lead on this agenda and that the impact of these issues continues to cost society and the individual.	The task and finish groups will identify the resources required during each start up phase
Campaigns take account professional opinion	Lack of engagement from public, partners and stakeholders	Wide dissemination of fact sheets and direct emails to key partners and stakeholders A range of methods will be used to engage and involve the public in the campaigns / events

(c) **Human Rights Act and Other Legal Implications** – No human rights implications arise.

(d) **Equalities Impact Assessment (EIA)** – The campaigns aim to improve health and wellbeing outcomes for all residents in Slough.

(e) **Workforce** – No work force implications arise from this report.

5. Summary

This report provides the Board with an opportunity to:

- a) Review the activity that has taken place under the first of its social media campaigns, #Be Realistic, and
- b) Consider next steps in respect of a second phase of the campaign which is due to get under way in July 2018.

6. Supporting Information

- 6.1 Phase 1 of #BeRealistic involved a social media campaign with a series of images and captions that were shared with wellbeing board members to put out via their own social media channels. Slough Borough Council produced the images that were shared to varying degrees by members of the board
- 6.2 Key members of each organisation were also asked to make pledges to make small changes to their lifestyles – and these were documented on social media with images of them making their pledges.
- 6.3 There has been discussion about continuing the momentum gained by phase one and pushing out phase two of the campaign over the summer. However, in order to do this it would be useful to understand if there is an appetite for developing phase two, and how it should look and feel. Below are some options to consider:
- **Option 1** – Re-use existing materials, and send out via social media previously used imagery and captions
 - **Option 2** – create new materials and captions with support from the board
 - **Option 3** – tagging #BeRealistic to existing initiatives running within the different board members' organisations. The public health team has already committed to extending the campaign through:
 - The successful tender of a new behaviour change intervention to reduce levels of sedentary behaviour across the majority of Slough primary schools. The programme called "Active Movement". Press release during w/c 25/06/18 - badged as #BeRealistic
 - Integrating #BeRealistic into the new STP #MovingCan campaign – This will involve a resource pack produced for partners for 1st-31st August. Every day will have a different benefit of physical activity
 - The successful tender of "GoodGym" which is the stepping stone between the #BeRealistic and #ReachOut campaign as it focuses on reducing social isolation through physical activity
Can each board member commit to using the hashtag in related initiatives in their organisations?
 - **Option 4** – Do nothing - allow the campaign to run its course and put all resources into the next wellbeing board campaigns

6.4 If the answer is option 1-3 it would be useful for each board member to share their lead communications contacts so that the campaign can be co-ordinated across all organisations.

7. Comments of Other Committees

7.1 This report has not been presented to any other committees.

8. Conclusion

8.1 The campaigns are helping support the delivery of the following outcomes:

- a) The four Wellbeing Strategy priorities
- b) Enable partners to see the Wellbeing Board as a strategic body with influence to deliver real change Improve public awareness of the Wellbeing Board
- c) Provide opportunities to increase knowledge of services and schemes via multidisciplinary working
- d) Encourage individual responsibility for health and lifestyle and related behaviour change

9. Appendices Attached

None

10. Background Papers

None

#ReachOut

Slough Wellbeing Board

#Reach Out Campaign: Progress Report

18 July 2018



Background

The #ReachOut campaign is the second Slough Wellbeing Board campaign, following on from the #BeRealistic campaign, to combat obesity in Slough.

Loneliness is a bigger problem than simply an emotional experience. It is seen by many as one of the largest health concerns we face and affects all local services.

The aim of the campaign is to improve the health and wellbeing of Slough residents by encouraging people to 'reach out' and seek help and support if they are feeling lonely or socially isolated; as well as offer advice to people wanting to help those who are lonely or isolated.

Communication is being managed via social media with local activities and related campaigns linked to #ReachOut hashtag.

The key messages are:

- Establishing the difference between loneliness and social isolation and explaining that it can affect people of a variety of backgrounds, ages and situations
- Highlighting the signs to spot that might indicate that someone is lonely or isolated
- Offering tips and advice on how to help someone who is lonely or isolated and direct them to organisations in the community that can help

The campaign kicked off the social media campaign, pledges and photographs of the Wellbeing Board and partners in June.

It was then given a soft launch at the Unsung Heroes event during Carers Week on the 11th June 2018.

What has been achieved so far?

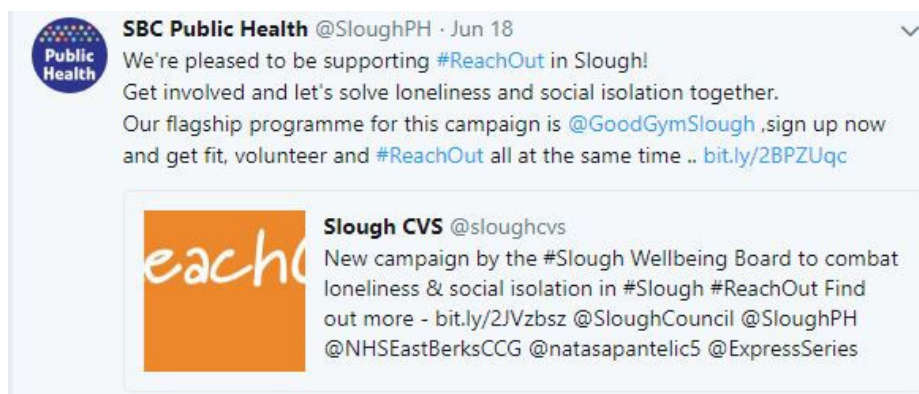
- 1) Partner engagement
- 2) Soft launch
- 3) Dedicated website pages
- 4) Social media campaign
- 5) Press coverage
- 6) Other activity

1) Partner engagement

An SCVS co-creation event with partners was held on 24 April 2018 to:

- Inform them about the forthcoming campaign;
- Identify key audiences; and
- Agree the key messages that could be used to inform the campaign's communication's plan.

The list of attendees can be found at Appendix A. Attendees made a number of personal pledges which have been publicised and promoted during the early stages of the campaign.



A number of photographs were also taken during the event.



2) Soft launch

The campaign was given a soft launch at the Unsung Heroes event for over 100 carers and volunteers on 11 June 2018.



The event provided an ideal opportunity to talk to carers and representatives from Slough's voluntary and public sector and the local Press about the campaign.

The #ReachOut hashtag was also used in the Twitter messages for that week and linked to the national @carersweek to increase the campaigns reach.

Additional pledges from a number of stallholders were also collected and have been used to help publicise the campaign. A list of stallholders is provided at Appendix B.



Slough CVS @sloughcvs · 5h
 Surinder from @TVP_Slough pledges to make regular visits to vulnerable members of the community #ReachOut @SloughCouncil @SloughPH @NHSEastBerksCCG @natasapantelic5 @ExpressSeries



The event also resulted in an article in Slough Express and invitation to speak on Asian Star.

3) Dedicated website pages

Three dedicated webpages have been created on the council's website to publicise and promote the campaign and allow partners and the public to access the various #Reach Out materials that have been created so far. The viewing statistics for these webpages, between 15 May 2018 and 21 June 2018 are as follows:

Page name	Link	Page views ¹	Unique page views ²
Reach Out campaign	http://www.slough.gov.uk/health-and-social-care/reach-out-campaign.aspx	62	46
Reach Out – for residents	Provides links to partner websites including www.sloughgetinvolved.org.uk which has a current list of events and activities for residents as well as volunteering opportunities. http://www.slough.gov.uk/health-and-social-care/19110.aspx	17	12
Reach Out – for organisations and charities	Provides details about how loneliness and social isolation affect wellbeing, spotting the signs and useful information sources for professionals. http://www.slough.gov.uk/health-and-social-care/19116.aspx	6	6

¹ Total number of times the page was viewed

² The number of sessions that page was viewed one or more times

process of being finalised and approved, and will be ready to accompany and coincide with the official launch and SBC press release.

- #ReachOut presentation to businesses at forthcoming Slough Business Community Partnership Breakfast on loneliness.
- To link this campaign to other national on-line campaigns and organisations e.g. @EndLonelinessUK.
- Engagement at future partnership events.
- Additional articles in the press.
- Follow up radio interviews with Asian Star.
- Posters for The Curve and Queensmere shopping Centre, informing local residents about the campaign and website.
- To link in with local faith groups and centres.

Conclusions

- The campaign has engaged with a diverse range of partners.
- It has generated a significant amount of enthusiasm and good feeling.
- Everyone we have approached has acknowledged that it is a worth while campaign and has wanted to get involved.
- Voluntary sector organisations and statutory teams have been keen to share their activities and ideas.
- A number of local groups, with a strong on-line presence, have made contact since the soft launch and want to become more involved. These groups are summarised at Appendix C.
- We estimate the campaign has already reached 95,930 residents (via media coverage so far and hits to the website).

Appendix A: Attendees at the SCVS co-creation event

Aik Saath

Destiny Support

Healthwatch Slough

Men's Matters

Our Community Enterprise

St. Kitts & Nevis Association Slough

Slough Borough Council

Slough Business Community Partnership

Slough CVS

Slough Older Peoples' Forum

Slough Seniors

Thames Valley Housing

YES Slough

Appendix B: List of stallholders at the Unsung Heroes event for carers and volunteers

BBB - Carers training
Cippenham Carers Group
Debenhams
GoodGym
Healthwatch
Macmillan
Meet & Mingle
Men's Matters
Sainsbury's
Slough Advice Centre & Shelter
Slough Carers Support
Slough Get Involved
Slough Young Carers
Special Voices
Talking Therapies
Thames Valley Police

Appendix C: Local groups who have expressed an interest in getting more involved

Aik Saath
Active Slough
Apna Virsa
East Berkshire Clinical Commissioning Group
Home Slough
Men's Matters
Osborne
Resource Productions
Sewak
Slough Business Community Partnership
Slough Refugee Support
Slough Young Carers
Three

Yes Slough

SLOUGH BOROUGH COUNCIL

REPORT TO: Slough Wellbeing Board **DATE:** 18 July 2018

CONTACT OFFICER: Dean Tyler, Service Lead Strategy & Performance,
Slough Borough Council

(For all Enquiries) (01753) 875847

WARD(S): All

PART I
FOR DISCUSSION

REFRESHED TERMS OF REFERENCE AND UPDATE ON THE RECRUITMENT OF TWO BUSINESS REPRESENTATIVES TO THE BOARD

1. **Purpose of Report**

To agree refreshed terms of reference and provide an update on the process that is being followed to recruit two business representatives to the Slough Wellbeing Board.

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

The Board is asked to:

- a) Agree and endorse the refreshed Terms of Reference at Appendix A; and
- b) Agree the recruitment approach at section 6.3 to 6.5.

3. **The Slough Joint Wellbeing Strategy, the Joint Strategic Needs Assessment and the Five Year Plan**

3.a **Slough Joint Wellbeing Strategy Priorities**

This report explains the work that has been undertaken to ensure the Board has robust governance arrangements in place to deliver the Slough Joint Wellbeing Strategy.

3.b **Joint Strategic Needs Assessment**

The Slough Joint Wellbeing Strategy is informed by Slough's Joint Strategic Needs Assessment.

3.c **Council's Five Year Plan Outcomes**

The work of the Board and the Slough Joint Wellbeing Strategy contributes to all of the council's 2018 Five Year Plan outcomes, but in particular outcomes 1, 2 and 4:

- 1 Slough children will grow up to be happy, healthy and successful
- 2 Our people will be healthier and manage their own care needs
- 4 Our residents will live in good quality homes

4. **Other Implications**

- (a) **Financial** - There are no financial implications associated with the proposed actions.
- (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 or Human Rights Act Implications.
- (d) **Equalities Impact Assessment** - There is no requirement to complete an Equalities Impact Assessment in relation to this report.

5. **Summary**

This report provides the Board with an opportunity to:

- a) Review and agree refreshed Terms of Reference for 2018; and*
- b) Note the steps that are being taken to recruit two business representatives to the Board.*

6. **Supporting Information**

Terms of Reference

6.1 The Board's Terms of Reference were approved in July 2016. We have reviewed this document and revised it where necessary to reflect a number of new appointments to the Board (see Appendix A). These include the Cabinet Member for Corporate Finance and Housing and a representative from Slough's Youth Parliament.

6.2 We have also taken the opportunity to:

- a) Include a two year appointment period for both of the business representatives to the Board; and
- b) Clarify the process to be followed if a member wishes to resign.

Recruitment process

6.3 Following the resignation of one of the Board's business representatives earlier this year, we have reviewed and refreshed the roles and responsibilities of both of the Board's business representatives. The criteria for both of these positions has been updated and we plan to go out to recruitment for both representatives under the new criteria over the summer.

6.4 An advert alerting Slough's business community to these vacancies and inviting expressions of interest by 24 August 2018, will be placed in various business related newsletters, including that of the Slough Business Community Partnership, and on the council's website immediately following the meeting. An SBC press release will also be issued.

6.5 Prospective candidates will be shortlisted and interviewed over the summer. A report will be presented to the Board advising members of the outcome of this recruitment process at the meeting on 26 September 2018. We hope the successful candidates will be in a position to join the Board at the 14 November 2018 meeting.

7. **Comments of Other Committees**

7.1 This report has not been shared with any other committees.

8. **Conclusion**

8.1 Subject to the views of the Board we will:

- 1) Recommend the refreshed Terms of Reference at Appendix A for approval; and
- 2) Recruit two business representatives to the Board.

9. **Appendices Attached**

A - Draft Terms of Reference for the Slough Wellbeing Board 2018

10. **Background Papers**

None

APPENDIX A

SLOUGH WELLBEING BOARD – REVISED TERMS OF REFERENCE, JULY 2018

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 for Slough.

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

1.4 To give its opinion to the East Berkshire Clinical Commissioning Group as to whether their Commissioning Plans adequately reflect the current Joint Strategic Needs Assessment and Joint Health and Wellbeing Strategy.

1.5 To comment on the sections of the East Berkshire's Clinical Commissioning Group's Annual Report which describe the extent of their contribution to the delivery of the Joint Health and Wellbeing Strategy.

1.6 To give its opinion, as requested by the NHS Commissioning Board, on the East Berkshire Clinical Commissioning Group's level of engagement with the Board, and on the Joint Strategic Needs Assessment and the Joint Health and Wellbeing Strategy.

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.

1.10 To publish and maintain a Pharmaceutical Needs Assessment.

1.11 To give its opinion to the Council on whether it is discharging its duty to have regard to any Joint Strategic Needs Assessment and Joint Health and Wellbeing Strategy 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 Health and Social Care
- The Cabinet Member for Corporate Finance and Housing
- The Chief Executive of Slough Borough Council
- The Director of Adults and Communities
- The Director of Children, Learning and Skills
- The Director for Public Health(Berkshire)
- A representative of East Berkshire's Clinical Commissioning Group
- A representative of Slough Healthwatch
- 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 NHS Acute and Community Sector
- A representative of Slough's Youth Parliament
- Other members appointed by the Board or the Leader of the Council after consultation with the Board

2.2 The two local business representatives will be appointed for a period of two years. No business representative shall be appointed for more than two consecutive terms.

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

2.4 Membership of the Board will be reviewed annually.

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

2.6 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.

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

2.8 The following are disqualified from being a Board Member:

- a) Any person who is the subject of a bankruptcy restrictions order or interim order; and
- b) 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.

Election of Chair and Vice-Chair

2.9 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.

Resignation

2.10 Members may resign by giving written notice to the Chair.

Member's roles and responsibilities

2.11 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 quorate¹ 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 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.

¹ The Board does not have to comply with Part 4.1 rule 7 of the Council's Constitution.

This page is intentionally left blank

SLOUGH BOROUGH COUNCIL

REPORT TO: Slough Wellbeing Board **DATE:** 18 July 2018
CONTACT OFFICER: Dean Tyler, Service Lead, Strategy and Performance
(For all Enquiries) (01753) 875847
WARD(S): All

PART I
FOR DISCUSSION

ARRANGEMENTS FOR THE 2018 PARTNERSHIP CONFERENCE

1 Purpose of Report

1.1 To agree arrangements for the annual partnership conference.

2 Recommendation(s)/Proposed Action

2.1 The Board is asked to:

- a) agree arrangements for the third Slough Partnership Conference on Thursday 4 October 2018 at The Curve; and
- b) consider holding a mini workshop in mid-late September to review its ways of working.

3 The Slough Joint Wellbeing Strategy, the Joint Strategic Needs Assessment and the Council's Five Year Plan

3a Slough Joint Wellbeing Strategy Priorities

The Slough Wellbeing Strategy 2016-2020 was launched at the first partnership 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

3b Joint Strategic Needs Assessment

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

3c Council's Five Year Plan Outcomes

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

- 1. Slough children will grow up to be happy, healthy and successful

2. Our people will be healthier and manage their own care needs
4. Our residents will live in good quality homes

4 Other Implications

(a) **Financial** – There is a financial cost attached to the annual conference which is around £800. This includes the cost of hiring The Curve plus catering. The Board does not have a budget.

(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 in relation to this report. An impact Assessment 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 inform arrangements to plan for the third partnership conference at The Curve in October 2018.

As part of this it is proposed that a mini workshop be held for the Board and key partners in mid-late September to review the Board's ways of working and how the wider partnership network operates.

6 Background

6.1 The first Slough partnership conference in September 2016 launched the new Slough Wellbeing Strategy 2016-2020.

6.2 The second conference in September 2017 discussed a range of 'wicked issues' of importance to the town – poverty, obesity, social isolation and loneliness. The outcome of these discussions led to the Board's Social Media campaigns in 2018, with mental health added a fourth issue.

6.3 The Slough Wellbeing Board has a range of statutory responsibilities but it also serves to coordinate the wider partnership network across Slough. Appendix A summarises the partnership network in Slough and includes a quick guide to the key partner groups. Other than the Health and Social Care Partnership Delivery Group, these other partnerships are not subgroups of the Board and are not accountable to it. The objective of the annual conference has been to bring partners together and create opportunities for joint working.

7 Proposal for this year's partnership conference

7.1 This year's conference is provisionally scheduled for the morning of Thursday 4 October at The Curve to be followed by a networking lunch.

7.2 The purpose of the conference is to:

- Provide the context for the year ahead including changes to the local health system
- Take stock of progress since the launch of the Wellbeing Strategy in 2016
- Remain focussed on the four priorities in the Strategy (listed at 3a above) and agree key areas for action for the year ahead
- Review emerging priorities e.g. employment and skills which may be a focus for a wider review of priorities in 2019 or as 'wicked issues' for the social media campaigns in 2019.

8 Proposal for a mini workshop

8.1 The Board has previously discussed having a mini workshop ahead of the conference to review its ways of working. It is proposed that this be externally facilitated by the Leadership Centre who will support the Board to perform as well as possible.

8.2 Holding this in mid-late September ahead of the conference would give the Board and key partners, including members of the Health Scrutiny Panel, the opportunity to agree how best to maximise opportunities for greater partnership working and collaboration.

9 Comments of Other Committees

9.1 Members of the Health Scrutiny Panel will be invited to the mini workshop and conference.

10. Conclusion

10.1 Subject to the views of the Board arrangements will be made for the conference in October preceded by a mini workshop in September.

11. Appendices

A - Partnership diagram and quick guide

12. Background Papers

None

Appendix A: Partnership diagram and quick guide to partnerships



Quick guide to partnerships

Partnership	Role	Priorities
Slough Wellbeing Board	<ul style="list-style-type: none"> To improve health and wellbeing in Slough Tackle local health inequalities Focus on prevention 	<ol style="list-style-type: none"> Protecting vulnerable children Increasing life expectancy by focusing on inequalities Improving mental health and wellbeing Housing
Health and Social Care PDG 7 subgroups – under review	<p>To support the Slough Wellbeing Board in the development/delivery of:</p> <ul style="list-style-type: none"> Slough's Joint Wellbeing Strategy Joint Strategic Needs Assessment Pharmaceutical Needs Assessment Better Care Fund Programme Integrated Care System East Berkshire Clinical Commissioning Group Plan 	<ol style="list-style-type: none"> Health inequalities Engagement and co-production Prevention End of life care Children social care Substance misuse Housing Workforce Digital Transformation
Local Children's Safeguarding Board 2 subgroups	To ensure local agencies work together to safeguard and promote the welfare of children and young people	<ol style="list-style-type: none"> To produce policies and procedures for safeguarding and promoting the welfare of children To plan services for children in the local area To raise awareness of safeguarding issues in the community To monitor the effectiveness of the work that is done by local agencies To undertake Serious Case Reviews when a child dies or is seriously injured through abuse or neglect To collect and analyse data about child deaths in Slough
Safer Slough Partnership 6 subgroups	To act as the local statutory community safety partnership for Slough, by protecting people and dealing with emerging risks	<ol style="list-style-type: none"> To reduce violence and harm To increase community resilience so that people are able to help each other to live in a diverse, evolving and vibrant community
Slough Adults Safeguarding Board	To safeguard vulnerable adults with care and support needs	<ol style="list-style-type: none"> To detect problems early and take decisive and effective action when abuse or neglect occurs To empower people to have control and choice over the decisions that are taken about their care, support and protection To support effective joined up working across agencies in situations of risk which require multiagency support
Early Help Programme Board	<ul style="list-style-type: none"> To evaluate the quality and effectiveness of Slough's early help processes and services to inform and improve future planning and service delivery To improve outcomes for children, young people and families To deliver the objectives of the Multi-Agency Early Help Strategy 	<p>That Sloughs' children, young people and families are:</p> <ol style="list-style-type: none"> Self-reliant, confident and resilient Thrive and are physically and emotionally well Reach their maximum potential Live in safe, strong families and communities
Joint Parenting Panel	<p>To fulfil the statutory functions of a corporate parent:</p> <ul style="list-style-type: none"> To scrutinise and challenge how local services for looked after children and care leavers are delivered To listen and respond to the views of children and young people To support children and young 	<p>Our looked after children and young people will be:</p> <ol style="list-style-type: none"> Enabled to reach their educational attainment Encouraged to keep safe Encouraged to develop positive relationships Respected and engaged in planning for their future wellbeing Supported as they move into adulthood

Partnership	Role	Priorities
	<p>people to take part in activities which help shape services and deliver improved outcomes for them</p> <ul style="list-style-type: none"> • To be accountable to the borough's looked after children and care leavers for the services they receive 	<p>6) Supported to have good health and wellbeing</p>
Prevent Board	<p>To coordinate work that meets the requirements of Prevent and the Prevent Duty (as set out in the Counter Terrorism and Security Act 2015)</p>	<ol style="list-style-type: none"> 1) To provide strategic overview and coordinate work that prevents violent extremism and terrorism across the borough 2) To oversee the delivery of projects within the borough funded by the Home Office 3) To raise awareness of extremism, terrorism and radicalisation across Slough's education sector

Slough Wellbeing Board's Work Programme

September 2018 - May 2019

Contact officer: Amanda Renn, Policy Officer,
Strategy and Performance, Slough Borough Council

For all enquiries: (01753) 8755660

26 September 2018

Subject	Decision requested	Report of	Contributing Officers(s)	Key decision *
Discussion				
Social care: the forthcoming Green Paper on older people (England) To be confirmed	To be confirmed. This is expected to be published before the 2018 parliamentary summer recess, which is expected to start on 25 July 2018.	Alan Sinclair, Director of Adults & Communities		No
Planning for October 2018 Partnership Conference	The Board is asked to agree the programme for, and the arrangements being made, for the 2018 partnership conference	Dean Tyler, Service Lead Strategy & Performance		No
Integrated Care System (ICS)	The Board is asked to note and comment on recent activity undertaken to deliver the ICS	Alan Sinclair, Director of Adults & Communities		No
Leisure Strategy update	The Board is asked to note and comment the next phase of the Leisure Strategy to promote increased levels of participation and activity	Alison Hibbert		No
People on the edge of services	To be confirmed	To be confirmed		No
Forward Work Programme	The Board is asked to review and update the Forward Work Plan	Dean Tyler, Service Lead Strategy & Performance		No
Themed discussion				
Mental health (focussing on children and young people and CAMHS). Referral from the Health and Social Care PDG	The Board is asked to discuss this SJWS priority and agree next steps	Liz Brutus/ Geoff Dennis		No
Early Help (follow up to discussion held in January 2018)	The Board is asked to discuss this are of work and agree next steps	Rodney D'Costa/Justin Daniels		No

Information			
Prevent Action Plan (6 month update)	The Board is asked to note recent activity by the Prevent Violent Extremism Group (tbc)	Naheem Bashir, Prevent Coordinator	Assistant Director, Strategy and Engagement
Berkshire Suicide Prevention Strategy and Action Plan update (annual update)	The Board is asked to note recent activity under Berkshire's Suicide Prevention Strategy's Action Plan	Liz Brutus, Consultant Public Health	No
Initial feedback on the Mental Health campaign	The Board is asked to note and comment on the report from the relevant task and finish group about this campaign	To be confirmed	No
Recovery colleges update	The Board is asked to note and comment on recent activity by the Recovery College	Geoff Dennis	No

14 November 2018

Subject	Decision requested	Report of	Contributing Officers(s)	Key decision *
Discussion				
Integrated Care System (ICS)	The Board is asked to note and comment on recent activity undertaken to deliver the ICS	Alan Sinclair, Director of Adults & Communities		No
Slough Safeguarding Adult's Board (SSAB) Annual Report 2017/18 (Statutory)	The Board is asked to note the annual report and comment on the partnership's plans for 2018/19	Nick Georgiou, Independent Chair of SSAB		Yes
Slough Local Safeguarding Children's Board (SLSCB) Annual Report 2017/18 (Statutory)				
Forward Work Programme	The Board is asked to review and update the Forward Work Plan	Dean Tyler, Service Lead Strategy & Performance		No

Themed discussion			
Feedback from the October 2018 Partnership Conference	The Board is asked to discuss and comment on feedback from the conference and agree next steps	Dean Tyler, Service Lead Strategy & Performance	No
Information			
To be confirmed	To be confirmed	To be confirmed	
Initial feedback on the poverty campaign	The Board is asked to note and comment on the report from the relevant task and finish group about this campaign	To be confirmed	No

14 January 2019

Subject	Decision requested	Report of	Contributing Officers(s)	Key decision *
Discussion				
Integrated Care System (ICS)	The Board is asked to note and comment on recent activity undertaken to deliver the ICS	Alan Sinclair, Director of Adults & Communities		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				
Details to be confirmed	Details to be confirmed			
Information				
Council's Five Year Plan (2019)	The Board is asked to note the refreshed Plan prior to it being taken to council for full sign off in March 2019	Dean Tyler, Head of Policy, Partnerships & Programmes		No

26 March 2019

Subject	Decision requested	Report of	Contributing Officers(s)	Key decision *
Discussion				
Integrated Care System (ICS)	The Board is asked to note and comment on recent activity undertaken to deliver the ICS	Alan Sinclair, Director of Adults & Communities		No
Director of Public Health's Annual Report 2019/20	The Board is asked to note and comment on the draft report	Director of Public Health, Berkshire		No
1 st draft of the Board's Annual Report for 2018/19	The Board is asked to note the first draft of the annual report	Dean Tyler, Head of Policy, Partnerships & Programmes	Chairs of subgroups	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				
Details to be confirmed	Details to be confirmed			
Information				
Prevent Action Plan	The Board is asked to note recent activity by the Prevent Board	Naheem Bashir, Prevent Coordinator	Assistant Director, Strategy and Engagement	Prevent Action Plan
Information				
Details to be confirmed	Details to be confirmed			

8 May 2019

Subject	Decision requested	Report of	Contributing Officers(s)	Key decision *
Discussion				
SPACE annual report 2018	The Board is asked to note the annual report and comment on SPACES plans for 2019	Commissioning team and SCVS	Director, Adult Social Care	No
Integrated Care System (ICS)	The Board is asked to note and comment on recent activity undertaken to deliver the ICS	Alan Sinclair, Director of Adults & Communities		No
Annual review of Joint Wellbeing Strategy priorities, ways of working (including TOR) and preparation for the 2019 Conference	The Board is asked to endorse the approach being taken to review and agree refreshed priorities for the Strategy and to comment on the early arrangements being made for the 2019 partnership conference	Dean Tyler, Head of Policy, Partnerships & Programmes	Democratic Services	No
SWB Annual report for 2018/19	The Board is asked to endorse the final draft of the annual report	Dean Tyler, Head of Policy, Partnerships & Programmes	Chairs of subgroups	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				
Details to be confirmed	Details to be confirmed			
Information				
Details to be confirmed	Details to be confirmed			
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?

SLOUGH BOROUGH COUNCIL

REPORT TO: Slough Wellbeing Board **DATE:** 18th July 2018

CONTACT OFFICER: Alan Sinclair, Director of Adult Social Services
Mike Wooldridge, Better Care Fund Programme Manager

(For all Enquiries) (01753) 875752

WARD(S): All

PART I
FOR INFORMATION

BETTER CARE FUND PROGRAMME 2017-18 – ANNUAL REPORT

1. **Purpose of Report**

The purpose of this report is to inform the Slough Wellbeing Board of the summary of the Better Care Fund (BCF) programme activity and outturn position for 2017-18.

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

The Wellbeing Board is requested to note the progress and performance of the BCF Programme for 2017-18

3. **The Slough Joint Wellbeing Strategy, the Joint Strategic Needs Assessment and the Five Year Plan**

3a. **Slough Joint Wellbeing Strategy 2016 – 2020 Priorities**

The Better Care Fund programme is developed and managed between the local authority and CCG together with other delivery partners aims to improve, both directly and indirectly, the wellbeing outcomes for the people of Slough in the areas of:

- i) increasing life expectancy by focussing on inequalities and
- ii) Improving mental health and wellbeing.

3b. **The Joint Strategic Needs Assessment**

The BCF programme is broad in scope and aims to address, or contribute significantly to a number of areas of need identified in the Joint Strategic Needs Assessment. This includes the improvement of health in Slough's adult population through risk stratification and proactive early interventions with people at risk of disease and ill health.

BCF also encompasses enabling people to age well by promoting good health and maximising independence but also providing short-term support and reablement when required, or help navigate to other sources of support. There are also elements included that support children and young people in areas such as asthma and support to young carers.

3b. Five Year Plan Outcomes

The Slough BCF programme contributes to achieving the five year plan outcome of more people will take responsibility and manage their own health, care and support needs.

4. Other Implications

(a) Financial - The size of the Pooled Budget in 2017-18 is £11.9m rising to £12.8m in 2018-19. The expenditure plan is across 32 separate schemes agreed and managed between the partners of the pooled budget agreement. These are listed within the finance summary in Appendix A.

(b) Risk Management - The Health Partnership Delivery Group acts as the Programme Board for the BCF and oversees and monitors a risk register for the BCF programme. The register identifies and scores risks of delivery of the programme together with actions to mitigate or manage the risks.

(c) Human Rights Act and Other Legal Implications - No Human Rights implications arise. There are legal implications arising from how funds are used, managed and audited within a Pooled Budget arrangement under section 75 of the NHS Act 2006. The Care Act 2014 provides the legislative basis for the Better Care Fund by providing a mechanism that allows the sharing of NHS funding with local authorities.

(d) Equalities Impact Assessment - The BCF aims to improve outcomes and wellbeing for the people of Slough through effective protection of social care and integrated activity to reduce emergency and urgent health demand. Impact assessments are undertaken as part of planning of any new scheme or project to ensure that there is a clear understanding of how various groups are affected.

(e) Workforce - There will be significant workforce development implications as we move forward in the integration of health and social care service. This will lead to new ways of working in partnership with others which will be aligned together with other change programme activities happening across the wider Frimley Integrated Care System, such as Integrated Care Decision Making services and teams, and the local integration of health, social care and other services into localities across Slough.

5. Summary

- *The Board is asked to note the content of the summary annual report. A quarterly progress report template has also been completed and returned to NHS England on behalf of the Wellbeing Board. The Quarter 4 report was submitted on 20 April 2018. The summary of this final quarter position is provided within the report.*
- *Overall the activities within the BCF programme have continued to support and invest in areas of integrated care between NHS and adult social care services in Slough where they deliver better outcomes for residents and demonstrate effective use of funding by keeping people well and in the community, avoiding non-elective admissions to hospital where possible and supporting people home quickly if they go to hospital.*
- *This year there was some new additional investment to local areas through the improved Better Care Fund. This has been used in areas of:*
 - *maintaining vital capacity to meet adult social care needs*
 - *reducing pressures in the NHS by supporting people to be discharged*

from hospital when they are ready and

- *ensuring that the local social care market is supported.*

- *The iBCF grant funding had been essential in supporting and maintaining adult social care where demand and activity is above the budget set and without which current activity would need to reduce in order to avoid overspending.*
- *There were two areas of underspend within the BCF pooled budget in 2017-18. These were on the delivery of High Impact Changes to improve management of transfers of care and the development of integrated Wellbeing Centres. These are both areas of complex transformational programmes of change working between and across multiple partners and organisational boundaries in East Berkshire and the Frimley ICS. Further progress is now being made in the first quarter of 2018-19 and this underspend is being carried forward to support these large change management programmes in this next year.*

6. **Supporting Information**

6.1 See appendices A and B.

7. **Comments of Other Committees**

7.1 The quarter 4 BCF report has been presented and discussed at the Health Partnership Delivery Group.

8. **Conclusion**

8.1 The Better Care Fund programme has in this year continued support our progress towards integrated health and social care services within Slough. The governance around finance and the management of the programme is now well established and embedded with a shared approach to commissioning and decision making between the partners. The increase in funding in this year has supported new or addition investment in areas of shared priority where they have evidenced impact and improved outcomes. The addition of iBCF grant funding has made a significant contribution to meeting social care needs in the borough, both in support of the NHS and the local social care market. Without this additional investment there would be reduction in activity and numbers of people supported or budgets overspent.

8.2 There has been positive progress in maintaining strong performance against all the key metrics for the programme.

9. **Appendices attached**

'A' - BCF Annual Report 2017-18

'B' - List of BCF schemes and financial outturn 2017-18

10. **Background papers**

None

Appendix A

Slough Better Care Fund Programme

Annual Report 2017-18

1 Summary

The Slough BCF programme for 2017-18 in Slough has been the first year of a two year plan agreed by SWB and assured by NHSE which continues our joint work with partners to closer integration of health and social care services. A brief summary of the fourth and final quarter reported:

- Good performance against plan on reducing non-elective admissions to hospital with Quarter 4 (January – March 2018) being 1.7% below planned activity and the full year ended overall at -3.1% against plan.
- There has been strong performance on Delayed Transfers of Care. February position overall was 7.0 (average per day per 100,000 population over 18) against the 6.2 target. This reduced to 6.5 in April 2018 and SBC ranked 1st in the country in this month for the rate of delayed days attributable to social care.
- The Single Point of Access went live in September 2017 and has had over 150+ referrals from GPs and Healthcare professionals into an integrated health and social care hub
- The process for Disabled Facilities Grants approval processes have been streamlined to offer Hospital Discharge Grants of up to £3k without financial assessment
- There have been delays in implementation some areas of High Impact Changes to managing transfers of care and Slough's 'Home First' Discharge to Assess pilot is yet to go live.
- There is more detailed planning underway for delivery of the Integrated Care Decision making teams under the wider Integrated Care System's programme of work

2 Background

The BCF is a national initiative to encourage the transition of local health and social care services towards greater integrated care with the aim of improving health and care outcomes for their local community. It requires each Wellbeing Board area to establish a pooled budget that is jointly managed between the partners.

The BCF plan for Slough described our shift from reactive to proactive health and social care to enable more people to have healthier, safer and more independent lives in their own home and community for longer, receiving the right care in the right place at the right time.

Being integrated means delivering the complex range of health and social care services seamlessly, regardless of organisational boundaries. Working across a complex health and social care economy, we continue to develop a proactive approach to the provision of health and social care and support in

the community delivered in partnership through GP practices, the acute hospital, integrated health and social care multi-disciplinary teams, community based health and social care services working alongside local care and housing providers, as well as the community and voluntary sector.

Slough's BCF programme this year has largely been a continuation of the programme's previous schemes and investments which have been seen to positively impact on the metrics and in delivering better outcomes and value for money for the people they support. The plans must be approved and assured by NHS England and be in line with the national BCF policy and guidance. There was a total of £11.9m into the Pooled Budget for Slough, which consisted of the CCG minimum contribution of £8.4m together with the full Disabled Facilities Grant allocation of £853k and £2.182m through the improved BCF (see finance – below).

A financial plan was agreed detailing the investment against each area as well as performance targets against the key indicators (see performance summary). The planning guidance also required that BCF plans met the required mandatory national conditions. These were:

- Plan to be jointly agreed
- Planned contribution to social care from the CCG minimum contribution is agreed in line with planning requirements
- Agreement to invest in NHS out of hospital services
- Managing transfers of care

3 Finance

A pooled budget agreement is in place, signed by the two partners of Slough Borough Council and NHS Slough Clinical Commissioning Group under Section 75 of the National Health Service Act 2006. In 2017-18 the BCF comprised of 32 schemes

There was new investment in 2017-18 through the improved Better Care Fund received as a separate grant funding to local authorities for the purposes of maintaining capacity within adult social care services, support the NHS by ensuring discharges from hospital when ready and supporting the local social care market. This investment has been essential in maintaining current levels of Adult Social Care activity without which demand and activity exceed the budget available and would lead to either reducing activity or overspending.

There was new investment made in this year to the areas of High Impact Changes for managing transfers of care (£282k) and in establishing Integrated Wellbeing Hubs (£272k). There was also some additional investment made into existing BCF schemes which include Telehealth, support to Care Homes, Equipment and the Responder service.

There was an overall underspend in the pooled budget of £451k which will be carried forward. The use of underspend was agreed as per the s75 risk share agreement.

4 Progress within BCF projects

Highlights of progress this fourth and final quarter are:

- Further progress on local implementation of the Integrated Care Decision Making (ICDM) teams following agreed business case and design model across the Integrated Care System (STP). This integration programme forms part of the Frimley ICS plan for developing ICDM to support our out of hospital transformation and embed the New Vision of Care principles. The ICDM model focuses on those cohorts who will benefit from a more targeted approach to support their needs and will lead to a reduction in avoidable admissions, length of stay and delayed transfers of care. Local implementation planning is underway for delivery of the model which includes integration across several areas including community teams, anticipatory care planning, hospital in-reach, step-up/down facilities, intermediate care and community rehabilitation.
- The Single Point of Access (known as Berkshire Integrated Hub) for Slough which went live on 14 September is providing a single referral route for professionals through to all our social care and community health service. Referral co-ordinators, supported by a senior social worker and clinical nurses triage calls and co-ordinate any on-going referrals that may be required. It has received 152 referrals to date and has responded to all calls within 13 seconds.
- Case examples are demonstrating the benefit of having health and social care professional referrals through a single route. For example a case referred from a GP for a patient attending physiotherapy was triaged by hub nurse and as part of Tier one conversation had discussion on how condition had changed her ability to care for herself and was living with her parents who were struggling with increasing care needs. The person disclosed they did not have any (paid) carer support but was open to having an assessment to determine her ongoing care needs. It was felt a further social care assessment was required and this referral was opened on the IAS system from the hub to begin the assessment process. Access to Slough's wellbeing prescribing service from the voluntary sector is also accessible through the hub and so this was also able to provide information to the parents about carers support services.
- The Slough paediatric respiratory service one a Nursing Times award earlier this year for its proactive work visiting schools with the asthma bus. This has been raising awareness of the condition and educating and supporting children to improve how they manage their asthma. It is now working within local schools alongside Health Visitors and School Nursing services to

establish drop in sessions before and after school. This proactive approach aims to further reduce the number of spells and bed days in hospital for children 11-17 which are asthma related.

- The Red Bag scheme was launched in December which accompanies Care Home residents between home and hospital with their belongings, medications and care plan information. A first tranche was being used in each of our Care Homes across the East of Berkshire with one to one support from the Care Homes Quality Manager following formal launch in collaboration with the Care home Forum. Initial numbers were small but this is now in the process of being rolled out further and early feedback is the red bag is helping to facilitating the admission and discharge process by ensuring that people have all their personal belongings, medicines and accompanying notes/records in transition between care home and hospital.
- The Disabled Facilities Grant scheme in Slough is now streamlined in terms of process through our main contractor and offers Hospital Discharge Grants of up to £3k without financial assessment in order to support people 65+ being discharged from hospital. The range of support has also been broadened to include a Handyperson service to help people with small building repairs and minor adaptations to prevent falls and accidents in the home and access to relocation grant to support people to change accommodation to a more suitable and practical premises.
- The responder service in Slough has been successful in reducing the number of ambulance call outs for supporting people who have fallen or who need physical or emotional support. Working through Careline, the push button alarm system, it provides fast and effective support to people who have triggered their alarm for assistance. There were 702 responder service attendances in 2017-18, of which only 15 required an emergency ambulance service. This reduced demand on the ambulance service and provides capacity to their staff and vehicles to respond to life-threatening situations.

5 Performance summary

5.1 Non-elective admissions to hospital

Performance against non-elective admissions have been positive with a reduction of 1.7% in quarter 4 and on achieved an overall reduction of 3.1% against plan this year.

Performance and Forecast Against Plan

Year	Forecast	Pop	Year Plan	Activity Forecast	Qtrly Rate FOT	Var FOT
2017/18	Full Year	150,749	19,233	18,628	3,089	-3.1%

Year	Forecast	Pop	Quarter Plan	Activity Forecast	Qtrly Rate FOT	Var FOT
2017/18	Q4	150,749	4,906	4,824	3,200	-1.7%

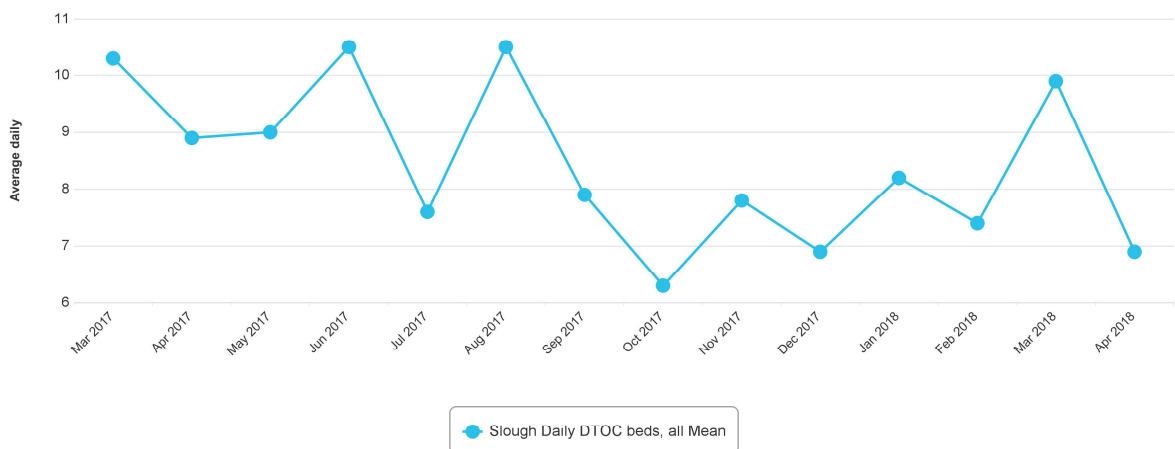
Year	Quarter	Pop	Activity Plan	Activity Actual	Rate Actual	Variance
2015/16	Q1	146,304	3,991	3,751	2,564	-6.0%
2015/16	Q2	146,304	4,161	3,849	2,631	-7.5%
2015/16	Q3	146,304	4,294	4,361	2,981	+1.6%
2015/16	Q4	147,821	3,665	4,394	2,973	+19.9%
2016/17	Q1	147,821	4,007	4,347	2,941	+8.5%
2016/17	Q2	147,821	4,142	4,479	3,030	+8.1%
2016/17	Q3	147,821	4,373	4,808	3,253	+10.0%
2016/17	Q4	149,285	3,995	4,396	2,945	+10.0%
2017/18	Q1	149,285	4,510	4,608	3,087	+2.2%
2017/18	Q2	149,285	4,686	4,409	2,953	-5.9%
2017/18	Q3	149,285	5,131	4,786	3,206	-6.7%
2017/18	Q4	150,749	4,906	4,824	3,200	-1.7%

Whilst Slough has made improvements in non-elective admissions rates in this year the associated cost of these admissions is increasing. This is due to a combination of pricing changes on the tariff and increased acuity of those people being admitted (more complex health needs and greater length of stay). Attendances and hospital avoidance is being addressed through a range of initiatives, some funded within BCF (not iBCF) and within the Integrated Care Decision Making programme (outlined above).

5.2 Delayed Transfers of Care (DTC)

- Slough’s contribution to the national 3.5% target reduction in delayed transfers of care (DTC) was to achieve 6.2 delayed days per 100,000 of 18+ by March 2018 from a baseline of 8.2.
- In February, Slough’s overall position was 7.0 (average per day per 100,000 population over 18) against the 6.2 target. This rose to 9.3 in March at the end of the year but showed an improving position into April with 6.5 overall NHS delays and zero social care delays.

Daily DTC beds, all (Mean) (from Mar 2017 to Apr 2018) for Slough



Powered by LG Inform

- Overall, Slough ranked 53 out of 151 on all delays in February which is up from 73 in November (1 being best performing and 151 being lowest performing authority). It then

climbed slightly to 44 in April 2018 on overall delays, and 1 on the rate of delayed days attributable to social care.

- Slough does occasionally have a small number of patients delayed in hospitals outside the local area, or difficult to place because of housing or specialist support needs (neuro-rehabilitation beds) and these although few in number can affect performance on number of delayed bed days adversely.
- The twice weekly system calls introduced in Quarter 2 are now happening as face to face sessions within Wexham Park hospital as part of the Integrated Referral and Information Service (IRIS) model. This has helped reduce the number of patients on the 'medically fit for discharge' list. In April 2017 this was a daily average of 27.47 for Slough and in March 2018 was a daily average of 14.2.
- Work continues on implementation of High Impact Changes outlined in the BCF submission. A 'Home First' Discharge to Assess pilot launch has been delayed pending recruitment to co-ordinator role and securing sufficient OT capacity to support. This will now go live in Q2 2018/19. The scheme will support early discharge of patients who are medically fit but waiting for OT assessment and support them to return home for assessment of longer term support needs.
- Planning for larger, transformational changes to establish a more sustainable model through the Frimley Health and Care Integrated Care System (ICS) has started with delivery now underway and continuing on through this next year.
- Slough's social care activity continues to be above levels that Slough has budget to support. Over the next three years, we estimate that sustaining current activity will require between £2m and £3m additional funding annually, or further cuts will need to be made. There is local system agreement to use the iBCF to continue with these levels of activity.

5.3 Rate of permanent admissions to residential care

The plan for 2017-18 was to continue to maintain the low admission rate to care homes in Slough against an increasing population. The indicator is reporting a maximum of 72 older people have been placed in this year against a plan of 76.

5.4 Reablement

The final outturn for this indicator is 90.1% of people discharged from hospital into reablement services remained at home 91 days later. In terms of actual numbers this was 73 of a total of 81, which is lower than the planned activity but is in line with the performance in the previous year.

Planning precise numbers to be discharged from hospital into the service is difficult to predict but it is Slough's ambition to provide the benefits of reablement to all older people leaving hospital in order to regain and maintain their independence once they return home.

The reablement service in Slough also takes referrals from the community to avoid hospital admission as well as supporting people home following hospital discharge.

6 Conclusion

The Better Care programme in Slough has continued to improve joint working locally and through both the delivery group meetings and the Health Partnership Delivery Board it has enabled open discussion to share priorities and operational pressures as well as strengthening a shared commitment to improve outcomes for our residents/patients. Having oversight of BCF within the Health Partnership

Delivery Group has also broadened the scope and discussions between partners beyond the confines of BCF into wider areas of integrated working.

The majority of BCF schemes have been developed and operating as planned. There have been delays in the two larger change management programmes of i) High Impact Changes to manage transfers of care and ii) establishing integrated Wellbeing Centres in the borough. These are both complex programmes of integration that involve a number of different partners. The High Impact Changes has made progress in some areas and is set within the 'Home from Hospital' pillar of the Frimley Urgent and Emergency Care Plan but on areas that have not yet incurred costs. More detailed plans are being developed on the Integrated Decision Making teams and transition into locality based services and will start in this next financial year 2018-19. Underspend have been carried forward to support both these programmes.

Mike Wooldridge

19 June 2018

Appendix B: Final outturn financial statement 2017-18 by scheme

Slough Better Care Fund 2017-19

Workstream	Scheme ID	Scheme Name	2017-18 Expenditure Plan (£000)	2017-18 Forecast Outturn (£000)	2017-18 (Over-) / Underspend (£000)	2018-19 Expenditure Plan (£000)	
Proactive Care	1	Complex Case Management	60	128	- 68	60	
	2	Falls Prevention	90	90	-	90	
	3	Stroke Support Service	57	57	-	57	
	4	Dementia Care Advisor	30	30	-	30	
	5	Children's respiratory care	95	128	- 33	95	
Single Point of Access	6	Single Point of Access	150	80	70	150	
Integrated Care	7	Telehealth	100	54	46	100	
	8	Telecare	62	71	- 9	62	
	9	Disabled Facilities Grant	853	853	0	932	
	10	RRR service (Reablement and Intermediate Care)	2,214	2,144	70	2,214	
	11	RRR service (Reablement and Intermediate Care)	459	459	-	459	
	12	Joint Equipment Service	663	676	- 13	663	
	13	Joint Equipment Service	130	130	-	130	
	14	Nursing Care Placements	400	400	-	400	
	15	Care Homes - enhanced GP support	110	56	54	146	
	16	Care Homes - programme manager	35	20	15	35	
	17	Integrated Care Services / ICT	756	756	-	756	
	18	Intensive Community Rehabilitation	82	82	-	82	
	19	Intensive Community Rehabilitation	170	170	-	170	
	20	Responder Service	100	106	- 6	100	
	21	High Impact Change delivery	282	-	282	372	
	22	Integrated Wellbeing Hubs	272	20	252	342	
	23	Connected Care	200	200	-	200	
	24	Integrated Cardio prevention service	151	151	-	151	
	Community Capacity	25	Carers	216	216	-	216
		26	EOL Night sitting service	14	14	-	14
27		Community Capacity	200	200	-	200	
Enablers	28	Programme Management and Governance	260	269	- 9	260	
Other	29	Out of Hospital transformation	613	613	-	577	
	30	Care Act funding	296	296	-	296	
	31	Additional Social Care protection	600	600	-	600	
	32	Improved Better Care Fund	2,182	2,182	0	2,842	
			11,901	11,250	651	12,800	

This page is intentionally left blank

SLOUGH BOROUGH COUNCIL

REPORT TO: Slough Wellbeing Board **DATE:** 18 July 2018

CONTACT OFFICER Alan Sinclair Director Adults & Communities, Slough Borough Council

(For all enquiries (01753) 875752

WARD(S): All

PART I

FOR INFORMATION

HEALTHWATCH SLOUGH ANNUAL REPORT 2017/18

1. **Purpose of Report**

1.1 To present the Board with the annual report of Healthwatch Slough for 2017/18 and bring to the attention of the Board trends in public opinion with regard to health and social care services in Slough.

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

2.1 The Board is recommended to:

- a) Consider the report and note the impact that Healthwatch Slough has had in the last year; and
- b) Note the organisation’s ongoing work as consumer champion for health and social care services.

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

3a. **The Slough Joint Wellbeing Strategy,**

Healthwatch Slough contributes to the delivery of the Slough Wellbeing Strategy priorities by:

- providing an independent consumer voice,
- contributing positively to reducing inequalities and improving the health and wellbeing of our residents; and
- helping them live more positive, active and resilient lives.

3b. **Five Year Plan Outcomes**

Healthwatch Slough contributes to the delivery of the Five Year Plan outcome that “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 - None
- d) Equalities Impact Assessment – Healthwatch Slough has regard to the Equalities Act 2010 and a specific objective is to provide all sections of the local population with the opportunity to have their views and experience of health and social care listened to and represented.

5. **Summary**

- This report is for members to review the work of Healthwatch Slough during 2017/18.
- It outlines the work that has been undertaken by Healthwatch during the year and highlights their achievements and challenges.
- It also shows how they interact with the public, capture their opinions and reflect them back to commissioners of both health and social services.

6. **Supporting Information**

6.1 The Annual report (at Appendix A) outlines local people's experiences of accessing health and care services and how Healthwatch has provided people with information to help them navigate the complex health and social care system.

7. **Comments of Other Committees**

None to date.

8. **Conclusion**

8.1 Healthwatch Slough is required to report on how it has delivered against its statutory activities and the impact of its work on the commissioning, provision and on the management of local health and care services.

9 **Appendices Attached**

A – Healthwatch Slough Annual Report 2017/18

10. **Background Papers**

None



A breath of fresh air for care

Annual Report 2017/18

Highlights from our year

This year we've reached over **half a million** people on social media



677 people told us what they think of their care



Our volunteers have contributed over **188 hours** worth £141,067*



We've made **22** visits to local services



Our reports have tackled issues ranging from **carers** to **GP appointments**



We've spoken to **1000s** of people at events

We've given **381** people information and advice



Who we are

it starts with
YOU



Healthwatch Slough is the independent champion for people who use health and social care services. We support people to have a say in how health and care services are designed and delivered.

We listen to what people like about services and what could be improved. We take people's views and experiences to decision makers. We also help people find the information they need about services in Slough.

As well as championing your views in Slough, we also share your views with Healthwatch England who make sure that the government put people at the heart of care nationally.

I've had Type 2 Diabetes for years. Healthwatch Slough listened to my whole story, focusing on me as a person, not looking at me as a patient. I was given the chance to air my point of view and issues.

Our purpose

To find out what matters to you and to help make sure your views shape the support you need.

People's views come first - especially those who find it hardest to be heard. We champion what matters to you and work with others to find ideas that work.

Our Vision

- To be the 'go to' organisation for feedback about Slough health and care services
- To be a well led, high quality organisation that is effective
- To be well-known, independent and trusted and accessible to everyone in Slough.
- To be influential and respected by decision makers and service providers

Our Values

Inclusive - Influential - Independent
Credible - Collaborative

Message from our Chair, Colin Pill

My message this year starts with a big ‘Well done’ to all the members of the public who have made Healthwatch the success it has turned out to be.

I’ve been chairman of many organisations over the years: Patient and Public Involvement forums, Slough LINK, and now the fifth year of Healthwatch. **Who would have thought that patient and public involvement would have got better year after year?** More people have the confidence to talk with our top-class team, which enables us to create a learning stream for the many organisations we monitor: from NHS facilities to care homes and more.

I find that, in all walks of life, we meet people who are sceptics. Some people don’t believe that Healthwatch is truly independent. We were reminded of this at one of the patient assemblies we were commissioned to run. One member of the public made the comment that - in her words - “the whole thing is fixed and not independent”. Our manager pointed to me and replied “There is our independence”!

I don’t do the job I do for financial gain, because I’m not paid. I can’t be told what to say, and if ever I was out of line I would expect my board to tell me so.

“Colin shows his passion for the health and wellbeing of the local community, and is often the first person to put himself forward to take part in our PLACE assessments, ward and service visits. Colin proactively seeks and shares the experience of people both in Slough and across the wider county.

Colin’s tireless commitment and support inspires and motivates others and has made, and continues to make, a rich contribution to improving patient care, acting as a champion for those less able to be heard.”

*Julian Emms, Chief Executive,
Berkshire Healthcare Foundation Trust*



I think in the coming months and years the Healthwatch role will become harder as the health economy continues to change, grow and its funds diminish, with - in the mix - continually changing regulations. So we can’t become complacent.

But one of the things that encourages me is the never-ending enthusiasm of our Healthwatch officers, and the abundant amounts of energy and time our Healthwatch manager gives to Slough.

My last comment about this year is that **our town is growing**. I’ve spent my whole life here: I was born in Upton Hospital and, now in my sixty-fifth year, I’m proud of our town but even prouder to have represented its people.

And I’m very proud of one person - in addition to my wife - and that is Caris Thomas, one of our Healthwatch Slough officers, who is leaving for a new job. **Good luck Caris!**

Photo: Colin Pill receiving the Mayor’s Award for outstanding contribution to health and care in the local community.

Empowering the community

Helping you find the answers

If you've got a question or need some information about a local health or care service, Healthwatch Slough can help. You can:

- call our helpdesk on 01753 325 333
- e mail enquiries@healthwatchslough.co.uk
- download our "Speak Out Slough" App from the App Store or Google Play.

In 2017/18 we gave information to over 380 people. Some had straightforward queries and others had complex problems requiring a long time to resolve.

Having access to good, up-to-date information is vital. People can be confident that is what they get when they contact Healthwatch Slough.



How we listen to people's views

We aim to be as adaptable, responsive and flexible as we can in our community engagement.

- Helpdesk open Monday to Friday, 9-5pm
- Speak Out freepost leaflet and app
- Numerous Pop Up shops around town
- Regular Wexham Hospital stall
- Summer Reading Challenge in all libraries
- 3 People's Assemblies (see overleaf)
- 4 tea parties for carers & vulnerable adults
- Several 'Calls to Action' asking for information on a particular topic.

We want to reach as many people as possible from all walks of life. Do let us know any ideas you have about other places we can visit.



Making sure services work for you

Prospect Park Hospital in Reading is the main hospital for people in Berkshire with mental health conditions.

We worked in partnership with our Healthwatch colleagues across the county to carry 11 Enter and View visits over one week, talking to 41 adults to better understand the experience of patients with enduring or serious mental health conditions.

One non-Muslim hospital patient wanted to select a Halal food option, as that was more appetising than the other options. But it wasn't allowed by the catering staff.

What patients commonly mentioned as a positive feature of their stay was the caring attitude shown by staff; followed by getting treatment they needed; feeling safe; support from other patients; and the environment.

The improvement most often suggested by patients was increased staffing which would increase patient and peer support, escorted visits outside, and therapy sessions.

We made a number of recommendations to Berkshire Healthcare Foundation Trust, who run the hospital, all of which were well received.



People's Assemblies

Slough Clinical Commissioning Group asked us - due to the success of our other events - to run a new forum designed to gather views and feedback on care, and to relay important changes that will affect local people.

We made these events open, inclusive and engaging so that people can actively get involved and feel like equal partners in co designing care. We believe the Slough People's Assemblies have been an important catalyst for creating change.

If you want to find out and understand what people think about an issue, get in touch with Healthwatch Slough.

People's Assembly 1: Future of General Practice in Slough

More than 70 people attended. They heard panellists share plans and priorities for the future of General Practice. A lively debate ensued.

People's Assembly 2: Accident & Emergency- to go or not to go?

In a world café style event, audience members were able to talk about seven A&E-related topics with seven facilitators who fed back their discussions to the whole audience.

The Chief Executive of Frimley Health Foundation Trust spoke about the new Emergency Department opening in 2019.

"It costs £300 a night to stay at the Wexham Park 'hotel'"

People's Assembly 3: Get involved with health & care

Almost 200 people attended Slough's Health & Care Fair to find out how they can get more involved in a leading a healthy lifestyle.

Snippets from the public

Access to appointments: "You stand in the rain for 30 minutes...but still can't be seen the same day" (Mr A)

Location/transport/convenience issues: 'I would have rather waited two weeks': Ms B on having to go to Wexham Park for a blood test instead of her surgery.

"I'm worried it won't work" - Mr C concerned that plans to reduce numbers of hospital patients will place GPs under unrealistic pressure .

Ms B described the practical and financial **pressures on friends and neighbours** of a patient with terminal cancer sent home from hospital.



Free tasters of reiki, head massage, health checks, a dementia friends workshop, and seated yoga, enticed members of the public to Arbour Park Stadium after work on a Monday evening

How Slough cares for its carers

Slough has over 11,626 carers: that's 14% of the population. All too often the voice of the carer doesn't get heard.

We undertook a "Carers Call to Action." We received 65 completed surveys. Each of these carers' accounts we received is valuable insight. More than half felt poorly supported as a carers. People found it confusing to know where to get information and some found a lack of support in the evenings, especially for carers under the age of 40 years old.

We wrote up their feedback and made a number of recommendations which the commissioner and provider organisations have committed to act on.

Supporting Slough Wellbeing Board's campaigns

Healthwatch was part of the task group which planned four campaigns spanning the year - each one focusing on a priority of Slough's Wellbeing Board. The first one, #BeRealistic showcased the service available to support Slough people to make small changes to their lifestyle in order to manage their weight.



Supporting the #AdEnough campaign

The weight of our young people is problematic. One in three of Slough's 10 year olds are overweight or obese. Healthwatch Slough was part of the campaign asking the government to restrict junk food adverts until after 9pm.



How the NHS engage with patients about the closure of GP surgeries

We produced a "*Best Practice Guidance to Public Consultation*" to ensure that there is meaningful public engagement in decision making in Slough.

People attended public meetings about the planned closure of surgeries & initially felt their views could influence the decisions being made, but subsequently told Healthwatch they felt duped as the decision to closure surgeries had already made. These opinions were expressed to Healthwatch as a trusted organisation that can represent people's views collectively.

Working with neighbours to improve Hospital Discharge

We collaborated with six other local Healthwatch organisations, from Buckinghamshire to Hampshire, to look at the hospital discharge issues in both Wexham Park Hospital & Frimley Park Hospital.

There are many factors that can lead to a patient experiencing a delay in being discharged from hospital. In the year 2016, the most common reason was having to await further services such as community support, mental health care, intermediate care or rehabilitation services. This made up 18.3% of all delays.

A number of good practices were highlighted and our recommendations for improvement - focusing on record keeping, how medication is dispensed & discharge plans - were turned into a "you said, we did" document.

Working with secondary schools to manage stress around exam time

Healthwatch Slough distributed copies of the "*Little Blue Book of Sunshine*" to all secondary schools in March 2017. Lynch Hill Academy and Slough and Eton College invited us in to deliver assemblies on stress, anxiety and the local support available. We connected with 1000s of young people and recruited some new Healthwatchers!



Slough Stories: care closer to home



CASE STUDY

Chris - wife, mum and grandma

“I live for my family and want to be as active and mobile as I can. Like most people I hate going into hospital and would do anything to not have to go.”

Chris lives with Chronic Obstructive Pulmonary Disease (COPD) which means that her airways are narrowed and she finds it hard to breathe. Chris is prone to catching colds which can easily develop into chest infections, resulting in her having periods of time where she is quite poorly.

In order to make breathing easier Chris is registered as an oxygen-user and can administer oxygen therapy at home. This makes it easier to carry out activities that might otherwise be difficult and help reduce symptoms such as the build up of fluid.

Chris had had several hospital admissions due to her medical condition. She hates going into hospital and is always worried about how long she might have to stay.

After her latest stay in hospital, a doctor suggested she self-refer to the Respiratory Service who offer a rapid response if a patient's lung conditions deteriorates at home.

The Air Nurse Team came to Chris's home and carried out a full assessment, including monitoring oxygen levels and listening to her chest to manage her breathing.

They prescribed some emergency steroid antibiotics so that if Chris felt a chest infection coming she could start treatment straight away, following a phone consultation. This greatly reduces the need for another hospital admission.

For some time health and care reforms have been talking about shifting care closer to home, to reduce pressure on hospitals. Berkshire Healthcare's Respiratory Service is an excellent example of how new ways of caring for people - away from hospital, in their own homes - can support people to maintain their independence, improve wellbeing and reduce the need for hospital stays.

“I can't believe that I never knew the Air Nurse Team existed before! They have made such a difference in me being better able to manage my condition at home, and preventing the need for me to deteriorate to such an extent that I end up being treated in hospital.”

Our People

As a Slough resident you have the right to express your views and experiences on services. We are determined to involve and empower more people in Slough to have their say in the changes that are affecting their local health economy.

Our volunteers

We could not have achieved what we have done this year without our volunteers. Here, two of them explain what they have gained through being involved with Healthwatch Slough.



“My role in Healthwatch is to support the team at events and pop up shops, we collect the experiences and concerns of people who use health and social care services and speak out on their behalf.

I’ve gained so much from my experience with Healthwatch Slough, providing people information in the job centre, library and restaurant.”

Misbah Latif, Healthwatch Champion

“Volunteering for Healthwatch has changed my views on the impact it has on the people out there that are not being given the right care and information. I have listened and directed them in the right direction which they had no idea there was help out there. Had they not heard of Healthwatch they would not have gotten the help they needed to get a satisfying outcome.”

Zhora Jefferies, Healthwatch Champion



Individual Healthwatchers

Our effectiveness and evidence base comes from individual residents of Slough who tell us their experiences of care.

We depend on you to give us your feedback: every time you go to the doctor, the dentist, the hospital, your nan’s nursing home, any service which provides care.

“I am housebound due to my ill health and have struggled to engage health, care and welfare services.

The Healthwatch team visited me, listened to my story. They were clear that they did not do casework but by highlighting my plight could help others in similar situations.

Healthwatch provided useful information both to myself and to organisations about how they communicated with me. They supported me to set up meetings to take things forward.”

Caroline Wynn, Healthwatcher



What people say about us



“This year Healthwatch have helped us shape our Carers Strategy & the Slough Wellbeing Board’s media campaigns. It is great to have access to the voices that we might not ordinarily get to hear through our usual channels of communication and engagement.

Joint working with Healthwatch has helped to promote all the services that already exist in Slough and to highlight opportunities to build, grow, develop and respond to what people want and need. As health and social care changes over the coming months and years, it is essential that Healthwatch continues to provide the voice of local people.”

Alan Sinclair
 Director Adults & Communities
 Slough Borough Council



“Having worked across a number of Healthwatch organisations across the South of England, I get to experience different operational styles. Whilst Healthwatch Slough is one of the smallest in the country they have a big impact. Their approach to connecting with people is really refreshing. The relaxed style really gets people to open up and share what they think.”

Emma Leatherbarrow
 Director, Help and Care



“I have found working in partnership with the Healthwatch Slough team a breath of fresh air. They really care about people’s experiences with health services and are relentlessly searching for how services can be improved. Slough really needs their energy and innovative ideas.”

Paul Sahota
 Director
 Home Instead Slough & Uxbridge



“Fantastic, helpful and always willing to support where possible”

Dan Jones
 Assistant Practice Manager
 Manor Park Surgery



Healthwatch Slough is part of our SENDASS steering group and supported the engagement and consultation around what parents of children with special needs. They contribute new ideas and shaping how the group can run effectively. They always champion the parent and child voice in the meetings always bringing it back to them.”

Pride Sumbachundu
 Advice & Support Coordinator
 Slough SENDASS



“I first got involved with Healthwatch Slough at their Health and Care Fair. It was great to speak to so many people who were passionate about wellbeing. I spoke to lots of people I ordinarily would not have come into contact with.”

Hassan Fazeel
 Slough Youth Parliament



“Through our links with Healthwatch Slough we have gotten more involved in what is going on in the community and are now manning a water station at the half marathon in October!”

Ben, Manager Buzz Gym Slough



Our Finances

The total expenditure for the financial year was £95,493. The main funding comes from the Council. We secured £5,000 from the Slough Clinical Commissioning Group to deliver three People’s Assemblies.

Over 90% of our costs are fixed and under 10% is discretionary for us to use on project work and promotion.

Healthwatch Slough will continue to ensure that value for money is achieved in undertaking all its activities.

Income	£
Funding from Slough Borough Council	89,595
Other income from NHS	5,000
Total income	94,595



Nicola Strudley & Arun Mushiana with Slough MP Tan Dhesi

Our future

Over the coming 3 years we want to make the biggest difference by:

- 1. Supporting you to have your say**
- 2. Providing a high quality service**
- 3. Ensure your views help improve health and care**

To deliver our goals, we will produce a yearly work plan setting out our priorities and telling you how we are doing. We will focus on four key areas:

- Get more people comfortable & confident in using Healthwatch Slough’s website and app in order to share their experiences of care.
- Improve the utilization and experience of volunteers through an effective volunteer management programme.
- Enhance the involvement of Slough people in decision making around future of services by running three more People’s Assemblies
- Establish ways to measure the effect of our work so we can demonstrate the value of speaking up in improving the quality of services.

About this report

This annual report is publicly available from 30 June 2018. It has been sent to Healthwatch England, the Care Quality Commission, NHS England, East Berkshire Clinical Commissioning Group, Slough Borough Council, Slough’s Wellbeing Board and Overview and Scrutiny Committee.

If you require this in an alternative format please get in touch.



Contact us

Mailing address: Healthwatch Slough
c/o P3 10-15 High Street, Slough, Berkshire, SL1 1EE

Registered Address : Healthwatch Slough
c/o Help & Care, Pokesdown Centre, 896 Christchurch Rd,
Bournemouth, BH6 7DL

Company number: 08686075

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

© Copyright Healthwatch Slough 2018

Stay in touch! Help us improve health and social care services - tell us your experiences.



enquiries@
Healthwatchslough.co.uk



@HW Slough Page 72



01753 325 333



Healthwatch
Slough

SLOUGH BOROUGH COUNCIL

REPORT TO: Slough Wellbeing Board **DATE:** 18 July 2018

CONTACT OFFICER: Alan Sinclair, Director of Adults & Communities, Slough Borough Council

(For all Enquiries) (01753) 875752

WARDS: All

PART I**FOR INFORMATION****HOMELESSNESS AND ROUGH SLEEPING – THE CURRENT STATE OF PLAY**1. **Purpose of Report**

1.1 To inform the Board about the work of the newly established Homelessness and Rough Sleeping Task and Finish Group (TFG).

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

2.1 The Slough Wellbeing Board is recommended to note this report.

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

The priorities of the Slough Joint Wellbeing Strategy (SJWS) have been taken account of in the production of the Housing Strategy and homelessness and rough sleeping forms a key part of this Strategy.

3a. **Slough Joint Wellbeing Strategy Priorities**

Housing is a key determinant of health and wellbeing and it is a priority in the new Wellbeing Strategy. Being homeless can exacerbate a household's housing situation and therefore their health will be affected as a result.

3b. **The JSNA**

Homelessness is a key plank of the Council's Housing Strategy. A new Homelessness Strategy is about to be written but the Housing Strategy identifies that:

- Homelessness and rough sleeping is reduced
- Specialist accommodation is available for adults and children (if needs cannot be met within ordinary housing solutions)

3c. **Five Year Plan Outcomes**

The key driver for the Housing Strategy is to deliver Outcome 4 of the 2018 Five Year Plan "Our residents will have access to good quality homes". As homelessness is one of the main routes to accessing accommodation in the borough, this area is relevant to the outcomes of the Five Year Plan. It also helps to deliver and makes significant contributions to each of the other outcomes:

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

4. **Other Implications**

- a) **Financial** - There are no financial implications directly resulting from the recommendation of this report.
- b) **Risk Management** – Increasing homelessness increases the financial risks to the Council.
- c) **Human Rights Act and Other Legal Implications** – There are no Human Rights Act implications arising from this report.
- d) **Equalities Impact Assessment** - There are no equality issues arising from this report.
- e) **Workforce** - There are no workforce implications associated with this report.

5. **Summary**

- *A multi-agency homelessness and rough sleeping TFG has been established to bring together partners in the public and voluntary and community sectors to help Slough Wellbeing Board coordinate work in this area.*
- *At its first meeting on 2 May 2018 partners agreed that the main focus of this TFG would be rough sleeping.*
- *This TFG sits under the Slough Wellbeing Board and will provide regular reports to partners on its activities.*
- *This report is the first of these updates.*

6. **Supporting Information**

6.1 Slough Wellbeing Board hosted a themed discussion on homelessness in Slough at its meeting in March 2018. During the course of this discussion, the Board recognised that there was a gap in the multi-agency strategic work that was being undertaken on homelessness and it was proposed and agreed that a TFG would be established to explore how a more co-ordinated and strategic approach could be taken to reduce the growing problem. It was agreed that the Director for Adults and Communities would convene this Group and that it should include representatives from the Council's strategic housing and public health teams, Thames Valley Police, and Slough's primary care and the voluntary and community sectors.

6.2 This multi agency TFG has now been established. Key partners came together on 2 May to share what they know about this issue and scope the work. Partners agreed the following initial actions at this meeting:

- a) To review the Council's bid for funding under the Ministry for Housing, Communities and Local Government (MHCLG)'s [rough sleeping initiative](#) with a

summary of action areas, funding and timescales. Under this initiative the MHCLG has committed funding of £61 million for 2017/18 and 2018-19, with the potential for further funding for areas under significant pressure. Initiatives supported by this funding include £20 million for innovative new projects and £10 million for new models of funding in the form of Social Impact Bonds for those with complex needs;

- b) To review and summarise the [Public Health England Evidence Review](#): Adults with complex needs (with a particular focus on street begging and street sleeping) and investigate its relevance for Slough;
- c) To review any other relevant national/ regional good practise;
- d) To review Thames Valley Police's operational partnership meeting work with individual rough sleepers - to understand our current cohort of rough sleepers so we can understand their individual pathways, understand what may help them with their next positive pathway, gain useful information that may support others not to become homeless; and
- e) To arrange a roundtable discussion with key partners to discuss the outcome of actions (a) – (d) above and agree ways forward. This meeting has yet to be arranged but will take place before the summer.

7. **Comments of Other Committees**

7.1 There are no comments from any other committees.

7.2 The partnership work that we are doing in Slough to tackle rough sleeping was shared with colleagues at the Berkshire Chief Executives Group meeting on 10 May 2018. An invitation to participate in the forthcoming round table discussion with partners has also been extended to Berkshire colleagues.

8. **Conclusion**

8.1 The outcomes of the work of the TFG will be brought to the Board for the consideration later this year.

8.2 It should be noted that government has just announced a £260k budget to help Slough tackle rough sleeping.

9. **Appendices attached**

None

10. **Background Papers**

'1' - Homelessness: the current state of play - Report from 28 March 2018 meeting <http://www.slough.gov.uk/moderngov/documents/s51193/HomelessnessreportMarch2018.pdf>

'2' Homelessness: presentation from 28 March 2018 meeting <http://www.slough.gov.uk/moderngov/documents/s51209/Homelessness%20Workshop%20Presentation.pdf>

This page is intentionally left blank