

## **SLOUGH BOROUGH COUNCIL**

**REPORT TO:** Slough Wellbeing Board **DATE:** 10<sup>th</sup> May 2017

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**WARD(S):** All

### **PART I**

## **FOR COMMENT & CONSIDERATION**

### **SLOUGH PREVENTION ALLIANCE COMMUNITY ENGAEMENT ANNUAL REPORT 2016**

#### **1. Purpose of Report**

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

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

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

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

##### **3a. Slough Joint Wellbeing Strategy (SJWS) 2016 – 2020 Priorities**

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

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

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

##### **3b. The JSNA**

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

##### **3c. Five Year Plan Outcomes**

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

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

#### 4. **Other Implications**

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

#### 5. **Summary**

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

#### 6. **Supporting Information**

##### **Background**

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

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

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

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

##### **Achievements (2016)**

##### **Operational**

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

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

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

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

### **Information and Advice**

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

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

### **Wellbeing**

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

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

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

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

### **Carers**

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

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

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

### **Capacity Building**

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

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

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

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

### **Social Value**

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

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

### **User feedback**

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

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

## **What to expect from SPACE in 2017**

### **Wellbeing Prescribing**

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

### **Wellbeing Hubs across 5 locations**

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

### **Online Wellbeing Resources**

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

### **Shelter – Information Resource Centre**

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

### **Carers’ surgeries in local venues**

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

### **Support Groups and Self Help Group**

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

### **Joint communications across partnerships**

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

## **7. Comments of Other Committees**

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

## **8. Conclusion**

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

## **9. Appendices attached**

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

## **10. Background Papers**

None