

SPACE Activities



January — September 2017

9 Month Highlight Report

Capacity Building

Information & Advice

Carers

Health & Wellbeing

6,067

residents
served

305

volunteers
working
across SPACE
organisations



Background

In 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 under the Umbrella name SPACE – Slough Prevention Community Alliance Engagement. In June 2017 SPACE underwent a commissioning process to reshape 2018 provision and achieve cost savings. Eight new associates have been commissioned as a result.

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

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.

Information and Advice

Slough Advice Centre was 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, including those who provide specialist advice such as to those with sensory disabilities, refugees and immigration advice.

Wellbeing

A variety of activities are available for residents such as physical exercise sessions delivered by Slough Active and many other smaller voluntary groups, social activities such as lunch clubs and befriending, and services to assist people to remain independent and in their own homes such as a handyperson service and assistance with gardening and transport.

Carers

Slough Carers Support operates a telephone and digital platform based support service to local people who care for a family member or friend, this includes access to information and advice and signposting to activities for carers and the wider community. This service has recently been aligned with the Wellbeing Prescribing service. A successful carers week was also delivered in June 2017 and is detailed in this report.



Capacity Building

Charities and community groups are supported with various services during year. To bring in external grant funding and recruit volunteers. There is weekly communication with 552 trustees of 350 charities and community groups with newsletters, funding alerts, consultation events, and community events.

Wellbeing Prescribing

Slough CVS 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 refer clients with whose quality of life may be improved by accessing voluntary sector services. The Wellbeing Prescribing Co-ordinator contacts the resident and have an intervention session by telephone and wrap a range of appropriate voluntary sector services around them.

Social Value

The social value of SPACE funded interventions has been calculated using the nationally established model from Housing Associations Charitable Trust (HACT).

SPACE

89% of clients surveyed felt that SPACE services were easy to access

89% of clients surveyed felt they were treated fairly

86% of clients surveyed were satisfied with the knowledge of staff and volunteers

6,067

Residents served

4,465

New referrals

2,198

Clients signposted to other services

59

New volunteers

105

Staff working across SPACE

13,101

Volunteer hours committed

5,054

Sessions held across Slough

£136,005

Debt written off or restructured

Wellbeing prescribing service worked with

129

people

Capacity Building



57
groups
supported

Volunteering

**SOCIAL
VALUE**
£790,192

£400,197

generated in
income from
external sources
for 27 charities

Number of hits
to
Slough Get Involved
website

92,816

Information & Advice

Number of information and advice sessions held in children's centres

66



Number of unique users accessing Slough Advice Centre website

9,486

1,111

people received housing advice

732

clients received homelessness advice

82

Cases of homelessness avoided



356

people received immigration advice



Residents were assisted

to claim **£159,687**

in benefits

Information & Advice

Satisfaction

85 % of clients surveyed felt SPACE I&A providers' services were clearly explained and 73% of those questioned felt the service did what it set out to.

Shelter

The main reception area has recently been renovated by refreshing the décor. It now boasts an Information Resource Centre, a suite of computers to allow staff and volunteers to give self-guided support and assistance on a range of topics. So far, they have had people coming in to access the IRC to fill out benefit forms, create marketing materials for their personal businesses and look up community activities to attend with their family and friends. A screen has been installed with rolling information for clients to find out more about voluntary sector activity and how they can access it through the Centre.

At the end of the quarter, Shelter jointly held a Showcase of the Slough Advice Centre with SCVS. This celebrated the work that the centre had achieved in supporting over 3,000 Slough residents in the previous year including the partnerships with other associates in information and advice. There were over 50 guests on the day hailing from the community, local charities, local press, and statutory services. The response was incredibly positive and demonstrated the centre's strength in collaboration, innovation and overall community reach.



Slough Advice Centre launch with Slough CVS, Shelter and Destiny Support

Slough Advice Centre with Cllr Sohail Munawar, Leader of Slough Borough Council, Geoff Saunders, Kier and a volunteer from The Real Experience



Information & Advice

Slough Refugee Support

Syrian Family support from Slough Refugee Support: The Syrian Family have settled well - it has now been over 6 months since they first came to the UK. The children are well settled in school and are making friends as well as good progress in School. The parents are getting private English Tuition as well as help from SRS English class and the Father also volunteers for SRS occasionally. They have also started receiving their benefits and have started paying the bills themselves. SRS are encouraging the Father to start looking for jobs and SRS Job club co-ordinator is helping him prepare his CV.



Case Study

Mr. C had been working and became sick in the last 1 year. SRS Advisers using their experience and expertise helped him successfully to claim ESA, Housing Benefit and Council Tax Support as well as complete the Capability for Work questionnaire. He also was assisted to claim Discretionary Housing Payment because whilst his ESA application was being processed he fell into rent and Council tax arrears. When his health improved and he was well enough to work, SRS helped him to complete job application forms for Employment agencies. He is now back to work, supporting himself and contributing actively to the local community.

Slough Refugee Support report that the case work is getting more difficult due to changes in legislation and law on asylum seekers and indefinite leave granted to refugees. We are constantly facing different challenges going forward. The activities we provide are assessed and delivered after consultation and discussion with our clients.

Destiny Support



Case Study

An elderly client referred by Shelter came to Destiny Support as she wanted assistance in finding an affordable house insurance quote as her current insurance renewal was too expensive for her small pension. The client spoke very little English, as her first language is Malaysian. She brought a friend with her who helped in the interpretation, but there was still an evident language barrier. The client was supported to find a quote that she felt was affordable. A phone call was then made to the insurance provider and she was able to secure the insurance. The client was extremely relieved to have her house insured, as it had not been insured for several months and she was evidently worried about the security of her home and possessions. After further discussion, it also became evident that the client was socially isolated since her husband passed away. The community activity form was completed with her, and she found several social activities, including lunch clubs and dancing classes which she said she would like to attend.

Destiny Support's Drop-In I&A sessions at local Children's centres



Carers

15,127

Number of unique users accessing Slough Carers Support website



Slough Carers Support
Number of wellbeing/prevention
plans produced

107

415

Carers registered with Slough
Carers Support



Case Study

Carer B cares for her boyfriend. Due to complex mental health problems she finds it difficult trusting people and feeling safe. She really appreciated the kindness, support and encouragement from Slough Carers Project in identifying events that were suitable for her. She felt Carers Week brought her out of isolation and greatly benefited from the healthy walk and mindful photography event saying she enjoyed being with the ducks and out in nature and going into London with a group of carers to experience the Opera. It made her sad to realise how she forgot to do activities for herself and make time for her own interests. This has been an opportunity for her to reconnect with her own needs.

Carers

Carers Week 2017

A variety of events were held across Slough to celebrate the work of unpaid carers in the area, the exciting timetable was developed to give carers a break away from their caring responsibilities and treat them to experiences they may not otherwise be able to take part in. The annual national Carers Week campaign raises awareness of caring, highlights the challenges carers face and recognises the incredible contribution they make to families and communities throughout the UK.

The week started with a healthy walk and mindful photography led by Berkshire Healthcare Foundation Trust and those taking part enjoyed being outside with nature, and in the evening a celebration event at the Copthorne Hotel attended by over 100 carers. One carer said "The performance was well organised and entertainment was superb!" By the second day activities had become more energetic, with seated exercise and boxercise sessions, one carer said the session was 'well programmed, fun and enjoyable as well as helpful'.

Other activities during the week included art and craft workshops, day trips and pamper sessions which were well attended and enjoyed by all, carers saying "thank you very much for putting on such a great list of activities. I will make sure I am free next carers week to take part in all the activities'

The finale of carers week was a grand day out with complimentary tickets to the Royal Opera House in London, carers were treated to an afternoon tea and performance of La Traviata. One of the carers who attended said 'I felt valued as a carer from start to finish, I was able to tick and item off my bucket list, we were well taken care of. The venue, food and level of service were of a very high standard'



Health & Wellbeing

406

activities held in Slough

3,291

clients attended activities for more than 2 months

Physical activity sessions

**SOCIAL
VALUE**

£1,323,129

240

Hours of staff support to Syrian families

273

people received Good Neighbours services



**Slough Community Transport
& Shopmobility**

5,057

resident journeys

2,067

hours of home visits undertaken

Number of unique users accessing Slough Health website

10,171



Health & Wellbeing

70% of clients referred to social activities by Wellbeing Prescribing were still attending three months after referral.



Case Study Wellbeing Prescribing

Miss A. was referred to the wellbeing prescribing service by her Social Worker. It was indicated that she may benefit from longer term support and connections with her community.

Through conversations with the Wellbeing Prescribing Coordinator, it was identified that Miss A. was having trouble managing her money and cooking healthy yet affordable meals.

In response to this, a referral was made to Feel at Home with Your Finances to support Miss A. in creating a personal budget and taking back control of her finances. A referral was also made to Slough Foodbank's, Eat Well Spend Less course. This free 6-week course teaches attendees how to cook and eat healthily on a budget.

Miss A. is now linked up to two community provisions and is receiving support and advice around her finances and health and wellbeing. She has reported feelings of increased confidence and has even suggested that she would like to get involved with volunteering. The service will now look to support Miss A. in finding a volunteering opportunity.

63% of clients referred to Wellbeing Prescribing improved their overall health and wellbeing score.



Case Study Slough Older Peoples Forum

Ms T, a member of the Older Peoples Forum began experiencing problems with her health and also had some housing issues. Through the information gained from Forum speakers, in particular the Falls 4 Free For life service and Halsa – Chiropractor clinic she was able to make a partial recovery.

However, in early 2017, her health deteriorated again and she also experienced some confusion and memory loss. Other committee members became increasingly concerned for Ms.T's wellbeing and personal safety as she had apparently lost all contact with her only relatives. With her permission, Slough Borough Council Safeguarding Team was contacted and asked to assist Ms.T, helping to monitor her personal situation. Currently, Slough Borough Council social work and safeguarding teams are continuing to work with her.

Health & Wellbeing



Case Study

Shelter's Senior advisor met Ms A & Mr A at a pre-arranged drop in at SHOC, the homeless day centre. They were street homeless and living in a tent next to Jubilee River. During our meeting she discovered that Ms A has severe and enduring mental health issues and was prescribed a number of medications to manage her condition, and the couple had recently discovered that Ms A was pregnant. The couple had approached SBC homelessness team a number of times and had been advised they could not be assisted other than with housing benefit once they had found their own place.

During the meeting the Shelter advisor composed a letter to the local authority housing team advising them why they believed the couple meet the 5 tests of homelessness and that Shelter believed they should be provided with temporary accommodation. SBC agreed to place Ms & Mr A in temporary accommodation while they investigated their homeless application. SBC then accepted a full housing duty which means that they will continue to provide temporary accommodation until eventually permanent accommodation either through the housing register or long term private rented accommodation.

In order to help in the longer term, Shelter referred the family for support from the Feel at Home with your Finances project who supported the family to work on maintaining their tenancy and assisted the family to apply for grants to clear utility arrears. Mr A is now working and Ms A had her son in July 2017: he is doing well at home with his parents.



Health & Wellbeing



Case Study Sewak

Sewak supported a young client who fled honour based violence and forced marriage . She was offered support and accommodation at their refuge. They supported her with holding, one to one Freedom Programme sessions which helped her to recognise signs of abuse and to overcome the abuse she suffered . She attended Talking Therapies and was supported in one to one link sessions on weekly basis at the refuge.

All this support helped her to regain her confidence and build up her self esteem. She is now back into further education and is living independently.



Case Study SRS Syrian Families

Mrs F arrived in England with her son, daughter-in-law and 3 grandchildren in July 2017 from

Syria. She was granted humanitarian protection under the SVRP programmer due to her complex needs. Since settling in England she has had numerous hospital referrals to the urologist,

gastrologist, cardiologist, cancer screening units and surgical departments. Her medication has been reviewed and reduced, which she has commented that has “made her feel so much better” than when in Syria.

A recommendation to improve her health and quality of life further she has been advised to stop smoking. Since obtaining her prized possession of a bus pass she independently travels into Slough to buy knitting wool to indulge in her favourite hobby.

However, Mrs F has noted that that if her hands are occupied and she is distracted, it stops her desire to smoke. Staff are now the proud owners of knitted beany hats!

Health & Wellbeing



Case Study

Apna Virsa

Apna Virsa's yoga classes are run as part of the Community Ambassadors Project, and are very popular amongst the 50+ group. Mr S, and his son who is also his carer attend the yoga class. In May 2016, Mr Sharma, who is aged 86, was living in Punjab India, with his wife. Sadly, his wife passed away, and a few months afterwards, Mr S suffered a stroke. The stroke left him paralysed on his left side, unable to walk, dress himself or even attend the bathroom without help. With all his children now leading their own lives abroad, there was no one in India to take care of him. Mr S had also been diagnosed with dementia in 2013. His son went to India to be with his father, and decided that he would bring him to the UK to look after him.

At this stage Mr S was confined to a wheelchair, and having been discharged from the hospital, it was up to his son to encourage him to do his physio exercises. Knowing his father has he does, he set about finding opportunities for his father to keep his body active in a way that he enjoyed and to get him out and about, making friends and socialising. Mr S had always been a very friendly and social person, with many friends. He also had grit, and was up for a challenge!

Yoga was an activity that Mr Sharma had done previously, albeit a long time ago, so when his son saw an Apna Virsa leaflet, advertising Yoga classes for 50+ residents, he was sure that this could be what he was looking for! He enrolled Mr S making sure that the Apna Virsa were aware that Mr Sharma was in a wheelchair, and that that he would also need to attend to assist his father.

Starting anything new, anywhere and at any age is daunting, but Mr S got to work, putting his all into trying his best, every move, every time. His son was on hand to support him through the sessions. I asked the son what improvements he had noticed in his father's ability to partake in the class since he first started.

"At first he was happy to stay in his wheelchair and do what he could from that position. After a while he wanted to be out of the wheelchair and to do the exercises either standing or on the floor mat, like everyone else! He wants to remain active and pushes himself to do more each session. I am there with him to make sure that he doesn't fall or hurt himself. His legs are getting stronger and so he can now stand for short amounts of time. There has been considerable improvement, he is stronger and more confident in his movements, and he continues to improve with each session! It's great to see him trying, and he knows he's getting better which makes him feel good. He loves seeing everyone, and although he may not remember who everyone is, he loves the social interaction; talking to people. He may not remember people, but it allows him to remember who he is; a very friendly, chatty man, always smiling and happy."

Mrs S' son also practised yoga, although it had been a while! Attending the class alongside his father means that he can also join in where possible!

"I find that doing the yoga moves destressing, and that's great as life is pretty stressful! It helps keep me healthy and balanced, and keep an eye on dad at the same time. We are both benefiting. If there is anyone out there who is in a similar situation to me, I would recommend these classes. It benefits both the attendee and the carer on so many different levels. I feel supported by Apna Virsa, which is in itself makes me feel like I am not alone and know that there are people out there willing to listen, understand and help."

I asked Mr S if he enjoyed yoga and after letting out a hearty laugh he replied; *"How do I like yoga?! Yoga is my gym! I love to exercise, lots of moves, bending one way then the other, always moving! I used to do yoga, but that was a long long time ago! I am getting better at it! "*



Health & Wellbeing

There were **388** referrals from GPs and Adult Social Care to the voluntary sector.

Social activities

**SOCIAL
VALUE**

£838,986



Case Study

Janet got in touch with RVS after seeing an advert in Iver parish magazine asking for people to come along and volunteer, as she wanted to give something back to the local community after retiring.



Client Diana came to us as a self-referral, she used to work in a college but had retired and then suffered from ill health and felt she was becoming isolated.

Janet and Diana have already developed a very good relationship. Janet was able to accompany Diana in a taxi to a hospital appointment as Diana needed support to go there and back. Janet goes to see Diana once a week for a coffee and a chat and they have plans to get out a bit in the summer to garden centres or parks. Diana told me that her life was already more happier and that she looks forward to Janet's visits every week and that she enjoys the fact that their personalities are very similar and that she feels comfortable with Janet and enjoys having someone to talk to about many interests and topics.

Janet is also really enjoying visiting Diana, she said it makes her feel good that she can help someone and that it also gives her someone new to get to know and to talk to.



Case Study

One participant who attends Active Life seated Exercise classes on a Monday at Cippenham Library has attended almost all of the classes since the programme begun. Since coming the participant has expressed how much she enjoys the session and the positive impact it has had on her wellbeing. Despite this being the only class the participant attends each week, there are improvements in both to this individual's health and wellbeing. Additionally her feeling of anxiety decreases as a result of attending these classes. The participant is still regularly taking part in the seated exercise class and has even asked for the exercises to be written down, so that she can complete similar movements at home.