



SPACE ANNUAL REPORT

January – December 2017





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

The diverse range of organisations, with staff and volunteers from all the different communities, working together have supported our collective vision to make Slough a place where “People are proud to live, where diversity is celebrated and where residents can lead safe, fulfilling, prosperous and healthy lives.”

In Slough we have local charities and community groups that have come together, under the SPACE umbrella, to reduce the health inequalities in Slough and achieve this vision.

The Wellbeing Board is a genuine partnership drawn from representatives across the public, private and voluntary sectors. What we all have in common is the people of Slough – whether as residents, customers, service users or patients we are all working with the same population.

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

Councillor Sabia Hussain Chair of the Slough Wellbeing Board



This is the second-year annual report of the Slough Prevention Alliance Community Engagement (SPACE).

There are over 40 local, regional and national charities working together, with one common aim, that is to improve the delivery of community health and social care services they provide.

The real beneficiary of this collaborative model is Slough residents; of whom 7,762 received one or more services from the alliance members.

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

We have included a few case studies that I think bring to life the differences this alliance can make. The combined social value impact of these 40 charities in delivering just the SPACE commissioned services was £9,307,385.

The real heroes of the success and achievements highlighted in this report are the charities, staff and numerous volunteers all working collaboratively with dedication and commitment.

Ramesh Kukar, Chief Executive Slough CVS

On behalf of Slough Prevention Alliance and Community Engagement

Introduction

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

There are 4 thematic priorities in the strategy:

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

This report outlines the contribution the VCS make through SPACE and beyond for these thematic statements.

Our annual report reflects on the second year of an alliance of over forty organisations in Slough's community and voluntary sector – SPACE. working in collaborative partnership to deliver a co-ordinated range of non-statutory health and social care services under the four prevention pillars of information and advice, wellbeing, support for carers and capacity building the voluntary sector.

7,762 clients were given an intervention or service by the SPACE consortium in 2017 (a 7.5% increase on 2016). Referrals are made to other charities to ensure clients can get a complete comprehensive service, wrapped around each individual client's needs and working to prevent them from moving into tier 2 and 3 level services in the future..

A summary of Key Achievements in 2017

- The Wellbeing Prescribing service has been embedded as a key referral point for Adult Social Care, GPs and Neighbourhood Services and therefore the gateway to voluntary sector services for their clients, receiving 247 referrals in the year.
- The Slough Advice Centre held a showcase event to demonstrate the wide range of services provided from the centre and through partners.



Slough Advice Centre Showcase event

- Strengths based conversation training was delivered to targeted SPACE associates, as well as training around deaf awareness and learning disability awareness to ensure that SPACE associates are skilled at working with the whole community.
- Impactful community events have been led by SPACE associates e.g. the International Older Peoples day event run by Slough Seniors
- A commissioning process was developed and implemented for SPACE 2018 delivery
- SPACE have commissioning additional voluntary sector delivery e.g. the Crime Prevention programme for the Slough Borough Council Community Safety team.
- 66% of people who responded to the Health and Wellbeing questions improved their score after a SPACE intervention.
- A successful carers week was held in June engaging 114 carers in a variety of events to celebrate carers and all they do.



Carers Week launch June 2017

SPACE Awards in 2017

At each SPACE Associates meeting awards are given to celebrate individual associates' successes. The following were given awards for 2017:-

- Slough Older Peoples Forum (best case study and engagement with other associates for their case study on a resident with visual impairment and mobility issues who came to a meeting and gained a range of information to help her remain independent at home, she then became an active member of the forum helping her stay engaged and connected with the community. The forum meetings always involve local partners including statutory services and other voluntary sector partners so that their members are well informed and able to access the services they need.)
- Destiny Support (best promotion of wellbeing with residents by integrating wellbeing conversations into their core work and signposting new and repeat clients into other voluntary sector activity to improve their wellbeing. They have worked with volunteers and student social workers to ensure they are working within the SPACE wellbeing framework, asking and uploading wellbeing questions so that improvements can be measured.)
- Apna Virsa (best case study showing how yoga significantly improved the quality of life of an elderly gentleman who had suffered a stroke and how taking part also impacted positively on his son as his carer who could also join in and improve his own health whilst knowing his father is safe, improving his physical health and having social contact.)
- Slough Refugee Support (best case study demonstrating how the organisation supports the rights of their clients even in the face of conflicting information from government departments, and represents their rights until the correction outcome is achieved for them.)
- Slough Carers Support (best engagement with residents for running a fantastic carers week with such a wide variety of activities to engage with as many carers as possible)

- Shelter (best case study outlining the story of a homeless couple living in a tent at the Jubilee River expecting a baby demonstrated the short and long term support given by the service to a family in a crisis situation.)
- SANAS (best engagement with residents for their event of the year, to mark independence of St Kitts & Nevis. The event was held to bring communities together and to raise awareness of some of the culture. The event was attended by 169 people).
- Pakistan Welfare Association (best engagement with residents for their weekend of celebration which saw communities across Slough join the town's Pakistani people as they commemorated 70 years since the partition of India)



SPACE Awards 2017

Social Value created in this year generated by the SPACE consortium

- Physical activity – a total social value of £1,076,444 was generated
- Social Activities – a total social value of £827,000 was generated
- Volunteering - £976,729 was generated in social value
- Information and Advice - £6,427,212 was generated in social value

This gives a total of Social Value of **£9,307,385**

Health and Wellbeing improvements

Residents who have received services from a member of the SPACE consortium are asked health and wellbeing questions at the time of the first intervention and then three months afterwards. 66% of clients showed an overall increase in their health and wellbeing.

The question “overall, how happy do you feel?” saw the greatest increase in combined total score, with a 26% increase in happiness. 73% of individuals scores increased. There was an increase of 1.4 points per client,

The question “overall, how satisfied are you with your life nowadays?” showed a 20% increase in combined total score for all clients after three months. 54% of individuals showed an increase in satisfaction with their life. There was an increase of 1.2 "points" per client, the second highest amongst the wellbeing questions.

The other questions around anxiety, connectedness to the community and feeling of worth also showed improvements in scores.

Operational developments

Overview of the board and the governance arrangements.

SPACE is now governed by the Slough CVS Committee of Management (COM). A current list of COM members can be found on the Slough CVS website. The monitoring of SPACE is a standing item on the SCVS Board Agenda and the performance of the consortium scrutinised by the voluntary sector directors.

SCVS COM ensure there is effective governance and challenge SPACE by:-

- Ensuring the work of SCVS in leading the SPACE consortia is effective, responsible and legal by reviewing performance information to monitor and evaluate the work of the consortia
- Safeguarding finances and resources and ensuring they are used to towards SPACE purposes – maintaining financial systems, monitoring incomes and expenditure and ensuring the project is financially stable.
- Being accountable to those with an interest or stake in or who regulate SPACE by overseeing annual reports and accounts.
- Assessing risk to the project

COM also have representatives on the funding panel which makes decisions for SPACE on all projects and bids, these include scrutiny of projects run by Slough CVS.

The SPACE Contract Manager (CEO of Slough CVS) oversees the contract delivery and provides leadership to the SPACE Alliance; and the SPACE Operations Manager ensures strong relationships with delivery partners, collaborative delivery and monitoring.

The SPACE associates meet on a quarterly basis to network, collaborate and receive updates on the performance of the consortium.

Summary of SPACE Associates

Below is the list of Consortium alliance members who received funding through SPACE in 2017.

Apna Virsa
Asian Carers Group
Berkshire Vision
Cippenham Carers Group
Deaf Positives Action CIC
Destiny Support
Living In Harmony
Meet and Mingle
New Langley Community Association
Pakistan Welfare Association
Polish Lunch Club
Royal Voluntary Service
SANAS
Sewak Housing
Shelter
Slough Active
Slough Community Transport
Slough Furniture Project
Slough Immigration Unit
Slough Older Peoples Forum
Slough Refugee Support
Slough Senior Citizens
Special Voices
The Real Experience
WOW

Capacity building

Volunteers

Volunteers are the most important resource community organisations have and have been a key ingredient of SPACE. We are delighted to announce that **377** volunteers contributed their time locally in 2017. The ability of people to work together for the benefit of their community and themselves has been one of the most valuable resources this year. These volunteers contributed £138,502.50 of in kind support through 18,467 volunteer hours. 211 volunteers received training in 2017, increasing their skill in delivering the provision for SPACE, and 180 new volunteer opportunities were created across associates.

SPACE recognise the immense difference that the contribution of volunteers has made to the capacity of the voluntary sector organisations and we would like to thank all the volunteers that have contributed their time in 2017.

Case Study

RVS Good Neighbours volunteer Sandra said:-

“My mum passed away last year after having dementia for over 8 years. Having cared for mum in her home and then visiting her twice a week in the care home I felt quite at a loss with now having more time to myself.

I really never thought about volunteering until I saw an advert wanting some volunteers for just for a couple of hours a week and I thought 'I would like to do that' and I'm so glad that I contacted RVS. I was nervous to start with but never felt alone knowing that my manager was just at the end of the phone if I needed any help (which I do!!).

What do I get out of it? Well that's easy to answer! Being able to say I helped changed something i.e. loneliness for someone and knowing that you can even make a small difference makes me feel very satisfied. Also meeting some interesting and lovely people who have some great stories to tell – I must confess I could sit and chat with them all day! I like to think that I'm doing good for the community and helping change some people's lives for the good even if it's in a small way.”

Slough Get Involved digital volunteering section continued to develop and improved based on good practice from Slough CVS's platform for the neighbouring borough - WAM Get Involved. The digital website innovation directly enables organisations to recruit volunteers to help local people to get involved with local community projects.

In this period the Slough Get Involved website volunteering page alone was accessed by 8,694 unique visitors during the year. This represents a monthly average of 2,248 visitors. There was an average of 725 unique users per month.

In September Slough CVS recruited a Volunteer Co-ordinator, who promotes volunteering across the borough using the digital platform and volunteer surgeries in key locations.

Slough CVS are also working in partnership with East Berkshire college to provide work placements to public services students so that they can enhance their knowledge of the voluntary sector and participate in the daily running of a voluntary sector organisation.

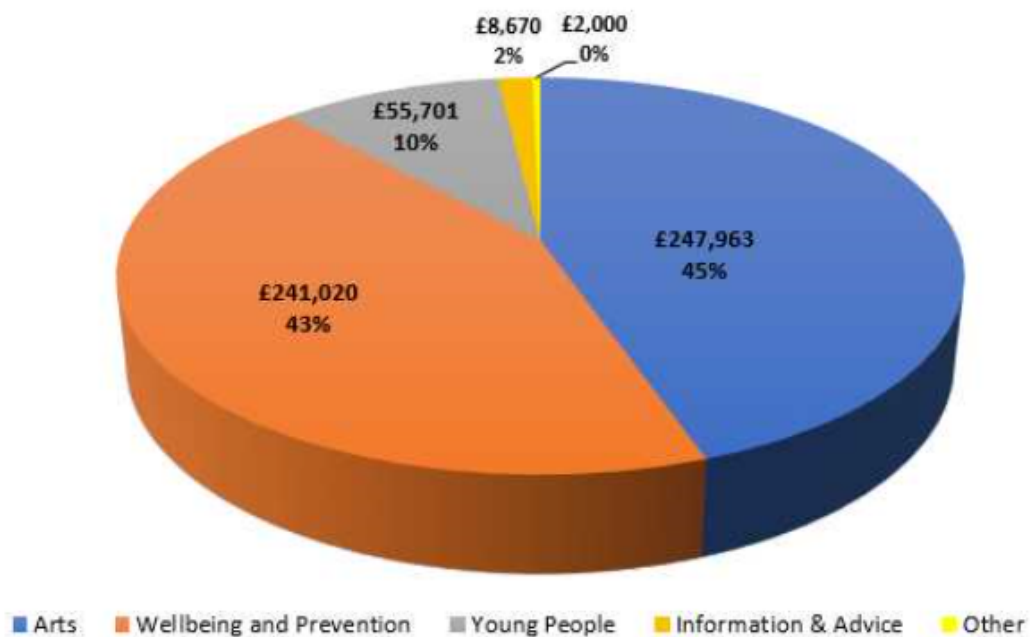
Funding Advice

In total the Slough CVS funding advisor worked with 56 groups in this period. An outstanding amount of external funding was generated totalling to **£555,354**. The project continued to work closely with the SBC community development team and provided the digital infrastructure to support the jointly organised funding workshops.

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

Performance Indicator	Output achieved
Volunteering Opportunities on Slough Get Involved	171
Clients communicated information and communication	655
Charities and groups registered on Slough Get Involved	378
Funding and community alerts	50
Special and emergency alerts on behalf of partners	11
External funding generated by supporting groups in Slough	£555,354
Training sessions delivered:	Deaf Awareness Learning Disability Awareness SQP (1:1 and workshops)
Funding Workshops held	7
Showcasing the Voluntary Sector	1 Awards Ceremony
Networking Fora held	3
Groups supported to levy in external funding	56
External events attended	World Mental Health Day Reckett Benkiser Volunteer Day Segro BCF Funding Launch

Breakdown of funding for all groups by activity



Wellbeing

In 2017 over 20 organisations delivered wellbeing activities as part of SPACE. These ranged from social activities to physical exercise, practical support or befriending.

Case Study

Diana came to Good Neighbours 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. The befriending co-ordinator went to meet her and have a chat and she was worried that she wasn't as in need as others! After chatting about her health and life she was a lot happier about receiving the service.

Diana was matched with a volunteer called Janet and they have already developed a very good relationship. Janet was able to accompany Diana in a taxi to a hospital appointment as Diana needed support 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 says 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.



Diana and Janet – RVS Good Neighbours

In total 2,909 residents took part in Wellbeing activities and 548 different activities were funded by SPACE. This includes:-

- 114 people received befriending services
- 1,314 people attended physical activities
- 1,303 attendees at social activities
- 104 residents received practical support in their home (such as gardening and handy person tasks)

- 2,950 hours of home visits undertaken
- 6,784 journeys around Slough taking residents to a variety of appointments and activities

Case Study

A gentleman begun attending the badminton session as part of the Active Senior classes. Before coming along he spoke to the Active Slough team and explained he had recently suffered, quite badly, from mental health problems. However, he was feeling better and wanted to give physical activity a go. After he had attended a number of the sessions he said how much his health had improved as a result of sport and physical activity. After seeing personally the positive effects of exercise, the gentleman wanted to create opportunities for people that may have been through similar health problems. He decided to help volunteer at a number of sessions; including badminton, low intensity football and healthy walks. He has now completed walk leader training and is enrolled on further training so that he can deliver sport and physical activity himself. Outside of Active Slough he has created a badminton group. He organises a court every week and is always recruiting new members advocating how much a difference social sport and physical activity can have.



Seated exercise at the Polish Lunch Club

Case Study

Mrs S. age 78, came to the Slough Fifty Plus Forum meeting in January 2017, accompanied by a friend who acted as her guide as Mrs S is registered blind and also has mobility problems.

The discussion on all aspects of Safety in the Home had particular relevance for her and she was able to collect information on a variety of services to help keep her safe at home and enable her to look after herself. In particular a free fire safety check of her home was arranged and smoke and carbon monoxide alarms were provided.

In addition Mrs S was able to attend and take part in a Red Cross Everyday First Aid Workshop facilitated by the Forum and held in February 2017.

Mrs S has now become a member of the Forum and is regularly attending meetings, she plays an active part in discussions and socialises with other members after the meeting.

Wellbeing Hubs

Early in 2017 Slough CVS commissioned five Wellbeing Hubs which were existing voluntary sector organisations who were trained to provide additional support to residents by signposting them to relevant provision. A lack of referrals and take up of this service showed that this was not the appropriate model for the borough and in response funding was quickly diverted into the Wellbeing Prescribing model which involves a strengths based conversation by telephone, ongoing contact and follow up.

Case Study

Saeeda Ikram is 70 years old and has been attending Apna Virsa's 50+ classes regularly. According to her, these classes give her a reason to get ready in the morning and come out of her house. She has been attending Bhangra for 50+, Yoga and Gentle stretches classes.

Saeeda said, "I have felt a huge difference to my health. By coming to these classes, my aches and pains have got better. I don't go to my GP as much as I used to go before. By seeing me coming to these classes and difference in my health, my sister Rasheeda started coming as well. I also told my friend Surjit Kaur to come for the classes as she lives near my house and now she attends the classes regularly with me as well."

"We all are very grateful. We appreciate everything Apna Virsa do. We will just put on weight if we stay home and don't attend these classes".



Apna Virsa Yoga Session

Wellbeing Prescribing

Linking people to community services is commonly known as Social Prescribing, however in Slough it is known as Wellbeing Prescribing. Wellbeing incorporates all aspects of a person's health and wellbeing, not just social, but practical, physical and emotional needs and delivers on Better Care fund outcomes around encouraging

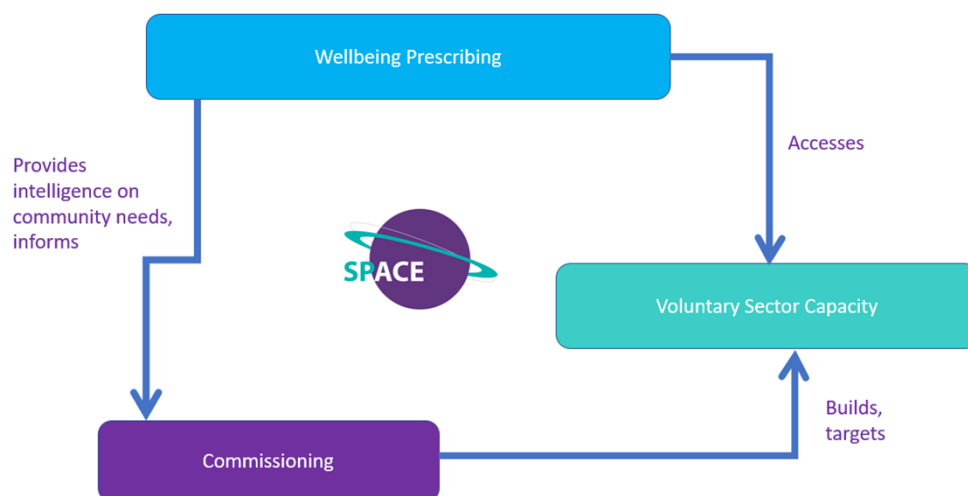
independence and self-reliance by building community capacity and increasing access to self-care for people with mental and physical health problems.

The Slough model which started in January 2017 involves:-

1. Clients identified by professionals (Adult Social Care staff, GP or Neighbourhood Services staff) who refer clients to the Wellbeing Prescribing Service
2. Wellbeing Prescriber contacts the service user within 3 working days and completes a holistic assessment (by telephone) to explore physical, emotional and practical needs
3. Relevant referrals to voluntary / charity organisations are triggered based on service users' needs
4. Wellbeing Prescribing team keep in regular contact with the service user and actively engage with the voluntary organisation(s) referred to. Services users are encouraged, motivated and empowered to access services. Barriers to engagement are explored and the client is assisted to find their own solutions
5. Ongoing support is given to the client by Wellbeing Prescribing where needed for between 3-6 months

The model promotes a person-centred journey and consciously focuses on what the service users want to achieve, not what the professional thinks they need. Every service user is asked what they would like to achieve through engaging with the service. This is called their "wellbeing outcome". Service users are then asked at the end of the service if they feel they have met this outcome and responses are tracked to measure the impact of the service.

The Wellbeing Prescribing service is key in providing intelligence on needs in the local population which can inform SPACE commissioning. Wellbeing Prescribing is based in the SPACE lead organisation Slough CVS and as such has excellent links into voluntary sector provision and influence on capacity and models of service e.g. some services have been commissioned only to receive referrals from Wellbeing Prescribing.



Wellbeing Prescribing received 247 referrals in 2017 and the most common needs were as follows:-

- 1) Carers Support
- 2) Loneliness
- 3) Benefits and finance
- 4) Social Networks
- 5) Gardening
- 6) Transport and travel / Exercise

Wellbeing Prescribing Clients Feedback:-

'I'm very grateful for all the help we receive' – Mr L. Khan

'I look forward to going [to Farnham exercise classes] every week' – Ms M. Doran

'the gardening service did a good job, really happy with it' – Ms J. Adey

'It's very nice that there are people like you that care about us' – Mr Peat

'You don't know how relieving it is talking to you, you do a brilliant job' – Ms S. Dehal

Information and Advice

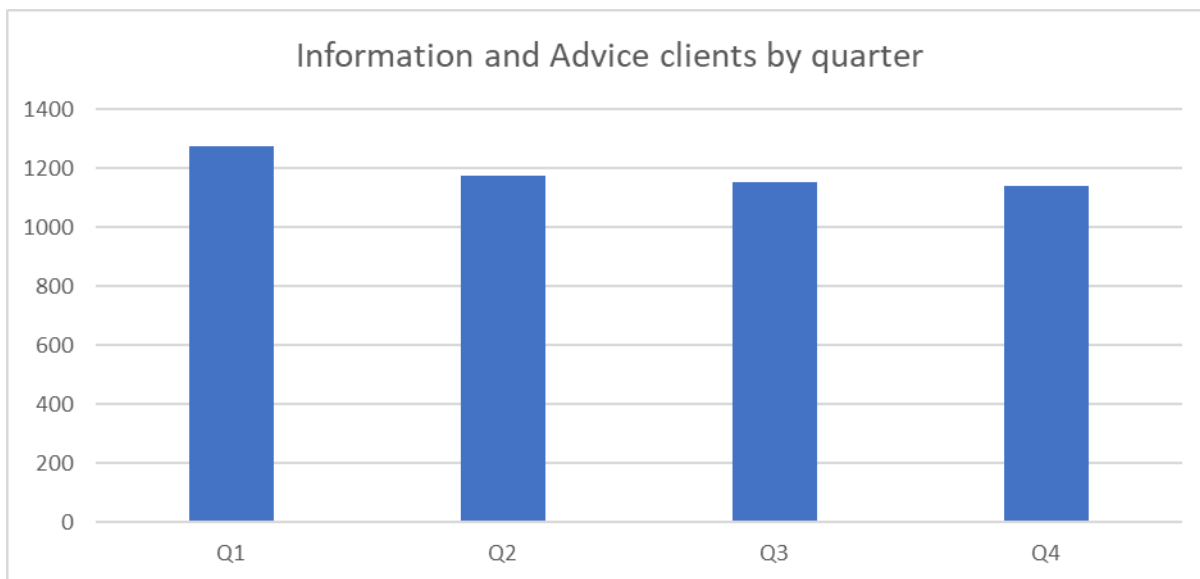
Information and Advice is delivered through SPACE with a central advice centre providing general and specialist advice which can also refer to other organisations commissioned to provide advice around specific subjects or client groups. Residents can also directly access any of the charities providing information and advice and they can all refer to each other to meet the needs of the client. The Slough Advice Centre led by Shelter supported 1,682 people in 2017 which is an increase of 7% compared to 2016. Overall 4744 residents received information and advice from the variety of specialisms across the associates - SPACE includes a range of other organisations who provide general and specialist information and advice such as immigration advice, services for people with sensory loss and holistic advice and support.

Case Study

Mrs F arrived in England with her family July 2017 from Syria. She was granted humanitarian protection under the SVRP programme 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 has been 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. Mrs F has noted that that if her hands are occupied and she is distracted, it stops her desire to smoke. Slough Refugee Support Staff are now the proud owners of knitted beany hats.

In order to facilitate collaboration between information and advice providers, information and advice forums are held quarterly, to share best practice, sector issues and policy updates, this forum has widened to include the statutory sector and wider voluntary organisations. Topics have included the Homelessness Prevention Act, Universal Credit / Welfare Reform and updates on services provided by local agencies such as the Family Information Service.



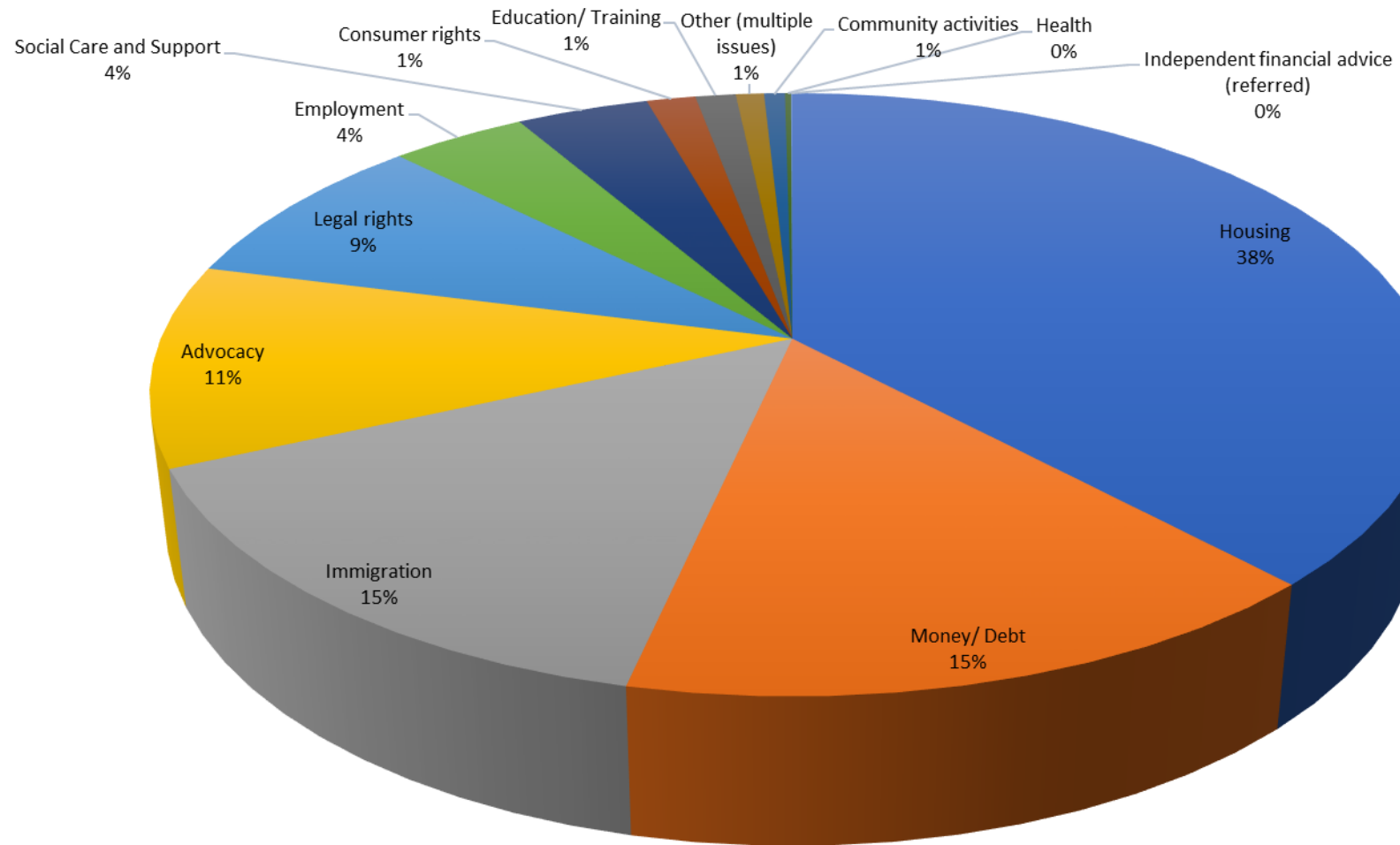
The above graph shows the number of clients by quarter decreased slightly through the year. This could be attributed to increased use of digital platforms, as well as seasonal effects (such as school holidays in Q3 where parents will not seek non urgent advice when they have children to look after).

Case Study

An elderly client came to Destiny Support referred by Shelter, 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 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. Destiny Support informed her about several social activities, including lunch clubs and dancing classes which she said she would like to attend.

The main information and advice providers breakdown their contacts by nature of advice to provide an overview of the range and nature of services available to residents in Slough – this is shown in the graph overleaf.

NATURE OF CONTACTS FOR INFORMATION AND ADVICE



The Slough Advice Centre has a range of services which include, benefit and welfare advice, money and debt advice, counselling services, Enham Trust direct payment information and advice provision, housing services, and free legal surgeries in partnership with local solicitors. The counselling service saw 73 clients in 2017 through the Slough Advice Centre

The MP continues to hold local surgeries from the Slough Advice Centre and the digital Slough Advice platform provides residents direct access to many more advice agencies in Slough.

Case Study

Mr S has multiple health issues and lived alone in social housing in a 2 bedroom property. He is subject to the bedroom tax. He had large amount of rent arrears in excess of £6,000. The client presented triage at Slough Advice Centre with an eviction warrant and was due to be evicted one week later due to his rent arrears. The client did not have any paperwork as he was not opening his post. Shelter spoke to Mr S' revenues officer to gain copies of all court paperwork and to see if the landlord would agree with the application to stop the eviction. However due to the large levels of arrears the landlord would not support the application to stop the eviction. Shelter completed the application and emailed the courts to obtain a court desk appointment. Mr S attended the court hearing the next day, and with the evidence Shelter had supplied to the court; the eviction was stayed for 28 days to enable Mr S to get advice. Shelter then made a further referral to a support agency to apply for Discretionary Housing Payment and support him to work on a sustainable budget to maximise his benefits. The case was then referred to Shelter's internal solicitor.

Carers

Think Carer is a theme running through all the SPACE provision with the overall objective to improve the lives of carers in Slough. Slough Carers Support are at the centre of this objective and work with organisations, providers, businesses and most importantly carers to ensure they are provided with information and advice; are supported to maintain their own identity; maintain/ improve their health and wellbeing; have a break and have a voice.

Positive progress was made in the second year for Slough Carers Support with a total number of carers registered with the project in 2017 at 475 (which has more than doubled compare to 2016). The main objective focused on prevention and the early identification of carers.

In October 2017 Slough CVS took the decision to move the Slough Carers Project into the Wellbeing Prescribing Infrastructure. It was observed that Wellbeing Prescribers would undertake a conversation with a carer and then refer them to Slough Carers Support which was both based in the same organisation and would carry out a similar strengths based conversation, refer to voluntary sector activities and complete a wellbeing plan. In order to improve value for money and the client journey Wellbeing Prescribers are now undertaking the tier 1 conversation with carers and developing their wellbeing plan. All prescribers are able to work with

carers giving more capacity to the helpline and email service as well as a seamless service with one point of contact.

In 2017, 169 wellbeing plans were developed for carers. These are personalised for each carer, setting out actions for them to improve their wellbeing through accessing their own networks and the voluntary sector and the support they need to do so.

Case Study

Kabira attends the Asian Carers Group and looks forward to meeting other women at the meetings. She says “we get together, discuss and share ideas and problems. If we need any advice or help, Pushpa guides us. I care for my sons and it is very hard work, especially because I have my own health problems. Going to the meetings gives me a break from my caring duties. It is also really enjoyable when we are taken out for lunch or on trips”.

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

The Carers specific newsletter and email alerts enable carers to receive specific carer related information, with 356 carers now registered with email addresses. In 2017 the strategy was changed away from quarterly newsletters to alerts which are much more frequent, targeted and relevant. The aim is to increase awareness of services for carers even when they are not needed at present so that if a crisis or need occurs, access to support is embedded in carer’s local knowledge and therefore immediate. In 2017 14 email alerts were sent out to carers on activities, news alerts, training and general information and advice to help them in their caring role. For 2017 a new initiative started whereby a carer from the register was drawn out once per month and won a prize. They then featured in the news alert. This is a small way of recognising the contribution of carers in Slough and engage as a local service.

Four Carers Forums were held in 2017 to ensure the carer voice was heard.

Carers week in June 2017 was a very successful series of activities designed to engage carers both known and new to the service as well as celebrate the work they do. 114 carers engaged in activities over the week which included:-

- Copthorne Hotel Launch
- The Royal Opera House
- Runnymede Boat Trip and Cream Tea
- Arts and craft with Cippenham Carers Group
- Healthy Walk and mindful photography with New Horizons (CMHT)
- Viewing of the Lion film
- Seated boxercise with Get Active Slough



Boxercise session in Carers week

Case Study

Carer A cares for her twin daughters with severe mental health problems. She heard about carers week through Carers Café at New Horizons and Slough Carers website. She has recently turned 60 and with this milestone decided she is going to create a bucket list of things she would like to do more of!

After a particularly stressful time she made a decision to make more time for herself and have more fun and reach out to carers in similar situations. She engaged in Carers week events such the Runnymede boat trip and viewing of the film Lion.

Carer A comments on Slough Carers Week were *“thank you very much for putting together such a great list of activities. I will make sure I am free next time to take part in the whole week activities.”*

The project attended the Carers Rights and SEND Local offer day in November 2017 to promote the service.



SEND local offer / Carers Rights Day

Carers report that they spent most of their time in their caring role – but alongside support groups specific to carers they want to access universal groups that might energise them, help them to make friends or just recreational and physical activities to keep them healthy. A downloadable activity sheet is available for carers which includes universal sector activities and the Slough Health website is also available as a searchable database of an array of activities open to all in Slough. The Carers Support website continues to update the wide range of activities available to carers across Slough such as Alzheimer’s Society activities, Carers Café and national support networks such as Carers UK.

The dedicated carers telephone line where carers will now speak to a Wellbeing Prescriber provides need a helping hand to access information on any service for carers.

Case study

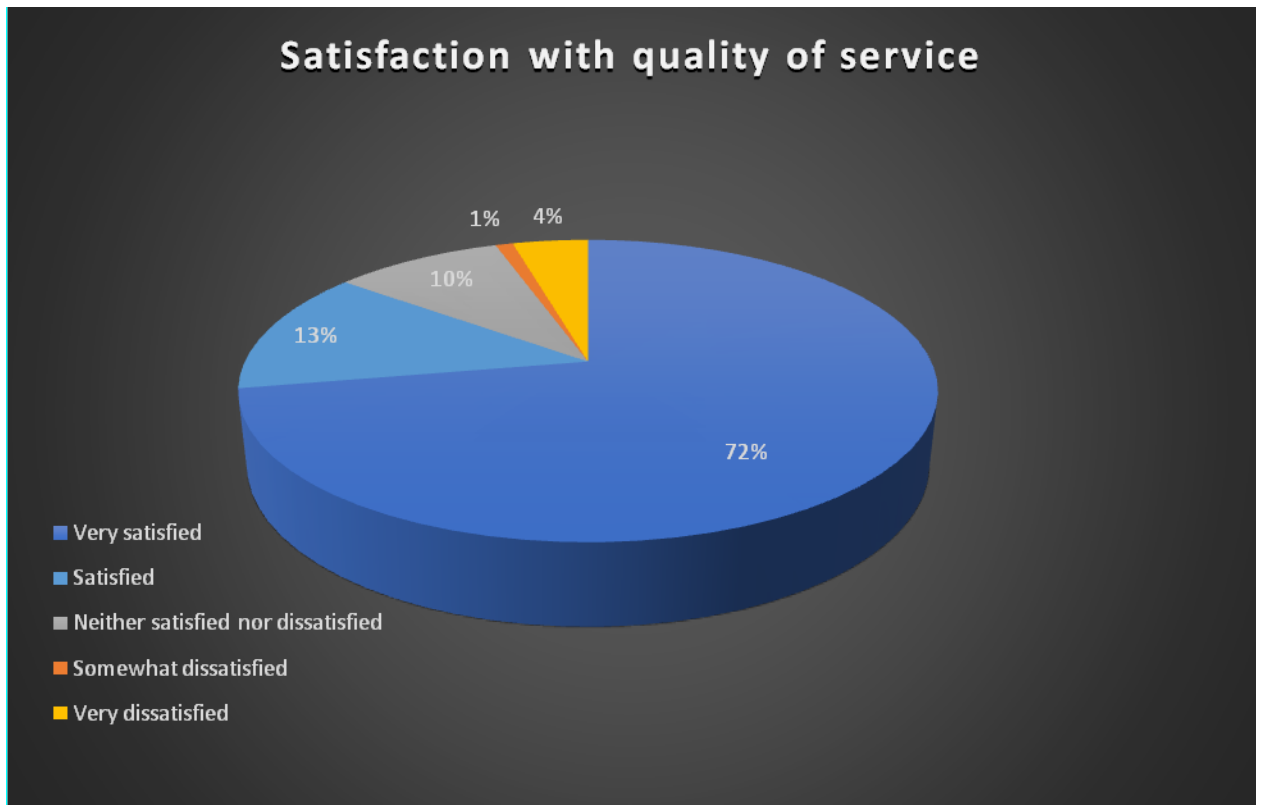
Carer 2 is a pensioner who is caring for her husband with Alzheimers with the support from her son. She was beginning to feel overwhelmed in her caring role as she needed a wide range of practical help in the home.

The wellbeing prescriber went through a simple conversation with the carer to identify how her caring role was affecting her own health and wellbeing. She was offered a formal carer’s assessment and advised that her husband and herself were already known to social care. However, Carer 2 felt her caring role was now impacting on her health and wellbeing. When the prescriber had a conversation with her she said she felt listened to and found it useful and helpful’ *and said ‘It gave me a chance to think about the things I could do outside in the community.’* A wellbeing plan was created for her and she has started to attend a lunch club. *‘It made me feel less anxious and I was taking care of my own health sooner’.*

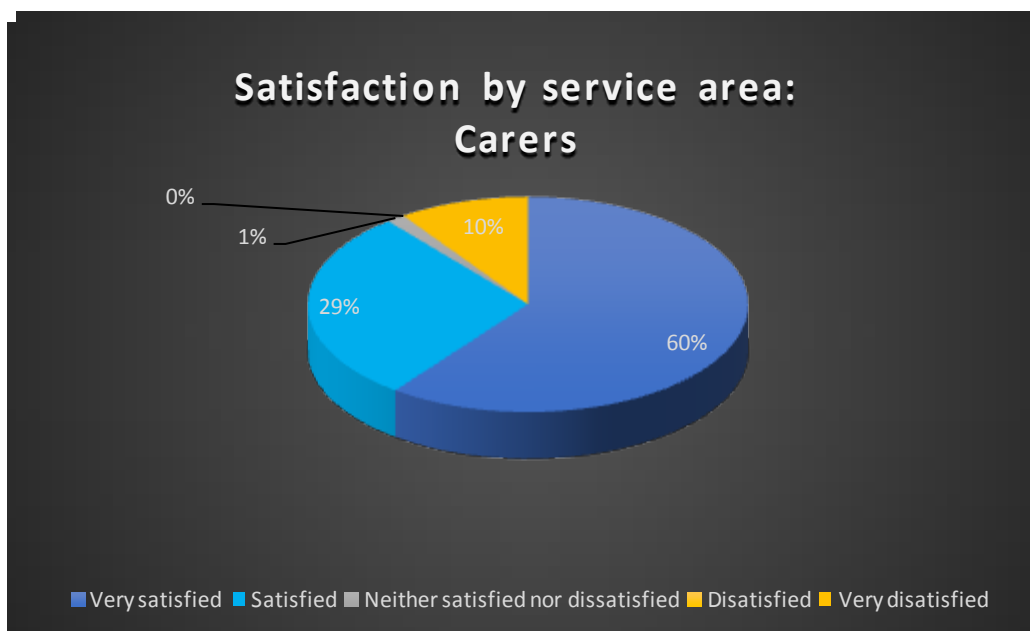
The service stays in touch with the carer for around 3-6 months allowing for multiple contacts to enable the carer to stay connected to a community provision which has brought added value to the service. Knowing she will receive help from Slough Furniture Project with her gardening has made her feel less anxious and happy that it will take pressures of her son who is a working carer. It makes her feel safer in the home.

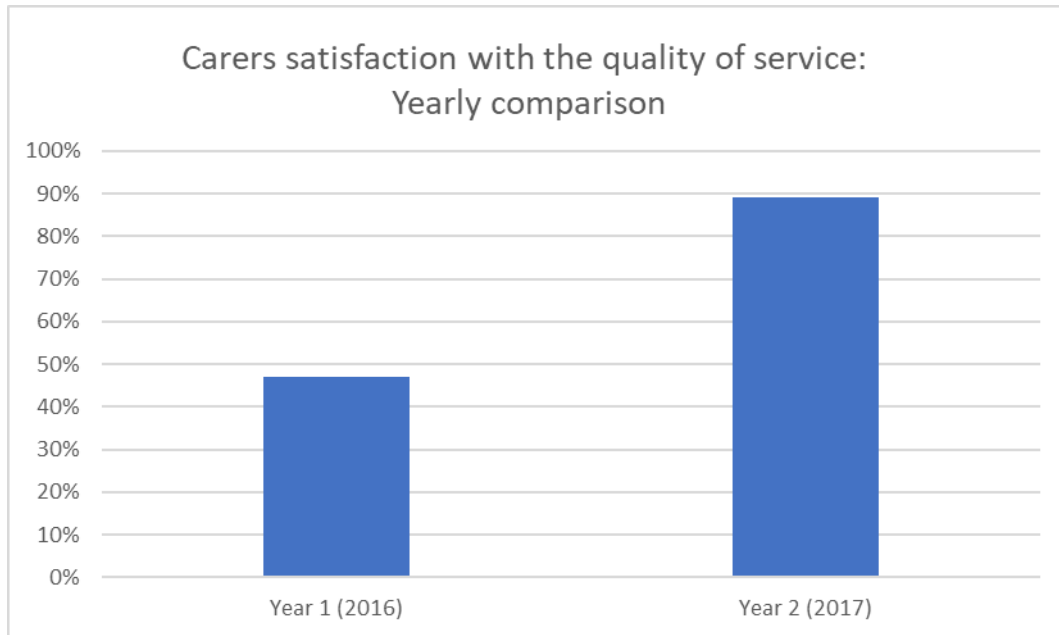
SPACE Satisfaction report

The annual satisfaction survey had 283 responses. Satisfaction with quality of service was at target at 85% and was particularly high for wellbeing activities at 97%. Satisfaction shows a 6% improvement on 2017.



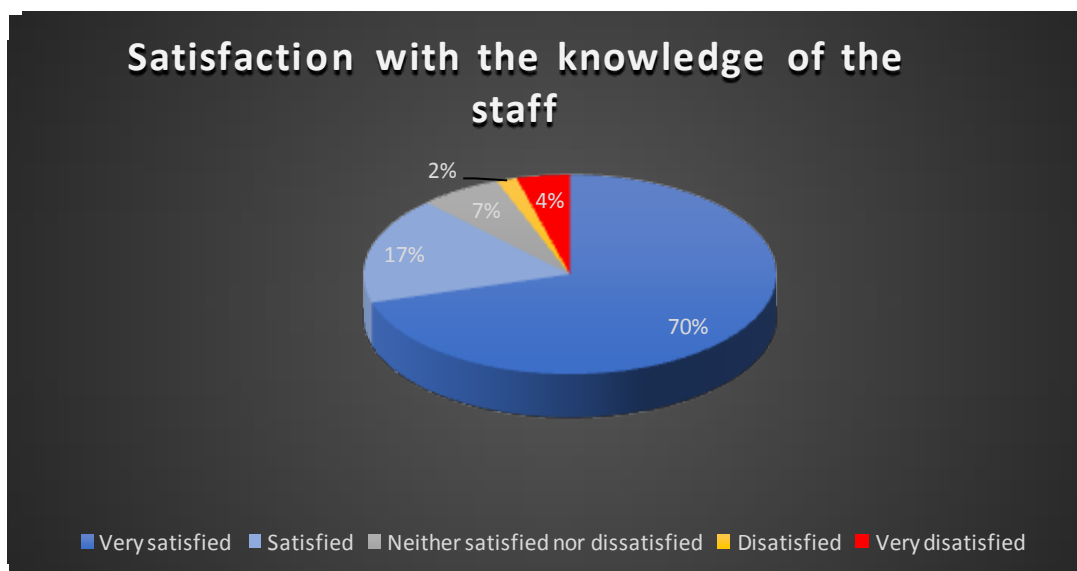
The question posed was “How satisfied were you with the quality of service at X organisation?”. As can be seen from the below graphs, satisfaction for carers shows a lower level of “very satisfied” compared to other services but when taken with “somewhat satisfied this figure is 89% - 42% higher than 2016!





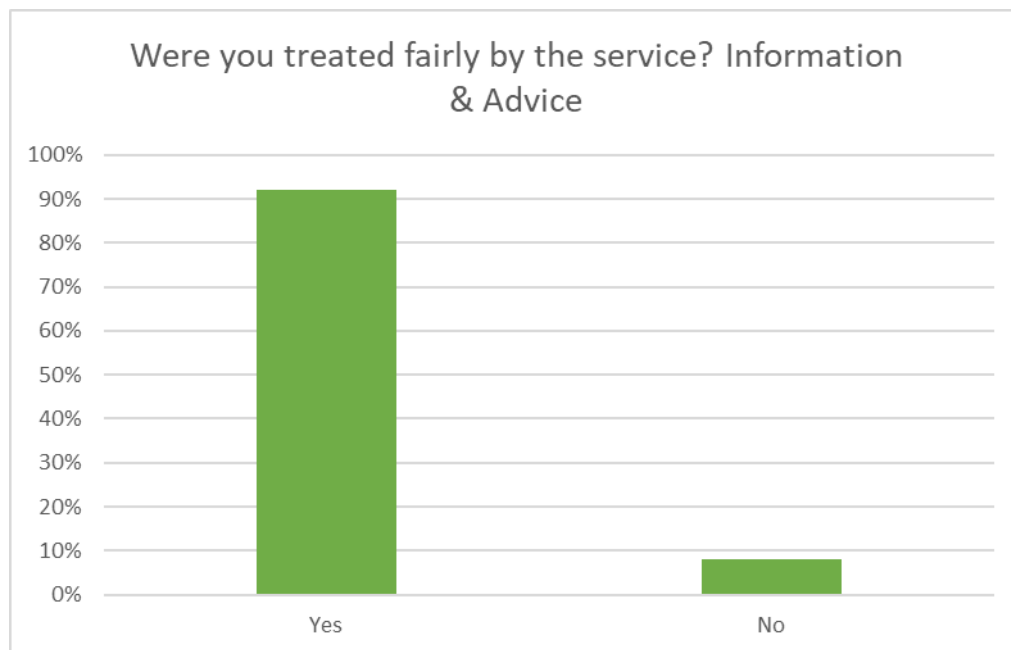
Clients were also highly satisfied with the knowledge of staff and volunteers, again satisfaction with staff and volunteers at wellbeing activities very high at 93%.

87% of clients were satisfied with knowledge of the staff. This was a slightly lower percentage for information and advice (84%) than wellbeing activities, however this reflects the differing relationship between clients and staff in wellbeing activities who build a relationship of trust over a period of time, compared to the often one off advice giving relationship which may occur in a crisis situation.



93% of clients also rated the services as easy to access. 91% of clients accessing information and advice services felt they could access these easily.

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



Priorities for 2018 – summary of key work streams to be achieved.

Raising Voluntary Sector Standards through Quality Monitoring, Building Skills and Capacity

Slough Quality Protects

Commissioning excellent services is of utmost importance and to this end in 2018 all associates funded by SPACE will be required to have met the bronze Slough Quality Protects (SQP) standard by mid-year. SQP provides a progressive programme to help voluntary sector organisations to demonstrate the quality of their services. It is a guided process of improvement, with each element of a group's activities documented, monitored and measured. Checking the constitution, ensuring safeguarding policies are in place and providing key processes for quality are all part of the SQP process. Using the tools and templates small groups are able to ensure they are laying the groundwork for a quality organisation. To develop this approach for the future Slough CVS will consider ensuring that any referring bodies for volunteer opportunities or wellbeing prescribing have achieved at least bronze SQP to ensure quality standards and protection for members of the public

Making Every Contact Count

As part of the Frimley Health and Care footprint the Making Every Contact Count (MECC) approach to behaviour change is being embedded into statutory sector bodies in Slough. This approach that utilises day to day interactions that organisations and individuals have with other people to support them in making positive changes to their physical and mental health and wellbeing. Slough CVS is one of the first organisations in Slough to have certified trainers within from the staff team to ensure that this approach is also established in the voluntary sector and other organisations that are delivering as part of SPACE and the wider sector. This will enable organisations to build a culture and operating environment that supports continuous health improvement through the contacts they have with individuals. Doing this will improve health and wellbeing amongst service users, staff and the general public and reduce health inequalities.

Data Protection and the GDPR

With changes on the way in 2018 through the General Data Protection Regulation, Slough CVS will provide training to ensure that organisations are aware of their duties under this new regulation and are working towards compliance within the timescales. This will improve data, security of data held and communications and marketing.

Collaboration model for support groups

Many support groups are set up whose volunteers want to deliver valued provision but do not have the time or inclination to develop constituted organisations (often because they may be service users themselves), Slough CVS is working through SPACE to broker an alternative model. When larger voluntary organisations are looking to ensure their sustainability, becoming an umbrella for the micro organisations can benefit all parties.

Volunteer Passport

Slough CVS is leading a volunteer passport scheme which will build a database of trained volunteers who could be targeted for recruitment into specific volunteer roles. The aims of the scheme are to:-

- give member groups access to trained volunteers.
- enable volunteers to carry any training they do from one placement to another.
- help to save groups time and money when recruiting volunteers as they will arrive with generic training.
- provide the ability to share training and expertise
- give access to volunteer management and training and resources
- be able to track volunteer hours and use this information in funding applications/match funding
- provide resources for groups to be self -sustaining

Carers

Carers Discount Card

A number of local businesses have signed up to provide discounts to carers to recognise the contribution they make. A launch event will be held to invite carers to sign up for the card and find out about how Slough Carers Support can assist them.

Building Skills

A training plan will be developed in partnership with Slough Borough Council which takes into account the needs of local carers and harnesses existing training where possible (e.g. courses run by care agencies).

Face to face Support

Drop in sessions will be held at two local GP surgeries with a plan to increase this through the volunteer passport scheme, using local volunteers to resource drop ins in more surgeries for carers and other patients. This will include peer support.

Digital support

Slough Carers Support will run a campaign to promote the national Carers UK digital platform including an app which enables carers to co-ordinate care of a loved one within families, as well as fact sheets and information tailored to the carer's individual needs. The Slough Carers Support website will also be reviewed and updated to improve the digital offer.

Information and Advice

Digital support

The Slough Advice Centre website will be reviewed and the content improved including the addition of fact sheets giving information on a variety of topics to enable people to self-serve and find the information or advice they are looking for.

Satisfaction ratings

A target will be set for 85% satisfaction with information and advice services. This improvement will be achieved through increasing the quality of services, for example commissioning a wider range of bespoke information and advice for people with specific needs and raising quality standards

Wellbeing

Widening Services

SPACE provision for 2018 will be widened to include a greater range of practical support to assist people to remain in their own home such as help with shopping and alternative transport support through a taxi voucher scheme. There will also be

physical activities available for specific client groups such as those with mental health issues, as there are significant benefits to mental health of undertaking physical exercise but local mental health service users said they wouldn't engage in exercise sessions if they had to access mainstream provision

Growing Befriending Services.

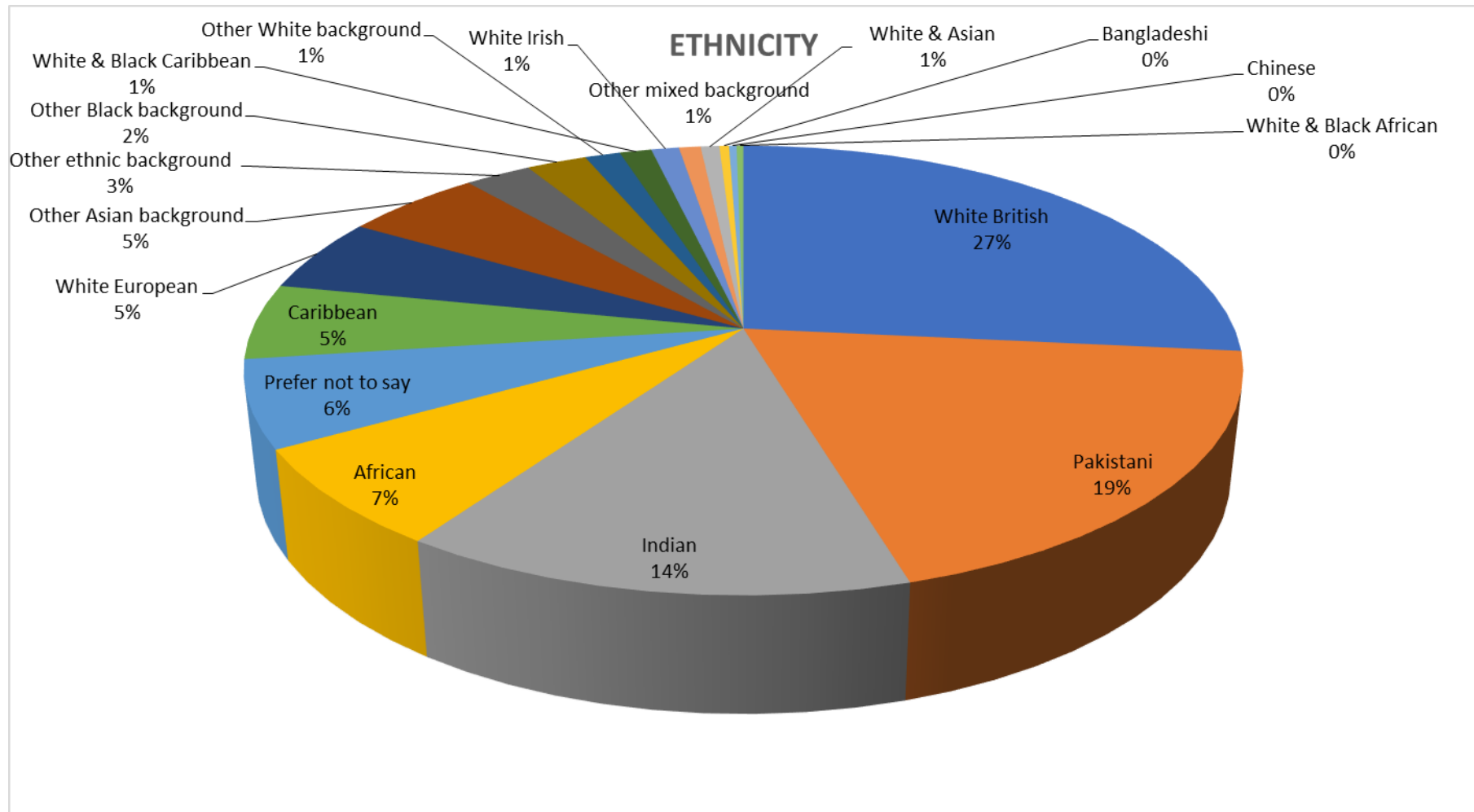
Local intelligence gathered from the Wellbeing Prescribing Services provides us with evidence that social isolation is the highest need in the local area and befriending services need to be expanded and remodelled. In 2018 an exercise to commission additional befriending capacity will be undertaken and the existing service will be remodelled to become more sustainable both for the client who will be linked into activities in their community, and for the volunteer capacity as volunteers will be transferred to another client following this community link up.

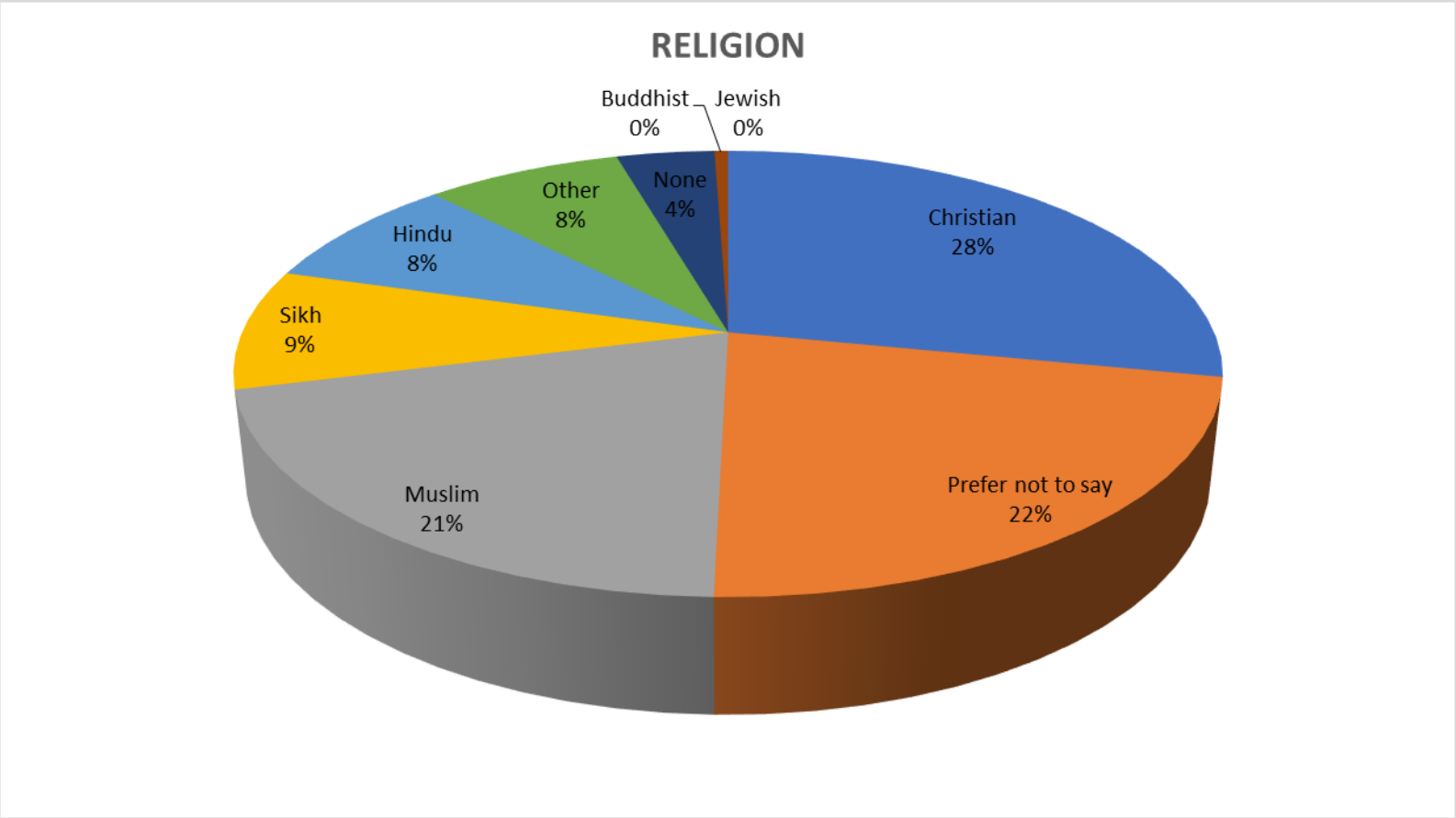
Growing Wellbeing Prescribing

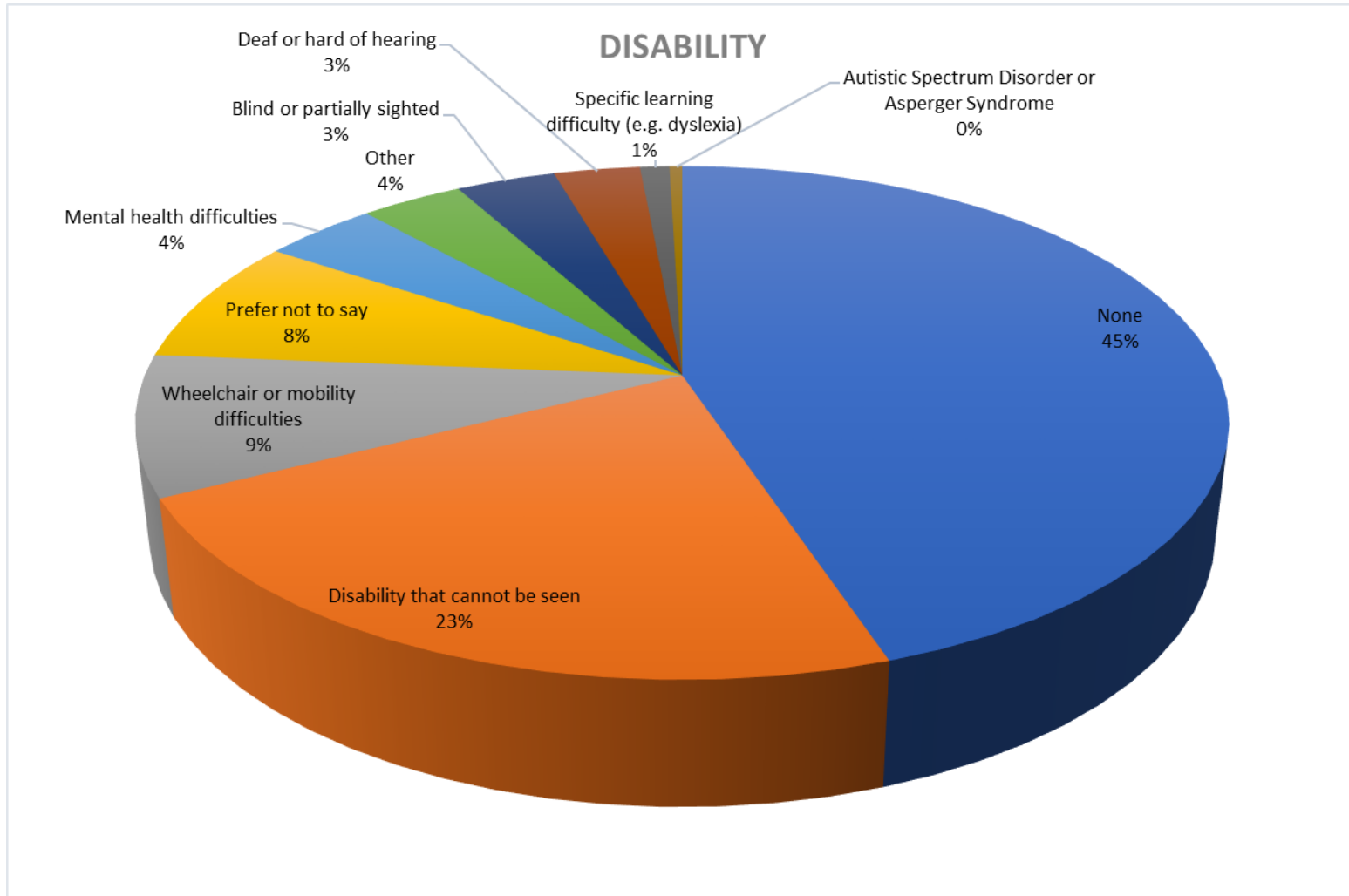
Capacity will be increased through working with volunteers, particularly around peer support. The service is working with the Community Mental Health Team to link in with their Peer Mentor scheme to look at how these clients who are recovering from mental health issues can become community wellbeing prescribers for those they mentor.

The service will increase through receiving more referrals both from Neighbourhood Services and health.

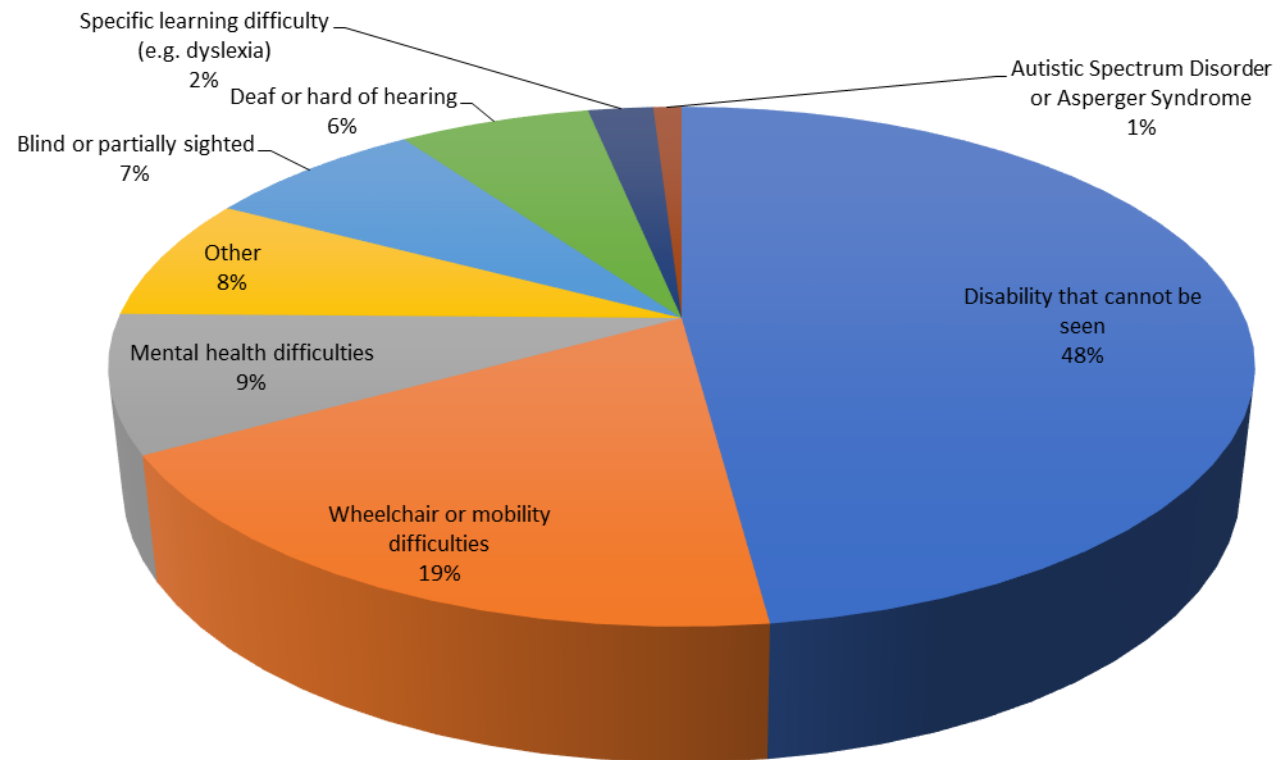
Equalities Report



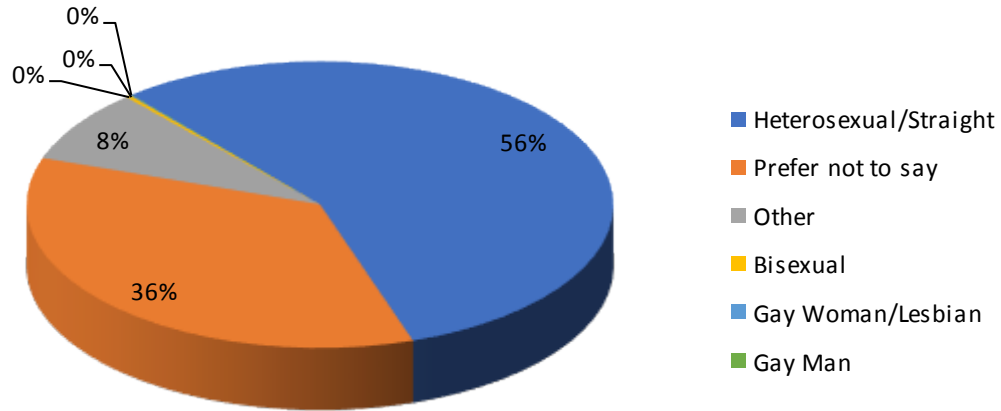




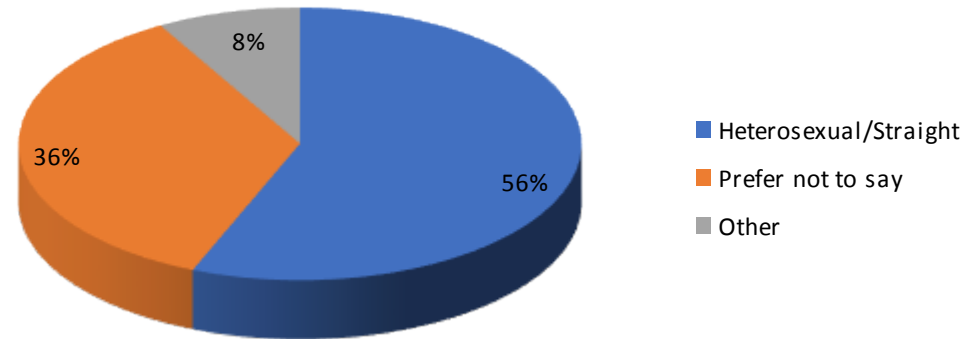
DISABILITIES IN DETAIL



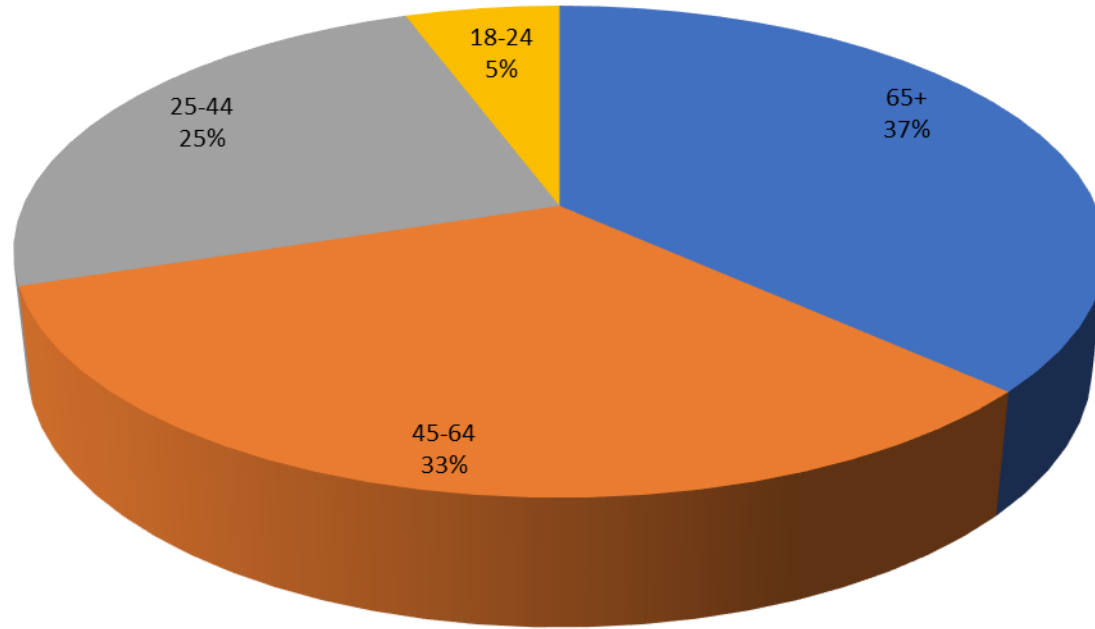
SEXUAL ORIENTATION

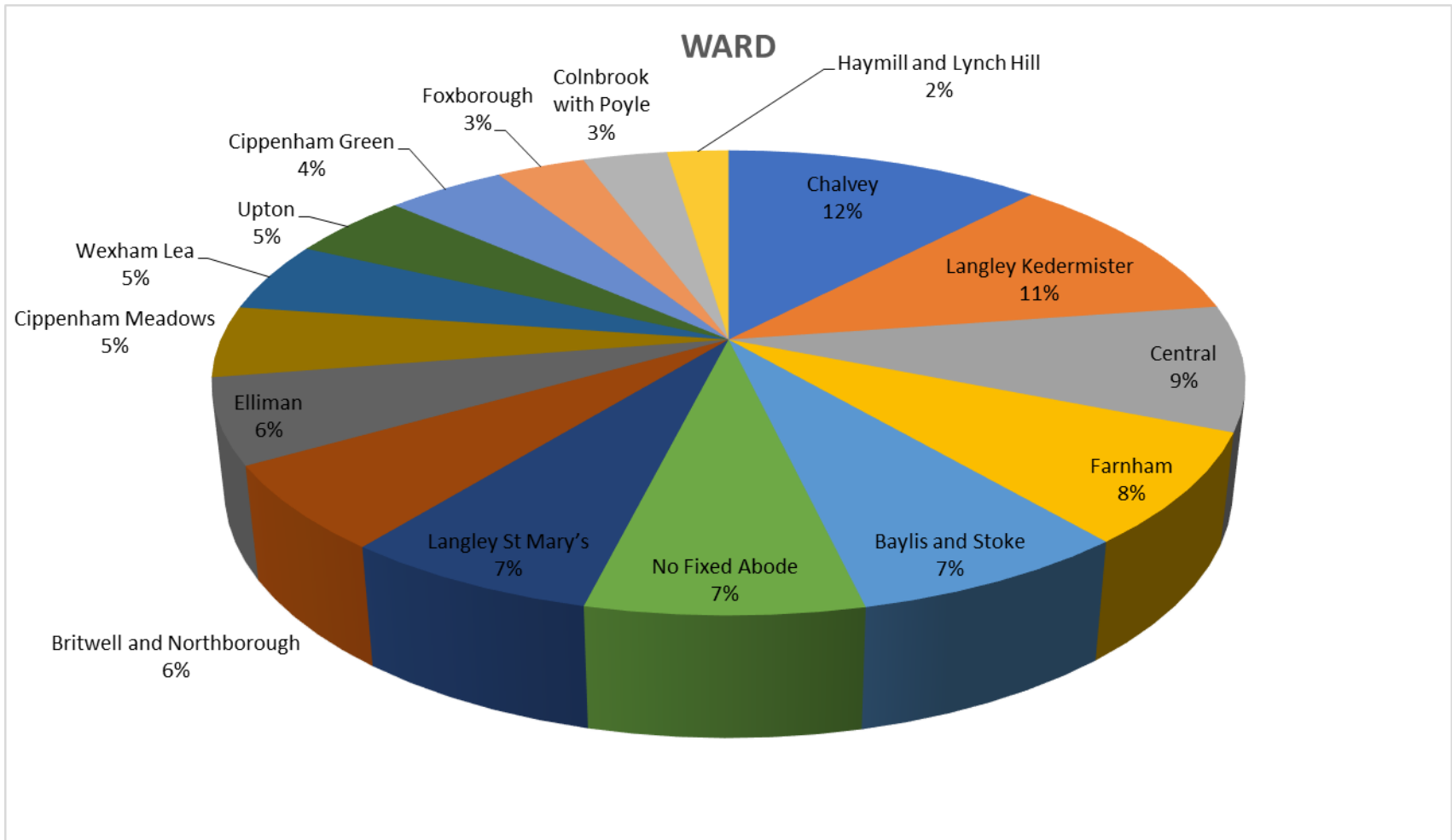


SEXUAL ORIENTATION DETAIL



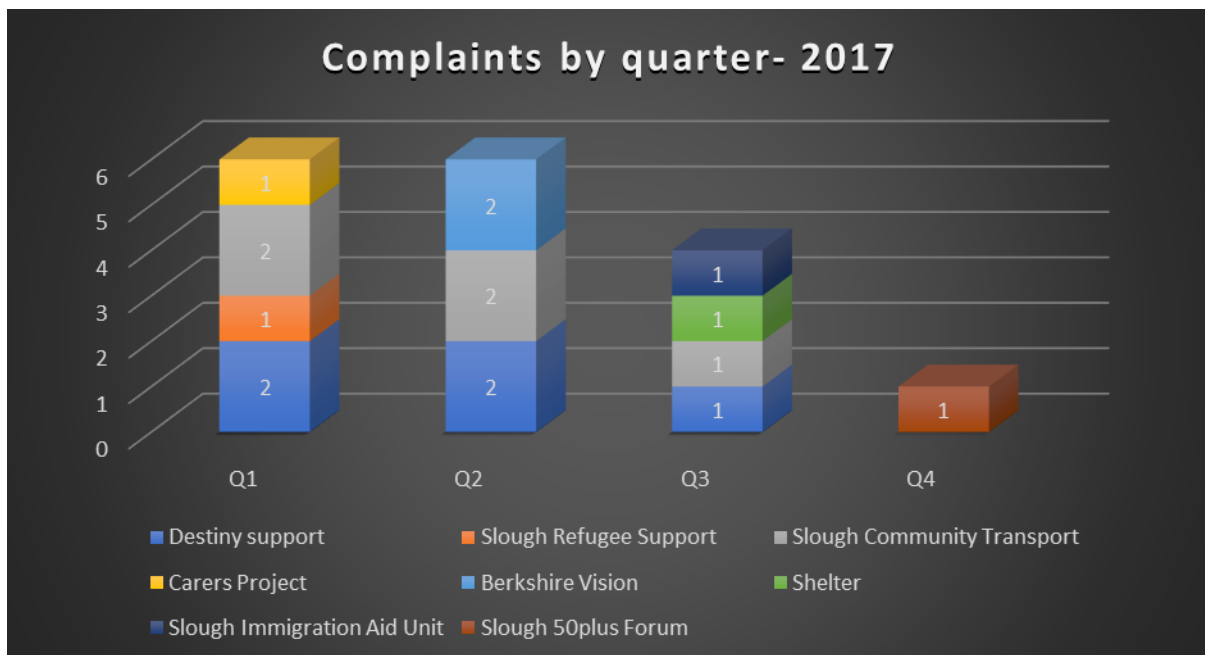
AGE





Complaints and Compliments report

SPACE associates received a total of 17 complaints over the year which have been broken down by quarter in the graph below.



Complaints received by associates mainly centred around charges, availability of service (transport or I&A appointments cancelled through staff sickness) or specific requirements (e.g. seeing a specific member of staff when this was not possible)

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

Digital Report

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

The SPACE website (www.spaceslough.org.uk) exists to ensure that SPACE associates understand what each other do, communicate with each other and make quality referrals to each other.

The following websites supply the digital strategy for SPACE delivery:-

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

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

Summary of results:-

Slough Advice Centre

There were 24,050 visitors to the website during the year. This represents a monthly average of 2,004 visitors. There was an average of 1,100 unique users per month.

Slough Health

There were 30,412 visitors to the website during the year. This represents a monthly average of 2,534 visitors. There was an average of 1,123 unique users per month.

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

There are 263 activities to choose from.

Slough Carers Support

There were 44,555 visitors to the website during the year. This represents a monthly average of 3,713 visitors. There was an average of 1,636 unique users per month.

Slough Get Involved

The website is marketed largely to Slough groups and trustees.

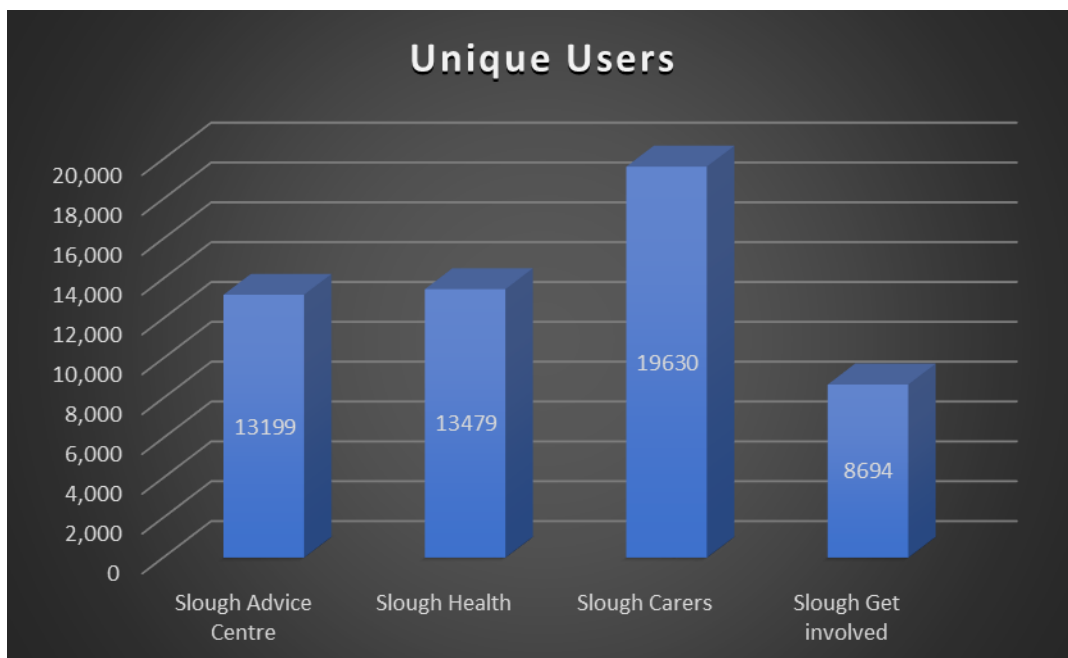
There were 26,986 visitors to the website during the year. This represents a monthly average of 2,249 visitors. There was an average of 725 unique users per month.

Visitors have been stable throughout the year.

All four websites summary outputs

	Visitors	Unique Users
Slough Advice Centre	24,050	13,199
Slough Health	30,412	13,479
Slough Carers	44,555	19,630
Slough Get Involved	26,986	8,694
Total	126,003	

There were 126,003 visitors to the 4 websites during the year.



Growth of Regular Users

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

Slough Advice Centre Web Statistics (Jan 17 - Dec 17)						
Visitor Total	24050	Pages Visited	58186	Total Hits	218735	
Month	Monthly Visitors	Visitors per Day	Pages	Unique Visitors	Average	Monthly Total Hits
Jan-17	836	27	1,375	574	1755	4,377
Feb-17	629	22.5	1,298	378	1755	5,818
Mar-17	221	7.1	381	199	1755	851
Apr-17	1,069	35.6	2,350	715	1755	10,126
May-17	2,133	68.8	5,565	835	1755	24,583
Jun-17	2,509	83.6	6,023	1,296	1755	21,276
Jul-17	3,478	112.2	7,885	2,237	1755	24,475
Aug-17	3,340	107.7	8,385	2,108	1755	26,011
Sep-17	2,095	69.8	4,748	1,064	1755	20,989
Oct-17	2,454	79.2	7,526	1,265	1755	26,605
Nov-17	2,613	87.1	5,859	1,267	1755	29,019
Dec-17	2,673	86.2	6,791	1,261	1755	24,605
Totals	24,050		58,186	13199		218,735



Slough Health Web Statistics (Jan 17 - Dec 17)

Visitor Total 30412 Pages Visited 148158 Total Hits 198353

Month	Monthly Visitors	Visitors per Day	Pages	Unique Visitors	Average	Monthly Total Hits
Jan-17	1,152	37.2	2,436	678	2534	3,593
Feb-17	891	31.8	1,789	459	2534	3,235
Mar-17	369	11.9	1,281	296	2534	1,441
Apr-17	1,344	44.8	5,280	855	2534	6,601
May-17	2,998	96.7	14,609	1,013	2534	21,269
Jun-17	4,198	139.9	38,430	1,398	2534	45,392
Jul-17	4,907	158.3	13,321	2,247	2534	17,724
Aug-17	3,848	124.1	12,066	2,210	2534	17,595
Sep-17	2,678	89.3	8,887	1,015	2534	15,295
Oct-17	2,636	85	7,705	1,088	2534	13,127
Nov-17	2,689	89.6	18,995	1,031	2534	25,168
Dec-17	2,702	87.2	23,359	1,189	2534	27,913
Totals	30,412		148,158	13479		198,353



Slough Carers Support Web Statistics (Jan 17 - Dec 17)

Visitor Total 44555 Pages Visited 104831 Total Hits 294626

Month	Monthly Visitors	Visitors per Day	Pages	Unique Visitors	Average	Monthly Total Hits
Jan-17	1599	52	2,937	1,097	3712.9	6,048
Feb-17	956	34	1,737	473	3712.9	5,591
Mar-17	438	14	1,074	385	3712.9	2,048
Apr-17	2210	74	4,981	1,319	3712.9	12,875
May-17	5485	177	12,759	1,595	3712.9	36,847
Jun-17	5916	197	12,630	2,410	3712.9	44,624
Jul-17	5964	192	13,878	3,333	3712.9	31,529
Aug-17	5876	190	15,065	3,123	3712.9	38,369
Sep-17	3984	133	11,381	1,392	3712.9	34,789
Oct-17	3692	119	9,806	1,441	3712.9	25,535
Nov-17	4069	136	9,921	1,368	3712.9	32,847
Dec-17	4366	141	8,662	1,694	3712.9	23,524
Totals	44555		104,831	19630		294,626



Slough Get Involved Web Statistics (Jan 17 - Dec 17)

Visitor Total 26986 Pages Visited 92955 Total Hits 150658

Month	Monthly Visitors	Visitors per Day	Pages	Unique Visitors	Average	Monthly Total Hits
Jan-17	858	27.7	2,192	340	2248.8	3,281
Feb-17	658	23.5	1,572	305	2248.8	2,797
Mar-17	183	5.9	364	130	2248.8	589
Apr-17	774	25.8	1,859	417	2248.8	4,009
May-17	2,647	85.4	8,164	810	2248.8	14,123
Jun-17	2,907	96.9	11,011	861	2248.8	17,745
Jul-17	3,789	122.2	10,115	1,053	2248.8	17,492
Aug-17	2,649	85.5	10,368	789	2248.8	15,908
Sep-17	3,179	106.0	10,356	919	2248.8	16,872
Oct-17	3,448	111.2	10,496	982	2248.8	16,956
Nov-17	3,296	109.9	14,550	1,015	2248.8	21,711
Dec-17	2,598	83.8	11,908	1,073	2248.8	19,175
Totals	26,986		92,955	8,694		150,658



14. Resources and Links












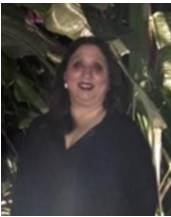









Slough Advice Centre – www.sloughadvicecentre.co.uk

Slough Carers – www.sloughcarerssupport.co.uk

Slough Get Involved - www.slough.communitydatabase.co.uk

Slough Health – www.sloughhealth.org

SPACE Associates 2017:

<p>Alex Mackenzie The Real Experience</p> 	<p>Tom Conlin Berkshire Vision</p> 	<p>Dolly Bhaskaran Living in Harmony</p> 	<p>Sue Njuguna Destiny Support</p> 	<p>Pushpa Kharbanda Asian Carers Group</p> 
<p>Mark Hooper Deaf Positives Action</p> 	<p>Mr Gupta Slough Seniors</p> 	<p>George Howard Slough Community Transport</p> 	<p>Mr Shabir Pakistani Welfare Association</p> 	<p>Kyle Thorpe WOW Autism Group</p> 
<p>Aksa Marshall Meet and Mingle</p> 	<p>Parvinder Matharu Sewak Housing</p> 	<p>Taz Mohammed Slough Refugee Support</p> 	<p>Zhora Jefferies Cippenham Carers Group</p> 	<p>Norma Palmer Slough Furniture Project</p> 
<p>Daphne Wright & Glynys Higgins The New Langley Community Association</p> 	<p>Seema Kamboj & Bobbi Johal Apna Virsa</p> 	<p>Eugene Przedpelski Polish Community Lunch Club</p> 	<p>Jack Steadman Active Slough </p> 	<p>Darren McDermott Shelter</p> 

Alison Morrow
Wellbeing
Prescribing/ The
Carers Project



Marcia Wright
Slough Older
Peoples Forum



Abigail Hurrell
Royal Voluntary
Service



Nisar Rehman &
Sue Shutter
Slough Immigration
Aid Unit



Anita Herbert
SANAS



