

# Healthwatch Slough Mapping and Sharing Shop

Wednesday 24<sup>th</sup> February 2016

New Langley Community Association Hall, Meadow Way, Langley, SL3 7QA

Questions and Responses from:

Slough Prevention Alliance Community Engagement (SPACE)

## Communication & Information

- 1. How is information being communicated about the new SPACE service as today was the first time that I heard about it?**

**SPACE:** There are 4 consortia members of Slough Prevention Alliance – Community Engagement (SPACE). Royal Voluntary Service, Slough Crossroads, Slough Community Transport and Slough CVS. These organisations have been in existence for many years. There are 36 other associates (and this is set to grow as more charities join), who have been delivering services in Slough for many, many years.

SPACE is an alliance. An alliance is a union or association formed for mutual benefit. SPACE is voluntary sector organisations collaborating together. Information on SPACE has been shared with the whole of Slough's voluntary and community sector since last year through voluntary sector forums and meetings. Our communication strategy for informing residents and users will commence in April.

- 2. I am still quite confused about the SPACE service. Can you provide some clearer information on how you access this service?**

**SPACE:** As an alliance – the services are delivered by the associate members. For example, if you are using Shelter advice, The polish lunch club, Slough Community Transport, the Langley Lunch Club etc, then you have been using SPACE services.

It's clearer to see SPACE as both an alliance of community groups and a commissioner of services. Most users will not know the name of the organisation that has commissioned the service but they will know the charity that is delivering the service.

- 3. Will there be a SPACE website? Poster? Leaflet? Office?**

**SPACE:** There will be a SPACE website, a website for Carers and an Advice Centre Website. We will be working with users to determine what these websites look like.

## Service Delivery

### 4. Can you provide some more information on the role of SPACE?

**SPACE:** SPACE will ensure that the voluntary sector are working towards a shared set of health and social care outcomes. SPACE will facilitate greater collaboration between sectors to cut duplication and ensure users with complex issues can assess multiple charities to support them.

### 5. It was good to hear that no services are closing and I understand that services will continue but is there any more information that you can provide on the “different way” that you mentioned. How will people know what the changes are?

**SPACE:** Most of the new services will start on the 1<sup>st</sup> April or later. For example, Shelter, will operate a phone line to help residents with their information and advice issues as well as the normal face to face support. All of the enhanced services will be promoted by the individual charities that form the alliance, with the support of SPACE.

### 6. It was mentioned doing/delivering things for less money – how will you do this with service demand increasing?

**SPACE:** By working with the alliance members, to look at innovation and collaboration. An example is, Royal Voluntary Services piloting the Volunteer Passports; avoiding duplication of administration work, payments for statutory checks, and the ability of volunteers to contribute to charities where they are most needed.

We are also working with BIG Lottery to ensure Slough charities receive more funding for those elements that SPACE is not commissioning.

### 7. How will the SPACE services work with health and social care organisations?

**SPACE:** We will be collaborating with organisations such as Healthwatch, CCG and Slough Borough Council to ensure that we are all working to shared outcomes.

### 8. What is the plan for lunch clubs? What has been done to find out what works? How will SPACE provide a better and more effective lunch club service?

**SPACE:** We will be piloting more than one model. Some of those will be in collaboration with local businesses, some with specialist self-help groups, some with churches and places of worship and some with existing specialist providers. We will then feedback both successes and failures to alliance members. Lessons learnt will be used to improve future services.

## 9. Who does SPACE report to?

**SPACE:** We report to Slough Borough Council Commissioners on operation and strategic matters. And also, to the trustees who are on the boards of the individual charities that make up the consortia. Slough CVS membership is the Slough charities. We will also hold meetings of all the alliance members where decisions can be scrutinised as well as discussing collaborations to improve services to Slough residents.

## 10. What is the difference between SPACE and the voluntary sector?

**SPACE:** SPACE is an alliance of voluntary sector organisations. Not all charities are members of SPACE. SPACE is therefore the voluntary and community sector of Slough. But the voluntary sector is **NOT** SPACE. Slough CVS will still deliver infrastructure support services to all Slough community groups.

## 11. What services will be available to people who are housebound?

**SPACE:** Most housebound cared for people will have a personal budget. SPACE will be working with Enham Trust, local charities and small business to develop a market place where housebound people can buy in services to enhance the quality of their lives. Through SPACE they may be able to access Community Transport, Meals on Wheels (charged), debt advice, income maximisation, companionship, social activities for their carers, home library visit etc.

Loneliness is the big agenda SPACE want to focus on as it has many health implications. SPACE will work with SBC, Slough Healthwatch, Slough Older People's Forum, Slough CCG and volunteers to see how ALL can work together to tackle this pressing problem.

## SPACE Organisations

### 12. How can we find out the services that are working/providing services for SPACE? You mentioned over 40 services.

**SPACE:** The list of SPACE associates is growing all the time. Many of them are not funded by SPACE. Those charities want to work through an alliance because it's the best way to deliver services to their existing users. We will launch a SPACE website; however it will be designed for the interest of SPACE associates.

To find out about Slough voluntary and community sector groups you can visit;  
[www.sloughgetinvolved.co.uk](http://www.sloughgetinvolved.co.uk)

To find out about information and advice agencies visit:

[www.sloughadvicecentre.co.uk](http://www.sloughadvicecentre.co.uk)

A website dedicated to supporting all carers will be launched in June. This will be promoted widely in Slough.

**13. Is Shelter part of SPACE?**

**SPACE:** Yes. They are an important delivery partner. Shelter will lead the Slough Advice Forum so that all the Slough advice agencies can collaborate more effectively, make referrals to each other seamlessly and co-ordinate activities to deliver services easily across the borough.

**14. Will there be a service to support loneliness something like a befriending service?**

**SPACE:** A number of SPACE associates have some form of befriending service for their specific users. We will be investigating the best ways that the local authority and the whole of the voluntary sector can tackle loneliness. As a result, SPACE may commission new services in the latter part of this year.

## The CAB

**15. I am concerned to hear that this service is disappearing to another name. CAB is a recognisable accessible brand to vulnerable people?**

**SPACE:** SPACE has held meetings with both National CAB and Berkshire CAB, to ensure that the brand continues in some form in Slough. The new generic brand for all the different agencies will be "Slough Advice Centre". There will be a website to support this. The face to face support will be in the same building that Citizens Advice Slough operated from. There should be minimal disruption to users.

**16. Will the Slough community turn up to the former CAB location on the 1<sup>st</sup> of April and receive the same service? Will client notes still be available? Has there been a handover?**

**SPACE:** Clients that turn up will be able to access the full range of services.

SPACE have commissioned Shelter to deliver the information and advice service. SPACE have requested that Citizens Advice Slough work closely with Shelter for a smooth handover to take place. We have facilitated meetings between the two organisations.

Citizens Advice Slough is an independent organisation run by local trustees. The Chairman and Vice Chair of Slough are the only people who have the power to put

Slough residents first and ensure that Citizens Advice Slough co-operates for a seamless handover. SPACE hopes they will take their fiduciary responsibilities seriously.

Based on the last accounts, Citizens Advice Slough will have £180,000 of cash reserves in their bank account. SPACE hopes that this money will be used to ensure a smooth handover, and that these funds are passed over to charities that will deliver services in Slough.

**17. How will you continue the expertise and knowledge from the CAB staff and volunteers as they do such fantastic work?**

**SPACE:** Again, this should be a key priority for Citizens Advice Slough trustees and Chairman. SPACE have offered to talk to the CAS staff and volunteers to enable them to become aware of the opportunities that will be available among the SPACE associates for both jobs and volunteering opportunities. This has not been taken up by the CAS Board.

The front line staff and volunteers do a fantastic job, they have built up relationships with clients and organisations, and have knowledge and skills that are very valuable.

**18. Many Slough families have very complex situations the CAB has various skills and staff to support these will Slough families have the same service available that is available today?**

**SPACE:** The new services will be far more collaborative, SPACE and Shelter will work with all the other member charities of the advice forum to deliver an enhanced service. Many of the advice agencies have experience of supporting families.

[www.sloughadvicecentre.co.uk](http://www.sloughadvicecentre.co.uk)

## Careers

**19. Can we have some more information about the services for carers?**

**SPACE:** Most of the new services have now been finalised with contracts. We hope to have a leaflet soon for circulation.

## Volunteers

### **20. Can you provide some more information on the volunteer passports as this sounds like a great idea?**

**SPACE:** Royal Voluntary service will provide the volunteer passports. They will be launched later in the year. This is an innovation, and we need to produce this as part of co-production with other SPACE associates. We will make further information available to you through Slough Healthwatch later.

### **21. What will the community health navigators do?**

**SPACE:** We piloted a project of “Patient Navigators” who used a “social prescription” to support GP patients with various community activities and services. The social prescription is a range of services provided by various different community groups. For example: a patient would be booked to attend a lunch club, a seated aerobics class and a session with a welfare advisor to ensure they were getting the full benefits they may be entitled.

This pilot was very successful.

It is now being taken borough wide, under the name of “Community Navigators”. Community navigators will be now be available at GP surgeries, community buildings, advice agencies, carer centre etc. Anywhere where vulnerable people could benefit from a range of prevention and support services that are available from the voluntary and community sector. Most residents are not aware of what is available from their local charities: community navigators is the solution.