

#OneSlough

#OneSlough Quarterly Report

January – March 2023



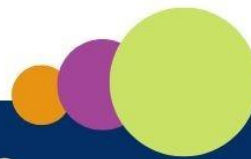
The following report is a summary of work completed by Slough CVS between January and March 2023.

- 1. Capacity Building - for Stronger & Sustainable Communities**
- 2. Volunteer Management - for diverse volunteering opportunities**
- 3. #OneSlough Partnership - working in collaboration for maximum impact**
- 4. Improving Mental Health and Wellbeing - Isolation to Integration**
- 5. Communications**

1. Capacity Building - for Stronger & Sustainable Communities

Training

Slough CVS ran **28** training sessions this quarter with **416** attendees and over **800** learning hours. Below are examples of some of the training courses put on this quarter, to enhance and develop the skills of our voluntary organisations and volunteers.



NEW! TRAINING Programme January to March 2023

95% of participants rated their training as either “Good” or “Excellent”.

80% of participants had their expectations fully met by SCVS training.

Training topics this quarter

- Mental Health and suicide
- Carers and Mental Health
- Mental Health Inequalities faced by women
- Amplifying diverse voices for mental health
- Faith vs Culture
- Understanding Domestic Abuse
- First Aid
- The basics of public speaking
- Employment Law
- Writing Funding Applications pt 1 & 2
- SQP training
- Substance misuse & Gamcare

The Volunteer Passport scheme ran **7** sessions in the quarter to ensure a consistent cohort of trained volunteers. The VPS consists of the following sessions:

- Boundaries & Confidentiality
- Equalities & Diversity
- Safeguarding
- Communication Skills

Training Feedback

“I found the workshop so helpful in thinking through the writing process and to bring a fresh perspective into the funding bids I’m writing.” – Writing Funding application

"Very happy this session took place...The session was very informative and engaging!" – Substance misuse and Gamcare

"Both trainers did an excellent job, and the content was easy to follow – Substance misuse and Gamcare

"A good introductory course that gave a basic overview." – Substance misuse and Gamcare



Training in partnership

The training team arranged a special Volunteer Passport Safeguarding session for Slough Refugee Support (SRS) this quarter.

The team from SRS presented Helen Buckland, Risk and Exploitation Officer for the Community Safety Team, Slough Borough Council with a flowers and said:

"A big thank you to Helen for her very informative training session on Safeguarding for our staff, volunteers and trustees today. Such an important topic."



A number of SCVS training opportunities are run in conjunction with, or in support of, other voluntary sector groups, funders, specialists, and the statutory sector. A list of all training sessions can be found [here](#)

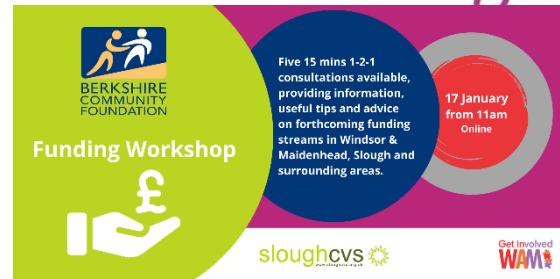
Funding Advice and Support

In this quarter **27** groups were supported by Slough CVS for funding advice and support. They were supported with writing funding applications, funding opportunities, Slough CVS newsletter, Slough CVS network forum and/or funding training and workshops. Funding Workshops were delivered by **Heathrow Community Trust** and **Berkshire Community Foundation** this quarter.

#OneSlough

The following groups were successful in funding bids supported by Slough CVS, bringing in

£167,400 of external funding for Slough groups.



Group/ Organisation	Funder	Amount
Slough Refugee Support	AB Charitable Trust	£20,000
Autism Berkshire	Shanley Foundation	£5,000
Home Start Slough	Garfield Weston Foundation	£15,000
Slough Refugee Support	NHS Covid Fund	£80,000
Slough Refugee Support	Big Lottery	£47,400

Social Prescribing World Café Day

In March, Slough CVS hosted the Social Prescribing World Café Day at Slough Community Forum with

around **100** attendees from the voluntary and statutory sectors (SBC and NHS) braving the wintery day to discuss three key topics:

- Mental Health and Wellbeing
- Digital Inclusion
- Multi-Generational Households



Among the speakers were Dr Priya Kumar, Health Inequalities Lead and Slough GP and Marc Gadsby, Executive Director, SBC. The day was an opportunity for voluntary and statutory partners to come together to discuss the development of social prescriptions in Slough and how community engagement has a crucial part in helping to improve wellbeing and tackle health inequalities in our communities. Local partners including social prescribers, social workers, GPs and health professionals working across Frimley also attended the day.

A full report of the Social Prescribing World Café Day can be found [here](#)

Wellbeing for Slough Directory

The Social Prescribing Day also saw the launch of the Slough Community Directory, 'Wellbeing For Slough'.

The website is a result of partnership working, with all sectors bringing their knowledge and expertise to ensure that residents have control over their own wellbeing.

Councillor Natasa Pantelic, cabinet member for social care and public health, said: *"The Community Directory is a fantastic resource already and it will only get better as more*

groups find out about it and list their details. If you're searching for a warm space, a community activity, adult learning courses, health and wellbeing information, or volunteering opportunities, the information is all in one place. It's brilliant and I look forward to the directory growing even more."

Dr Priya Kumar NHS Frimley said: "It's fantastic to create a single platform for our residents in Slough, where they can find information on how to support both their health and social needs. We hope to continue to build on the synergy that has been created between our residents, Slough Borough Council, Slough CVS and local health services. I look forward to working on many more initiatives together."

You can access the directory at <https://t.co/2GyDxwqG39> and read more about the launch [here](#)



2 Volunteer Management – for diverse volunteering opportunities

A snapshot of the Volunteer Management figures over this quarter, as well as key events can be found below:

- **2,390** total volunteer registrations
- **1,720** volunteer hours contributed this quarter

The Knife Angel

The year started with the Knife Angel Monument (The National Monument Against Violence & Aggression) arriving in Slough.

Over **40** volunteers participated as marshals at the Knife Angel, engaging with visitors to the monument. This opportunity received fantastic feedback from the volunteers, who found it to be an emotive and powerful experience:

"I really enjoyed my volunteering day at the Knife Angel. It's a beautiful piece of artwork and I love the concept. The size and scale of the Angel is more than impressive. I hadn't heard anything about it until you put the call out to volunteers, so would have missed it completely if I hadn't been on your mailing list. During the day, I spoke to lots of visitors and there was real interest in the story behind the Angel."

"It was a pleasure volunteering with the Knife Angel. I spoke to a lot of people who got great comfort from visiting the Knife Angel. One was a victim from Langley, he was stabbed in the stomach by someone he did not know as he was going to the local shop. Others I spoke to had lost either friends or family members to knife crime, some travelling from outside of Slough, for example a family from Banbury."



Slough CVS was awarded the National Youth Anti-Violence Educational Award presented by Thames Valley Police, in recognition of the positive impact on Slough for the support of the Knife Angel UK tour.



Read more about the Knife Angel engagement event [here](#)

#OneSlough volunteer thanked by the High Sheriff of Berkshire

In March, the High Sheriff of the Royal County of Berkshire, Alka Kharbanda presented an achievement certificate to long serving #OneSlough volunteer, Robert Stedmond. One of the High Sheriff's themes for her year is Hidden Heroes – those who quietly work in the community, without fuss or fanfare to help others.



During the pandemic, Robert volunteered over 700 hours at vaccination sites across Slough. He has since volunteered with StoryTrails, an immersive storytelling experience hosted at the Curve Library; as a marshal during the Knife Angel's stay in Slough and as a Community Champion, disseminating vital health information to communities in Slough. Robert has also supported Get Berkshire Active's School Games and is often involved in local litter picking events organised through the Slough Anti-Litter Society and is now a regular volunteer 'fixer' at Slough's Repair Café!

Robert was joined by his fellow #OneSlough volunteers, Slough CVS and Slough Borough Council teams to celebrate this achievement.

MADE Week Event, 28th- 31st March 2023

Frimley NHS Trust invited Slough CVS to support them during MADE Week (Multi-Agency Discharge Event). Staff and volunteers were assigned to Wexham Park Hospital for the week to assist and direct patients, carers' families and staff to essential information & services in the community and voluntary sector.

Slough aimed to pilot a new approach in Frimley emphasising the voluntary sector's significance in the local community. This helps address non-clinical aspects, supporting service users to access a range of services including but not limited to community exercise sessions, art classes, counselling supports, support for the visually impaired, digital inclusion projects, gardening activities, book clubs, access to food banks and support with cost-of-living issues.



During our time at the front door of WPH, SCVS staff and volunteers had the opportunity to interact with several staff and patients waiting for appointments, as well as visitors and family members. This provided us with a chance to delve deeper into their thoughts and feelings regarding discharge and access to community services.

Read more about the MADE Week [here](#)

Langley Fair & Hope College Open Day

Slough CVS was invited to attend the Windsor Forest Colleges Group careers fairs, held at Berkshire College of Agriculture in Maidenhead, and Langley College. The events were a fantastic opportunity to meet with local students and talk to them about the benefits of volunteering in their community.

The students were inquisitive and keen to learn more about the opportunities available in Slough and how they could use their time and skills to support local charities, while also gaining valuable experience. Overall, the events were a great way to connect with the new generation of socially conscious volunteers and continue to promote our #OneSlough ethos to the younger generation.



Slough Great Winter Get Together

Slough CVS was at the Slough Great Winter Get Together, organised by Slough Borough Council and held at The Centre, Farnham Road on Friday 27 & Saturday 28 January. It was a great opportunity to meet with residents and speak to them about volunteering roles in the borough.



3 #OneSlough Partnership – working in collaboration for maximum impact

#OneSlough Community Fund

A list of funded groups can be found in the table below, along with a snapshot of a selection of activity from the quarter.

Some key stats from the groups' activity include*:

Over **1,286** residents have been supported with activity from the fund, including over **352** new residents across **501** sessions. There were **124** clients signposted to other services for further support during this period. **259** volunteers have contributed **1,548** volunteer hours to the #OneSlough Community Fund, including **60** new volunteers for the quarter.

***This dataset is incomplete, as not all groups have provided monitoring at the time of writing.**



Organisation	Project name	Funding Awarded
Amana's Journey CIC	Warm Meal for Winter	£3,984
Apna Virsa	Health Matters	£9,850
Asian Carers Group	Community for Carers	£2,000
Autism Berkshire	Benefits advice and support in Slough for autistic people & their families and people with learning disabilities or mental health needs	£8,537
Berkshire Vision	Befriending in Slough	£6,596
Home-Start Slough	Supporting isolated families living in poverty to integrate into the community	£10,000
Jamia Masjid and Islamic Centre	Café Mama/ Café Grandma/ Carers Coffee Mornings	£10,000
Parenting Special Children	Specialist Parenting Support	£9,423
Rise and Shine	Rise and Shine Activities	£2,000
Sewa Housing Services CIC	Circle of Friends	£2,500
Slough 50plus Forum	Slough 50plus Forum	£2,000
Slough Anti-Litter Society	Slough Repair Café	£2,000
Slough Integration Services	Youth Homework and Mothers Socialising Club	£4,000
Slough Refugee Support	Cippenham Carers Group	£2,000
Together As One	Slough Young Carers	£10,000
Sport in Mind	Sport in Mind Slough	£4,000
The Slough Job Creation Hub	Digital Buddies	£10,000
Visual Art Studio CIC	Art and Wellbeing for men	£2,000

Project Updates

Berkshire Vision

"The telephone befriending and Realeyes reablement projects have maintained the levels of calls and visits over the winter, which have given stability to the members that rely on them. We have reduced the number of members on our waitlists, in part through matching with volunteers, but also some members have felt more confident post-Covid and decided they don't need as much support as they first thought."



Our Volunteering team did meet with Slough CVS in January to discuss various issues and look for support. Over the next few months, we are embarking on a roadshow in Slough which serves to publicise Berkshire Vision and recruit more volunteers. The first stop will be at Slough Football Club on 15th April, and we are planning more events including at Slough Gurdwara and Windsor racecourse.

In summary, 77 calls were made to Slough members through the telephone befriending service, totalling 12 hours dedicated to telephone befriending during this period. Three Slough members used the Realeyes service, and about 12 hours were dedicated to meetings and outings. The outings members chose to go on during the Realeyes sessions were mostly walks around local areas of interest. Due to the weather, several meetings took place in members' homes, with members enjoying activities such as Scrabble."

Berkshire Vision - Snapshot Case study

One of our Slough members, J, was paired up with a volunteer S, for our Realeyes service. Together they have visited garden centres, and they plan to go to a National Trust property next but have both been recovering from Covid recently, so plans have been postponed a little.

J loves being able to get out and about, and she is delighted that she and S have really hit it off and that she was paired with a volunteer who likes the same things that she does. J has said spending time with S has **"made a real difference to getting out. She's a godsend."**

Sewak Housing

"This quarter, the women have actively participated in yoga classes every week and have held sessions on keeping safe whilst out and around the home. The NHS was invited to the group to speak about living with Covid going forward, as some elderly women had worries about being out in the public. The 'Healthy eating' and 'You are what you eat' workshop looked at the types of food we eat and how we can prepare Asian meals in a healthier way.

We are still holding some yoga classes via teams for the women that are not confident returning back to the group in person, although 5 of them have now returned to the group.

Three clients were supported to attend IT classes as they had no knowledge of accessing emails or sending emails. All three completed the course and passed".

Slough 50plus Forum

"January 2023 started with Sarah Mair from XLA Health explaining the signs of Diabetes and the help available through two new NHS courses. Both relate to diet and living a healthy active life with Diabetes type 1 or type 2. Members recognising some of the signs were told to ask their doctor for a health check to rule diabetes in or out.

February meeting started with Bestina Bukhari, Carers and Coproduction Lead officer from Slough Borough Council explaining the Coproduction Network programme on Adult Social Care and inviting interested people to volunteer.

The main speaker, Mr Jeremy Brooks of Grant Saw Solicitors explained the long history of Powers of Attorney and their use in today's world. The importance of making your decisions known, how you want your treatment, (Health & Welfare) or finances (Property and Finance) dealt with when you are no longer able was emphasised.

March's meeting started with members completing the Healthwatch Spring survey, with Shananaz Uddin, then moving on to a presentation from Shoba Rani Resalayyan, Slough Hub, on the help available at a number of venues for people to learn more on the safe use of mobile phones, Ipads and laptops. Volunteers from Slough Hub will be offering help from 12 - 1.20pm on 20th April, prior to the Forum meeting."

Slough 50plus Forum - Snapshot Case Study

Following a presentation in September 2022, given by the 'Green Doctor' independent expert energy advisors, 15+ members requested personal visits for help and advice on ways to reduce energy use and subsequent costs.

Mrs D., 77, who lives alone in a 3 bedroomed home, requested a visit. The advisor visited, suggested ways to save energy, checked that Mrs D was on the best tariff her provider offered. The advisor helped Mrs D look at her current income and benefits with a view to maximising her income.

The advisor then helped Mrs D submit a claim for Pension Credit which was successful. Mrs D is now in receipt of Pension Credit and is very happy.

The Slough Hub

"During this quarter, our programme has made significant progress. We successfully conducted 35 sessions with the participation of 87 new clients. Additionally, we are proud to have engaged 17 dedicated volunteers who contributed 156 hours towards our cause.



Our programme commenced on February 7th, with the first session, and we were delighted to have three different drop-in centres - Abri

Byron House, Kumar Surgery, and Yes, Queensmere. Our team had a great start in all three centres, with participants from Kumar Surgery showing enthusiasm to learn basic digital skills such as using a smartphone, WhatsApp, and YouTube. Furthermore, our programme has been referred to Abri and Yes Queensmere centres by Fedcap, and we have made significant progress there as well. Throughout February, we conducted regular workshops at all three centres, and we are happy to see the impact our programme is making in the community. The month of March was busy with two workshops. The first workshop was held on March 7th at Ujala Foundation, and the second was on March 29th at Fedcap. Unfortunately, the workshop that was scheduled for March 28th at JMIC had to be cancelled, but we have rescheduled it for the coming month.

In addition to the workshops, we also participated in Tidy Langley, where we interacted with 20 participants. We are pleased that we had 6 NHS logins from that event and a total of 11 NHS logins in this month. We also participated in the MADE Week Programme and also promoted our programme through a webinar at the Slough CVS Community Planner Meet.

We promoted our programme among the 50+ forum participants and they have invited us again next month to do a session for them."



The Slough Hub - Snapshot Case Study

Ivy is an extraordinary individual whom we had the pleasure of working with. As a Fedcap customer, she was referred to us with a strong desire to learn digital skills and connect with the world using her smartphone. During her time with us, we witnessed her dedication and eagerness to learn. She quickly grasped the skills needed to make calls, use WhatsApp, browse websites, and perform Google searches with confidence.

Despite being a 90-year-old living alone, Ivy's participation in our Digital Buddies workshop made her feel less isolated and more connected to the world. It was truly heart-warming to see how our workshop helped Ivy find a sense of social inclusion, which made us incredibly proud of the work we do at the Slough Hub.

We are grateful to have been a part of Ivy's journey towards digital literacy and social connection, and we wish her all the best for her continued growth and success.

Sport in Mind

"We have delivered three weekly sport and physical activity sessions in Slough during this period for the benefit of local people experiencing mental health problems. The sessions we have delivered are yoga, football and tennis, all of which have proven very popular and average attendance figures have grown since the previous report, which is very encouraging.

The sessions have all been chosen following consultations with the local population experiencing mental health problems, carers and healthcare professionals, to ensure the sessions provided meet the needs of our target audience.

All sessions have been shaped by local people with mental health problems and delivered my local people. As a charity, we pride ourselves on creating safe, localised communities for people to benefit mentally, physically and socially."

Sport in Mind - Snapshot Case Study

Jamall has struggled with his mental health since childhood. He has struggled to hold down a job due to his mental health and caring responsibilities.

"I have been struggling with anxiety and depression since starting secondary school. I've never really felt a part of anything. Since leaving school my anxiety has got much worse and I fear leaving the house. I have been like this for a few years now.

I have been accessing mental health support since I was 15 but I never felt like I could connect with the people who were there to support me. They didn't get who I was, what I have been through and what I want in life. I'll be honest in saying I didn't think mental health support services would ever be able to help me... and then I found out about Sport in Mind.

*They have changed my life, no word of a lie. They treat me with respect, they offer me support and are fun and relaxed. It's nice speaking to people who are on your level, who get you. Having not played sport for over 3 years, being able to join Sport in Mind has been amazing for me. I love going along every week, kicking the ball around and chatting with the guys at the session. **My anxiety has improved so much and it's all because of Sport in Mind. I can't thank you enough for the support you have given**".*

4 Improving Mental Health and Wellbeing – 'Isolation to Integration'

Slough Carers Support

A snapshot of Carers figures over this quarter, as well as key events can be found below:

- **363** carer registrations
- **36** new carers registrations
- **18** carers supported with emergency food packages
- **11** Slough Foodbank vouchers issued

Carers Special Forum – ‘Valentines Special’

Over **50** carers and their cared for, joined us for a 'Valentine's Special' forum where they were able to relax over some refreshments and Valentine treats. Carers had the opportunity to meet our Wellbeing Friend Team, along with the Wellbeing Friend volunteers.

The team were delighted that Stephen Brown, CEO for Slough Borough Council (SBC) was able to join the event, along with ward councillors, to hear first-hand about the concerns and worries from the carers and their cared for themselves. The Q&A session saw questions raised regarding SBC support for carers and their worry about the impact of the Section 114 last year.

Slough Carers Support provides events and signposting to where carers and their loved ones can come and have a few hours of respite. This event was an opportunity for them to match/pair themselves up with a volunteer, for the times when they are in need of emotional and wellbeing support, perhaps to get fresh air and go out for a walk together or meet at a coffee shop for a chat or purely to re-engage back into the community in activities and events they have missed out due to their caring role or COVID-19.



MADE Week Event, 28th- 31st March 2023

Slough Carers Support and the Wellbeing Friends Service were able to provide advice and information in the main reception of Wexham Park Hospital, to raise awareness and link patients and carers to the range of additional support services available to them in the community.

Bilingual volunteers spoke to patients and carers in their own language, aiming to provide patients with the confidence to reach out to the voluntary sector support groups. As well as showing patients the new online resource 'Wellbeing for Slough Community Directory' www.wellbeingforslough.org.uk. The directory holds details of local activities and services such as reading clubs, social groups and exercise sessions.

Patient Feedback from MADE Week

"Today speaking with the volunteer has provided me with a full insight into services that my carer and I were unaware of. I will definitely be asking my carer to register on the Slough Community Directory to navigate us to activities and events."

"I am due to be discharged home, however I have a worry that I have no-one to talk to or ask for emotional support. Whilst speaking with some of the volunteers representing the wellbeing friend service, which firstly I was unaware of and secondly what a lovely accessible service for people like me who are lonely within their own home and who have very limited outside contact, I have been able to sign up and self-refer myself into this service without any form filling or online complications so thank you!"



Read more about the MADE Week [here](#)

Warm Spaces

Warm Spaces is a project aimed at giving people a warm space to go to sit, socialise and have a cuppa in Slough this winter. Carers were also supported within this, and many carer groups provided their space as a platform where carers could come and enjoy warm refreshments, snacks and have a little game of bingo along with the comfort of other carers and volunteers. Berkshire Community Foundation have kindly provided funding for warm spaces for carers in this coming year.

Four Carers groups: Asian Carers, Slough Mencap, Special Voices, Cippenham Carers received funding of **£320** each, to provide a warm space during the winter months to carers and their cared for.



An offer for Slough Carers - Cinderella in Colnbrook

CAST Theatre Company offered complimentary pairs of tickets to Slough Carers Support, for a showing in Colnbrook on Wednesday 11th January.

Each year NTWorld Theatre Company stage a pantomime as one of their productions, and this year they were performing Cinderella. In light of the current challenging climate, they kindly extended an invitation to those that are deserving and were invited as guests. It was pleasing to offer this to the carers who enjoyed the experience of a traditional British pantomime! Around **15** carers enjoyed a fun packed evening.



Priority Services Register

In partnership with Scottish and Southern Electricity Networks (SSEN), Slough Carers Support provided information and advice around the 'Free Support During a Power Cut' scheme. As a result, **20** carers were signed up to the **Priority Services Register**.

Wellbeing Friends

During this quarter we were able to provide befriending services to over 100 clients, thanks to our dedicated Wellbeing Friends.

- **120 total wellbeing clients**
- **60 wellbeing volunteers**
- **20 new wellbeing clients this quarter, 10 of which were carers**

Over **25** clients were provided with additional assistance to take them for walks, make and rearrange hospital and GP appointments, getting them in touch with community members, groups, and relatives.

Windsor Castle

The Slough CVS Wellbeing Service arranged a tour of Windsor Castle on 31st March, with over **40** Wellbeing Friends enjoying the event, along with their clients and community members.

A guest PhD doctor explained the history of this oldest and largest occupied castle in the world, highlighting different sections of the castle, including the historic treasures of the state apartments and historic rooms. War coats and the gold Tiger head of Tipu Sultan were just a couple of attractions that fascinated the group.

Wellbeing Friends volunteers come from all walks of life. Among them are a medical doctor, community workers and University students.

One grateful volunteer said: *"I was so pleased to get two tickets to visit Windsor Castle through volunteering. My sister loves The Royal Family and the history of the United Kingdom, so I asked her to come with me. We both had a wonderful time looking around which ended with a visit to Queen Elizabeth II's resting place in St George's Chapel. Quite a profound moment for both of us."*



5 Communications

The Communications Team produced and sent out a weekly funding, events and training e-newsletter to voluntary sector contacts and the Slough CVS website was regularly updated with funding opportunities. The team worked on the following campaigns during this period.

- Open Iftar and inter-cultural experience
- Win £250 by completing the Voluntary Sector Survey

- Wellbeing for Slough promotion
- Finance Vacancy
- Social Prescribing World Café Day
- Training promotion
- Wellbeing Friends & Carers events and volunteer promotion
- Windsor Racecourse Charity Partner
- Knife Angel volunteers and news
- Funding opportunities
- Vaccination bus schedule
- January 2023 Volunteering Recruitment campaign

Following the re-branding and updating of the Wellbeing for Slough Directory, working in partnership with SCVS, SBC, NHS, the communications team worked on the launch campaign to raise the profile of the Directory.

The campaign ran from 7th until 22nd March on social media, websites, newsletters and printed materials.

The aims were:

- To increase the number of residents using the Wellbeing for Slough Directory, measured by new users to the website.
- To increase the number of social prescribers and social workers who are aware of the Directory through internal partner communications and social media posts.
- To increase the number of activities on the Directory.
- To identify the most popular activities and services, by recording the most visited activity listings and most visited services.

Use the Directory to search for Activities



Sports, Leisure and Open Spaces



Working together with SBC and NHS communications partners to increase our reach, we created and shared videos and posts on our social media channels to reach residents on Facebook and Instagram and Statutory partners on Twitter and LinkedIn.

The website's unique views increased by 336% during the campaign from 1,010 to 4,400, with an increase from 1.4% to 33%, visiting the website just from the socials and 25 new activities were added to the website during this period..