



## Slough Community Network in partnership with Slough LINK



### CHANGES IN HEALTH AND SOCIAL CARE – YOUR VOICE

Wednesday, 9 November 2011  
at the Centre, Farnham Road, Slough  
from 9.30 a.m. to 12.30 p.m



# CONTENTS

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## PART 1

<b>Introduction</b>	<b>Page 2</b>
<b>How Did the Day Work?</b>	<b>Page 2</b>
<b>Outcomes and Conclusion</b>	<b>Page 3</b>

## PART 2

<b>Funday Sunday</b>	<b>Page 4</b>
<b>Presentation 1 – Changes to the NHS and LINK Involvement in the Joint Strategic Needs Assessment</b>	<b>Page 5</b>
<b>Presentation 2 - Community hubs – changing the Formula for community services</b>	<b>Page 6</b>
<b>Presentation 3 - Overview of NHS reforms</b>	<b>Page 8</b>

## PART 3

<b>Panel – Questions and Answers</b>	<b>Page 10</b>
<b>Appendices</b>	<b>Page 13</b>

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# PART 1

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## Introduction

The theme for 2011's Slough Community Network meeting 'Your Voice' – was an opportunity for those present to listen to those 'in the know' and question them on matters of concern.

Slough Council for Voluntary Service (SCVS) worked in partnership with the Slough LINK to hold a successful event for the voluntary and community sector in Slough, which included a morning of updates and information on the changing face of health and social care in the town.

Other areas addressed included:

- Funday Sunday
- Joint Strategic Needs Assessment
- Community Hubs

## How did the Day Work?

Slough Community Network/LINK members, statutory friends and supporters and members of the public met together in The Centre, Farnham Road, Slough.

The morning started with an introduction by the Chair of the LINK, Colin Pill. Colin explained the agenda for the morning introducing the three presentations and the opportunity for addressing our questions to the panel of experts after the break later in the morning.

Colin spoke briefly about the three consultations held on the prospective move of Mental Health beds from Wexham Park Hospital to Prospect Park, Reading, safe and sustainable services provided in centres of excellence in southern region and Shaping the future which will propose new uses and possible consolidation of the following sites:

- Wexham Park
- Heatherwood
- St. Mark's
- King Edward VII
- Upton

beginning in the second half of 2012.

Colin also informed us that the move from Primary Care Trusts to GP commissioning appears to be progressing well.

# Outcomes and Conclusions

The morning generated a lot of interest. However there was a feeling that it also generated more questions than answers.

The three presentations were all very informative and were well received.

The audience was composed of people both from the membership of Slough LINK and Slough CVS who were extremely aware of and concerned about the forthcoming changes. Many felt that there was not enough specific knowledge on the panel about issues that concerned those present. Such issues included special interest groups such as those with Learning Disabilities, Physical Disabilities, Mental Health issues and there was no mention at all of Diversity and very little of Older People.

As a resolution to this issue Colin Pill proposed we run another such event in the New Year and tackle such issues and discuss any further progress. This suggestion was warmly welcomed. Both LINK and Slough CVS will endeavour to ensure that 'the right people' are there for us to question.

## Discussion Topic: Voluntary Sector Review

Slough Borough Council is currently reviewing their voluntary sector grants program and is very keen to hear from voluntary groups to provide advice on plans for a new funding system. The importance of voluntary sector feedback was stressed as if the council does not hear the sector's point of view they will not be able to respond appropriately. The importance of what the voluntary sector can do was raised and also the need for funding to respond to what voluntary groups want to do.



**The Panel**

# PART 2

## Funday Sunday

### A mini consultation led by Carmel O'Brien, Slough CVS

Carmel briefly described the Funday Sunday that took place in March 2011. It was explained that due to a previous commitment by Slough Borough Council the event in March 2012 would be held to raise money for Sports Relief. The voluntary sector had raised concerns about this and requested a consultation as they preferred to 'keep the pound in the town.' Those present were asked for their responses to the two questions undernoted. You will see their responses below. The audience were advised that the results would be brought to the attention of the appropriate people within the Local Authority and that they would be advised of developments. Ramesh Kukar, Chief Executive of Slough CVS and Jesal Dhokia, Slough CVS's Strategic Partnerships Manager, took questions on how the situation arose.

#### **Do you want to raise money for a national charity or a local Slough group?**

**National** 1

**Slough** 43

#### **Would you take part in a sponsored run for Sports Relief or a local charity?**

**Sports Relief** 2

**Local charity** 38

**Either** 2

#### **Suggestions for local groups to benefit from the event:**

Alexander Devine Children's Cancer Charity  
Thames Hospicecare  
Slough Foodbank

#### **Additional Comments:**

I would help but I can't run.

I am unable to run or walk but willing to help in any other way

# **Presentation 1**

## **Changes to the NHS and LINK Involvement in the Joint Strategic Needs Assessment**

### **Presentation by Asmat Nisa, Assistant Director of Public Health**

(Please contact [lallen@sloughcvs.org.uk](mailto:lallen@sloughcvs.org.uk) or [carmel@sloughcvs.org.uk](mailto:carmel@sloughcvs.org.uk) for a copy of the presentation)

There is a statutory obligation to produce this document yearly. There are five domains of the JSNA 2011:

- Population
- Social and place wellbeing
- Lifestyles and health improvement
- Health and wellbeing status
- Service utilisation

Principles include wide range of ownership and community involvement. Governance rests with the Health and Wellbeing Board whose members include:

- Chief Executive of Slough Borough Council
- Director of Public Health
- Director of Adult Social Care and Health
- Chair of the clinical commissioning group
- Local Healthwatch (formerly LINK)
- Patients and Public

### **Population**

Asmat drew our attention to the statistics which show that in Slough we have an above average (for the South East) in the age ranges 0 -4 years and 25 to 39 years. The emphasis on youth in the population growth is expected to continue in contrast to the rest of East Berkshire.

### **Slough Priority Needs**

There are 13 but the number 1 is diabetes. There are currently 9,284 people in Slough with diabetes. Number 2 priority is Coronary Heart followed by TB, HIV and Stroke. Asmat also touched on issues such as obesity, smoking cessation, fear of crime and groups with additional needs. Number 13 is New Entrants deals with the transient, migrant population and it is hard to capture data from this group although it is known that they do have some specific health needs.

## **Presentation 2**

# **Community hubs – changing the formula for community services**

## **Presentation by Andrew Stevens, Assistant Director Culture & Skills, Slough Borough Council**

(Please contact [lallen@sloughcvs.org.uk](mailto:lallen@sloughcvs.org.uk) or [carmel@sloughcvs.org.uk](mailto:carmel@sloughcvs.org.uk) for a copy of the presentation)

Andrew Stevens report was based on how the residents viewed the services as well as the opportunity for a better model for community centres and the chance to do more together. Andrew spoke briefly about what is currently available across the borough as well as using Britwell as an example of what's available in any given ward.

There is an urgent need to avoid duplicated efforts and resource maximising the reduced resources in order to deliver a seamless service for residents. This provides us with an opportunity to use the existing community centres differently. There are currently 60 venues may unattractive and inflexible.

The 5 principles underpinning change are:

- Choice
- Decentralisation
- Diversity
- Fairness
- Accountability

The strategy is to focus on areas of high level need and where there are development opportunities:

- Chalvey
- Britwell
- Colnbrook and Wexham children's centres
- Increase range of facilities used and accessibility
- Fewer but better and available to all

A new model for community centres includes:

- Local delivery of many different services including those from the voluntary sector
- A community meeting place
- Community partnership and ownership

The new Chalvey Community Centre is creating a place where:

- Everyone feels welcome
- Local people and voluntary sector involved in choices
- There are shared spaces
- Work is done with the community not to the community
- The advisory board engages service users and the community

Opportunities with voluntary sector partners include:

- Delivering better services
- Building community capacity and ownership
- Joined up planning



**Delegates at the event**

## Presentation 3

### Overview of NHS reforms

#### Presentation by Sally Murray, Head of Commissioning, Children and Young People, NHS Berkshire

(Please contact [lallen@sloughcvs.org.uk](mailto:lallen@sloughcvs.org.uk) or [carmel@sloughcvs.org.uk](mailto:carmel@sloughcvs.org.uk) for a copy of the presentation)

The picture is constantly evolving.

The **Current Situation** in Berkshire is that there are 2 PCTs (East and West) and 7 Clinical Commissioning Groups (CCGs). 3 CCGs are in the East matching 3 local authorities and 4 in the West also matching 3 local authorities. Slough is in the fortunate position of having a CCG which just about lines up with the Council boundaries.

The **Future Situation** is that the responsibility for buying health services will pass from the PCTs to CCGs and the NHS Commissioning Board by April 2013.

To **Manage the Transition** Berkshire East and West PCTs have formed into a cluster to manage the process and it is business as usual until then. The CCGs will support not just GPs but other clinicians as well

**Functions of CCGs** – They will inherit many of the PCT statutory duties – for example safeguarding and equalities (as statutory bodies they will be bound by some of the same legislation). A major strength of the CCG is the local knowledge of the population, its contacts with communities through patient groups, and ability to lead and influence change in the NHS.

**Health and Wellbeing Boards** – Public Health responsibilities will transfer from PCTs to Councils. Health and Wellbeing Boards are compulsory and are currently being organised between the Councils and Directors of Public Health.

**How developed are the CCGs?** The CCGs will have a full shadow year starting in April 2012. They have to pass an assurance test to ensure they are fit for purpose. The large number of smaller CCGs means that the GPs are well engaged in the process and there is a strong local focus. They recognize the need to work together and have been developing 'federation' arrangements for Berkshire East and West and Berkshire wide for certain functions.

**The Slough picture** – The Slough CCG lead, Jim O'Donnell, as well as other members of the CCG are already working closely with the Council – he is a member of the Local Strategic Partnership.

**How will CCGs be supported? The Commissioning Support Service.** The PCT needs to develop a commissioning support service which the Clinical Commissioners will be shaping during the current year. They will decide what they want to 'buy' in terms of commissioning support so it is important they have a strong influence on this. Likely functions – finance and performance monitoring.

**Themes in commissioning for the children of Slough:**

- Joint commissioning of life course interventions to reduce demand on services such as child protection, health and criminal justice system e.g. parenting courses
- Reduce hospital admissions
- Increase access to a midwife/doctor by 12 weeks
- Identification and support for at risk expectant mothers
- Improved emotional health and wellbeing
- Improved transition arrangements for young people with disabilities
- Support for carers

At the conclusion of the presentation Colin Pill, today's chair, informed those present that the Clinical Commissioning Groups will be answerable to Healthwatch.

## Panel for Questions and Answers

**The panel was chaired by Colin Pill and besides Colin the other members were:**

Avril Brouier	-	Expert Patients Programme
Andrew Stevens	-	SBC
Sally Murray	-	NHS Berkshire
Gurdip Hear	-	GP



**Delegates asking the Panel questions**

### **Q1. Will there be any layman involvement in the CCG's?**

SM: Will come back with a definitive answer

CP: CCGs and GP's are working with LINK actively engaging GP's. LINK raised question about GP appointments at last meeting.

### **Q2. What's the timeline for the sale of community buildings?**

AS: There are no plans to transfer buildings to community ownership. Hubs to be owned by Council and run by them as well as services from local groups.

### **Q3. Why are services free in Chalvey and not elsewhere in Slough?**

AS: There are different community organisations and commercial rates which apply throughout the borough but each venue is different. Chalvey has rooms that can be booked too but the front part is open to all and is a community resource, library and cafe. Other hubs will have them too such as Britwell. Bookings can be made through Ajit Nagra, SBC

**Q4. Who will carry out the quality assurance test for CCGs? What is the criteria?**

SM: CQC will form part of the assurance process, will also look at financial criteria.

**Q5. How will you ensure that CCGs know about local providers when it comes to commissioning?**

SM: We work to let all sectors know about upcoming bids and have very clear criteria. Service specification is very important.

**Q6. How will older people be affected by these changes?**

Costs will increase as we have an aging population and will see more cases of dementia. We are trying to find the most cost effective way for them to live whether it be at home or in nursing homes.

There needs to be greater discussion on the subject of health care and social care for older people.

**Q7. The subject of disability and people with complex needs provision wasn't referred to in any of the presentations. Is there any provision for people with learning disabilities?**

SM: NHS Berkshire has been working on the Aiming High and Transition into adult services programmes. We are also looking at how they can meet the needs for respite for carers.

**Q8. East Berks does not have the support that West Berks does and we are not involved in the consultations. Can we work more with the PCT?**

SM: Yes. Will try and also find out about past consultations and involvement by local VCS.

CP: Obviously needs to be further discussion. January event will be arranged with SCVS and LINK.

There was one question (in two parts that Andrew Stevens) responded to after the meeting. Please see below.

**Q. Are there plans for a new hub in Langley similar to Chalvey or Britwell?**

- . The Council is prioritising those communities experiencing the highest levels of deprivation and need, but has aspirations that people living in all parts of Slough will be able to access and use high quality community based services equally. In Langley, while there are no plans at present for a new hub to house different services, we aim to deliver most of the benefits of a hub through using existing good quality facilities, including Langley Pavilion, the leisure centre, and library. We hope that Horsemoor Green also can be used to provide a strong community offer and are in discussion with schools to encourage their facilities also to be more open to the public when not used by the school.

**Q. What is being done to reduce barriers to services for new arrivals and BME communities in Slough (Kerri Beech)?**

Andrew Stevens to contact Kerri Beech directly with an answer to this question.

***At the end of the Q & A Colin Pill suggested that as many questions were unable to be responded to adequately it might be beneficial to have another event in the New Year (2012). There was a very positive response to this suggestion.***

The meeting was officially closed by Ramesh Kukar, CEO of Slough CVS at 12.35 p.m. and people were invited to lunch and network.

## Appendix 1: Analysis of evaluation forms

Total completed evaluation forms 27

### How did you find this event?

Not very useful:	0
Average:	6
Above Average:	14
Excellent:	5

### How relevant was the information provided today to your expectation?

Not very useful:	0
Average:	9
Above Average:	11
Excellent:	5

### Please suggest one thing you would like us to do differently to improve our future events.

10am start would be better than 9.30am. More time for Q & A  
Would have liked a handout for facts and figures as could not see the screen  
Very general information, more specific details would be useful  
Ensure more publicity of event where appropriate  
Notes on main sessions  
Provide contact e-mail for speakers  
Have a workshop included or hold the event early evening/late afternoon  
Consider separate forums instead of an umbrella forum if possible and appropriate. Shorten questions in panel so more questions can be put forward  
Questions good - shorter answers  
Only focused on health so attendance across vol sector wasn't great  
More time for Q & A  
Wide variation in quality of presentations (10.30am JSNA was particularly uninformative)  
Have someone in the panel who understands learning disability  
More time for Q & A

### Gender

Male	18
Female	8

### Age group

6-25	1
26-35	3
36-45	4
46-55	5
55-65	8
66 and over	4

**Ethnic Origin**

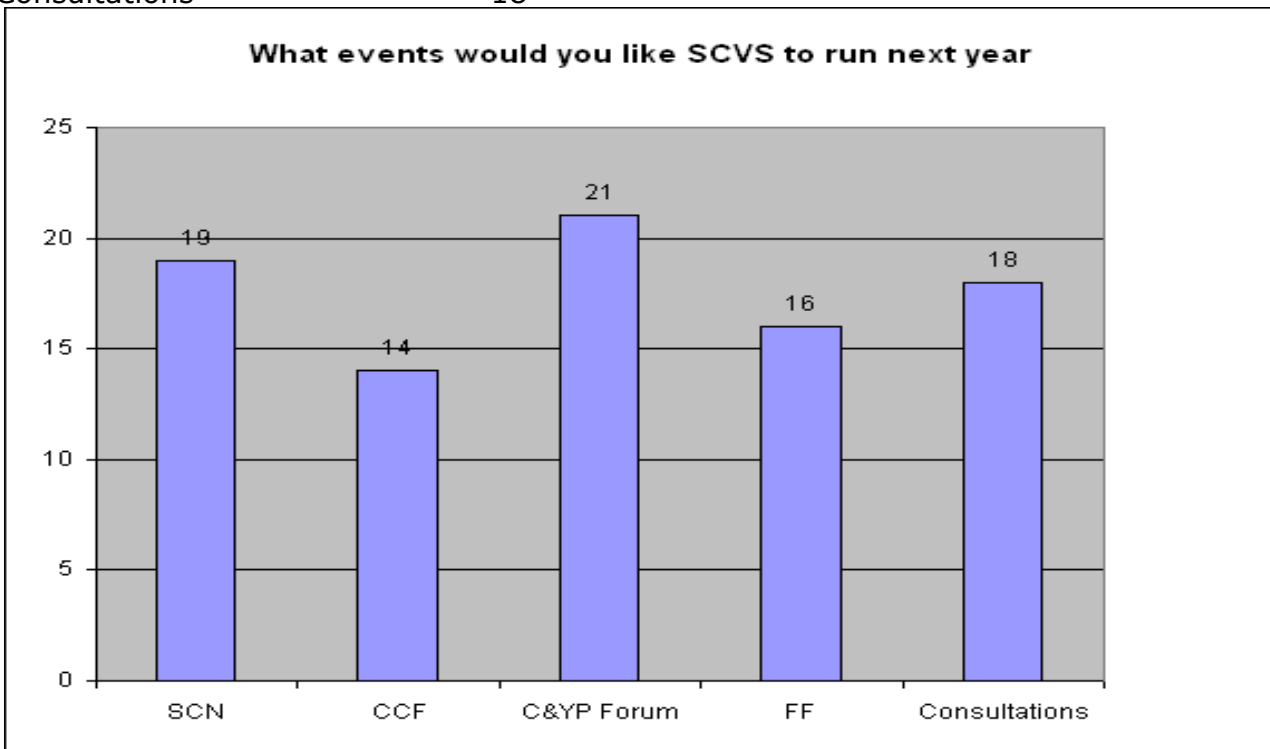
Asian	1
British Afro-Caribbean	
British Indian	4
British Pakistani	3
White Other	2
White British	12
White Irish	1
White Gypsy/Roma/Traveller	0
Mixed Black/Caribbean	0
Mixed Black/African	0
Mixed White/Asian	1
Mixed Other	1
Black African	0
Black Afro/Caribbean	0
Chinese	0
Other	1

**Disability**

Yes	4
No	20

**What events would you like SCVS to run next year?**

SCN	19
CCF	14
C&YP Forum	21
FF	16
Consultations	18



## Appendix 2: Attendance List

Mary Abraham	Slough Talking Newspaper
Wendy Field	Slough Community Transport and Shopmobility
Nassrin Saeedi	Reach Ltd,
A Weatherburn	
David Wright	Slough Older Peoples Forum
Marcia Wright	Slough Older Peoples Forum
Julie McCarthy	Princes Trust – <a href="mailto:julie.mccarty@princes-trust.org.uk">julie.mccarty@princes-trust.org.uk</a>
Sadia Hussain	Jeena
Avril Brohier	EDP Programme
Vivianne Royal	<a href="mailto:vivianneroyal@aol.com">vivianneroyal@aol.com</a>
Mandy Gunn	Special Voices – <a href="mailto:info@specialvoices.co.uk">info@specialvoices.co.uk</a>
Najeeb Rehman	Heatherwood & Wexham Park
Sarah Macadam	TVPS
Sudersham Sawhney	Slough Older Peoples Forum
Denise Selet	Mothers4Mothers
Jerry Severight	Inspiration
Teresa Wretton	Mothers 4Mothers
Sally Murray	NHS Berkshire
Jacky Flynn	LINK
Dolly Bhaskaran	LINK
Jose Adukanil Mathai	Slough Malayalee Association
Siby Joseph	Slough Malayalee Association
Shah-Bono Razvi	An- Nisa
Penny J Pincott	Health Panel
Sue Njuguna	Destiny Support
Mary Orloff	Rethink
Cllr Wayne Strutton	SBC & LINK
Kerry Beech	Red Cross
Charles Burke	CCA Colnbrook
Eleanor Cryer	Mencap
Ernestine Hunt	Talking Newspaper
Louise Jones	VB
Douglas Lewendon	Mencap
Dom Oliver	Resource Productions
Colin Pill	LINK
Matthew Foster	Turnston Support (Radian)
Rizwana Shah	Spelt
Karen Walker	Turnstone Support (Radian)
Dr Gurdip Hear	Slough CCG
Nasreen Rasheed	Carers UK Slough
Mona Minavi	

Sheila Kelly	
Bianca Gallipoli	BACYP
Victoria White	BACYP
John Kelly	LINK
Ramesh	SCVS
Jesal	SCVS
Carmel	SCVS
Gurleen	SCVS
Lorna	SCVS