

Slough Borough Council

Report To:	Cabinet
Date:	19 th January 2026
Subject:	Voluntary and Community Services Annual Performance Report
Lead Member:	Cllr Anna Wright, Lead Member for Adult Social Care
Chief Officer:	David Coleman-Groom Executive Director, People Adults
Contact Officer:	Jane Senior, Director of Commissioning, People Adults
	Vicky Tutty, Head of Commissioning, People Adults
Ward(s):	All
Key Decision:	NO
Exempt:	NO
Decision Subject To Call In:	NO
Appendices:	Appendix One – One Slough Community Fund Successful Bidders 25/26 Appendix Two – Contract Monitoring Key Performance Indicator workbook information 24/25. Appendix Three – EQIA

1. Summary and Recommendations

1.1 This report asks Cabinet to note the progress performance and developmental plans for services following agreement to award two contracts to two providers at Cabinet in March 2023, which are

- The Voluntary and Community Sector Infrastructure Support Service operated by Slough CVS
- The Advice and Information Service operated by Citizens Advice East Berkshire

Recommendations:

Cabinet is recommended to:

- a) Note the progress and performance of the two contracted services over the period July 2024 to June 2025 (Year Two of the contract). This includes an update on the actions implemented to support the further development of the contracted services.

b) Note the areas of development for Year Three of the contract.

Reason:

In March 2023, a commitment was given to report annually to Cabinet on the performance of the two contracts which Members agreed to award.

In January 2025, an update report was presented to Cabinet to share the progress, performance and development plans for the services. MHCLG Commissioners required that firm performance targets were established to enable Members to have a clear sense of what has been achieved through contract delivery. This requirement was addressed.

This report provides an update on the contractual performance for Year Two.

Commissioner Review

This report is outside the scope for pre-publication commissioner review; please check the [Commissioners' instruction 5 to CLT to sign off papers](#) for further details.

2. Report

The approach as set out within this report will actively support the following key priorities:

- Slough Corporate Plan 2023-27**

Strategic Priority 2: town where residents can live healthier, safer and more independent lives –

- Working with partners to target health inequalities and promote wellbeing
- Supporting residents to be as independent as possible whilst providing quality services for the most vulnerable.

- Slough Wellbeing Strategy 2020-25**

Priority 2: Integration:

- Increase the number of people living independently at home and decrease the proportion living in care homes
- Increase the number of people who are managing their own health and care needs.

2.1 Options considered

Option	Pros	Cons
Option 1 Deliver an annual report on the implementation of performance targets and progress on the second year of the provision of	Transparency and accountability to, and oversight from Members in the delivery of contracts, agreed by Cabinet.	None

<p>voluntary and community sector services</p> <p>Recommended</p>	<p>Opportunity to share more widely the positive progress which has been made.</p> <p>Opportunity to address MHCLG Commissioners comments included in the report of January 2025.</p>	
<p>Option 2</p> <p>Do not deliver an annual report on the implementation of performance targets and progress on the second year of the provision of voluntary and community sector services.</p> <p>Not recommended</p>	<p>No clear advantage to not reporting on progress.</p>	<p>A missed opportunity to provide information concerning progress and future developments.</p> <p>Does not address MHCLG Commissioners comments in a transparent way.</p>

Option 1 is recommended

2.2 Background

In November 2022, Cabinet approved the re-tendering of remodelled voluntary and community sector, and information and advice services. The remodelled services aimed to respond to wide engagement and feedback obtained as part of the commissioning process.

In March 2023, Cabinet subsequently approved the results of the successful tendering and evaluation process and recommended contract award to two suppliers to deliver the agreed model.

The successful bidders for the services were:

Lot 1- The Voluntary and Community Sector Infrastructure Support Service operated by Slough Council for Voluntary Services (Slough CVS)

Slough CVS is commissioned to provide a community and voluntary sector infrastructure support service in Slough. There are a number of component parts to this service which are intended to support community wellbeing in Slough, enabling people to make informed choices about preventing or delaying the need for unnecessary health and care interventions.

The component parts of the service include:

- Development and maintenance of a Directory of Services
- VCS Infrastructure Support

- Volunteer recruitment, development and training
- Management of the Community Connector Service
- Administration of the One Slough Community Fund

Lot 2 - The Advice and Information Service operated by Citizens Advice East Berkshire

The purpose of this service is to:

- Strengthen the advice and information offer in respect of social care in accordance with the Care Act 2014
- Increase the number of face-to-face sessions which are undertaken.
- Maintain the use of volunteers to support the core service and provide adequate training to enable them to fulfil this role.
- Draw upon the Directory of Services produced by Slough CVS to signpost to the voluntary and community sector organisations.
- Liaise closely with the contract management team and share detailed data concerning accommodation advice sought
- Undertake detailed casework.
- Strengthen links with Housing and with Adult Social Care to provide intelligence to support strategic developments

This is the second annual update which sets out the achievements and learning of the second 12 months of provision, from July 2024 to June 2025. Particular attention was given in Year 2 to setting clear performance measures for each of the contracts – aligning with the requirements set out by MHCLG Commissioners in the Year 1 update to Cabinet.

2.3 Overview of progress in year two of the contracts

Slough CVS

One Slough Community Fund

The One Slough Fund is open to Slough based community groups to bid for funding to support local people within the local community in accordance with key priorities set out within SBCs Corporate Strategy and Wellbeing Strategy.

For the 25/26 bidding round, 30 local community groups were awarded funded as determined by a panel comprising representatives from Slough CVS, Slough Borough Council, Slough Public Health, NHS Frimley ICB, Slough Children First and the Slough Co-Production Network.

Details of the groups awarded funding for 25/26 amounting to £177K can be found at Appendix One. Performance against these projects will be provided in the Year 3 update to Cabinet.

For the 2024/25 bidding round, 31 organisations were awarded £173k of funding. Of these 31, 24 organisations exceed the targets set out within their bids, 1 achieved them and 6 missed them. Five new groups (equating to 17% of all successful bids) were awarded funding, thus increasing the number of VCS organisations and developing the sector.

3714 residents per quarter were supported by groups awarded funding under the One Slough Programme.

The average cost of support per person accessing One Slough funded schemes reduced from £15 to £12, whilst the reported outcomes continued to be positive.

Further detailed information concerning the One Slough Programme performance for 2024/25 is shown at Appendix Two.

Capacity Building

- The SCVS contract performed well against the KPIs attached to capacity building over 24/25. 450 people attended networking events such as World Dream Day and an End of Year Celebration, which significantly exceeded the required target by 50%.
- The number of groups supported by Slough VCS equated to 120 and exceeded the KPI by 20% and represents an additional 17 groups supported in the year compared to Year One of the contract. SCVS are reporting that more grass roots groups have been supported which requires more intensive support.
- External funding is not a KPI as the ability to bid is determined by the nature of the bids which are outside of SCVS control.

Training for VCS Groups and Volunteers

- The contract has performed well against the KPI attached to training. There were 59 training sessions undertaken which exceeded the required target by 47%. This represents 19 more training sessions over the course of the year than expected. 837 people were trained during these sessions, including volunteers.
- Data cleansing of the original volunteer platform to the new accessible platform identified a significant, but not wholly unexpected drop in registered volunteers on the platform. 2097 volunteers registered in year one and 1031 registered in year two. The expected target of the key performance indicator was 825 so the service still met the required level of performance. It is important to note that this number does not reflect the large number of volunteers already committed to community groups.

Community Connectors

- The number of referrals received from Adult Social Care significantly exceeded the stated KPI. Community Connectors attended a Practice Forum session for all staff in Adult Social Care teams on 7 October 2025 to raise awareness of the service.
- The number of referrals received from NHS also significantly exceeded the stated KPI. It has been identified that the number of referrals received from the Hospital Social Work Team is lower than expected. A bespoke presentation for the Hospital Social Work Team and NHS teams to ensure clarity on the service and how it can support residents will be organised in early 2026.
- The number of referrals received from Community significantly exceeded the stated KPI. There were referrals received from other sources, however, these are not part of the contractual key performance indicators, so no target is listed against them.

Further detailed information concerning contractual performance is contained at Appendix Two

The main challenges over the year have been:

- Delays in embedding the Joy platform for social prescribers to access non clinical support and knock on impacts for adult social care staff.
- Feedback has been provided by residents that although there is a strong digital offer through Slough CVS, information in a non-digital format is also required.
- Although the target for the number of hits on the Slough Community Directory website was not achieved, the service advised that the definition of a 'hit' was not a reliable metric. It has been proposed that a more consistent metric would be to use the number of users for One Slough website. This will be reviewed in year three of the contract to include a KPI of 1,300 users of the One Slough website.
- The number of groups on the Slough Community Directory was not achieved each quarter of year two of the contract. The service has advised that there is the utilisation of WhatsApp group for the Slough Community Network. Work will be undertaken with SCVS to understand and address the causes of the target not being met and ensure that WhatsApp does not serve as a substitute for the Directory of Services.
- The data demonstrates that the Information and Advice Service has not met the KPIs. There have been changes in leadership and the service is now under new management. There is currently no official physical drop-in location in Slough borough for the Information and Advice services as the previous premises of the Information and Advice service ceased to be available to them due to another source of funding being lost. There is more demand for information and advice than there is capacity and only a smaller number of Slough residents can get through via the phone line. There have been challenges with CAEB recruiting (and maintaining) volunteers so a Volunteer Co-ordinator for East Berkshire had been brought on-board to help boost their volunteer cohort; this is on-going and being done through attendance at recruitment fairs and through continuous review of their training offer.

Developments for Year Three

- A strategic review of information and advice services in Slough will be undertaken over 25/26 - drawing upon funds identified by the Better Care Fund. The strategic review, working collaboratively with community groups will provide clarity on the level and nature of the demand coming into the sector and develop a new approach.
- Progress with embedding the Joy platform for adult social care.
- Review and enhance the roles of Community Connectors for example by linking to Neighbourhood Health Hubs and / or embed within an assessment and advice function for adult social care. This will include actions to address under-referral by hospital teams.
- Performance issues for the current Information and Advice Service are to be addressed.

3. Implications of the Recommendation

3.1 Financial implications

There are no financial implications directly relating to the progress report.

The Voluntary and Community Sector Infrastructure Support Service operated by Slough CVS has an original contract value of £408,149 per annum fixed over 5 years. This has subsequently increased to £474,050 p.a. in 2023/24 and has increased to £478,149 pa in 2024/25 for the duration of the contract.

The total contract value for the 5-year period is £2,386,646.

As part of the contract monitoring meetings, there have been discussions regarding funding and future delivery of KPIs. This is an ongoing discussion and will continue to be reviewed in each quarterly meeting. They have restructured to address funding shortfalls.

The Advice and Information Service operated by Citizens Advice East Berkshire has a contract value of £120,000 per annum.

The total contract value for the 5-year period is £600,000.

In recognition of the impact of Slough Community Fund on local provision, the BCF increased the funding pot by £65,000 in the last contract year (2024/25), and by £70,000 from this year (2025/26). This increase is recurrent ongoing funding.

Information and Advice has been provided to 731 people and £243,089 in income was gained by individuals via reimbursements from services and loans, debts written off, and repayments rescheduled. This income relates to the two-year period of the contract and is held by individuals not Slough Borough.

The Better Care Fund allocated £39,000 to undertake a review of demand and supply of Advice and Information Services within the borough with a view to enhancing access and pathways.

3.2 Legal implications

3.2.1 Section 2 of the Care Act 2014 places a duty on local authorities to provide or arrange for services, facilities or resources which will prevent or delay the development of, or reduce the needs for care and support of, adults in its area. In performing that duty, a local authority must have regard to:

- a) the importance of identifying services, facilities and resources already available in the authority's area and the extent to which the authority could involve or make use of them in performing that duty;
- b) the importance of identifying adults in the authority's area with needs for care and support which are not being met (by the authority or otherwise);
- c) the importance of identifying carers in the authority's area with needs for support which are not being met (by the authority or otherwise).

3.2.2 The Care Act 2014 Section 5 imposes a duty on local authorities to shape an effective marketplace of services to meet care and support needs in the local area. The Act describes how local authorities will manage the market to drive innovation, choice, quality, and continuous improvement whilst ensuring value and promoting Wellbeing. The Act places the following duties for adult social care commissioning authorities:

- To promote wellbeing for people with care and support needs.

- Focus on outcomes that are important to people and the delivery of person - centred care.
- Outcomes based commissioning to develop services for people, carers, and the wider population to achieve wellbeing alongside meeting care and support needs.

3.2.3 Duties in the Act place the following commissioning functions:

- Co-production with stakeholders in service design.
- Market engagement and shaping to influence local services on offer and to address barriers faced by the market in service delivery.
- Integration with local partners to achieve population-based outcomes to improve wellbeing.

3.2.4 Section 12 of the Health and Social Care Act 2012 introduced a duty at Section 2B of the NHS Act 2006 for the council to take appropriate steps to improve the health of the people who live in its area.

3.2.5 Section 6C of the National Service Act 2006 as amended by the Health and Social Care Act 2012 and The Local Authorities (Public Health Functions and Entry to Premises by Local Healthwatch Representatives) Regulations 2013 provide for the discharge of public health functions by Local Authorities.

3.2.6 The Health and Social Care Act 2012 introduced duties for Health and Wellbeing Boards in relation to JSNAs- Joint Strategic Needs Assessments. The purpose of JSNAs is to improve the health and wellbeing of the local population and reduce health inequalities. A product of the JSNA, is the evidence-based priorities for commissioning, that will improve outcomes for the local population, reduce health inequalities and address the wider determinants of poor health. Prevention, support to carers and working with local voluntary groups to strengthen community resilience to manage own care are all priorities listed in the JSNA.

3.3 Risk management implications

Risk	Assessment of Risk	Mitigation	Residual Risk
Some or all areas of the contracts underperform.	Medium	The contracts are carefully managed by the Contract Management function sitting within the Commissioning Team. Sometimes performance might be affected by external factors. Issues concerning performance are identified and turnaround initiative implemented as appropriate.	Low / Medium

Duplication of services	Medium	The directory of services ensure provision in the borough is mapped and this will reduce the risk of duplication of provision going forward.	Low
Duplication in funding of SCVS by different parts of the Council without regard to one another	Medium / High	<p>Strategic review of information and advice will provide additional intelligence.</p> <p>Central commercial team to monitor and direct to main contract holder</p>	Low / Medium

3.4 Environmental implications

3.4.1 There are no environmental impacts.

3.5 Equality implications

3.5.1 The implementation of the service and the delivery of the services overall demonstrates a positive impact for people with protected characteristics.

3.5.2 As part of the preparation for the One Slough Fund application process, there was significant engagement throughout the course of the year, feedback was collected through a wide range of channels.

The key priorities and objectives of the funding were compiled with the strategic aims and priorities in mind of the Slough Wellbeing Strategy, Adult Social Care, Social Prescribing networks, the Co-Production Network and the Voluntary and Community Sector.

This demonstrates how people with protected characteristics have been considered as part of this process. The themes make specific mention of a number of protected characteristics within the 'particularly welcomed activities' and 'particularly welcomed groups'.

3.5.3 The Equality Impact Assessment (EIA) does acknowledge that both the VCS and Information and Advice services provide an effective digital offer, however, there is an opportunity to ensure that people who find it difficult to access information in a digital format, are able to access information and advice in an alternative format. This is part of the action plan within the EIA.

3.5.4 Specific information can be found within the updated EIA in appendix three.

3.6 Corporate Parenting Implications

3.6.1 There are no corporate parenting implications.

3.7 Procurement implications

3.7.1 There are no procurement implications.

3.8 Workforce implications

3.8.1 There are no workforce implications.

3.9 Property implications

3.9.1 There are no property implications.

4. Background Papers

None

Appendix One - One Slough Community Fund Outcomes



#OneSlough Community Fund 2025-26

Summary

- The #OneSlough Community Fund launched an application process in April 2025. The fund attracted 49 applications from voluntary and community groups to deliver projects to meet Slough's key priorities for the upcoming year.
- The total amount of funding requested was £307,807.66 for the funding pot of £177,940
- The evaluation panel met on 24 June and included representatives from Slough CVS, Slough Borough Council, Slough Public Health, NHS Frimley ICB, Slough Children First and the Slough Co-Production Network.
- To ensure funding is distributed across a range of projects and to grassroots organisations, priority was given to groups applying for up to £3,000, £5,000 then £10,000, in that order.
- The panel successfully awarded funding to 30 groups for the period July 2025 to June 2026.
- The key priorities and objectives of the funding were compiled with the strategic aims and priorities in mind of the Slough Wellbeing Strategy, Adult Social Care, Social Prescribing networks, Co-Production Network and the Voluntary and Community Sector. The priority themes are outlined below, along with a breakdown of the projects funded.

Key Priority Themes:

Priorities	Overview
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Health Inequalities	Initiatives that address unfair and avoidable differences in health outcomes within the community, considering factors such as income, education, environment, employment, social support, culture, genetics, personal behaviour, and access to services.
Community Cohesion	Initiatives that aim to strengthen social bonds and create a more inclusive and supportive environment for everyone. Promoting activities that build unity, mutual respect, and collaboration among diverse communities.
Children, Young People and their parent/ Carers	Support and activities that demonstrate improved health/ wellbeing outcomes for children and young people and their carers. Reduce inequality and/or shows wider benefit and impact on family and communities.

Breakdown of bids

Grant level £	Total no of bids	Successful bids	Total awarded per level £	% of total funding pot
Up to 3000	19	15 (79%)	42,450	25%
Up to 5000	5	1 (20%)	5000	3%
Up to 10000	25	14 (56%)	129,612	72%

Theme	Total no of bids	Successful bids	Total awarded by theme	% of total funding pot
Health Inequalities	22	13	79,464	45%
Children and Young People and their Carers	15	8	50,274	28%

Community Cohesion	11	9	47,324	27%
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New groups: 13 bids of which 5 were successful – amounting to 17% of all successful bids .

Evaluation and Moderation process

The awards are made in order of funding amount to enable as many small community groups as possible to be funded. This is made clear in the bidding information, so applicants are aware of the process:

‘To ensure we support grassroots organisations, priority will be given to applications requesting up to £3,000, followed by £5,000, and then £10,000. This approach allows us to distribute funding across a variety of projects.’

The amount groups can bid for is limited by their turnover- so a group with a small turnover won’t be able to bid for £10k:

- annual turnover of £10,000 or under, for Grants of up to £3,000.
- annual turnover of £10,000 or over, for Grants of up to £5,000.
- annual turnover of £50,000 or over, for Grants of up to £10,000

The first group to be moderated are therefore all £3k bids that received a score of 75% or more based on their bid eval questions (which the panel members score), followed by all £5k bids that received a score of 75%.

The £3000 and £5000 bids that scored 50-75% are moderated and those for which no consensus is reached are returned to after the £10,000 bids that scored 75% are moderated.

Name of Organisation	Name of Project	Theme	Overview of Project	Total Cost of Project
AfroCaribbean Heritage Society Thames Valley	AfroCaribbean enrichment	Community Cohesion	The AfroCaribbean Enrichment Programme is designed to strengthen community cohesion, promote cultural heritage, and address health and social inequalities among African and Caribbean communities in Slough.	3000

Amana's Journey CIC	AJ's Community Shoulder	Children, Young People and their parent / Carers	A series of weekly activities designed to strengthen family relationships, support children's development, and reduce isolation among parents and carers. The sessions will take place at AJ Cafe, a trusted and inclusive space	3000
Apna Virsa Organisation CIC	Fit & Fabulous 50+	Health inequalities	A programme of wellbeing and physical activity sessions that will support older people in Slough. The programme will provide 150 dedicated activity sessions, delivered weekly across multiple accessible community venues including Singh Sabha Sports Centre, Holy Family Church, and the Langley Pavilion Hall	9750
Asian Carers Group	Asian Carers Group	Community Cohesion	Monthly carers group meetings enable carers to come together in a safe space to talk about issues affecting them, with those facing similar concerns and problems, in their first language. Weekly exercise classes: access to improved physical and mental health through stretching, strengthening, movement, balancing, breathing and meditation	3000
Autism Berkshire (the working name of Berkshire Autistic Society)	Enhanced support for autistic adults in Slough	Health inequalities	Provision of two groups for autistic adults in Slough, an under-25s drop-in session for young adults and a women's group. Both will meet fortnightly, with sessions running for 90 minutes, facilitated by an adult support mentor, supported by an autistic volunteer.	9924
Beat Routes	Creative Minds	Children, Young People and their parent / Carers	Weekly visual arts sessions designed to support the mental health and emotional wellbeing of young people aged 11-18 in Slough. The project will engage those facing complex life challenges, including poverty, learning disabilities, neurodivergence, poor mental health, caring responsibilities, or exclusion from mainstream education.	10000
Cippenham Carers	Carer's connection	Community Cohesion	Monthly wellbeing and respite programme for unpaid carers living in and around Slough. They are designed to provide a much-needed break from caring responsibilities while fostering connection, peer support, and improved mental wellbeing	2998

Community Calm CIC	Community Calm. Mental Health Recovery Through Nature	Community Cohesion	Launch a consistent, weekly eco-therapy programme for Slough residents at Heschel Park in Slough. Create a vibrant, inclusive community garden co-designed by local people, while educating people on "food to fork" concepts and initiatives and encouraging healthy eating through talks by professionals.	3000
Dosti Women Social Support Group	Support & Connect	Community Cohesion	Weekly one-to-one form filling support and monthly meetups for South Asian women in Britwell.	2480
Home Start Berkshire East	Parenting in our Voice	Children, Young People and their parent / Carers	The programme will support parents in building stronger relationships with their children, managing challenging behaviour, and promoting emotional wellbeing in the home, all in a language and format that is accessible, respectful, and relevant.	10000
Number 22 Community Counselling Services	Number 22 Project Slough: Phase 2	Community Cohesion	In person counselling in Slough. Refugee project - working with clients within Church Street, and at the Grove School. Young people vulnerable to crime- working within schools and at Church Street. Absenteeism project - we support young people who are persistently absent from school.	10000
Pakistan Welfare Association Slough	Lunch club Workshops	Health inequalities	Weekly lunch club for those over 60. With weekly 30-minute workshops designed to educate and empower attendees on a range of critical health topics.	5000
Pioneer Family Partnership	Healthy lifestyle Project	Health inequalities	This project will engage residents in Foxborough to improve their well-being and build resilience through: gymnastics for children aged 4-7 and weekly adult fitness sessions	2246.04
Rise and Shine	StrongHER Together	Health inequalities	StrongHER Together, will run twice a week (one fitness class, one social session) to support women over 50 in Slough, especially those who are isolated, inactive, or facing health challenges. The aim is to help them move more, feel better, and stay connected to others around them. A quarterly digital skills session is also offered to the group.	3000
Sakoon Through Cancer	EmPowerHer	Health inequalities	EmPowerHer will co-produce with the women to listen to their concerns and arrange speakers to share, educate, and empower. Sessions occurring once a month, in the evening beginning with supper, complemented by discussions and	3000

			shared learning, while building on lived experience and breaking cultural taboos to normalise conversations.	
Slough 50plus Forum	Slough 50plus Forum	Community Cohesion	Promoting independence, participation, community cohesion to give a more powerful voice to older people in shaping their town for the benefit of all its citizens by means of a monthly open meeting following a programme of information sharing, talks, consultation and discussion.	3000
Slough Community Support Cafe	Community Cafe and Form Filling Support	Health inequalities	The weekly community cafe, whilst providing a nutritious, well-balanced meal, also helps to combat loneliness and social isolation. The numbers of people needing help with form-filling is increasing with new referrals being received every week. Part of the funding would be allocated to recruiting and training an additional volunteer so that SCSC can meet the need.	2976
Slough Community Transport	Dial A Ride Community Transport	Health inequalities	The grant would be used to provide subsidised transport to residents unable to use public transport by providing them with the necessary service to attend groups, day centres, seated exercise classes etc and also by enabling them to continue to undertake their own shopping, to visit family and friends and to continue to engage with their local communities.	10000
Slough Immigration Aid Unit	Slough Immigration Aid Unit	Health inequalities	We intend to continue and expand our specialist legal advice and representation work, in an important and discrete area of people's lives. We advise people in a specific and specialised and closely-regulated area of law, when they cannot find other advice, or cannot afford other advice.	5000
Slough Refugee Support (SRS)	Coming Home with SRS	Community Cohesion	Provide vital support to families who are in desperate need. The project will provide; immigration Casework, English Classes, Sewing Classes, IT Classes, Football Club, Gardening Club and other general advice/support services.	10000
Slough West Indian People's Enterprise	Explore and Express - Building confidence through	Children, Young People and	We propose a structured, high-impact holiday enrichment programme for young people aged 11-16 from low-income and refugee backgrounds in Slough. It will focus on cultural	3000

	discovery and creativity	their parent / Carers	inclusion, creative expression, wellbeing, and access to new experiences.	
Slough Youth Action	SYA youth activities	Children, Young People and their parent / Carers	The grant will help us deliver weekly free football sessions, enhance our youth centre facilities, and strengthen our anti-knife crime strategy.	3000
Sport in Mind	Sport in Mind	Health inequalities	Deliver 3 weekly sport and physical activity sessions for people experiencing mental health problems (with a core focus on those with serious mental illness) and develop local volunteers to support sessions.	5570
Thames Valley Positive Support	BeYou	Community Cohesion	BeYou supports people from the LGBTQIA+ community in Slough by offering a safe space to meet, socialise, reduce isolation and access peer support and counselling. This reduces the mental health issues experienced by this group due to stigma and lack of community acceptance	9844
The Autism Group	TAG Care and Connect	Children, Young People and their parent / Carers	Tea with TAG (TwT) peer-support groups for Parent/Carers. Expanding what these groups offer through 'TAG Care and Connect', with the aim of shifting the focus from repeated signposting to giving immediate support and answers.	1750
The Baby Bank	The Baby Bank	Children, Young People and their parent / Carers	The project aids families when they most need it, ensuring that the support provided supports families so that they can continue to be parents, they can focus on paying bills or putting food on the table not worrying about which to buy, school shoes or electricity.	9684
The Slough Job Creation Hub C.I.C (Trading as Viva Slough)	Neighbourhood Wellbeing Hubs	Health inequalities	Expanding on Neighbourhood Wellbeing Hubs. Weekly, community-led sessions that improve physical health, mental wellbeing, nutrition, digital literacy, and social connection.	10000
Together As One (Aik Saath)	Slough Young Carers	Children, Young People and	Weekly support sessions for two cohorts of young carers in Slough: children aged 5-10 and young people aged 11-18. Each session will run for 1.5 to 2 hours, offering structured, purposeful activities that support their wellbeing while	9840

		their parent / Carers	providing a much-needed break from their caring responsibilities.	
Ujala Foundation	UF Community Support	Health inequalities	Deliver weekly Men's Elderly Lunch Club and a Ladies only Coffee Morning, both aimed at reducing isolation and loneliness among elderly individuals and women in our community.	10000
Visual Art Studio	Community Art Collaborations for Slough's Public Institutions	Community Cohesion	Community Art Collaborations for Slough's Public Institutions, will bring together a wide range of community groups including young people from primary and secondary schools, individuals with SEND and neurodivergent needs, refugees and asylum seekers, GP referrals, and people seeking wellbeing-focused activities to co-create inclusive and inspiring wall art displays that highlight Slough's distinctive identity and cultural diversity.	3000



Detailed information concerning performance will be report to Cabinet in a Year 3 update.

Appendix Two - Contract Monitoring Key Performance Indicator workbook information

#One Slough Community Fund - 1st August 2024 - 30th June 2025

	Priority themes	Colour code
A	Improve Health & Wellbeing	
B	Reduce Isolation & Loneliness	
C	Reducing Poverty	

Organisation	Name of Project	Funding Amount	Estimated client target from application	Quarter 1 (Aug – Sep) client numbers	Quarter 2 (Oct – Dec) client numbers	Quarter 3 (Jan – Mar) client numbers	Quarter 4 (Apr – Jun) client numbers	Total interventions (clients could be supported across multiple quarters)	Performance Achieved, Exceeded or Missed,
ABC to Read	Help raise literacy standards in Slough schools	1,590	15	20	31	24	27	102	Exceeded
Amana's Journey CIC	Drop in cafe & food distribution service across Slough	5,000	470	379	380	370	373	1502	Exceeded
Art Beyond Belief	Insight Inspire	4,970	16			10	7	17	Achieved
Asian Carers Group	Asian Carers Group	2,000	100	96	93	98	101	388	Exceeded
Beat Routes	Fine Futures	10,000	310	96	164	185	180	625	Exceeded
Berkshire Vision	Sight Loss Support in Slough	9,984	140	17	31	37	30	115	Missed
Brighter Futures Together	Spectrum	6,710	60		50	50	50	150	Exceeded
Cippenham Carers	Cippenham Carers Group	2,000	40	35	40	50	50	170	Exceeded
Daisy's Dream	Daisy's Dream	4,526	58		30	30	36	96	Exceeded

JMIC Slough	Café Mama/ Café Grandma	5,000	319	53	52	57	55	217	Missed
Knit Your Socks Off	Knit Your Socks Off- Monthly Meet ups	1,000	30	15	18	26	28	87	Exceeded
Leos Circus CIC	Circus for All: Cultivating Confidence & Wellness For Every Child in Slough	10,000	60			60	60	120	Exceeded
Number 22 Counselling Service	Number 22 Project Slough: Increasing Delivery	9,740	80	18	51	91	65	225	Exceeded
Parenting Special Children	Slough Community Support Group	6,215	60		13	20	21	54	Missed
Rise and Shine	Rise & Shine Health & wellbeing	2,000	40	102	109	110	110	431	Exceeded
Slough 50plus Forum	Slough 50plus Forum	2,000	70	71	71	70	72	284	Exceeded
Slough Anti-Litter Society	Slough Anti-Litter Society	4,985	500	73	66	76	88	303	Missed
Slough Community Support Café	Community Support Café & Form-filling Service	2,000	200	136	141	162	182	621	Exceeded
Slough Community Transport	Dial a Ride Transport	10,000	100	181	90	105	175	551	Exceeded
Slough Immigration Aid Unit	Slough Immigration Aid Unit	5,000	200	54	58	57	63	232	Exceeded
Slough Modest Sisters	Sisterhood squad	2,000	100			12	16	28	Missed
Slough Refugee Support	Activities at SRS	10,000	300	114	143	115	131	503	Exceeded

Slough Town FC Community CIC	Toddler and Junior Football Training	3,700	40	49	93	56	77	275	Exceeded
Slough Youth Action	Slough Youth Action free football sessions for youth aged 8 to 16	2,000	100		150	150	100	400	Exceeded
Sport in Mind	Sport and Physical Activity to Improve Mental Wellbeing	5,180	30	11	25	20	20	76	Exceeded
The Baby Bank	Improving tots to teens	9,756	1800	817	610	861	532	2,820	Exceeded
Thames Valley Positive Support	BeYou	4,780	200	216	207	218	218	859	Exceeded
The Dash Charity	BREATHE: A sigh of relief for young victim-survivors of domestic abuse in Slough	10,000	100		6	14	11	31	Missed
The Slough Job Creation Hub CIC (Viva Slough)	Get Slough Moving	10,000	1000	200	413	506	1000	2,119	Exceeded
Ujala Foundation	Supporting our most Vulnerable	10,000	100	60	65	61	65	251	Exceeded
Visual Arts Studio	Diverse visions in art	2,000	60	10	22	41	59	132	Exceeded
		£174,136		2823	3222	4192	4620	13,784	

Capacity building

Performance against Key Performance Indicators (KPIs)	Colour code	Comment
Exceeded target		Where cells are shaded grey, this denotes no KPIs are measured against the contract for this specific activity.
Met target		
Not achieved target but within 10% of KPI		

Underachieved target by greater than 10% of the KPI – action required		
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Capacity Building

Key Performance Indicators	Annual Target 2024 / 2025	Q1 Jul-Sept 2024	Q2 Oct-Dec 2024	Q3 Jan-Mar 2025	Q4 Apr-Jun 2025	Annual Total	Performance against target	Comments
Capacity building								
Number of community groups supported in the quarter (1:1, funding, advice, SQP)	100	20	38	15	47	120	Exceeded target by 20 groups. Increase of 20% against the KPI	More grass roots groups have been supported by the team, which we've found is more intensive and therefore requires more time.
Number of new community groups supported	20	11	3	4	3	21		
Number of groups who obtain funding through support		14	7	8	8	37		
Amount of external funding generated		£309,320	£269,430	£169,576	£267,700	£1,016,026		
Number of people attending network events	300	91	129	170	60	450	Increase of 50% against the KPI	Q1: World Dream Day Q2: End of year celebration Q3: Funding Fair Q4: Community Safety Workshop
Number of volunteers registered on Simply Connect	250	202	246	275	295	295	Increase of 18% against the KPI	
Number of organisations registered on Simply Connect	100	68	75	83	88	88	Decrease of 12% against the KPI	Promotion of the Simply Connect System is ongoing. Some groups prefer to speak directly to the Volunteer Manager (digital / language barrier) to find volunteers and promote their roles. This work is not reflected in the quarterly figure.
Number of total opportunities posted on Simply Connect (live and expired)	100	68	82	94	105	105	Increase of 5% against the KPI	

Key Performance Indicators	Annual Target 2024 / 2025	Q1 Jul-Sept 2024	Q2 Oct-Dec 2024	Q3 Jan-Mar 2025	Q4 Apr-Jun 2025	Annual Total	Performance against target
Number of training sessions (this includes Volunteers)	40	13	16	16	14	59	Increase in 47% against the target
Number of training attendees		138	188	328	183	837	
Number of training hours		53	60	127	28	268	
Number and percentage of respondents reporting the session met their training needs		118% (94%)	91 (93%)	59 (100%)	54 (74%)	Not cumulative	
Number and percentage of respondents who would rate the quality of the training as "good" or above"		126 (99%)	85 (93%)	58 (98.3%)	68 (100%)	Not cumulative	

Key Performance Indicators	Annual Target 2024 / 2025	Q1 Jul-Sept 2024	Q2 Oct-Dec 2024	Q3 Jan-Mar 2025	Q4 Apr-Jun 2025	Annual Total	Performance against target	Comments
#OneSlough Community Fund Partners								
Number of clients		2823	2859	3935	4620	14237		Cumulative figures show the number of interventions from funded partners and not individual clients
Number of volunteers	825	383	723	744	1031	1031	Exceeded the KPI by 206. This represents an increase of 25%	Some volunteers will support organisations across multiple quarters
Number of new volunteers	225	52	53	67	64	236	This represents an increase of 5% against the KPI.	The number of new volunteers reported by groups
Number of sessions		1322	1965	1764	4659	9710		The number of activity sessions put on by funded groups.

Number of volunteers hours		1098	4083	6150	10488	21819		The number of hours of volunteering reported by groups
Number of clients signposted to other organisations for support		206	511	196	483	1396		

Key Performance Indicators	Annual Target 2024 / 2025	Q1 Jul-Sept 2024	Q2 Oct-Dec 2024	Q3 Jan-Mar 2025	Q4 Apr-Jun 2025	Annual Total	Performance against target	Comments
Communications, Information & Digital								
Number of subscribers to SCVS weekly alert		637	659	670	674	2,640		
Number of news posts added to the SCVS Website (e.g. News for and from VCS)		46	31	44	45	166		https://sloughcvs.org/news/
Number of funding opportunities added to the SCVS Website		59	58	65	66	248		https://sloughcvs.org/news/
Number of Social Media campaigns		8	10	9	9	36		
Number of newsletters		13	12	13	12	50		Newsletters are weekly and include information on #OneSlough, Funding information, News, Events & Activities, Training and useful links & contact numbers
Number of users for Slough Advice website		2200	2100	2153	2596	9049		Slough Advice Centre: https://sloughadvicecentre.co.uk/
Number of users for OneSlough website		886	1,266	1,117	1,952	5231		OneSlough Website:

								https://oneslough.org.uk/
Number of hits for Slough Community Directory website	30,000	6443	6553	7,891	6,593	27,480	KPI not achieved by 2,520 hits. This represents an underachievement of 8%.	OneSlough Website: https://oneslough.org.uk/ A hit is recorded each time a file is requested from a webpage. A file could be a photo, text, link, banner. Hits are not a reliable metric for measuring website traffic. Website users would be a better alternative, as above metrics.
Percentage reporting they found the website useful		70%	80%	100%	100%	Not cumulative		Collected from feedback buttons (Red, Amber, Green faces) located on the website.
Total number of groups on Slough Community Directory	175	156	158	162	166	166	KPI not achieved by 9 groups. This represents an underachievement of 5%	The Slough Community Network Whatsapp group is seen as an alternative to the Directory for groups to market their activities.

*Simply Connect launched in January 2024

Community Connectors

Level of performance against referral targets – based on Q1	Colour code
Exceeded target	
Met target	
Not achieved target but within 10% of KPI	
Underachieved target by greater than 10% of the KPI – action required	

Referral information – Adult Social Care (ASC)

Key Performance Indicators	Annual Target 2024 / 2025	Q1 Jul-Sept 2024	Q2 Oct-Dec 2024	Q3 Jan-Mar 2025	Q4 Apr-Jun 2025	Annual Total	Performance against target
Number of New Clients Referred from:							
North and South Team		19	25	20	26	90	
East Team		24	22	29	33	108	
Reablement Team		11	14	17	22	64	
Community Team for people with learning disabilities		0	1	1	4	6	
Community Mental Health Team		3	7	3	3	16	
Total	200	57	69	70	88	284	

Referral information - NHS

Key Performance Indicators	Annual Target	Q1 Jul-Sept 2024	Q2 Oct-Dec 2024	Q3 Jan-Mar 2025	Q4 Apr-Jun 2025	Annual Total	Performance against target

	2024 / 2025						
Number of New Clients Referred from:	NHS						
Iris and Ward visits		43	51	55	88	237	
Hospital Social Work Team		2	11	9	8	30	
NHS teams (Local Access Point Team, Physios, Community Matrons)		13	8	7	5	33	
Total	200	58	70	71	101	300	

Referral information - Community

Key Performance Indicators	Annual Target 2024 / 2025	Q1 Jul-Sept 2024	Q2 Oct-Dec 2024	Q3 Jan-Mar 2025	Q4 Apr-Jun 2025	Annual Total	Performance against target
Number of New Clients Referred from:	Community						
Self-Referral		33	17	11	25	86	
Voluntary Organisation		9	52	37	7	105	
Total	100	42	69	48	32	191	
Other (e.g. Income Boost, DWP, Ways into Work)		16	21	21	27	85	

Key Performance Indicators	Annual Target 2024 / 2025	Q1 Jul-Sept 2024	Q2 Oct-Dec 2024	Q3 Jan-Mar 2025	Q4 Apr-Jun 2025	Annual Total	Performance against target
Number of new referrals	500	173	229	210	248	860	This is an increase of 72% against the original key performance indicator of the expected number of referrals.
Number of active clients in quarter		173	267	322	393	1155	
Number of clients closed in quarter		135	155	177	234	701	

Number of active clients at the end of the quarter	38	112	145	159		
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Sample of feedback received from people who accessed the Community Connector service

“... very helpful, compassionate and understanding. She made me feel comfortable when talking to her. ...informative and gave very good advice.”

“I'm very pleased with service that's been provided, you've been very helpful to my requests, a much needed service for people like me who was homeless for a number of years, gratefully appreciated thanks so much for your kindness and support.”

“... very helpful in identifying suitable services that would be beneficial both to my wife and myself as her carer. I now have a number of options to explore and am looking forward to a more active lifestyle.”

“... so kind was laid back and easy talk to very helpful and there when needed”

“... not only friendly but holding a vast amount of knowledge and empathy... Thank you Community Connector Services. You have injected a new life in me”

Information and Advice Service

Area	KPI (yrs 1 &2)	Yr 1	Yr 2	Comparison from Year 1 to Year 2
Clients	1000	1131 +	731 -	<p>There is a 27% negative difference between the KPI, and the outcome achieved in year two of the contract.</p> <p>There is a reduction of 35% of the number of clients seen compared with year one of the contract.</p>
Cases	962	1046 +	577 -	There is a 40% negative difference between the KPI, and the outcome achieved in year two of the contract.

				There is a reduction of 45% of the number of cases compared with year one of the contract.
Income generated	£300,082	£144,337 -	£243,089 +	Although there is an increase in the amount of income generated compared to year one, it is still not meeting the KPI. There is a 19% negative difference between the KPI and the achieved outcome in year two of the contract. This compares with 40% positive difference in year one of the contract.

Appendix Three – EQIA

Equality Impact Assessment

Directorate: People Strategy & Commissioning (Adults)	
Service: Voluntary and Community Sector	
Name of Officer/s completing assessment:	
Date of Assessment: Vicky Tutty	
Name of service/function or policy being assessed: Voluntary and Community Sector	
1.	What are the aims, objectives, outcomes, purpose of the policy, service change, function that you are assessing?

	The purpose of this Equality Impact Needs Assessment is to assess the effects of the second year of Slough Borough Council's Voluntary and Community Sector Service and Advice and Information Service.										
2.	<p>Who implements or delivers the policy, service or function? State if this is undertaken by more than one team, service, and department including any external partners.</p> <p>Services are currently commissioned by the People Strategy and Commissioning Team sitting with the People Adults directorate. Current services are operated by Slough CVS and Slough Citizens Advice East Berkshire under contract</p>										
3.	<p>Who will be affected by this proposal? For example, who are the external/internal customers, communities, partners, stakeholders, the workforce etc. Please consider all of the Protected Characteristics listed (more information is available in the background information). Bear in mind that people affected by the proposals may well have more than one protected characteristic.</p> <table border="1"> <thead> <tr> <th>Characteristic</th><th>Positive, Negative, Neutral or Unknown Impact</th><th>Rationale for Assessment</th></tr> </thead> <tbody> <tr> <td>Age</td><td>Positive</td><td> <p>The information and Advice service is available to all adults who require advice in respect of a number of different areas, including housing advice, care and support, income maximisation and so on, whilst it is not intended that children will access the service themselves – they are likely to benefit from advice and information which is sought on their behalf by parents or carers. There are issues with current contractual performance which could impact upon access but plans are in place to review the offer and to make improvements.</p> <p>The VCS Infrastructure organisation administer grants for a range of VCS organisations which directly benefit children and adults.</p> </td></tr> <tr> <td>Disability</td><td>Positive</td><td>People with a disability are able to access and positively benefit from both services.</td></tr> </tbody> </table>		Characteristic	Positive, Negative, Neutral or Unknown Impact	Rationale for Assessment	Age	Positive	<p>The information and Advice service is available to all adults who require advice in respect of a number of different areas, including housing advice, care and support, income maximisation and so on, whilst it is not intended that children will access the service themselves – they are likely to benefit from advice and information which is sought on their behalf by parents or carers. There are issues with current contractual performance which could impact upon access but plans are in place to review the offer and to make improvements.</p> <p>The VCS Infrastructure organisation administer grants for a range of VCS organisations which directly benefit children and adults.</p>	Disability	Positive	People with a disability are able to access and positively benefit from both services.
Characteristic	Positive, Negative, Neutral or Unknown Impact	Rationale for Assessment									
Age	Positive	<p>The information and Advice service is available to all adults who require advice in respect of a number of different areas, including housing advice, care and support, income maximisation and so on, whilst it is not intended that children will access the service themselves – they are likely to benefit from advice and information which is sought on their behalf by parents or carers. There are issues with current contractual performance which could impact upon access but plans are in place to review the offer and to make improvements.</p> <p>The VCS Infrastructure organisation administer grants for a range of VCS organisations which directly benefit children and adults.</p>									
Disability	Positive	People with a disability are able to access and positively benefit from both services.									

		<p>People with a disability are able to access and positively benefit from both services.</p> <p>Groups</p>
Neurodivergence	Positive.	<p>People who are neurodivergent are able to access both services. Although provision for how their particular needs might be met is not currently tested.</p> <p>Further work will need to be undertaken to embed this consideration into future commissioning activity and developments of service specifications and KPIs.</p> <p>The One Slough grant programme for 25/26 has funded Autism Berkshire to facilitate 2 groups for autistic adults in Slough – an under 25s drop in and a women's group.</p> <p>A peer support programme has also been funded with TAG Care and Connect for parents / carers of autistic children.</p>
Gender Reassignment	Positive	People seeking or having been through gender reassignment are able to access and benefit from both services
Marriage and Civil Partnership:	Positive	People who are in a marriage or civil partnership are able to access and benefit from both services
Pregnancy and maternity:	Positive	Those who are pregnant are able to access and benefit from both services
Race:	Positive	Both services seek to reach all elements of the community. Culturally specific provision is commissioned through the VCS Infrastructure organisation as appropriate. Refugees are able to access Advice and Information services.
Religion and Belief:	Positive	People of any religion and belief are able to access and benefit from services.

	Sex:	Positive	People of any sex are able to access and benefit from services.
	Sexual orientation:	Positive	People of any sexual orientation are able to access and benefit from services.
	Other: Mental Health	Positive	Mental Health: Preventative. Community Connectors will be able to access a range of provision within the community and their feedback on gaps in service have influenced the bidding requirements for the Slough Community Fund.
4.	<p>What are any likely positive impacts for the group/s identified in (3) above? You may wish to refer to the Equalities Duties detailed in the background information.</p> <p>Access to VCS and Advice and Information Services</p>		
5.	<p>What are the likely negative impacts for the group/s identified in (3) above? If so then are any particular groups affected more than others and why?</p> <p>It is acknowledged that both the VCS and Information and Advice services provide an effective digital offer, however, there is an opportunity to ensure that people who find it difficult to access information in a digital format, are able to access information and advice in an alternative format.</p> <p>Joy platform – As a consequence of the delay in the implementation to embedding the Joy platform into Health reporting, the approach is currently in the process of being introduced to operational colleagues. Continuation of this work will support improved Adult Social Care reporting and case management.</p> <p>Services ability to respond to those who are neurodivergent is not currently tested. This will need to be considered during future commissioning activity and contract management meetings.</p>		
6.	<p>Have the impacts identified in (4) and (5) above been assessed using up to date and reliable evidence and data? Please state evidence sources and conclusions drawn (e.g. survey results, customer complaints, monitoring data etc).</p> <p>#OneSlough Fund</p> <p>The three priority themes of the #OneSlough Fund in 2025/2026 were as follows. These were based on information collated over the year.</p>		

Health Inequalities

Initiatives that address unfair and avoidable differences in health outcomes within the community, considering factors such as income, education, environment, employment, social support, culture, genetics, personal behaviour, and access to services.

Particularly welcomed activities:

Activities supporting healthy weight management for people with Learning Disabilities

Activities supporting strength and balance activities for older people

Particularly welcomed groups:

Carers

People with Autism and/or Learning Disabilities

Older people with long term health conditions

Community Cohesion

Initiatives that aim to strengthen social bonds and create a more inclusive and supportive environment for everyone.

Promoting activities that build unity, mutual respect and collaboration amongst diverse communities.

Particularly welcomed activities:

Activities for Asylum Seeking parents – particularly mothers – to enhance wellbeing and reduce isolation

Participation in hobbies that can improve connection and mental wellbeing and reduce social isolation – particularly for older people.

Children, Young People and their parent / Carers

Initiatives that enhance the well-being, development, and opportunities for children and young people and their carers.

Activities that create a safer and more positive environment for the younger generation to engage and thrive.

Particularly welcomed activities:

Healthy weight management activities for young people with Learning Disabilities

Particularly welcomed groups

Support for Carers

Support for young people with Autism and / or Learning Disabilities transitioning into Adult Services

7.	<p>Have you engaged or consulted with any identified groups or individuals if necessary and what were the results, e.g. have the staff forums/unions/ community groups been involved?</p> <p>Throughout the course of the year, feedback was collected through a wide range of channels, such as</p> <ul style="list-style-type: none"> #OneSlough Fund • Local forums/events Slough Networking Forums Slough Poverty Forum System wide engagement Events • Strategic stakeholder meetings Safeguarding Partnership Health and Care Partnership Board Early Help Strategy Group Slough Wellbeing Board Substance Use Board • Community Connector service Adult Social Care teams Wexham Park Hospital discharge teams Community Groups and Residents Coproduction Network meeting in November 2025 • Wellbeing for Slough Community Directory Quarterly analytics
8.	<p>Have you considered the impact the policy might have on local community relations?</p> <p>The key themes approved for the #OneSlough Fund were compiled with the strategic aims and priorities in mind of the Slough Wellbeing Strategy, Adult Social Care, Social Prescribing networks, Co-Production Network and the Voluntary and Community Sector.</p>

	<p>9. What plans do you have in place, or are developing, that will mitigate any likely identified negative impacts? For example what plans, if any, will be put in place to reduce the impact?</p> <p>Monitor the quarterly performance workbooks that include equalities data to understand gaps in service delivery.</p> <p>Communications to the residents of Slough and people that use services through the channels listed in question 7</p> <p>Implementation of an improvement plan for the Information and Advice service to address challenges experienced in the last year.</p> <p>A proposed information and advice co-ordinator to be funded through the Better Care Fund (BCF – Health and Social Care Integrated funding) will work alongside community groups to understand the level and nature of demand coming into the sector. Through collaborative working, the co-ordinator will develop an approach that supports the VCS respond. This will be an enabler to redesign the future non-digital model.</p>
	<p>10. What plans do you have in place to monitor the impact of the proposals once they have been implemented? (The full impact of the decision may only be known after the proposals have been implemented). Please see action plan below.</p> <p>Contract monitoring and quarterly meetings with the providers. Discuss any issues or risks related to performance against KPIs and equalities data.</p> <p>Regular reporting of the Information and Advice service improvement plan to the Commissioning and Market Management Board (CMMB) and the Adult Social Care Assurance Board.</p> <p>The information and advice co-ordinator will report progress to the Commissioning and Market Management Board (CMMB) and the Better Care Fund Delivery Board.</p>

What course of action does this EIA suggest you take? More than one of the following may apply	✓
Outcome 1: No major change required. The EIA has not identified any potential for discrimination or adverse impact and all opportunities to promote equality have been taken	✓
Outcome 2: Adjust the policy to remove barriers identified by the EIA or better promote equality. Are you satisfied that the proposed adjustments will remove the barriers identified? (Complete action plan).	✓
Outcome 3: Continue the policy despite potential for adverse impact or missed opportunities to promote equality identified. You will need to ensure that the EIA clearly sets out the justifications for continuing with it. You should consider whether there are sufficient plans to reduce the negative impact and/or plans to monitor the actual impact (see questions below). (Complete action plan).	
Outcome 4: Stop and rethink the policy when the EIA shows actual or potential unlawful discrimination. (Complete action plan).	

Action Plan and Timetable for Implementation

At this stage a timetabled Action Plan should be developed to address any concerns/issues related to equality in the existing or proposed policy/service or function. This plan will need to be integrated into the appropriate Service/Business Plan.

Action	Target Groups	Lead Responsibility	Outcomes/Success Criteria	Monitoring & Evaluation	Target Date	Progress to Date
Contract management	All	Contract Management	Services delivered in accordance with the specification including collecting relevant monitoring data.	Quarterly monitoring	Completed quarterly – reported annually to Cabinet	Quarterly meetings have been completed to review and discuss the performance against the KPIs.

Redesign of the future 'non digital' offer	All	Commissioning	Understand the level and nature of demand coming into the sector. Develop an approach that supports the VCS respond.	Through staff supervision	December 26	New role to undertake this work in 2026.
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Name:

Signed:Vicky Tutty.....(Person completing the EIA)

Name:

Signed:(Policy Lead if not same as above)

Date: 25/11/25