

Date of issue: Monday 3<sup>rd</sup> August 2020

<b>MEETING</b>	<b>SLOUGH OUTBREAK ENGAGEMENT BOARD</b>
<b>DATE AND TIME:</b>	WEDNESDAY, 5TH AUGUST, 2020 AT 5.00 PM
<b>VENUE:</b>	VIRTUAL MEETING
<b>DEMOCRATIC SERVICES OFFICER: (for all enquiries)</b>	JANINE JENKINSON 07511 048 406

### **SUPPLEMENTARY PAPERS**

The following papers have been added to the agenda for the above meeting:-

Item 3 was not available for publication with the rest of the agenda.

#### **PART 1**

<b><u>AGENDA ITEM</u></b>	<b><u>REPORT TITLE</u></b>	<b><u>PAGE</u></b>	<b><u>WARD</u></b>
3.	Local Covid-19 Status Report	1 - 20	All

This page is intentionally left blank

**SLOUGH BOROUGH COUNCIL**

**REPORT TO:** Slough Outbreak Engagement Board

**DATE:** 5<sup>th</sup> August 2020

**CONTACT OFFICER:** Liz Brutus, Service Lead Public Health  
**(For all enquiries)** 07749 046171

**WARD(S)** All

**PART I**  
**FOR INFORMATION**

**SLOUGH COVID-19 STATUS UPDATE, AND COMMUNICATIONS & ENGAGEMENT APPROACH**

1. **Purpose of Report**

To inform the public on the status of Covid19 in Slough, our response, and our communications approach.

2. **Recommendation**

The Slough Outbreak Engagement Board is requested to note the status of Slough in relation to the Covid19 outbreak, the response that Slough Borough Council and its partners have put in place, and our approach to communicating and engaging with the public and business.

3. **The Slough Joint Wellbeing Strategy 2020-24**

Coronavirus has the potential to impact on the delivery of all of the Slough Wellbeing Board's priorities:

1. Starting Well
2. Integration
3. Strong, Healthy and Attractive Neighbourhoods (Building Community Asset Resilience)
4. Workplace Health

The response to the crisis has demonstrated the strength of community and partnership working.

4. **Five Year Plan 2020-24 Outcomes**

Coronavirus has the potential to impact on the delivery of all of the Five Year Plan's priority outcomes:

Outcome 1 Slough children will grow up to be happy, healthy and successful  
Outcome 2 Our people will be healthier and manage their own care needs  
Outcome 3 Slough will be an attractive place where people choose to live, work and stay  
Outcome 4 Our residents will live in good quality homes  
Outcome 5 Slough will attract, retain and grow businesses and investment to provide opportunities for our residents

## 5. **Other Implications**

- (a) **Financial** – There are no foreseen financial implications arising from this report.
- (b) **Risk Management** – There are no identified risks in relation to this report.
- (c) **Human Rights Act and Other Legal Implications** – There are no Human Rights Act or Other Legal Implications arising from this report.
- (d) **Equalities Impact Assessment** - There is no requirement to complete an Equalities Impact Assessment in relation to this report.

## 6. **Supporting information**

### **Context**

- 6.1 We are now seeing the first examples of COVID-19 cases increasing in some areas following what had been a uniform decline across all parts of the country. National lockdown restrictions had been gradually lifted, with many businesses re-opening and families able to see each other again.
- 6.2 The announcement by the Government on 31<sup>st</sup> July, that additional local measures are being put in place in some communities, and that new planned measures for the further easing of lockdown will be paused, reinforces the rationale for establishing this Engagement Board. The next phase of the pandemic in England remains uncertain and effective public engagement throughout will be a crucial pillar of Slough's response.
- 6.3 Communication with residents is key aspect of any response. The Outbreak Engagement Board was established through approval by the Slough Wellbeing Board. The Board will be held in public every month and more often if needed, led by local councillors accountable to the public. It is committed to:
  - keep our website up to date with the latest guidance
  - use social media to spread the word
  - work with services, businesses and organisations to make sure information is clear and accurate
  - make information available in accessible formats and languages other than English where appropriate and use community engagement as well as traditional broadcast techniques
- 6.4 The role of the Board is as follows:

- Lead engagement with the public regarding Covid risks and prevention
- Endorse the Local Outbreak Plan and the accompanying communications plan.
- Provide ongoing oversight of the Plan's implementation.
- Provide political ownership of the local response.
- Proactively lead the communications and engagement in the event of a local incident .
- Coordinate, where appropriate, with neighbouring authorities in the event of cross/near border local outbreaks.

## **Covid 19 status report in Slough**

- 6.5 The council has a number of existing powers and some new specific COVID 19 related powers to respond swiftly and in line with the national 'Contain Framework' to control local COVID19 risks and support the Slough Local Outbreak Management Plan (LOMP). The emphasis is very much upon an Engage/Educate/Prevent approach. The model proposed for outbreak or incident<sup>1</sup> response locally is detailed in the LA's LOMP as endorsed by the Cabinet on 30<sup>th</sup> June 2020.
- 6.6 The fundamental duties and roles of organisations and teams involved in outbreak control have not changed. The LOMP sets out the roles of the LA: to support the PHE Health Protection Team's (HPT) lead for outbreak response and to ensure their recommendations function locally. This includes prevention of COVID-19 in the first place as well as preventing the spread of infection.
- 6.7 In the event of an outbreak, the Thames Valley HPT are responsible for co-ordinating outbreak management and will work closely with the Public Health team at Slough Borough Council and the Slough Outbreak Cell to facilitate a timely and proportionate outbreak response.
- 6.8 The local response will vary according to the setting of any outbreak and the populations involved. Support will be needed from individual services and the community hubs. SBC's LOMP establishes an Outbreak Management Cell to be stood up to co-ordinate contact tracing and its associate components across Slough. Its members will act as a link to their respective service areas for contact tracing and expertise.
- 6.9 Information about the pandemic and it's impact on the health of people who live and work in Slough is monitored daily and weekly by the Local Outbreak Management Cell (The Cell). The Cell manages the Local Outbreak Management Plan (LOMP). The daily Cell is attended by members of Slough Borough Council with the weekly Cell attended by partners including One Slough, the Clinical Commissioning Group, and the Children's Service Trust.
- 6.10 The Cell receives a set of information on a daily and weekly basis against a structured agenda, which includes:

---

<sup>1</sup> An outbreak is one or more cases of Covid-19, an incident has a broader meaning, encompassing events or situations which warrant investigation to determine if action is needed to manage the risk.

- Urgent updates
- Public health data
- Testing rates
- Environmental health action
- Communications and engagement

6.11 The public health and testing data received on a daily basis includes:

- Number of people known to be infected by Covid 19, and the rate per 100,000 members of the population
- Number of deaths known to be caused by Covid 19, and the rate per 100,000 members of the population
- Calls to 111 and 999 and online assessments, which are triaged as being relating to Covid 19
- Outbreaks known to have taken place in care homes
- Test and Trace data
  - Pillar 1 tests (in health settings)
  - Pillar 2 tests (in drive-in or walk-in centres)
  - Contacts made after a person tests positive for Covid 19
- Trends over time
- Contextual information from members of the Cell, including representatives from public health, communications, testing, and regulatory services

6.12 The latest public data reviewed by the Cell in advance of these papers being drafted was generated for the meeting held on 3<sup>rd</sup> August 2020 and covered the period up until 26<sup>th</sup> July. Data for the previous five days at any point in time is known to be incomplete and it is updated retrospectively to ensure trend data is accurate.

6.13 A summary of the data received at the meeting held on 3<sup>rd</sup> August 2020 is as follows (a more detailed summary is provided in Appendix A to this report):

- The number of people getting infected by Covid 19 (0.3 per 100,000 members of the population on 25<sup>th</sup> July 2020) has been on a downward trend throughout July
- The number of deaths as a result of Covid 19 (1.3 per 100,000 members of the population on 10<sup>th</sup> July 2020) has also been on a downward trend
- The number of triages through 111 calls (5 people on 23<sup>rd</sup> July 2020), 999 calls (2 people), or online assessments (15 people) are also currently at a low level
- Testing numbers at the Montem centre have been steadily increasing to over 4000 tests taken per day during week commencing 27<sup>th</sup> July

## **Communications and Engagement Approach**

6.14 Slough Borough Council are using all available channels to communicate and engage with people who live and work in Slough in order to help everyone stay safe. This has included utilising all communications channels to reach staff, partner agencies, residents, and businesses.

6.15 The Slough Local Outbreak Management Cell receives a daily communications update, and it ensures messages are being sent out and heard consistently across channels. This includes Environmental Health and other regulatory officers who have

been running an on-going programme of advice, information, and spot-checks in local businesses.

- 6.16 The EH Duty Desk operates the [CV19Notifications@slough.gov.uk](mailto:CV19Notifications@slough.gov.uk) from 09.00 to 17.00 7 days a week and there is an emergency contact number with the SBC Control Room 24/7. The CV19 e-mail system is the first point of contact for the council for information coming from Public Health England and also for businesses and residents to contact with concerns about COVID 19 risks in the town
- 6.17 The SBC Safer Public Spaces Task Group co-ordinates council and partner agency response to support social distancing, including targeted operations on areas of the borough that have been identified as potential high risk areas.
- 6.18 The council does have new powers under The Health Protection (Coronavirus, Restrictions) (Amendment) (No.3) Regulations 2020 came into force at 12.01 a.m. on Saturday 18 July 2020. These No. 3 Regs give local authorities powers in prescribed circumstances, to give directions (to close or restrict) for individual premises, events and public outdoor places, to curb the incidence and spread of the pandemic. Further information on targeted engagement work is provided in Appendix B to this report.
- 6.19 Our communications approach has utilised all available channels, including print and online media, radio interviews, advertising and social media. Highlights include:
- Release of a video filed with young people to raise awareness of the Montem testing site
  - Liz Brutus, Service Lead Public Health, appeared on Asian Star radio
  - Running 30 second advertising slots on Asian Star radio
  - Posting across social media channels including Facebook and Twitter
- 6.20 Communications have been driven under the #OneSlough initiative with consistent messaging being given through partner agencies. The weekly Cell meeting includes representatives from SloughCVS, health partners, and the Children's Services Trust.
- 6.21 Messaging targeted at businesses has been tailored and disseminated, which has included:
- Health and safety leaflet for businesses
  - Over 1,000 floor stickers identifying a safe social distance
  - Instruction leaflets handed out at Montem
  - One Slough magazine going to all households (this magazine is included as Appendix C to this report)
- 6.22 National messaging, coordinated by Public Health England, is reviewed daily or as frequently as it is produced, and it is integrated into our tailored local response. For example, sector-specific Action Cards have been released by PHE, which we are reviewing currently and will use to complement our local communications and engagement approach. A more detailed communications approach update is provided in Appendix B to this report.

## **7. Comments of other committees**

- 7.1 This report has not been considered by any other committees.

8. **Conclusion**

- 8.1 Slough Borough Council, and its partners are responding swiftly to mitigate the impacts of COVID-19, adopting a proactive management approach through the Local Outbreak Management Cell and a collaborative engagement approach through daily work with partners and through this Engagement Board.
- 8.2 This report sets out the status of Covid 19 in Slough and our communications approach.

9. **Appendices attached**

- A – Covid 19 status update in Slough
- B – Communications and Engagement approach (national and local messaging)
- C – One Slough magazine sent to all households

10. **Background papers**

Slough Outbreak Engagement Board Terms of Reference, which were approved at the Slough Wellbeing Board on 15<sup>th</sup> July.



## **Appendix A – COVID 19 Status Update**

Responsible officers:

- Liz Brutus, Service Lead Public Health
- Ginny de Haan, Service Lead Regulatory Services

### **Council Powers**

The council has a number of existing powers and some new specific COVID 19 related powers to respond swiftly and in line with the national 'Contain Framework' to control local COVID19 risks and support the Slough LOMP.

The emphasis is very much upon an Engage/Educate/Prevent approach as we understand supporting behaviour change is vital in helping us to reduce COVID 19 transmission in Slough and for our communities to remain safe. More details can be found at: (<https://www.gov.uk/government/publications/containing-and-managing-local-coronavirus-covid-19-outbreaks>)

Six principles support effective implementation of an integrated national response and our Local Outbreak Management Plan as outline below :

- the primary responsibility is to make the public safe
- build on public health expertise and use a systems approach
- be open with data and insight so everyone can protect themselves and others
- build consensus between decision-makers to secure trust, confidence and consent
- follow well-established emergency management principles
- consider equality, economic, social and health-related impacts of decisions

Should our behaviour change approach ( describes more in Appendix B) prove ineffective and/or there is a significant increase in COVID 19 infections in Slough the council does have new powers under The Health Protection (Coronavirus, Restrictions) (Amendment) (No.3) Regulations 2020 came into force at 12.01 a.m. on Saturday 18 July 2020. These No. 3 Regs give local authorities powers in prescribed circumstances, to give directions (to close or restrict) for individual premises, events and public outdoor places, to curb the incidence and spread of the pandemic. Local authorities may give such directions only if the authority considers that the following conditions are met:

- that giving such a direction responds to a serious and imminent threat to public health
- that the direction is necessary for the purpose of preventing, protecting against, controlling or providing a public health response to the incidence or spread of infection by coronavirus in the authority's area; and

- that the prohibitions, requirements or restrictions imposed by the direction are a proportionate means of achieving that purpose.

At present we do not have these conditions in Slough and we continue to be vigilant and aware of the local situation through the Daily and Weekly Outbreak Cell meetings and the SBC Safer Public Spaces Group.

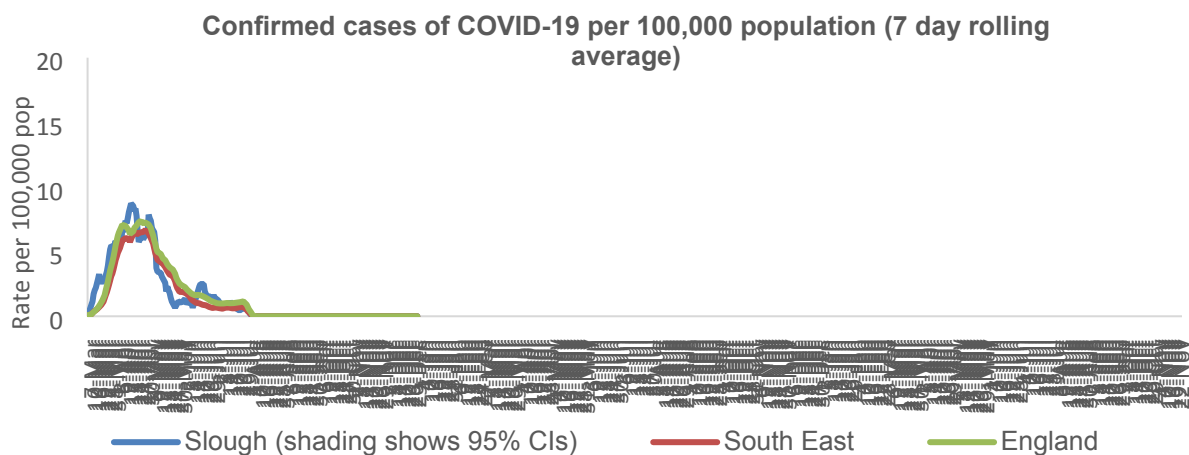
### Data update

These data were reported to the Local Outbreak Management Cell on 3<sup>rd</sup> August 2020 by the Public Health team at Slough Borough Council. These data are received on a daily basis and are contextualised by the knowledge of the attendees at the Cell meetings.

### Overall – No Covid concerns at present in Slough:

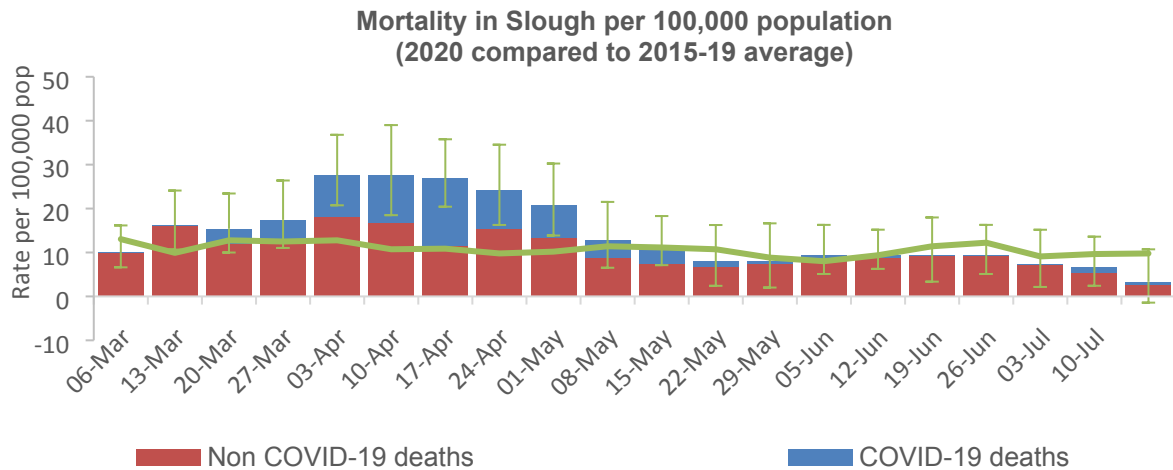
#### Infection rates

- Rate of new cases in Slough continues to fall week on week with 7-day rolling average rate of new cases similar to SE and England average
- No rise in 111 or 999 call rates
- Cases peaked in April and they have been steadily declining throughout May, June and July



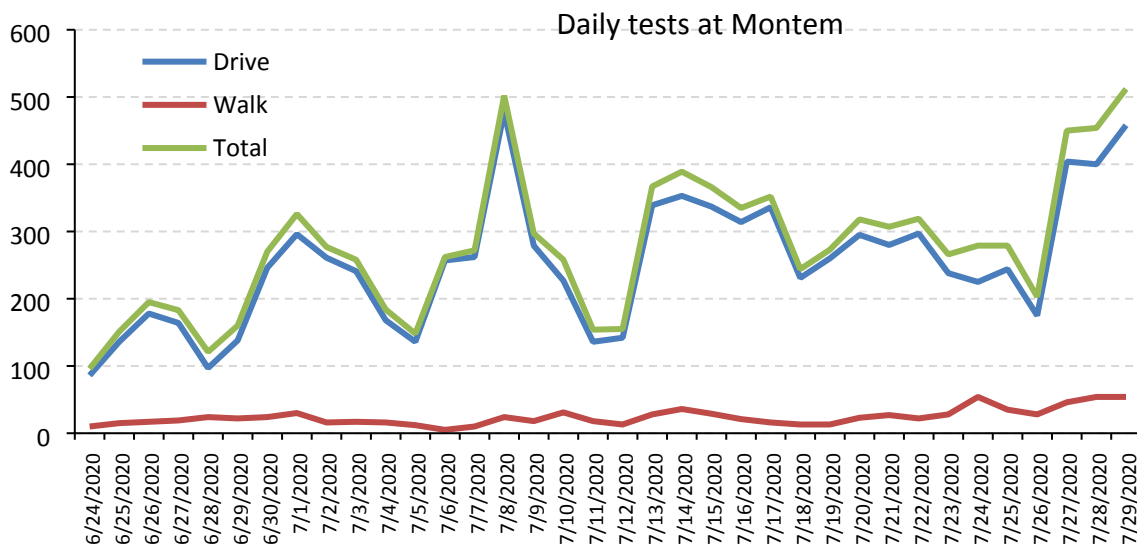
#### Death rates

- All cause mortality rate remains currently below the seasonal with one new deaths in last reported week of death data (w/e 17 Jul)



### Testing at the Montem centre

- The number of tests being taken at the Montem centre have been increasing
- The daily rate based on a 7-day rolling average shows that the number of tests is now regularly over 300 per day at the centre



This page is intentionally left blank

## **Appendix B**

### *Slough Local Outbreak Management Plan – Communications and Engagement Approach*

*Responsible officers:*

*Kate Pratt, SBC Communications Manager*

*Ginny de Haan, Service Lead Regulatory Services*

### **Background**

The following monitoring, gives details of the outputs from the council's communications team related to the LOMP. It also includes partnership work with health colleagues from the council's public health team, the CCG, Frimley ICS and Slough CVS as part of the #OneSlough project to target messaging to vulnerable communities.

There has also been a large amount of engagement –with specific engagement activities undertaken with communities or in areas related to LOMP priorities.

### **Communications**

*Responsible officer: Kate Pratt, SBC Communications Manager*

The communications and engagement has been around the following themes:

- Prevention – hand washing, face coverings, distancing
- Testing and the local testing centre, including test and trace
- Help and services available
- High risk settings

### **Traditional media**

Media releases

- Announcement of #OneSlough programme for communities more vulnerable to covid infection
- Release of video by young people (commissioned by SBC working with Aik Saath) on getting tested at the Montem testing site
- Quit smoking for Covid – Today's the Day
- Shielding pause – how we are still helping

Radio interviews

- SBC Public Health segment on obesity and covid-19 links (Asian Star)
- Dr Iyer, CCG segment on prevention and testing messages (Asian Star)
- Dr Brutus, SBC segment on prevention and testing messages (Asian Star)
- Ms Sankla, Solutions4Health segment on local services to help including for obesity and stop smoking (Asian Star)
- Stephen Gibson, SBC on testing and the new testing site (BBC Berkshire)

## Advertising

- Testing. Running for one month, Asian Star, 30 second slots at least 10 times per day.

## Social media

A great deal of the communications and engagement work has been done on social media – with all council platforms having seen a significant rise in followers since the beginning of lockdown.

The following are some of the posts which have been promoted across our channels:

- Launch of wearing face coverings in shops
- Face coverings how to use – in Polish, Somali, Urdu, Punjabi and English
- BAME communications survey
- Today is the day – quit smoking for Covid
- Eid social distancing and washing hands
- Get tested
- Shielding pause and how we are still helping
- Young people getting tested video
- Business information

Partners have also been promoting the same messages with cross-tagging and sharing of information, messages and postings as part of the #OneSlough project to target specific communities and also as part of cross-Berkshire communications planning

## Direct communications

The following direct communications is taking place:

- One Slough Booklet / Magazine – 20 page, A4, colour, being delivered to every residential address in the borough with accompanying covering letter. (PDF attached) Includes information on the LOMP, prevention messaging, council actions since Covid-19 began, work with the voluntary sector and looking to the future. Also link to a survey on how Covid-19 has affected residents and what they consider most important during recovery.
- Business responsibilities and what to do in case of outbreak leaflet – emailed to high-risk settings, businesses linked to SEGRO, the Slough BID, Slough Chamber of Commerce and Business Trust.
- Testing leaflet – single sheet to be given to all those attending the Montem testing centre offering wrap-around health messages and instructions on what to do in case of a positive result and prevention messaging. In English and in English, Urdu, Punjabi, Polish and Romanian
- Signs, stickers and window wraps – more than 1,000 floor stickers advising on suitable distancing have been placed in targeted areas across the town including the town centre. These have been backed by lamppost signs and large window wraps in the town centre, including preventative messages around handwashing, social distancing, face coverings and public health.

## **Regulatory services engagement**

*Responsible officer: Ginny de Haan, Service Lead Regulatory Services*

A combined force of Environmental Health (EH) Officers and other regulatory officers have are delivering an on-going programme of advice, interventions and spot checks in high risk settings and with businesses.

This work mirrors the messages delivered by SBC Communications and One Slough with an additional emphasis business compliance with the Health Protection Regulations, around closure, employee and customer protection and queue management.

The EH Duty Desk operates the [CV19Notifications@slough.gov.uk](mailto:CV19Notifications@slough.gov.uk) from 09.00 to 17.00 7 days a week and there is an emergency contact number with the SBC Control Room 24/07. The CV19 e-mail system is the first point of contact for the council for information coming from Public Health England and also for businesses and residents to contact with concerns about COVID 19 risks in the town; an automatic response gives all contact information to sign post them to testing on further information on the SBC website and national guidance.

In addition the SBC Safer Public Spaces Task Group (Chaired by the Interim Director – Place & Development) co-ordinates council and partner agency response to support social distancing controls including signage in hot spot areas – such as the High Street, Farnham Road and Chalvey

Operation #Open Doors took place on Wednesday 22.07.2020 in the Farnham Road area with specialist officers from Parking Enforcement, Slough Police, Environmental health and Licensing – this operation was to support behaviour change and is being followed up with future operations in the area and at other sites in the town as informed by local and national trends and information.

This page is intentionally left blank



# One Slough

## Our response to Covid-19



Complete our Covid-19 survey at  
[www.slough.gov.uk/consultations](http://www.slough.gov.uk/consultations)

# Message from the council leader and chief executive

We write this as plans are being made for further easing of lockdown restrictions and the world is beginning to seem a little more normal.

But the past months have been a fundamental shift in everything we thought of as normal; for our residents, our town and our council.

Unlike many councils, we managed to keep 100 percent of our critical services running including services which we know matter most; your weekly bin collections, care for our most vulnerable and the elderly, maintaining our parks and ensuring those who needed financial assistance could get it.

We led the way in working with others to create a volunteer force which was second to none - delivering more than 95,000 hot meals and more than 9,000 food parcels to those in need.

Our benefits teams worked around the clock processing thousands of new claims and changes in circumstances and when our face to face customer services centre closed, the staff stepped up, retrained within days and were on the phones to answer the main calls.

For the first time in our history we have been running a completely remote call centre with staff at home, but no drop in service; managing to keep call answering times very low and with call backs within minutes.

Where services like our libraries were forced to close after government instruction, staff were redeployed to our critical functions or the volunteer centre; helping those who needed it most.

It has been a mammoth effort from all at the council - from those leading our strategic response to those on the ground; visiting older people, touching base with tenants of our homes, parents of children at our children's centres and much more.

Now as shops and restaurants are opening again so are our face to face customer services, The Curve and some of our other buildings.

Our parking enforcement team is fully operational again, keeping roads and pavements free of obstructions and our planning teams are undertaking visits again. Housing repairs are being done and our play areas are open again - but please follow the instructions on the signs to keep safe.

Though we are all enjoying a bit of freedom it is clear that Covid-19 has not gone away and is still circulating in the Slough community.

We are keeping a very close eye on the data from across the borough and will not hesitate to take action if there is a local outbreak or significant rise in cases and a risk to the town overall.

We and our health partners have a new local outbreak management plan (more details on page 3) - created as the responsibility for prevention and management of Covid-19 moved from government to local areas.

We all hope we never have to activate it but we cannot be complacent and we call on everyone to continue to be careful, keep your distance from others not in your household when out and



about and, at the first sign off of covid symptoms, self isolate and get a test.

This magazine brings you the latest information on our actions so far, the incredible volunteering response, how you can get a test and the steps we can all take to keep ourselves safe.

If we all work together, we can find normal again sooner rather than later.

**Councillor James Swindlehurst and Chief Executive Josie Wragg**

## Tell us what you think

As we move from immediate response to the crisis to thinking about how our town moves on we want to hear your views.

On our website is a short survey which should take less than 10 minutes to complete so please take the time to fill it in at [www.slough.gov.uk/consultations](http://www.slough.gov.uk/consultations)

It covers everything from how the Covid-19 pandemic has affected you and your family, financially, economically and personally, also what you think should be our most important considerations during the recovery period.

Your views and experiences matter to us - and the survey is anonymous so you can be as honest as you wish - so log on to [www.slough.gov.uk/consultations](http://www.slough.gov.uk/consultations) and we hope to hear from you soon.

## Local outbreak management plan

On 30 June, we published our Local Outbreak Management Plan for Covid-19.

The plan summarises how we, and our partners, work to protect residents and communities from further spread or recurrence of Covid-19 across Slough.

We know Covid-19 is still circulating in the community and it is likely to be with us for a while yet.

Therefore it is important we all play our part in following national and local guidance to keep us, our families and our communities safe.

The plan details roles and responsibilities in prevention and management of Covid-19 as well as how we would recognise and respond to outbreaks.

It includes communications, actions by Public Health England and local public health teams and specific venues we are focusing on.

A summary document and the full plan is available on our website at [www.slough.gov.uk/coronavirus](http://www.slough.gov.uk/coronavirus)

# Get your covid test in Slough



MP Tan Dhesi and leader of the council, James Swindlehurst get tested at the new testing centre

**Slough has the first hybrid - walk in and drive in - Covid-19 testing centre in the country.**

The site is in Montem car park, Montem Lane. Anyone with symptoms - and for the first time people who are not symptomatic but concerned they may have been in contact with a Covid-19 positive person - are able visit for a test either by foot or in a car.

The centre will be open for those who wish to make an appointment and those who just want to drop-in, though the council is warning drop-ins may have a slightly longer wait and appointments are encouraged.

Appointments can be made on the NHS website at [www.nhs.uk/ask-for-a-coronavirus-test](http://www.nhs.uk/ask-for-a-coronavirus-test) or by calling 119.

If coming by car:

- Up to four people can come together in the same vehicle
- All ages can attend
- Tests will be administered by visitors under the guidance of trained testing staff on site
- There is no geographical limit on where people can visit from
- Actual testing should take between 15 and 30 minutes

If walking:

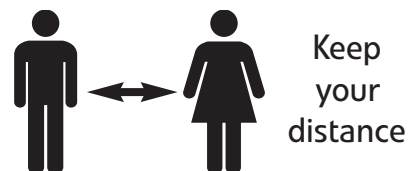
- All attendees over the age of three are required to wear face coverings or they will not be able to take part
- Children three and under are not required to wear masks
- Special area for testing for those who do not wish to remove face coverings in public
- Parents are welcome to bring children
- Actual testing should take between 15 and 30 minutes

Assistance is available on site throughout the process and in languages other than English.

Councillor Natasa Pantelic, lead member for health, said: "I took a Covid-19 test to see for myself what the process is like and I was surprised at how easy it was. Altogether it took two minutes of my time to book a test online and 20 minutes to take the test at the Slough Montem Leisure testing site.

"The test involves you taking a swab of the back of your throat and up one of your nostrils. It's a bit uncomfortable but has to be done and the staff are very friendly and help you through the whole thing.

"If you have symptoms or worried you may have the virus, please get tested."



Keep your distance



Wash your hands regularly



Wear a face covering where required

# Our covid response

## Our emergency response focused on three main priorities:

- Helping the most vulnerable
- Maintaining critical services
- Public health

We immediately launched an operations centre and a command system with our most senior officers meeting daily for updates and to direct operations.

All councillors received weekly briefings, with lead members in direct contact with senior officers about their areas of responsibility.

So much work has been done it is impossible to detail it all, but here is a snapshot of our actions so far.

“We had a phone call this week asking if we were OK, were we coping with the situation and did we need anything. I was impressed that our housing officer took the trouble to make sure we were alright.”



“I walk past a beautiful tulip display when I finish my shift at Upton Hospital - it's just what I need - thanks a million!”



# A volunteer force to be reckoned with

As soon as it became apparent a lockdown was going to happen and some of Slough's most vulnerable residents might not be able to get their hands on food and medicine the One Slough volunteering force was born.

A joint arrangement led by the council and Slough Council for Voluntary Service, a call went out for volunteers to help out and Slough responded fantastically!

A special online registration form and telephone helpline was created for those in need and within days essential food items, hot food parcels and medicines were being collected and delivered across the town.



The council and SCVS receive laptops from Heathrow

Some council staff were redeployed into the service and more and more local organisations, charities and businesses joined the effort and by the middle of June the team had delivered a massive:

- 14,955 hot meals
- 9,909 food parcels
- 5,621 prescriptions

And more since.

We want to thank everyone involved for doing such a great job.



## Thank you!

Our thanks to Slough's local community groups and businesses who have supported us with funding, volunteering and donations to One Slough - a partnership between the council and Slough Council for Voluntary Services; helping the most vulnerable in our community.

- AJ Café
- Al Miftah Institute
- Colnbrook Cares
- Guru Maneyo Granth Gurdwara
- Herbies Pizza
- Sewa Day - West London (Slough) Group
- Slough Foodbank
- Slough Islamic Trust
- Slough King's Reach Support Group
- Slough Outreach
- Pakistan Welfare Association
- Veggie Master
- Z&Q Essential food packs
- Langley College Community Kitchen
- Al-Jannah Mosque, Stoke Road
- Clark Group Fabrications Ltd
- Haymill Support Group
- Rite Price Greengrocers
- Sainsburys
- Sakoon Through Cancer (Sakoon in the community)
- Slough Community Transport
- Slough Modest Sisters
- Slough North Action Project
- Walk and Talk Upton
- Your Friends in Need
- Autism Berkshire
- Berkshire Vision
- Hestia
- Home-Start, Slough
- SANAS
- Slough Immigration Aid Unit
- Slough Refugee Support
- Slough Young Carers
- Turning Point
- New Langley Community Association
- Shelter/ Slough Advice Centre
- Apna Virsa
- Living in Harmony
- Future Foundation
- Rise and Shine
- Sewak/ Sewak Befriending
- Sport in Mind
- Slough Senior Citizens
- Meet and Mingle
- Asian Carers Group
- Cippenham Carers Group

# Working with the NHS

Working with our Slough NHS partners through the Frimley Integrated Care System has ensured that health and care providers, including GP practices in the borough, have worked together to have good supplies of PPE, access to advice and guidance on clinical care and infection control, enabling access to Covid-19 testing for key workers and supported discharges from hospital for patients.

The council continues to work closely with care home providers to ensure residents are receiving the best support during the pandemic.

## GPs

All 16 general practices in Slough have provided services throughout the lockdown; over the telephone, by video link, using photos where appropriate and online. There have also been medical cars visiting patients at home.

If you are concerned you may be developing symptoms of any illness, GPs want to hear from you - by phone or online (using e-consults or email) and



Dr Sharma working from home during Covid-19



Lead member for health, Councillor Natasa Pantelic liaises with NHS services on behalf of the council

will come back to you the same day or within 24 hours at the latest.

Keeping your children's immunisations up to date is also very important and GPs are still running these clinics face-to-face. And as autumn approaches having the flu vaccination has never been more important.

Residents have all continued to use the NHS services responsibly right across Slough and the GP community thanks everyone for their consideration and co-operation.

## Mental health

The council's mental health team has maintained a daily duty response and offered telephone triage and immediate risk management for new referrals and patients awaiting assessment.

They have also coordinated support for vulnerable residents and those who were on the shielded lists, for contact and video or telephone support during

the lock down and increased day care for people via personal assistants to help reduce stress for families that haven't been able to access day care services because of the pandemic. The mental health team has also increased welfare calls and care packages.

If you are suffering from anxiety, depression or stress and need support, please contact Talking Therapies support services on 0300 365 2000 or online <https://talkingtherapies.berkshirehealthcare.nhs.uk/>

## Local project

A new grassroots project is aiming to increase awareness among Slough's Black, Asian and Minority Ethnic (BAME) communities, as well as the wider community, of Covid-19 symptoms and how they can stay safe.

The #OneSlough project will engage with voluntary organisations and faith leaders within communities to share the latest NHS advice so they can pass on the best possible information.

This partnership project is a consortium of Slough Borough Council, the Slough Council for Voluntary Service (Slough CVS), NHS East Berkshire Clinical Commissioning Group working on behalf of the Frimley Health and Care Integrated Care System (ICS), Berkshire Shared Public Health team, Primary and Secondary care partners, and Apna Virsa.

There is lots of information and top tips online to help you protect yourself from Covid-19, including really useful daily routine suggestions. For more information log on to:

[www.publichealthslough.co.uk/campaigns/reducing-your-risk-coronavirus/](http://www.publichealthslough.co.uk/campaigns/reducing-your-risk-coronavirus/)



Quit smoking



Lose weight



Move more



Mental health

# Looking to the future

It may seem like everything is about Covid-19 at the moment but at the council, we have also continued planning for the future.

## TVU site

The former site of Thames Valley University on the corner of the Bath Road and Stoke Road is owned by the council and is now subject to a £650 million regeneration scheme which will create 1,300 new homes alongside cultural, retail and entertainment space along with a new higher education presence. This project has employment and training opportunities for our residents at its heart; 800 jobs will be created during the construction phase alongside 170 apprenticeships to give our young people and those seeking new employment skills to last a lifetime.

Once completed the regeneration of the TVU site will support more than 2,800 new permanent jobs. We also want to ensure existing Slough businesses benefit from the site's regeneration with at least 15 percent (£60 million) of the £400 million construction cost to be spent with local suppliers and businesses.

## Slough Innovation Space

The council's cabinet has secured £1.6 million from the final tranche of European Union funding to create a new innovation and jobs hub on the fifth floor of our council headquarters at Observatory House. The hub will focus on helping tech firms and small businesses specialising in innovation get up and going before transitioning into permanent locations within the town centre. During the first three years of the project Slough will benefit from the creation of more than 180 new jobs and £8 million of spending in our local economy.

## Berkshire Jobs Portal

We have worked collaboratively with colleagues from across Berkshire to develop the Berkshire jobs portal - which is a single gateway to explore a range of new job and apprentice opportunities alongside online courses and qualifications across Berkshire -

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

We have recently had government funding provisionally approved for a physical support centre within the innovation space to help residents acquire skills and access training.

## The town centre

The owners of the Queensmere Observatory shopping centre with their development manager, British Land, are preparing a planning application for 'Slough Central' - their name for the redevelopment of the entire site. They've just completed the first stage of their consultation on their proposals where residents made clear they want better public transport links into the new town centre and the cultural diversity of Slough to be reflected within the regeneration, alongside new retail, leisure and entertainment offers. The scheme will see the north of the High Street redesigned to link the train station to the town centre and a new business district created. The project will create around 1,000 jobs in the construction phase alone. Their website will be regularly updated - check it out at [www.sloughcentral.com](http://www.sloughcentral.com)

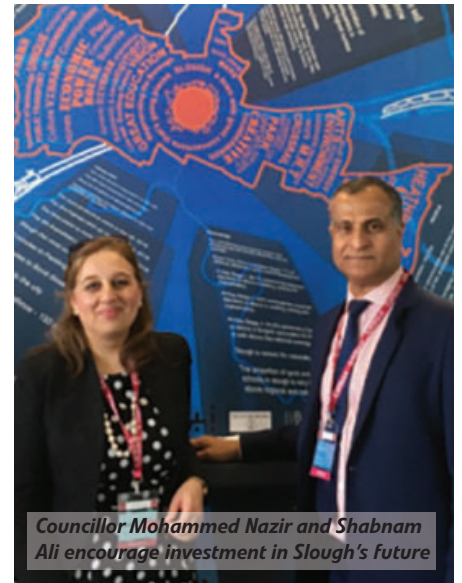
## Akzo Nobel R&D site

Panattoni, the new owners of the former ICI Paints research site have submitted exciting plans for a 1,000 new homes, include a significant proportion of affordable housing, and a new logistics and distribution centre.

In the region of 350 jobs will be created during construction, with many additional permanent jobs once the logistics facility opens.

## A4 bus and cycle route

Prior to Covid-19 restrictions Slough had five Air Quality Management Areas (areas where air pollution breaches legal limits), all of which were around Slough's major road junctions. Since the lockdown we have seen vastly reduced traffic on our roads and a massive drop in air pollution - up to 41 percent in poisonous nitrogen oxides - meaning our 150,000 residents are breathing cleaner air for the first time in years. The



Councillor Mohammed Nazir and Shabnam Ali encourage investment in Slough's future

council is working hard to capture as much of this improvement as possible and officers and cabinet members on the council do not want air quality to simply return to the dangerous levels it was before.

We are trialling a temporary bus and cycle lane along the A4 to support the return of bus services and enable social distancing to work for pedestrians on the pavement with cyclists now able to use this lane.

This is likely to be in place until the end of December and its operation is being reviewed every three months.

We, of course, understand many of the concerns people have expressed about giving up road space, even temporarily, and there is a balance to be struck between protecting the health of our population, supporting the 25 percent of households who do not own a car to move throughout Slough in a safe and socially distanced way, supporting those who journey by car and lessening the congestion which has blighted our roads for so long.

This is a temporary experimental scheme and we are inviting residents to feed in their views to the discussion on how we strike this balance through emailing [tfs@slough.gov.uk](mailto:tfs@slough.gov.uk)

This page is intentionally left blank