
Meeting	Health and Well-Being Board
Date	12 th June 2014
Subject	Contract management of Healthwatch Barnet
Report of	Adults and Communities Director
Summary of item and decision being sought	To provide an update on the performance of Healthwatch Barnet following the end of the first year of its contract. This report is provided bi-annually to the Health and Well-Being Board. The Health and Well-Being Board are asked to give their views on whether any improvements can be made to the arrangements set out in this report.

Officer Contributors	Sarah Perrin, Interim Customer Care Service Manager, Adults and Communities Mathew Kendall, Assistant Director, Community and Wellbeing, Adults and Communities
Reason for Report	To discuss how the performance of Healthwatch Barnet has been monitored since its establishment in April 2013 and how it will be monitored in 2014/15.
Partnership flexibility being exercised	N/A
Wards Affected	All
Status (public or exempt)	Public
Contact for further information	Sarah Perrin, Interim Customer Care Service Manager, 020 8359 3487, sarah.perrin@barnet.gov.uk

1. RECOMMENDATIONS

- 1.1 That the Health and Well-Being Board notes the progress of Healthwatch Barnet in relation to its statutory functions.**
- 1.2 That the Health and Well-Being Board reviews the progress being made by Barnet Council to manage the contract with CommUNITY Barnet for the delivery of Healthwatch Barnet and comment as appropriate.**

2. RELEVANT PREVIOUS DISCUSSIONS AND WHERE HELD

- 2.1 Health and Well-Being Board- Healthwatch Barnet Update 23rd January 2014.
- 2.2 Health and Well-Being Board- Healthwatch Barnet Update- 27th June 2013.
- 2.3 Health and Well-Being Board- Healthwatch Update- 25th April 2013.
- 2.4 Cabinet Resources Committee, Monday 25 February 2013 - *to deliver Barnet Healthwatch in the sum of £592,083 (£197,361 per annum) be awarded to Community Barnet with an expiry date of 31 March 2016, with the option for a further extension of up to two years in accordance with the contract (total contract value £986,805).*
- 2.5 Health and Well-Being Board- Healthwatch procurement- 26th July 2012.

3. LINK AND IMPLICATIONS FOR STRATEGIC PARTNERSHIP-WIDE GOALS (SUSTAINABLE COMMUNITY STRATEGY; HEALTH AND WELL-BEING STRATEGY; COMMISSIONING STRATEGIES)

- 3.1 Healthwatch Barnet is the primary vehicle through which users of health and social care in the Borough have their say and engage with statutory services. Healthwatch Barnet is the consumer champion voice for health and social care users in Barnet and ensures that their voices and concerns are heard.
- 3.2 Healthwatch Barnet are statutory members of the Barnet Health and Well-Being Board and have a responsibility to ensure that user views are represented in and considered by the Health and Well-Being Board work programme, and the Health and Well-Being Strategy.

4. NEEDS ASSESSMENT AND EQUALITIES IMPLICATIONS

- 4.1 As an organisation exercising public functions, The Equality Act 2010, requires the council and our partners to demonstrate that due regard has been paid to equalities in:
 - Elimination of unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010
 - Advancement of equality of opportunity between people from different groups
 - Fostering of good relations between people from different groups

- 4.2 One of the specific objectives in the tender specification, endorsed by the Health and Well-Being Board, was to engage with all parts of the community including those traditionally underrepresented communities – specifically young people and disabled people - and harder to reach communities and support their participation. This is an area which is monitored as part of the contract with Healthwatch Barnet.

5. RISK MANAGEMENT

- 5.1 There is a risk that Healthwatch will not be delivered effectively and will not represent good value for money. This risk has been mitigated by making it clear in tender documents what the Council and its health partners are looking for in a successful Healthwatch. It continues to be mitigated through rigorous contract monitoring and regular meetings with the provider.
- 5.2 From November 2013 contract monitoring meetings are being convened on a quarterly basis.
- 5.3 The contract monitoring meetings between council Officers and the Head of Healthwatch Barnet and Chief Executive of CommUNITY Barnet use the performance framework to review the progress that Healthwatch Barnet is making on delivering the targets that have been set. The meetings also ensure that action plans are in place to meet any indicators that might need to be addressed further. The meetings offer the opportunity to discuss any issues and emerging risks.
- 5.4 Healthwatch Barnet will be providing an update to the Health and Well-Being Board on 12th June 2014 regarding their first Annual Report. Healthwatch Barnet will be publishing their first Annual Report for 2013/14 by Mid June 2014. The Annual Report will provide details of the work that Healthwatch Barnet have undertaken throughout 2013/14 and address matters as directed by the Secretary of State. Healthwatch England have also produced guidance for all local Healthwatch to use when producing their annual report.
- 5.5 In preparation for Year Two the council have developed a new performance framework which has been agreed with Healthwatch Barnet to capture more detailed activity and outcomes regarding the information, advice and signposting service and to provide, more detailed information on the engagement activities that Healthwatch Barnet carries out.

6. LEGAL POWERS AND IMPLICATIONS

- 6.1 Part 14 of the Local Government and Public Involvement in Health Act 2007 (as amended by the Health and Social Care Act 2012) together with regulations govern the establishment of Healthwatch, its functions and the responsibility of local authorities to commission Local Healthwatch.

7. USE OF RESOURCES IMPLICATIONS - FINANCE, STAFFING, IT ETC

7.1 The contract sum received is £592,083, representing £197,361 per annum. The contract commenced on 1 April 2013 and expires on 31 March 2016. The contract provides for a further extension of up to two years which, if implemented, would give a total contract value of £986,805.

8. COMMUNICATION AND ENGAGEMENT WITH USERS AND STAKEHOLDERS

8.1 The Healthwatch contract includes targets for engagement and representation. Healthwatch Barnet uses a range of methods and forums to engage with residents, which includes networks, partnership boards, patient and public meetings, the Signposting service and online and social media. Healthwatch staff and volunteers liaise with organisations and individuals in all of these areas. An engagement plan was developed in consultation with Healthwatch members and residents in Year One, and has been implemented.

8.2 The Healthwatch Barnet Engagement Strategy sets out that Healthwatch Barnet will:-

- Work with residents and health and social care service users to listen to their views and experiences.
- Liaise with health and social care providers to ensure that the views of people are heard.

8.3 The Healthwatch Barnet Engagement Strategy outlines that community engagement is central to the operation of Healthwatch Barnet. The Engagement Activity Plan stated that for 2013/14 a Healthwatch Barnet Engagement Group would be set up which has been completed. This group comprises of 10 volunteers and reports to and is supported by Healthwatch Barnet staff.

8.4 The Engagement Activity Plan also proposed that through their Communication Strategy Healthwatch Barnet would be promoted as the consumer voice for health and social care users and this was done. This was achieved and continues to occur through a number of methods such as:

- Establishing a dedicated website with Healthwatch specific branding where information, advice and signposting is provided.
- Cascading information through the Healthwatch Barnet Twitter and Facebook accounts.
- Publishing a monthly newsletter.
- Delivering the Information, Advice and Signposting service.

8.5 One of the key challenges that Healthwatch Barnet has faced since its official launch was to establish itself as a new organisation that is separate from CommUNITY Barnet and that it is resident led. The achievements, activities and outcomes evidenced throughout the first year of the contract suggest that they are meeting this challenge, and this will continue to be monitored through regular contract monitoring meetings

- 8.6 Healthwatch Barnet held a public meeting on 26th November 2013 to update residents about their progress, and outline some of their key priorities over the remaining course of 2013. The feedback received by those that attended was positive.
- 8.7 In Year One the Healthwatch Barnet Engagement Group helped to develop and contribute to national strategic consultations such as the Healthwatch England consultation on Rights and Responsibilities and the NHS England consultation on The Future of Primary Care.
- 8.8 The Healthwatch Barnet Engagement Group specifically identified that for Year Two they will be focusing on health and social care integration and long term changes to primary care. For example the Healthwatch Barnet GP Group will formulate a Year Two work plan which will potentially include dental services, GP access and information, promotion and involvement of patient participation groups. Additionally, identified was focusing on the support provided for carers, in line with the changes arising from the Care Act.

9. ENGAGEMENT AND INVOLVEMENT WITH PROVIDERS

- 9.1 Healthwatch Barnet is represented on the Health and Well-Being Board, the Clinical Commissioning Group (CCG) and Central London Community Health. Healthwatch Barnet has built on the positive relationship developed by the LINK with the Clinical Commissioning Group and has developed a similarly strong relationship with Central London Community Health and Public Health. Healthwatch Barnet has been establishing relationships and working closely with the providers, to support health campaigns and initiatives, and also interact on strategic developments for health and social care in the Borough.

10. DETAILS

10.1 Background

The key roles of a local Healthwatch are to:

- Ensure that the views and feedback from people who use services, carers and members of the public are integral to local commissioning.
- Provide support to people and help them to make choices about services. In particular, those who lack the means or capacity to make choices; for example, helping them choose which GP to register with;
- Help people to make complaints;
- Provide intelligence for Healthwatch England about the quality of providers.

- 10.2 The duties of Healthwatch, set out in the Local Government and Public Involvement in Health Act 2007 s221 as amended and in the Health and Social Care Act (2012), have been summarised by the Department of Health as follows:

- Local Healthwatch will have a seat on the new statutory health and wellbeing boards, ensuring that the views and experiences of patients, carers and other service users are taken into account when local needs assessments and strategies are prepared, such as the Joint Strategic Needs Assessment (JSNA) and the authorisation of Clinical Commissioning Groups. This will ensure that local Healthwatch has a role in promoting public health, health improvements and in tackling health inequalities.
- Local Healthwatch will enable people to share their views and concerns about their local health and social care services and understand that their contribution will help build a picture of where services are doing well and where they can be improved.
- Local Healthwatch will be able to alert Healthwatch England to concerns about specific care providers.
- Local Healthwatch will provide people with information about their choices and what to do when things go wrong; this includes either signposting people to the relevant provider, or itself providing (if commissioned by the local authority), support to individuals who want to complain about NHS services.
- Local Healthwatch will provide, or signpost people to, information about local health and care services and how to access them.
- Local Healthwatch will provide authoritative, evidence-based feedback to organisations responsible for commissioning or delivering local health and social care services.
- Local Healthwatch can help and support Clinical Commissioning Groups to make sure that services really are designed to meet citizens' needs.
- Local Healthwatch will have to be inclusive and reflect the diversity of the community it serves. There is an explicit requirement in the Health & Social Care Act that the way in which a local Healthwatch exercises its functions must be representative of local people and different users of services, including carers.

(<http://healthandcare.dh.gov.uk/what-is-healthwatch/>)

10.3 Healthwatch Barnet is assessed against these duties through the contract management arrangements put in place by Barnet Council, as the service commissioner.

10.4 Aims of contract between Barnet Council and Healthwatch Barnet

The aims for Healthwatch Barnet set out in its contract with Barnet Council state the following:

- Healthwatch is the eyes and ears in the community and provide constructive feedback and criticism to help provide better services.
- Healthwatch acts on complaints and concerns over quality and unsatisfactory patient/ user experience.

- Healthwatch works with all the groups and networks representing and supporting users of services to champion user voice and coordinate co-production.

10.5 Service delivery

Healthwatch Barnet is assessed against the following areas (as set out in the contract):

- User engagement and delivery of products
 - Gathering feedback, views, research, information and experiences.
 - Supplementing with evidence from Enter and View visits.
 - Delivering outputs and products that improve services against an annual plan for engagement
 - Developed with input from residents, communities, Health Overview and Scrutiny, Health and Wellbeing board and commissioners.
- Information, advice and signposting
 - Quality information, advice and signposting provision on a range of health and social care subjects.
 - Accessible services.
 - Requires significant infrastructure and best value is likely to be found from partnering with an established provider.
- User controlled service delivery
 - Credible provision that users/customers trust.
 - Demonstrable user control of service.

The performance framework in place measures a number of output measures as described above including number of staff and volunteers, number of contacts, number of people Healthwatch Barnet engage with, number of Enter and View Visits undertaken on an annual basis, customer feedback from the Information, Advice and Signposting service, and outcomes achieved through engagement. The table below outlines some of the key targets that Healthwatch Barnet are monitored against:-

Output Measure	Year One Target	Year Two Target
No of Contacts (IAS), REACH	10,000	12,000
Engage (no. of Barnet residents actively expressing their views)	1000	1200
Enter and View Visits	30	30
Number and % of customers expressing satisfaction with the information, advice and signposting service received as a proportion of customers giving feedback	75%	75%

10.6 Key principles

The contract between Barnet Council and Healthwatch Barnet is underpinned by the following key principles that are set out in the contract document:

- Healthwatch Barnet should use web-based communication and engagement platforms where possible to free up resources for face to face interactions for those who need them most.
- Healthwatch Barnet should make use of existing channels for user and carer involvement where possible and avoid duplication of activities or structures. New structures should only be created following identification of gaps in existing structures. Reducing bureaucratic structures to a minimum will free up resources for engagement activities with a broader range of people- many of whom do not wish to attend meetings on an on-going basis.
- Healthwatch Barnet should make sure it uses a range of forms of engagement to ensure its approach is inclusive of the needs of all residents.
- Healthwatch Barnet should be representative of Barnet's diverse communities.
- Healthwatch Barnet should make use of volunteers to supplement paid staff input and bring in the expertise and experience of Barnet residents.

10.7 The contract

The Healthwatch Contract was awarded by Cabinet Resources Committee on 25 February 2013 to CommUNITY Barnet. The Healthwatch contract value is £197,361 per annum. The contract commenced on 1 April 2013 and expires on 31 March 2016; the contract sum received is £592,083. The contract provides for a further extension of up to two years which, if implemented, would give a total contract value of £986,805.

10.8 The Adults and Communities Delivery Unit hold responsibility for the Healthwatch Contract:

- Contract sponsor – Mathew Kendall, Assistant Director (Community and Wellbeing).
- Contract Manager – Sarah Perrin, Interim Customer Care Service Manager, with support from Andrea Breen, Head of Prevention and Wellbeing.

10.9 To ensure successful implementation of the Healthwatch Contract, the Council has provided dedicated resource and support. The Contract Management meetings were held monthly following the launch of Healthwatch Barnet, and from November 2013 these meetings are held quarterly. Regular email and telephone contact between meetings with the Contract Manager and Head of Healthwatch Barnet ensures on-going support.

10.10 Key activities, achievements and outputs Year One:-

- Contract monitoring meetings have taken place as per the agreed scheduling with all performance reports being received by Council Officer's from Healthwatch Barnet.
- The information advice and signposting service is operational and this service is provided by Barnet Citizens Advice Bureau on behalf of Healthwatch Barnet. From April 2013 to March 2014 the Information advice and signposting service has received 272 calls. The information, advice and signposting service provides information to users on health and social care services within the borough and feedback from those who have used the service has been positive.
- Healthwatch Barnet have undertaken 11 Enter and View visits to care homes during year one and over two thirds of these have made changes as a result of the Enter and View recommendations during 2013/14. These recommendations have included staff wearing name badges within residential care homes, improving activities for residents in care homes and raising concerns where menus may need improvement.
- Healthwatch Barnet volunteers carrying out Enter and Views undertook training specific to this task and received half a day's training on safeguarding procedures.
- Healthwatch Barnet have met their engagement and Reach targets.
- Healthwatch Barnet have engaged with 1008 contacts in their first year and have through Reach made over 30,000 contacts regarding information about Healthwatch and health and social care services within Barnet. Engagement has occurred through a number of different methods such as consultation and engagement with residents, through volunteers support, public events, specific engagement activities, and through networks. Reaching contacts has been achieved through a number of methods including web based communication and social media.
- Healthwatch Barnet have through consultations undertaken by charity partners collected the views of diverse service users including under-represented groups and those not yet using services such as Home-Start Barnet, Barnet Mencap, BCIL and Mind in Barnet. Additionally, Community Barnet's Children and Young People Team have developed an online survey and are running ten focus groups to further understand the experiences of young people using health and social care services from fourteen years upwards.
- Healthwatch Barnet have been involved in a number of consultations working with their charity partners such as working with their charity partner, Barnet Mencap who conducted a survey asking people with Learning Disabilities about their experiences of using health services and what changes they would like to see occur in order to assist them in using services more effectively. Following this consultation a report was produced with their findings "Talk To Me" which resulted in the Barnet Clinical Commissioning Group agreeing to take action based upon what had been said including looking into providing longer appointment times and providing letters and summaries to people of their appointment which would be produced, in an accessible Easy Read format for those with Learning Disabilities. Healthwatch Barnet have also worked with the Barnet Clinical Commissioning Group and the council to

facilitate focus groups with older people as part of the Integrated Health and Social Care project.

- Healthwatch Barnet have engaged with small and/or marginalised communities with poor health outcomes, such as the Gypsy, Roma, Traveller community and people with Learning Disabilities. This has been achieved through events such as the “Gypsy, Roma, Traveller Fun day” and through partner engagement events such as with Barnet Mencap.
- Healthwatch Barnet have provided data and feedback to the Clinical Commissioning Group and the Health and Well-Being Board on residents’ experiences of health and social care within Barnet.

10.11 Year Two

- Healthwatch Barnet will be holding a consultation and health awareness event with the Gypsy, Roma and the Traveller community in June.
- Healthwatch Barnet will be publishing their annual report by Mid June 2014 which will showcase their achievements, identify any areas for improvement and share their vision for 2014/15.
- The performance framework for Healthwatch Barnet has been strengthened for Year Two to capture more detail on information, advice and signposting and engagement activities that are carried out.
- Healthwatch Barnet will continue to develop and strengthen their communications and marketing to engage and reach more Barnet residents.
- Healthwatch Barnet are currently consulting on their emerging priorities for Year Two at the Partnership Boards, with community groups, their charity partners and Healthwatch Barnet volunteers in order to ensure that they have set their priorities accurately for the year ahead and that the priorities set are incorporating the views of those that they represent.
- Healthwatch Barnet will have finalised their priorities / work plan for Year Two by the end of June 2014 and have currently identified a number of priorities including Enter and View visits, consulting with older adults on dementia care, hospital discharges and hospital transport in liaison with their charity partners, looking into effective patient engagement by the Barnet Enfield and Haringey Mental Health Trust in liaison with their charity partners, liaising with the Care Quality Commission about key issues as they may arise, increasing engagement with young people, promoting effective patient engagement with the Barnet Clinical Commissioning Group and the Royal Free Hospital over the acquisition of Barnet and Chase Farm Hospital, promoting effective patient communication, continuing engagement with the Health and Social Care Integration Programme and focusing on Primary Care Services.

11 BACKGROUND PAPERS

11.1 None.

Legal – LC

CFO – HC