
Meeting Health and Well-Being Board

Date 25 April 2013

Subject Healthwatch Update

Report of Healthwatch Barnet

Summary of item and decision being sought This paper provides an update on the transition from Barnet LINK to Healthwatch Barnet. The report is for comments from members of the Board and for noting.

Officer Contributors Selina Rodrigues, Head of Healthwatch Barnet

Reason for Report This paper provides an update on the transition from Barnet LINK to the newly awarded contract to Community Barnet to deliver Healthwatch Barnet.

Partnership flexibility being exercised N/A

Wards Affected All

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1. RECOMMENDATION

- 1.1 That the Health and Well-Being Board note and comment on the progress report..**

2. RELEVANT PREVIOUS DISCUSSIONS AND WHERE HELD

- 2.1 26 July 2012, Health and Wellbeing Board - noted the proposed tendering process for Healthwatch.
- 2.2 25 February 2013, Cabinet Resources Committee- approved the contract to deliver Healthwatch in Barnet to be awarded to Community Barnet.

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

Through its representation on statutory bodies and its ongoing relationship with health and social care fora and residents, Healthwatch will contribute to the development of the Health and Wellbeing Strategy and other relevant strategies and initiatives.

4 NEEDS ASSESSMENT AND EQUALITIES IMPLICATIONS

- 4.1 Community Barnet provided its Equality Policy as part of its tender submission. In addition, as part of its Engagement Plan, Healthwatch Barnet will develop a diversity action plan. The diversity data of current organisation and resident memberships will be analysed, organisations and communities will be consulted and targets will be set for engaging with a range of communities, and to enable under-represented communities to voice their views on health services.

5. RISK MANAGEMENT

- 5.1 A risk register was submitted as part of the tender and an updated risk register will be produced for Healthwatch Barnet and will be reviewed by the Barnet Council contract officers.

6. LEGAL POWERS AND IMPLICATIONS

- 6.1 Section 182 to 184 of the Health and Social Care Act 2012 and regulations subsequently issued under these sections, 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 Healthwatch Barnet has been allocated contract funding of £197,361 per annum through to 31 March 2016. This is within the sum of £198,000 per annum identified within the Council's base budget to support Healthwatch.

8. COMMUNICATION AND ENGAGEMENT WITH USERS AND STAKEHOLDERS

- 8.1 The Healthwatch contract includes targets for engagement and representation. Healthwatch Barnet will use a range of methods and fora to engage with residents, which will include networks, partnership boards, patient and public meetings, the Signposting

service and online and social media. Healthwatch staff and volunteers are currently liaising with organisations and individuals in all these areas.

An engagement plan will be developed in consultation with Healthwatch members and residents, and will be presented for consultation and feedback at the Healthwatch Launch.

9. ENGAGEMENT AND INVOLVEMENT WITH PROVIDERS

9.1 Healthwatch Barnet is represented on the Health and Wellbeing Board, the Clinical Commissioning Group and Central London Community Health. Healthwatch Barnet will build on the positive relationship developed by the LINK with the CCG and will develop a similarly strong relationship with Central London Community Health and Public Health. It is envisaged that Healthwatch Barnet will work closely with the providers, to support health campaigns and initiatives but to also interact on strategic developments for health and social care in the Borough.

Healthwatch Barnet will develop the relationship with CQC and with Barnet Council Care Quality Team to ensure that Enter and View visits are co-ordinated with best use of resources, expertise and skill.

Meetings have been established with all these providers to take forward Healthwatch Barnet's involvement.

10. DETAILS

10.1 Introduction

The contract to deliver Healthwatch in Barnet was awarded to Community Barnet as the lead provider of a consortium bid, by Barnet Council's Cabinet Resources Committee on 25 February 2013. Healthwatch Barnet Consortia is a partnership with Barnet Citizen's Advice Bureau, Advocacy in Barnet, Barnet Centre for Independent Living, Barnet Mencap, Homestart Barnet, Age UK Barnet, Mind in Barnet, Barnet Carers' Centre, Jewish Care and Community Barnet's Children and Young People's Team and Parenting Consortium. Residents, patients, service-users and volunteers will be central to developing the priorities and activities for Healthwatch Barnet.

10.2 Vision

Healthwatch Barnet's (HWB) vision is for a thriving, active community of residents, patients, volunteers, and organisations that contribute to the development of quality health services in the Borough.

The main priority activities for Healthwatch Barnet (HWB) include:

- To provide information and advice to the public about accessing health and social care services and choice in relation to aspects of those services;
- To promote and support the involvement of people in the monitoring, commissioning and provision of local care services; and
- To obtain the views of people about their needs for and experience of local care services and make those views known to those involved.

10.3 Transitioning from Barnet LINK to Healthwatch Barnet

Community Barnet and its partners are in the process of establishing Healthwatch Barnet to be fully operational by 1st July, as agreed with Barnet Council's Cabinet Member for Public Health.

HWB is delighted that that the volunteer members of Barnet LINK Steering Group have agreed to continue to operate for three months, and help to oversee and shape the transition to Healthwatch Barnet so that it becomes fully operational by the end of June 2013. This transition group will contribute their views and expertise to the launch event and activities, and the development of branding and communications, governance and structures and strategic direction for HWB.

Barnet LINK volunteers and staff are to be commended for delivering a range of activities, and building effective partnerships with statutory agencies, particularly in comparison to LINKs in some other local authority areas. There is now an efficient, experienced and trained group of Enter and View volunteers who have produced some well-received reports on the patient experience of statutory health services. The GP group has built relationships with the CCG and local surgeries to promote good practice. The LINK worked with Central London Community Health to deliver mystery shopping, the recommendations of which are now being implemented. The recent carers event held in March 2013 highlighted the need for better communications and networking for carers. These are just some examples of Barnet LINK's activities.

10.4 Transition plan

Healthwatch Barnet is determined to build on this legacy. It is essential that HWB represents the views of disadvantaged and smaller communities and also children and young people. This will be achieved in part through the networks that the Partner organisations already have in place and also by targeted outreach to key neighbourhoods, such as in Burnt Oak, Grahame Park, and through liaison with refugee and other BAMER communities. Young people will be asked for their feedback on health conditions, services and ways to engage, potentially leading to a young people's focus group. A fledgling lesbian, gay, bisexual and transgender network has recently been established, which will include a health strand to gather the experiences of primary and secondary care and to promote positive images and good practice.

Enter and View will continue to grow and expand to include learning disability and mental health residential care and will be developed in partnership with Advocacy in Barnet.

Volunteer representatives and members of HWB will be a key component in identifying and prioritising the main activities. They will be represented on the steering group, lead Healthwatch projects and be actively involved in consultations and delivery.

HWB will cultivate effective partnerships with statutory agencies, to support key messages about health care and initiatives but also to act as a critical friend, delivering robust commentaries on services and standards. Key to success will be the proactive engagement from local statutory services, and clear plans for engagement, consultation and communications.

The following are the key milestones for HWB during the transition period.

April

- Barnet Citizen's Advice Bureau has commenced its signposting and information service since April 2nd.
- Ongoing promotion and publicity of HWB through attendance at fora and through the LINK and Community Barnet website.
- Research and development of key strategic objectives with statutory partners.
- Research and development into increasing the diversity of patients, residents, and organisations engaged with HWB.
- Expansion of the range of volunteer roles, including for the Steering Group and project teams.

May

- The partners' signposting and engagement service is fully operational.
- Launch of HWB will take place on the afternoon of Tuesday 21st May (venue to be confirmed), to include the LINK Legacy Report; details of HW structure and governance; the formal launch of the Signposting and Information Service; the launch of the new HWB website; promotion of volunteering opportunities; and consultation on the strategic plan, communications and engagement plans.

June

- Training and induction of new volunteers.
- Progression of Enter and View to learning disability residential care.

July

- Healthwatch Barnet is fully operational.

11 BACKGROUND PAPERS

11.1 None