

**REPORT FOR: HEALTH & SOCIAL
CARE SCRUTINY SUB-
COMMITTEE**

Date of Meeting:	7 July 2014
Subject:	Healthwatch Harrow - Progress
Responsible Officer:	Alex Dewsnap, Divisional Director Strategic Commissioning
Scrutiny Lead Member area:	Councillor Michael Borio, Policy Lead Member & Councillor Vina Mithani, Performance Lead Member
Exempt:	No
Enclosures:	Appendix A - Healthwatch Harrow work programme 2014/15 and Annual Report 2013/14

Section 1 – Summary and Recommendations

This report sets out the progress made in establishing a local Healthwatch in Harrow and gives details of the current performance and future work plans.

Recommendations:

That the Sub-Committee note the report and consider the frequency with which future reports should be submitted.

Section 2 – Report

1. The Health and Social Care Act 2012 provided for a new independent consumer champion for both health and social care. This is Healthwatch. It exists in two distinct forms – Healthwatch England at national level and Local Healthwatch. The aim of Local Healthwatch is to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality. Local Healthwatch provides, or signposts, people to information to help them make choices about health and care services.

Local Healthwatch:

- has a seat on the statutory health and wellbeing board, 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 re-authorisation of Clinical Commissioning Groups;
- enables people to share their views and concerns about their local health and social care services and understands that their contribution will help build a picture of where services are doing well and where they can be improved;
- alerts Healthwatch England, the CQC and/or council scrutiny committees where appropriate, to concerns about specific care providers, health or social care matters;
- provides people with information about their choices and what to do when things go wrong;
- signposts people to information about local health and care services and how to access them;
- gives authoritative, evidence-based feedback to organisations responsible for commissioning or delivering local health and social care services;
- can help and support the Clinical Commissioning Group and the council's social care departments to make sure that services really are designed to meet citizens' needs; and
- should be inclusive and reflect the diversity of the community it serves.

2. Local Healthwatch is funded by the council and held to account by it for their ability to operate effectively and provide value for money. The Act allowed flexibility for councils to choose the commissioning route to achieve best value for money for their communities.

3. Following a tender process, the contract to establish Healthwatch Harrow and deliver the functions provided for in legislation was awarded to Harrow in Business (HiB) which was the lead organisation of a consortium of local voluntary and community groups and Harrow College. The Groups

represented within the Consortium and represented on the Delivery Board include:

Age UK Harrow
Harrow Mencap
Mind in Harrow
Harrow Association of Disabled People
Harrow Carers
Harrow College
Carramea

A second tier of membership at the time the tender was prepared included

Harrow CAB
Capable Communities
Harrow Community Transport
Harrow Equalities Centre and
Harrow Rethink.

Healthwatch Harrow Delivery Board's prime role is to **champion** the Healthwatch Harrow mission, strategic objectives and Key Performance Indicators (KPIs) in line with agreed protocols and code of conduct.

The Delivery Board, whose members act as a Spoke for promoting Healthwatch Harrow, is accountable to HiB, as the Hub, for five key priorities, as below:

- i. Work Plan*
- ii. Engagement and Involvement*
- iii. Task, Focus and Action Groups*
- iv. Healthwatch Harrow Forum*
- v. Enter and View*

4. The Local Government Association (September 2013) published a document itemising the key success features for delivering effective local Healthwatch. The main points are set out below to provide the sub-committee with an outline of the sort of impact that local Healthwatch was expected to deliver.

Vision, values and identity

- Has a clear vision and strategy, which have been developed in partnership with local stakeholders and the wider community. It will have clear priorities, which are based on local evidence.
- Has a flexible and sustainable organisational model that is capable of learning and adapting to meet further policy changes around the citizen voice in the NHS and social care.
- Is accessible and has a visible presence in the area it serves, with a recognisable local brand as an independent consumer champion, representing the views of people who use, or may use, health and social care services and members of local communities.

Local Healthwatch purpose – empowering local people

- Is rooted in the community and gathers the experiences of local people to influence commissioning, provision and scrutiny of health and social services.
- Raises awareness amongst commissioners, providers and other agencies about the importance of engaging with communities.
- Helps community representatives on key health and social care partnerships to understand their role and responsibilities.
- Exchanges information and views between representatives and the wider community, using a mix of communication methods to reach the public in the most effective manner.
- Is proactively engaged in the development and operation of working partnerships and networks, to maximise the complementary relationship with the wider community engagement mechanisms and activities in the local area.
- Works collaboratively with other local groups and organisations as part of local community networks.
- Draws upon knowledge and experience that already exists and to maximise its reach across the diversity of the local community, with a particular focus on understanding the views and experiences of seldom heard groups.

Local Healthwatch purpose – information gathering from public and consumers

- Gathers the views and experiences of individual service users and triangulates this with other sources of information, making effective use of the Healthwatch England Information Hub.
- Understands what local information sources are available and seeks to identify new information sources in order to develop views about key local and national issues.
- Understands the different techniques for gathering views and chooses the most appropriate method, including enter and view as a source of evidence about the experience of service users and quality of services.
- Has the necessary skills to synthesise, interpret and understand different kinds of data and information. Uses information appropriately to provide the evidence base for any reports and recommendations to commissioners and providers for example Health and Wellbeing Boards and Quality Surveillance Groups.
- Ensures that the information it collects and analyses is easily accessible and available to the public in a variety of formats.
- Provides or signposts people to the information they need helping them to make the right choices for them / their circumstances.

- Provides voluntary and community organisations with the information they need to be able to take an active part in strategic partnerships.
- Evidence and insight gathered by local Healthwatch is fed into Healthwatch England, using the Information Hub, enabling it to advise on the national picture and ensure that local views influence national policy, advice and guidance.

Local Healthwatch purpose – engagement and relationships

- Operates independently, authoritatively, and credibly reflecting the voice of local people on what matters most to them.
- Makes the views and experiences of people known to Healthwatch England to help it carry out its national consumer champion role.
- Develops and maintains good working relationships with strategic partners.
- Plays a full role in strategic decision making as a member of the health and wellbeing board. Is seen as an essential contributor to the local Joint Strategic Needs Assessments and Joint Health and Wellbeing Strategies ensuring that local people's views are integral and inform local decision-making about services.
- Champions the rights of all consumers of health and care services.
- Influences commissioners, providers, regulators and Healthwatch England, using evidence of what matters to local people. Ensures that decisions about commissioning priorities and services reflect the needs and experiences of local people.
- Has arrangements in place to be able to show how it has made a positive impact on local decision-making and service improvements.

Governance

- Has an open and transparent structure for making decisions and enabling local people to influence what it does (e.g. internal processes, work prioritisation, recommendations, impact analysis) and acts in accordance with the Nolan principles of standards in public life.
- Has robust governance and management arrangements in place including processes to maintain accounts of how it has used its funds.
- Demonstrates accountability to the local community for the way it takes decisions.

5. Although the key success features was not published until well after the contract was let, the performance framework agreed between the Council and Healthwatch Harrow contains many of these aspects. Harrow Healthwatch's first Annual Report should be published around 1st July and will be dispatched to Members of the Sub-Committee as soon as it is available. In the

meantime, some highlights of performance relating to the LGA criteria for a successful local HealthWatch have been drawn from the quarterly monitoring reports that Harrow Healthwatch have submitted in their first year of operation.

Analysis

This section looks at the performance of Healthwatch Harrow and the issues highlighted by the performance framework and sets this in the context of the key success features of the LGA's publication. Overall, it can be said that Healthwatch Harrow is establishing itself as a well known and authoritative channel of communication between local people and the health decision-makers. Elements of the LGA's exploration of what a good healthwatch would look like are not yet achieved but nothing in the LGA's prescription is at odds with Healthwatch Harrow's agenda and aspirations.

A brief section by section analysis is set out below.

Vision, values and identity

Healthwatch Harrow has adopted a mission and vision statement.

Healthwatch Harrow's Mission is "To establish Healthwatch Harrow as an organisation rooted in Harrow that is open to all and makes a real difference to people's lives through championing the health and wellbeing of Harrow residents"

It has a flexible and sustainable organisational model that benefits from the foundation membership of key voluntary and community sector organisations and Harrow College which gives it links to many of the people who are likely to be interested in its mission. Accessibility and a noticeable presence are built into the performance framework.

Performance to date shows a growing network of local people engaged with 294,451 hits on the Harrow Healthwatch website; 690 Twitter followers, 2,858 tweets sent, 3 e-bulletins with a reach of some 62,000 people and attendance of a total of around 450 at 5 awareness sessions. In the second half of the year, Harrow Healthwatch began to attend at other organisations' events to promote itself and its functions. 22 such events were covered in 6 months.

Applications for lay Board membership were good although that for the Chair was less so. This reflects the very challenging and complex nature of the health and social care scene nationally and locally.

Empowering local people

Healthwatch Harrow is still developing its profile and user-base but has the advantage of access to the networks of the Delivery Board member organisations and the insight that these provide. Its Focus Groups, evolving relationship with the Youth Parliament and on-going mapping of local groups – businesses, residents and communities is proving to be successful.

Healthwatch Harrow has initiated for example:

- 2 Call to Action focus groups, plus has attended and NHS Co-design questionnaire workshop related to this.
- A meeting with GLA Chair of Health Committee to discuss Harrows Health and Social Care concerns
- Healthwatch Harrow self service desk at LBH reception to create awareness
- Healthwatch Awareness sessions on subjects including Prostate Cancer, Personal Health Budgets and LAS Services in Harrow)

And has participated in for example:

- LBH Dementia Workshop
- St Peters Medical Centre Health Fair
- World Mental Health Day at St George's Centre organised by CNWL
- Community Event organised by Carers at South Harrow Baptist Church
- CCG Awareness event
- Harrow Carers

Healthwatch Harrow has recruited 10 volunteers to support its activities, including outreach and gathering information from hard to reach and excluded groups.

Information gathering from public and consumers

A programme of engagement events has now been established as part of a Business and Community Engagement Plan (BCEP) and analysis techniques are in place to demonstrate that community feedback represents the Borough's demographic profile.

Healthwatch Harrow is active in a range of Borough wide events, such as Under One Sky and is initiating a "Health Harrow Day" at the Civic Centre in January 2014.

Healthwatch Harrow has been encouraged by the Council not to duplicate providers' databases of services but to develop an excellent working knowledge of what is available, where and when to be able to signpost effectively.

Engagement and Relationships

Healthwatch Harrow has contributed at all of the Health and Wellbeing Board meetings and has been recognised as a source of information for future iterations of the JSNA and Joint Health and Wellbeing Strategy. It has accepted the role of championing the rights of consumers of health and social care services.

A strong relationship with Healthwatch England has been established, as well as with other Healthwatches across West London and has established a strong link with the GLA's Health Committee to ensure that, along with Harrow Council, Harrow CCG and others, influence can be brought to bear in

addressing health inequalities in the Borough and working towards redressing funding inequities because of the current health funding formula.

Healthwatch Harrow works closely with key Council departments, such as Public Health, LCSB and others

Healthwatch has been represented at all of the formal meetings with commissioners, providers and other agencies.

Harrow Healthwatch has signed a Memorandum of Understanding with the Patient Participation Chairs Forum for Harrow and protocols with statutory bodies i.e. CNWL, NWLHT, RNOH and Social Care service providers.

Harrow Healthwatch has organised one familiarisation visit but not yet conducted any Enter and View visits. This is addressed in the work plan for the current year.

Governance

Healthwatch Harrow has an open and transparent decision-making structure and is actively seeking to add to the processes for accountability. The Delivery Board has now begun to meet in public.

Harrow Healthwatch have published an workplan for the current financial year which is attached as an appendix to this report. The workplan was discussed and agreed at the last Board meeting. It sets out the five priorities for Healthwatch in the current year with realistic expectations for engagement, and influencing the development and delivery of a number of key health and social care programmes.

Financial Implications

There are no financial implications arising from this progress report.

Performance Issues

The performance issues arising from this progress report are addressed in the analysis section above

Environmental Impact

There are no environmental implications arising from this progress report

Risk Management Implications

Risk included on Directorate risk register? Yes

Equalities implications

Was an Equality Impact Assessment carried out? Yes in relation to the tendering exercise. All other aspects of Healthwatch are directed by statute.

The Annual Report will trigger an annual review of Harrow Healthwatch will include consideration of the Equalities performance of the organisation.

Priorities

Healthwatch Harrow will help to deliver a safer and fairer experience of health and social care services by assisting the providers of these services to understand local demand and desires and by informing local people of the choices available to them.

Section 3 - Statutory Officer Clearance

Not applicable

Section 4 - Contact Details and Background Papers

Contact: Mike Howes, Senior Policy Officer Ext 5637

Background Papers: List **only non-exempt** documents (i.e. not Private and Confidential/Part II documents) relied on to a material extent in preparing the report (e.g. previous reports). Where possible also include a web link to the documents.

Delivering Effective Local Health Watch LGA

http://www.local.gov.uk/publications/-/journal_content/56/10180/5436751/PUBLICATION