

HEALTH AND WELLBEING BOARD			
<b>Report Title</b>	<b>Healthwatch Performance Review</b>		
<b>Contributors</b>		Item No.	10
<b>Class</b>	Part 1	Date: 28 January 2014	

## 1. Purpose

- 1.1 This report presents Members of the Health and Wellbeing Board with an update on the performance of Healthwatch.

## 2. Recommendation

- 2.1 Members of the Health and Wellbeing Board (H&WB) are recommended to:

- Note the progress against agreed targets and action taken to improve performance.

## 3. Policy Context

- 3.1 The Health and Social Care Act (2012) introduced significant changes to the provision of advice, signposting and advocacy within health and care settings. Healthwatch England was established in October 2012 to provide a national consumer champion for users of health and care services. Healthwatch England has significant statutory powers to ensure the voice of the consumer is strengthened and heard by those who commission, deliver and regulate health and care services.

- 3.2 From April 2013, local authorities were required to establish a local Healthwatch organisation to:

- signpost people to local health and social care services
- collect and analyse the experiences that people have of local care to help shape local services
- feed views and any recommendations to Healthwatch England to act on at a national level.

The local Healthwatch organisations replaced Local Involvement Networks (LINKs).

- 3.3 The Council is committed to improving the health and wellbeing of citizens in Lewisham. Healthwatch will support the Council to deliver the following key objectives of *Shaping our Future – Lewisham's Sustainable Community Strategy*:

- *'Healthy, active and enjoyable – where people can actively participate in maintaining and improving their health and wellbeing'.*
- *'Empowered and responsible – where people can be actively involved in their local area and contribute to supportive communities.'*

#### **4. Background**

- 4.1 The tender process for the local Healthwatch service was undertaken in November and December 2012. Voluntary Action Lewisham (VAL) was awarded the contract in February 2013. The contract to deliver Lewisham Healthwatch commenced in April 2013.
- 4.2 Voluntary Action Lewisham's proposal evidenced the organisation's experience of planning and delivering a broad range of community projects in Lewisham. The bid demonstrated VAL's extensive experience of delivering projects that involve signposting, advice, information and engagement. VAL addressed all the method statements satisfactorily with robust evidence provided throughout.

#### **5. Performance Review**

- 5.1 A performance monitoring framework was established at the start of the contract. It was agreed that formal reviews of Lewisham Healthwatch would take place on a quarterly basis starting at the end of the second quarter.
- 5.2 The Lewisham Healthwatch Project Manager has met with the contract manager for Lewisham on a regular basis since the contract commenced. Lewisham Healthwatch has reported key challenges during this period. It has been difficult to establish the planned governance arrangements. The Chair for the project board resigned in October 2013 and the position is still vacant. Lewisham Healthwatch has also encountered issues regarding the recruitment and retention of staff.
- 5.3 Lewisham Healthwatch provided an assessment of progress against the nine agreed outcomes at the initial performance review in December 2013. The self assessment reported progress in a range of areas. Lewisham Healthwatch has established a presence in the borough through a website, a launch event and a promotional leaflet. The project has engaged a range of community groups and identified target areas in which to focus its work. A community engagement initiative has been developed in collaboration with the Home Library Service. Lewisham Healthwatch has recruited and trained 16 volunteers and three youth champions.
- 5.4 The self assessment highlighted limited progress towards achieving a number of the agreed outcomes. Although key promotional tools have

been established i.e. a website and printed material, a strategic approach to planning marketing activity has not been developed. Community engagement activity has been limited in scope to date. Although training on undertaking 'enter and view' visits has been completed, no visits have been completed to date. Lewisham Healthwatch has identified the need to develop robust systems to gather and use evidence and recognises that governance for improvement.

- 5.5 The Local Government Association has set up a regional network to support the development of local Healthwatch organisations. From attendance at network events it is evident that other Healthwatch organisations have encountered similar issues to those experienced by Lewisham Healthwatch.

## **6. Next Steps**

- 6.1 An improvement plan for Lewisham Healthwatch has been agreed. Over the next quarter, Lewisham Healthwatch will:
- Address governance issues by appointing a chair and establishing a reference group
  - Develop a strategic approach to marketing and communications
  - Develop clear priorities that reflect the role of Healthwatch in representing the consumer voice to influence service improvement and commissioning
  - Develop a volunteer action plan
  - Plan its approach to implementing 'enter and view' visits
  - Demonstrate a robust approach to reporting concerns based on sound evidence and research and use this to present reports to commissioners and influence change
- 6.2 Since the performance review in December 2013, Lewisham Healthwatch has recruited three members of staff and has established a reference group.

## **7. Financial Implications**

- 7.1 The contract value for Voluntary Action Lewisham to deliver Lewisham Healthwatch is based on a pricing schedule of £299,510 over two years (£145,605 in year one and £153,905 in year two).
- 7.2 There are no specific financial implications arising from this report.

## **8. Legal Implications**

- 8.1 The Health and Social Care Act 2012 requires local authorities to establish a local Healthwatch service.

## **9. Equalities Implications**

- 9.1 The Council's equalities objectives formed part of the criteria used in the tender evaluation and are detailed in the contract documentation.
- 9.2 Lewisham Healthwatch will reduce inequalities through the targeted engagement of groups who are seldom heard or hard to reach.

## **10. Environmental Implications**

- 10.1 The Council's environmental objectives formed part of the criteria used in the tender evaluation and are detailed in the contract documentation.

## **11. Crime and disorder implications**

- 11.1 There are no crime and disorder implications.

## **12. Conclusion**

- 12.1 Further reports will be presented at appropriate intervals to the Health and Wellbeing Board.

If there are any queries on this report please contact Carmel Langstaff,  
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