



**NHS**  
**Brent**  
**Clinical Commissioning Group**

**Health and Wellbeing Board**  
7 June  
2016

**Report from  
Healthwatch Brent**

Wards Affected:  
ALL

**Healthwatch Brent – Delivering through partnerships; July  
2015 – March 2016**

**1.0. Summary**

- 1.1. Healthwatch Brent is the independent voice through which Brent residents can share their experiences of using health and social care services.
- 1.2. CommUNITY Barnet is commissioned by the London Borough of Brent to deliver the local Healthwatch contract.
- 1.2. The contract commenced from 1 July 2015. This report summarises the progress to date and sets out our plans for the year.
- 1.4. Our public report is attached at Appendix 1 for reference.

**2.0. Recommendations**

- 2.1. The Health and Wellbeing Board is asked to:
  - Note the progress Healthwatch Brent has made in delivering the contract
  - Endorse the principles informing the 2016/17 priorities for Healthwatch Brent

**3.0. Achievements to date**

- 3.1. Healthwatch Brent works with 11 of Brent's charity, voluntary and community organisations.

3.2. It is delivered by a Brent-based central core team, a partnership of Brent based voluntary and community organisations and a team of volunteers.

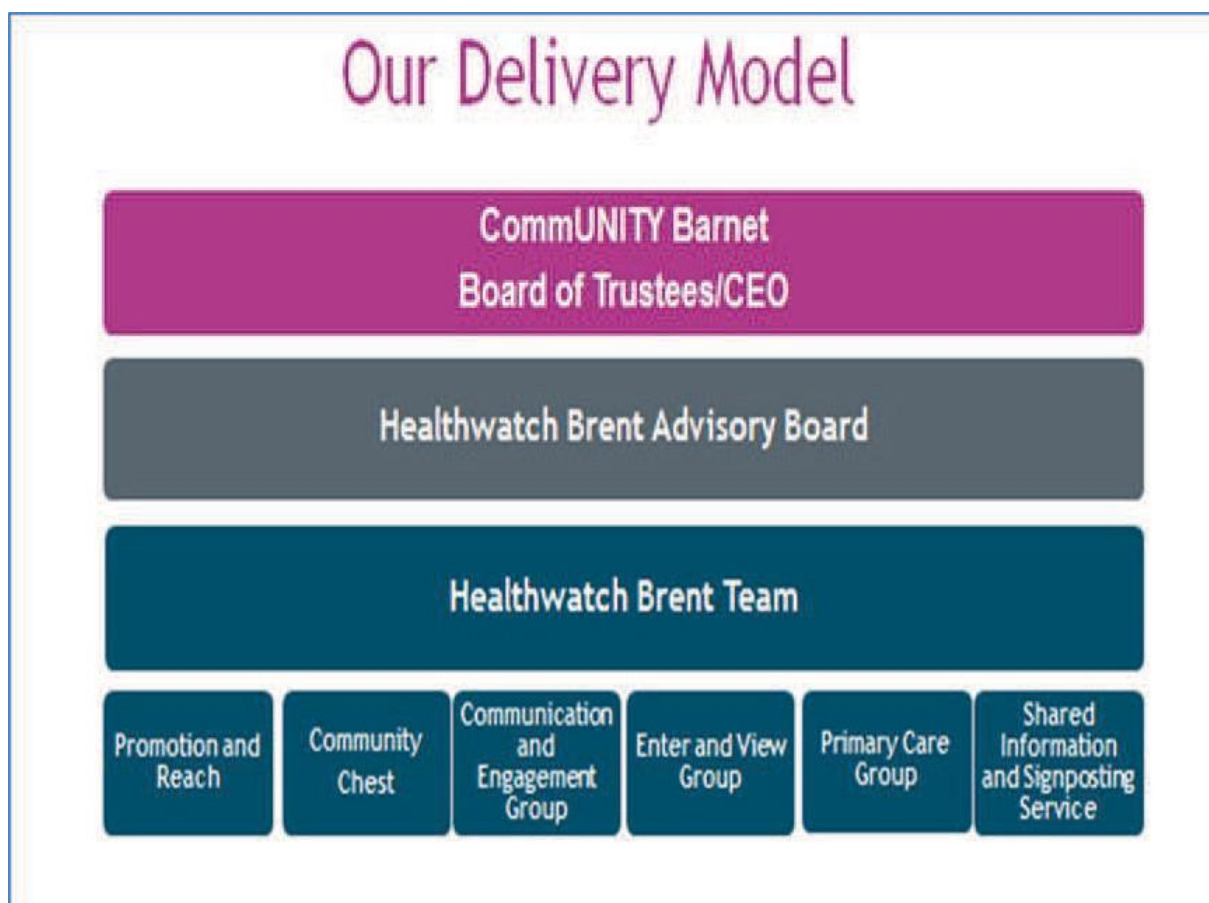
3.3. The work programme of Healthwatch Brent aligns to all five priorities of the

Brent Health and Wellbeing board namely:

- Giving every child the best start in life
- Helping vulnerable families
- Empowering communities to take better care of themselves
- Improving mental wellbeing throughout life
- Working together to support the most vulnerable adults in the community

3.4. Our delivery model is set out in Slide 1.

Slide 1



3.5. Healthwatch Brent is delivered on a Hub and Spoke model. The Hub is the first point of public access and delivered by the core team located in Wembley. The Spokes consist of two groups – the Healthwatch Brent Advisory Board whose role is to support the core team and shape the work programme around the needs of Brent residents. Membership of the Healthwatch Brent Advisory Board includes Age UK Brent, Brent User Group; Brent Patient Voice, Mosaic LGBT Young People's Group; Community Health Action Trust.

3.6. The Promotion and Reach Partners with their strong and vibrant networks are able to cascade messages from Healthwatch Brent to local residents. The partners include: Ashford Place, Brent Carers' Centre, Elders' Voice, Jewish Care, Brent Mencap.

3.7. Key achievements over the past nine months include: Bringing together the dispersed local team into a single Brent office with a newly defined Head of Service;

- Establishing the Brent Advisory Board
- Creating the Promotion and Reach Group
- Designing a new work programme
- Refreshing our Enter and View Programme
- Recruiting more volunteers
- Promoting Healthwatch Brent to Brent residents
- Setting up a Community Chest

Slide 2 summarises our key achievements over the past nine months



3.5 Our strategic priorities for Healthwatch Brent include:

- Encouraging greater participation in health and social care
- Collecting evidence of increasing engagement with those residents from under-represented communities
- Demonstrating that Brent residents feel more able to express their views and to report they are listened to

- Showing how Healthwatch Brent has been able to make a constructive contribution to support and enable informed decision making through the representation of the authentic voice
- Healthwatch Brent offers value for money
- That Healthwatch Brent service offers added value

### 3.6 Our operational priorities for Brent for 2015/16 included:

- Delivering Healthwatch statutory functions
- Phlebotomy (blood tests) – charting the patient experience
- Mental health – maintaining good mental health in the community
- Female Genital Mutilation – an area of great concern for Brent
- Joint patient communication with Brent CCG and Brent Council
- Enter and View visits to care homes and acute hospitals

3.7 Our operational priorities for Brent for 2016/17 are currently under development but are informed by the refreshed Joint Strategic Needs Assessment (JSNA) 2016. We will use the information to enable Healthwatch Brent to have a greater focus on local issues pertinent to the Health and Wellbeing Board which support integration and collaboration between service providers and communities. We believe that by combining the evidence presented in the JSNA with the views gathered from health and social care users resident in Brent will provide a richer insight into both the needs and potential responses that both commissioners and providers can develop together.

### 3.8 Healthwatch Brent has identified the following as key issues in Brent:

- Population transience
- Ethnic mix of the population
- Lifestyle choice
- Poverty
- Social Isolation

3.9 Healthwatch Brent believes the data provided within the JSNA refresh provides ample evidence to identify solutions which focus on prevention to reduce escalation of clinical conditions and to promote the creation of statutory and community partnerships. It will use these principles to develop its 2016/17 work programme in consultation and agreement with the London Borough of Brent commissioners.

## **4.0. Financial Implications**

4.1. There are no financial implications as all costs are within the current agreed contract.

## **5.0 Legal Implications**

5.1 Healthwatch Brent was established through the Health and Social Care Act 2012 to give users of health and social care a powerful voice both locally and nationally and formally launched in 2013 as an independent charity.

- 5.2 From 1 July 2015 its services are delivered as an arm's length department of Community Barnet (CB) a charity and company limited by guarantee (Slide 1).
- 5.3 Financial and contract accountability remains with CommUNITY Barnet's Board of Trustees and delegated through the Chief Executive Officer to the Head of Healthwatch Brent.
- 5.4 The previous contract was held by the Healthwatch Brent Community Interest Company (CIC). The CIC appears to be dormant and has not actively participated in the wider health and social care landscape in Brent since July 2015.
- 5.5 The current contract has been issued to CommUNITY Barnet for 12 months until 30 June 2016. The contract is expected to be extended for one year to 30 June 2017 as per the contract.

## **6.0 Staffing / Accommodation Implications**

- 6.1 Healthwatch Brent operates from the community hub managed by Brent CVS.
- 6.2 Following the award of contract all the staff were transferred across to CommUNITY Barnet as part of the "Transfer of Undertakings and Protection of Employment Regulations"
- 6.3 14 volunteers transferred to CommUNITY Barnet under the Healthwatch contract to deliver the Healthwatch Brent contract.

## **Background Papers**

Background papers are available on request.

Appendix 1 Healthwatch Brent – Delivering through partnerships; July 2015 – March 2016

Contact Officers: Julie Pal - CEO CommUNITY Barnet:  
[julie.pal@communitybarnet.org.uk](mailto:julie.pal@communitybarnet.org.uk)

Ian Niven – Head of Healthwatch Brent – [Ian.Niven@healthwatchbrent.co.uk](mailto:Ian.Niven@healthwatchbrent.co.uk)