

# Community Chest update in Brent

**Making your voice count**



**healthwatch**

# **Healthwatch Brent Community Chest**

## **Summary Report**

### **July 2015 - December 2016**

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#### **Introduction**

This paper sets out how Healthwatch Brent has implemented its Community Chest between July 2015 – December 2016 inclusive. Healthwatch Brent (HWB) is the independent voice for health and social care users living in the borough of Brent. Healthwatch Brent is part of a national network and part of its statutory function is to share the views of residents with health and social care providers to provide service feedback and to inform statutory commissioners of end-user feedback so that this information can be used to inform future commissioning decisions.

Keen to acknowledge and harness the expertise and knowledge of local communities, HWB established a Community Chest – essentially a funding pot through which local organisations could apply for financial assistance to deliver a range of activities. The Community Chest was divided into two funds – a small grants pot with a maximum limit of £600 and a large grants pot with a maximum limit of £3,000. A simple application form was designed by the HWB Team. The Small Grants Pot applications were assessed by the team, whilst applications to the Large Grants Pot were presented to the HWB Advisory Board for comment and approval. Due diligence checks were carried out on all the organisations applying for financial and governance probity. A key condition for approval was that Healthwatch Brent must be promoted to all the participants of the activities.

To date 18 organisations have successfully received funding from the Community Chest. One application was not approved by the Advisory Board and one application was withdrawn.

The key achievements include:

- Through the reports, the Community Chest has relayed the experiences of 291 Brent residents to key Brent forums such as the Health and Wellbeing Board.
- The role and activities of HWB have been presented to 550 new people, including how they can use HWB as a route to their experiences being heard by key decision makers.
- These 550 people have directly benefited from the wellbeing work of our partner organisations.

- The capacity of 11 local organisations was expanded to allow them to use their specialist knowledge of difference sections of Brent's diverse communities.

### **Purpose of the Community Chest**

Healthwatch Brent reserved £20,000 to create a Community Chest providing grants to local groups and organisations to enable them to –

- Increase awareness of the role of Healthwatch Brent;
- Support our work of reaching and engaging more people;
- Ensure there is input from seldom heard voices on health and social care issues;
- Provide support to small community groups to allow them to host events;
- Increase the capacity of local organisations to provide clear evidence that support good practice or the needs of a service group;
- Recognise and harness the expertise of local organisations;
- Support local organisations, if required, to produce quality reports; and
- Produce evidence based reports to Brent statutory partners, including –
  - Health and Wellbeing Board;
  - Community and Wellbeing Scrutiny
  - NHS Brent CCG boards and committees;

### **The Community Chest is advertised in –**

- HWBrent newsletter
- HWBrent website
- Via our 5 Promotion and Reach partners' newsletters
  - Brent Mencap, Brent Carers Centre, Jewish Care, Ashford Place, Elders Voice
- CVS Brent newsletter – funding section

### **Two types of applications are regularly invited –**

- Small grants of up to £600 to support wellbeing events, raise awareness of HWB, and gather the experiences of a range of local people.
- Large grants of up to £3,000 to provide evidence based reports on a particular issue related to an identified part of our Brent community.

We offer support to organisations to complete thorough applications or we refer them to CVS Brent who offer more detailed support.

**Applications are assessed against the core functions of Healthwatch Brent -**

Outcome	Measure(s)
1. Residents are fully aware of Healthwatch Brent and it has a high profile across the borough.	<ul style="list-style-type: none"> <li>• Number of enquiries / website visits / bulletins</li> <li>• Number of members</li> <li>• Clear communication strategy</li> <li>• Feedback from residents (public awareness survey)</li> </ul>
2. Healthwatch Brent has clear systems and processes that ensure full engagement of the diverse community, including engagement with a targeted range of groups on issues of health and social care.	<ul style="list-style-type: none"> <li>• Evidence of systems and processes in place – including engagement plan</li> <li>• Number of organisations part of HWB network</li> <li>• Number of outreach events and attendance</li> <li>• Demographics of members and volunteers</li> </ul>
3. Residents feel and state that Healthwatch Brent has accurately reflected their views.	<ul style="list-style-type: none"> <li>• Feedback from members and residents (survey)</li> <li>• Number of complaints received</li> </ul>
4. Residents gain access to Healthwatch through a range of avenues and opportunities.	<ul style="list-style-type: none"> <li>• Number of enquiries (by phone, email, in person) / website visits</li> <li>• Number of community engagement / outreach events held and attendance at events</li> </ul>
5. Residents feel and state that the information, advice and signposting they receive is helpful, timely, appropriate and accessible.	<ul style="list-style-type: none"> <li>• User satisfaction / experience survey</li> </ul>
6. Healthwatch Brent secures patient and public involvement in health and social care, leading to improved patient and user experience.	<ul style="list-style-type: none"> <li>• Number of volunteers trained in Enter and View</li> <li>• Evidence of reports and feedback submitted to HWE</li> <li>• Evidence that reports have led to service improvements</li> </ul>
7. Healthwatch Brent fulfils the key functions of local Healthwatch.	<ol style="list-style-type: none"> <li>1. Gathering views</li> <li>2. Making views known</li> <li>3. Public involvement</li> <li>4. Recommend HWE/CQC investigation</li> <li>5. Provide Information and Signposting</li> <li>6. 2 way flow of info with HWE / network</li> </ol>
8. Healthwatch Brent has established constructive and open relationships with health and social care commissioners, providers and the Health and Wellbeing Board, influencing the policy, planning, commissioning and delivery of health and social care in Brent.	<ul style="list-style-type: none"> <li>• Healthwatch Brent representation at key forums, including partnership boards</li> <li>• Evidence of reports and feedback submitted</li> </ul>

Additionally, we assess larger grants according to:-

- The likely usability of the report and if will make a difference within the current focus of providers and commissioners.
- Whether the report will provide new information and not duplicate existing knowledge.
- Small grants are approved by two representatives of Healthwatch Brent.
- Large grants are approved in principle by two representatives of Healthwatch Brent with endorsement by a member of the Advisory Board.
- All applications to the Community Chest are reported to the Advisory Board for information.
- £6,000 of the £20,000 was reserved for commissioning specific pieces of work relating to Healthwatch Brent’s priority work areas.
- We would provide a grant to an organisation outside of Brent only in exceptional circumstances – e.g. where specialist knowledge lies only outside of Brent.

**Between July 2015 and November 2016 the Community Chest provided the following grants –**

We have agreed that all the reports and experiences will be shared with the CCG Head of Engagement who will advise on where to liaise on the recommendations. Feedback on residents’ experiences of health and social care services are collated and if emerging themes, issues or examples of good practice are identified, these will be presented to the CCG and statutory services leads for their information and comment/action.

<b>Large grants</b>			
<b>Organisation</b>	<b>Purpose</b>	<b>Request / Award</b>	<b>Outcomes</b>
ABi CIC	Collect patient experiences as case studies to start populating a Story Bank of resident experience as part of the Brent Equality and Engagement Sub-committee	£3,000 / £3,000 Fully funded	50 people relayed their experiences which were presented to- Brent Equality Engagement and Self-Care Committee, Brent Council Engagement Officer, and HWB team
Brent Centre for Adolescents	Mental Health needs assessment on young Irish travellers in Brent.	£3,000 / £3,000 Fully funded	Report and findings presented to the Children’s Trust November 2016 14 participants
BUG	Self-Directed Support for mental health service	£3,000 / £3,000	Report presented to the Health and Wellbeing Board – September 2016

	users - an experiential guide for front line workers.	Fully funded	17 participants
Ashford Place	Dementia empowerment project with the aims of – Client led services Peer signposting Co-designing cheaper services with Commissioners by targeting support	£2,000 / £2,000  Partly funded	Commenced Nov 2016 Due date Apr 2017 50 participants
Help Somalia Foundation	Identifying Mental Health needs within the Somali community in Brent	£3,000 / £3,000 Fully funded	Commenced Nov 2016 70 people will provide their experiences
South Kilburn Ladies Sports Club	To run sessions and set up the club and its activities	£2,000 / £0	Suggested the group apply for a small grant application but approach Brent CVS for assistance.
CHAT	Promote HWB and gather residents views on health and social care	£2,000 / £0	Application received – HWB suggested a small grant application would better meet our funding criteria

### Small grants

Organisation	Purpose	Requested / Awarded	Outcomes
CVS Brent	Commitment to Making Wembley Wonderful Project for match funding	£600 / £600 Part funded £0 supplied	Project did not go ahead due to competing priorities
Iraqi Welfare Association	Contribution towards breast cancer awareness event	£500 / £300 Part funded	The experiences of 30 people from the event were provided 150 people attended the event
South Kilburn Ladies Sports Club –	Equipment for new weekly women only community gym.  This group reported feeling able to exercise due to the safety and support of the club – something that is not truly available elsewhere.	£500 / £500 Part funded	Equipment purchased which improved the effectiveness of gym sessions. A representative spoke at the March 2016 HWB public meeting – about the impact of the grant in promoting independence and managing long term conditions through simple exercise. 5 detailed case studies from group members were provided. 30 club members gained awareness of HWB.
Brent Advocacy Concern	Launch event for new BAC website giving	£250 / £250 Part funded	Website launched HWB's role and activity were presented to 30 new people. Experiences of health

	advice to Brent residents with disabilities.	60% paid	and care services were provided from some members of the group.
Stonebridge Boxing Club	Awards event supporting positive physical activity for young people	£600 / £600 Part funded	Successful event. Awaiting views of 25 participants
The African Family Works	Health and Social Care event targeting African and Caribbean communities in Brent. Dec 4 <sup>th</sup> event	£250 / £250  Payment for advert	HWB Advert on fliers and posters increased awareness – where did the fliers and posters go/newsletter? HWB stall at event collected individual experiences. HWB's role and activity were presented to 45 new people.
WISE	Wellbeing project to identify high blood pressure and diabetes in older people from Caribbean communities	£560 / £560  Fully funded	Postponed until spring 2017 to ensure maximum number of beneficiaries. 250 participants
Funding total		£27,260 / <b>£16,960</b>	

**Large grants in discussion / advertised / prioritised  
All related to agreed HWB priorities for 2016-17**

Brent Carers Centre and Addaction –	Identifying Young Carers in Substance Misuse Households	Up to £3000	Approved 60 Participants
Abi Associates and a partner from an C&E European organisation	Central and East European organisations regarding their use of urgent care services	Up to £3,000	Approved in principle. Currently identifying the scale of this issue, reasons for behaviours, and whether these are distinct for any particular part of our community before committing any funds.
FORWARD	Further engagement on Female Genital Mutilation.	Up to £3,000	In-house work research and scoping work is on-going. Funds may be available should additional needs and benefits be identified.
Jewish Care and partner to be identified	The patient experience of hospital discharge	Up to £3,000	Approved in principle

## Outcomes

- HWB's role and activity were presented to 550 people representing some of Brent's most vulnerable and marginalised communities.
- Almost 300 residents have shared their unique experience of using local health and social care services which they have never done before

- Communities whom we have reached include:
  - Muslim women
  - Young Irish Travellers
  - Users of mental health services
  - Young people
  - People living with dementia
  - Somalians
  - People with disabilities
  - Young black men
  - Older African and Caribbean people
  - Central and Eastern Europeans
  - Young Carers

### **Benefits to residents**

People have a route to making their voice heard and experience helping to shape services and providing positive feedback where services are working well; The wellbeing of residents is improved. For example both the Stonebridge Boxing Club and the South Kilburn Women's Group ) by the small organisations who have provided beneficial activities like the women only fitness group and Stonebridge Boxing Club.

### **Benefits to the local organisations**

Both large and small grants allow local groups and organisations to use their skills and expertise to engage and consult with their communities and to improve the wellbeing of Brent residents.

The organisations were able to showcase their work to wider audiences at Health Watch Brent's public meeting, at the Health and Wellbeing and Scrutiny Committees and to the Health and Wellbeing Board (through this report)

### **Benefits to Brent**

Increased skills and capacity within the voluntary sector which can lead to more effective delivery of services.

A steady flow of evidence-based reports to help guide decisions on provision, service improvement and feedback on where services are working well.

### **Case studies**

#### **Small grant**

Al Bahdya (Happiness) Women's group are an inspiring example of community action. This organisation identifies the needs of women in South Kilburn. Through this project, the organisation employed a qualified female trainer to lead the fitness group and understood the specific needs for this community such as women only activity and appropriate dress. The Community Chest grant allowed the organisation to purchase essential equipment to ensure the exercise was effective and more broadly empowers these women in a safe environment by increasing their confidence and independence going around the borough.



Some of the women provided quite detailed information about their experience of healthcare and the role and activities of Healthwatch Brent were presented to over 40 local people.

### **Large grant**

Brent Centre for Young People has a long history of providing therapy for young people with mental health problems. They have a history of high quality research and have produced reports which have been well received. Through their work they had made good links with the Irish Traveller Community in Brent and realised they were in a good position to learn more about this part of our community – one that others find very hard to engage with. One of Healthwatch Brent's priorities was on mental health, including the experience of people who are seldom heard.

The report presented to Brent Children's Trust summarised the following :

- The concerns found amongst the Irish Traveller community on Lynton Close have significant and high risk impacts. Young people have problems at school, and this often results in school absenteeism. Residents raised concerns about depression and a number of suicides have occurred onsite.
- Young women's concerns about Post Natal Depression indicate there could be an opportunity to provide Parental Support programmes for young mothers of young children.
- The desire amongst under 12s to have after school activities creates an opportunity for early preventative mental health programmes to be offered on site.
- Schools should be a key partner in delivering support for Travellers.

### **The next step for Community Chest -**

The Community Chest will continue for the lifetime of the current contract and an update of the programme will be included in the contract summary report.