

 	<b>Health and Wellbeing Board</b> <b>15 July 2019</b>
	<b>Public Report from Healthwatch Brent</b>
<b>Healthwatch Brent Update Report</b>	

Wards Affected:	All
Key or Non-Key Decision:	N/A
Open or Part/Fully Exempt: (If exempt, please highlight relevant paragraph of Part 1, Schedule 12A of 1972 Local Government Act)	Open
No. of Appendices:	Two Appendices: <ul style="list-style-type: none"> <li>Healthwatch Brent Operational Priorities 2019-20</li> <li>Healthwatch Brent Engagement Strategy and Plan 2019-20</li> </ul>
Background Papers:	
Contact Officer(s): (Name, Title, Contact Details)	Julie Pal, CEO COMMUNITY Barnet; Ian Niven, Healthwatch Brent Manager; Selina Rodrigues, Head of Healthwatch Ibrahim Ali – Projects and Volunteer Coordinator – Healthwatch Brent

## 1.0 Purpose of the Report

- 1.1 This report updates the Health and Wellbeing Board on the progress of Healthwatch Brent including:
- 1.2 The operational priorities for 2019-20 for Healthwatch Brent
- 1.3 The Engagement Strategy and approach for Healthwatch Brent.

## 2.0 Recommendation(s)

- 2.1 The Health and Wellbeing Board is asked to note the Healthwatch Brent 2019/20 priorities.
- 2.2 The Health and Wellbeing Board is asked to note the approach of Healthwatch Brent to engagement and request a six-monthly update of our engagement activity.

## Detail

- 3.0 CommUNITY Barnet has been commissioned to deliver the local Healthwatch contract in Brent from 1 April 2018.
- 3.1 Healthwatch Brent works with 10 of Brent's charity, voluntary and community organisations.
- 3.2 Healthwatch Brent 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 will support the priorities set out in the Brent Children's Trust for 2019-20 and the Health and Care transformation priorities for Brent.
- 3.4 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 it 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 Brent User Group, Ashford Place, Brent CVS; Brent Carers' Centre; Brent Mencap, Brent Multifaith Forum; Young Brent Foundation, Elders Voice, Orchid Care, Jewish Care
- 3.5 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, Jewish Care, Brent Mencap, Young Brent Foundation and Brent CVS.
- 3.6 Our strategic priorities for Healthwatch Brent are to:
  - Encourage greater participation in health and social care
  - Collecting evidence of increasing engagement with those residents from under-represented communities
  - Demonstrate that Brent residents feel more able to express their views and to report they are listened to
  - Demonstrate 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
  - Demonstrate Healthwatch Brent offers value for money, through our reach, production of reports, participation in strategic meetings and volunteer activity
  - That Healthwatch Brent service offers added value by:
    - Establishing collaborative, open and cooperative partnership with existing providers;
    - Drawing upon the experience of partnership members by bringing together their combined expertise, knowledge and experience
    - Providing strong project management and coordination of a high quality service
    - Delivering cost-savings on engagement activities through using our existing channels;

- Adding value of specialist knowledge provided by the Healthwatch Brent Network;
- Adding value of local knowledge from trusted organisations who know Brent residents;
- Capability of reaching Brent households through newsletters, contacts and social media platforms delivered through HWB and the CVS Brent newsletter;

3.7 Our operational priorities for Brent for 2018/19 have been informed through the following process:

- Seeking advice from the HW Brent Advisory Board and our wider network of partners
- Speaking to the programme leads for the Brent Health and Social Care Partnership delivery areas for Learning Disability, Mental Health, Prevention and CMH
- Consulting with the friends of HW Brent
- Liaising with our Contract Manager
- Reflecting issues presented by residents as being of importance through engagement and outreach
- In addition, to ensure strategic alignment we referred to the priorities identified in the Brent Joint Strategic Needs Assessment, the NHS Long Term Plan, Annual Report of the Director of Public Health, Suicide Prevention Plan and the commissioning intentions of Brent CCG.

We believe that by combining this evidence with the views gathered from health and social care users and residents in Brent will provide a richer insight into both the needs and potential responses that both commissioners and providers can develop together.

Examples of community feedback and other intelligence that has informed our work programme include –

- “Where can I signpost people to get engaged in their community”
- “Who knows what we offer? Who is signposting people to us?”
- “...but I’ve never heard of GP Hubs”
- “It takes ages to get a GP appointment”
- Expression of confusion about social care assessments, how it works, and what people are entitled to – from a wide range of community organisations, and individuals through our Information and Signposting.
- National evidence of difficulties in accessing interpreters for people with sensory impairments when using health services, and difficulties in reaching such individual residents to explore their experience in Brent.

3.8 Using this approach we identified the following as key issues in Brent for 2019/20:

- Capturing the patient experience of personal care in hospitals
- Improving the feedback loop with patients regarding GP access and current plans around GP practices which follows on from our work with CCG partners to communicate the transformation of primary care

- Increasing awareness about cancer screening and treatment options for people with a learning disability
- Understanding the barriers faced by faith communities to access culturally appropriate suicide prevention support
- Conduct regular visits to NLWUHCT wards and departments to record the patient experience at points of care
- Staying well in the community using case studies to present the lived experience of people with learning disabilities and autism accessing statutory services
- Awareness and use of Health Help Now App
- Enter and View Programme into supported living care homes
- Provide statutory partners and local communities intelligence about the health and social care experiences of Brent residents and staff
- Advertise the Community Chest small grants programme
- Continue to work with NHS Brent CCG and Brent Council in relation to the implementation of the Brent Health and Care Transformation Programme

#### **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 have been delivered as an arms-length department of Community Barnet (CB) a charity and company limited by guarantee.

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 and the Healthwatch Brent Manager.

5.4 The current contract is a two-year contract issued to CommUNITY Barnet between 1 April 2018 – 31 March 2020. An option to extend until 31 March 2021 is possible.

#### **6.0 Equality Implications**

6.1 CommUNITY Barnet is committed to supporting Brent Council to meet its Public Sector Equality Duty as defined under the Equality Act 2010.

6.2 As part of the quarterly performance monitoring, data relating to reaching Brent's protected groups is captured.

6.3 We have and will continue to be committed to giving a voice to under-represented communities. The Healthwatch Brent Network has organisations which reflect Brent's diverse communities and we have used it to give a voice to these communities and support them to re-shape public services. The table below summarises our network and the communities they reach and have engaged in health and social care:

6.4 All staff and volunteers receive equalities training. We are acutely aware of the role of local Healthwatch to amplify the voice of all local communities, with a special remit to hear from less often heard groups. We have been supplying equality monitoring data to Brent Council over the last 3 years, including that of our membership/friends. The list below summarises our network and the communities they reach and have engaged in health and social care.

<b>Protected groups</b>	<b>Type of organisation</b>	<b>Name of organisation</b>	<b>Role within HWB</b>
Mental Health	User group	Brent User Group	Advisory Board Community Chest recipient
Disability	Learning disability	Brent Mencap	Advisory Board, Promotion and Reach Community Chest recipient
Disability	Physical disability advocacy	Brent Advocacy Concerns	Community Chest recipient
Age/ Carers	Carers - all ages, all groups	Brent Carers Centre	Community Chest recipient
Age	Homeless, alcohol, dementia	Ashford Place	Advisory Board Promotion and Reach
Age	Older people	Elders Voice	Advisory Board
Faith	All faiths	Brent Multi-Faith Forum	Advisory Board
Age	Young people Infrastructure support organisation	Young Brent Foundation	Advisory Board
Ethnicity	Support and advice	Asian People's Disability Association	Advisory Board Community Chest recipient
Ethnicity	Support and advice	Iraqi Welfare Association	Community Chest recipient
Faith, older people	Charity	Jewish Care	Advisory Board
A wide range of groups	Voluntary sector support	CVS Brent	Advisory Board
LGBT	A range of support and services	MOSAIC LGBT Youth	Promotion and Reach
Women, faith	Improving health outcomes for women in a culturally sensitive manner	Al Bahdja	Community Chest recipient

6.5 Our Engagement Strategy (attached) sets out our approach to Engagement, the methods we will use and is accompanied by an Action Plan which is used by the staff team when they go out and capture views of residents reflecting Brent's diverse and protected communities. This information is captured quarterly at our contract monitoring meetings with Brent Council.

## **7.0 Consultation with Ward Members and Stakeholders**

7.1 Healthwatch Brent has set up an Advisory Board with membership drawn from Brent-based charities which supports the delivery of the contract.

## **8.0 Human Resources/Property Implications (if appropriate)**

8.1 All human resources/property implications are considered within the parameters of the contract between London Borough of Brent and CommUNITY Barnet.