
 <b>Brent</b>  <b>Brent</b> <i>Clinical Commissioning Group</i>	<b>Health and Wellbeing Board</b> 20 October 2020
	<b>Report from Healthwatch</b>
<b>Healthwatch Brent update</b>	

<b>Wards Affected:</b>	All
<b>Key or Non-Key Decision:</b>	N/A
<b>Open or Part/Fully Exempt:</b> <small>(If exempt, please highlight relevant paragraph of Part 1, Schedule 12A of 1972 Local Government Act)</small>	Open
<b>No. of Appendices:</b>	2 Appendix 1 – Engagement with hard to reach communities Appendix 2 – Case study of Brent resident impacted by Covid-19
<b>Background Papers:</b>	None
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## 1.0 Purpose of the Report

- 1.1 To present a follow-up report on the engagement undertaken by Healthwatch Brent between June and September 2020 with 584 residents from the Black, Asian and Minority Ethnic communities. This report follows on from the presentation to the Health and Wellbeing Board on 29 June 2020.
- 1.2 The report is supported by two appendices: Appendix 1 sets out a summary of the engagement undertaken between June and September 2020. In addition to the 584 residents engaged with during this period, Healthwatch Brent engaged with 270 people (including some key workers), 7 care homes and 10 organisations between April and May bringing the total of BAME and other Brent residents to almost 1000 individuals. We believe this is one of the largest samples collected by any Healthwatch team nationally and accurately reflects the challenges and realities of local people in one of the worst pandemics in modern times.

Appendix 2 is a report prepared by the Advocacy Project and Healthwatch Brent.

## **2.0 Recommendation(s)**

- 2.1 To note the contents of the report and its focus on particularly marginalised communities whose voices are historically under-represented or unheard in consultations with statutory authorities.

## **3.0 Detail**

- 3.1 CommUNITY Barnet has been commissioned to deliver the local Healthwatch contract in Brent from 1 April 2018.
- 3.2 Healthwatch Brent has established a network of charity, voluntary and community organisations committed to bringing the experiences of Brent residents of using health and social care services to the attention of the borough's key decision makers.
- 3.3 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.
- 3.4 The work programme of Healthwatch Brent will support the Borough's Plan for 'Building a Better Brent' by focussing on the strategic priorities: a borough where we can all feel safe, secure, happy and healthy.
- 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 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
- 3.6 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;

#### **4.0 Financial Implications**

- 4.1 There are no financial implications as all costs are within the 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 with 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 Healthwatch Brent 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.
- 6.5 We believe Brent's communities are represented within our reports as far as possible, but we constantly strive to reach more communities. Our staff team are committed to capturing the views of residents reflecting Brent's diverse and protected communities and sharing it 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.
- 7.2 This report has been drawn up in consultation with the Chair of the Health and Wellbeing Board and his officers.

## **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.