

 	Health and Wellbeing Board 14 July 2021
	Report from Judith Davey, Healthwatch Brent
Healthwatch Brent work plan 2021-22	

Wards Affected:	All
Key or Non-Key Decision:	Non-Key Decision
Open or Part/Fully Exempt: <small>(If exempt, please highlight relevant paragraph of Part 1, Schedule 12A of 1972 Local Government Act)</small>	Open
No. of Appendices:	4: Appendix 1 – Healthwatch work plan overview Appendix 2 – Healthwatch engagement strategy Appendix 3 – Healthwatch governance and prioritisation process Appendix 4 – Healthwatch role in new structures
Background Papers:	None
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1.0 Purpose of the Report

- 1.1 To provide the Health and Wellbeing Board with an update on progress in development of the Healthwatch draft work plan for 2021/22, following the completion of a competitive tender process that resulted in the contract being awarded to The Advocacy Project.
- 1.2 The proposed work plan outlines how the new Healthwatch Service, provided by The Advocacy Project intends to deliver the Health and Wellbeing Board's aims of ensuring that all residents in the borough, particularly the most vulnerable, are able to influence the commissioning and delivery of the health and social care services in Brent.
- 1.3 The work plan also outlines how the Healthwatch service will be able to support the development of the Health and Wellbeing Strategy, ensuring that communities are at the heart of the process.

2.0 Recommendation(s)

- 2.1 The BHWB note progress in implementing the new Healthwatch Service, and the development of the draft work plan 2021/22.
- 2.2 That the BHWB requests a six monthly update on the delivery of the work plan.

3.0 Detail

Activity April – June 2021

- 3.1 The new Healthwatch Service was commissioned in January 2021, and the contract was signed during February 2021. During the first quarter of 2021/22, officers have been to mobilise the service in line with the plans set out in during the commissioning process.
- 3.2 During the first quarter of the year much of the activity has focused on set up of a new service including:
 - Transition from former service provider and hand over of critical work packages
 - TUPE and recruitment to vacancies
 - Developing an internal governance structure
 - Ensuring Healthwatch representation on key working groups and committees
- 3.3 Healthwatch has supported BHWB partners in engaging with excluded communities to increase vaccination take up, alongside other Voluntary and Community Sector (VCS) partners. Healthwatch has also attended a number of events in support of the Health and Wellbeing Strategy consultation process.
- 3.4 This provided the opportunity for Healthwatch to further improve its understanding of local communities, build relationships with key stakeholders and develop links to relevant health and social care services. A particular focus of the first three months has been developing robust links to the Brent Health Matters programme given the similar focus on engagement with communities to address health inequalities.

Governance

- 3.5 Healthwatch has developed a governance process that ensures it is independent, transparent, open and robust. The attached Prioritisation Process demonstrates how the Healthwatch Service will work with an Advisory Group to agree what issues the Healthwatch Service will see as a priority for investigation (please see Appendix 3).
- 3.6 Healthwatch will work constructively with the Health and Wellbeing Board and other statutory partners and will work in a spirit of partnership, sharing information, informing stakeholders about work we are undertaking and supporting work that improves patient/service user experiences. It will retain its independence, but where possible be flexible and align with and support

strategic priorities. Collectively by gathering intelligence from different partners and patient voice will inform and influence next year's priorities for 2022/23 as well as BHWB key strategies.

Draft work plan 2021/22

3.7 The attached draft work plan (please see Appendix 1) and engagement strategy (please see Appendix 2) details activity Healthwatch will undertake in 2021/22. The Healthwatch service will:

- Develop a community engagement approach based on a sequential model, which prioritises where health and care partners have identified key communities and groups. The sequential approach will enable Healthwatch to develop an in depth understanding of communities, their needs and how statutory services can best meet them. The emphasis on engagement with BAME groups, particularly black communities, links to BHWB areas of focus.
- Undertaking Enter and View actions in line with the Healthwatch statutory function across all services to ensure user voice, service users, families, carers and staff are heard. Ensuring that issues are identified, recommendations are robust and appropriately fed back to decision makers.
- Reviewing its delivery in the context of the changes to the Health and Social Care Act. The service will need to ensure that its functions are aligned to the new governance structures of the Integrated Care System (ICS) and Integrated Care Partnerships (ICP) (please see Appendix 4).
- Supporting the development of the Joint Health and Wellbeing Strategy, to ensure that the priorities contained in the strategy reflect the real needs of Brent communities that will be evidenced by the work and reports Healthwatch produce.
- Contributing the COVID recovery actions, for example supporting vaccine take up and test and trace activities.
- Maintain its core function to capture patient voice across the full spectrum of health and social care

4.0 Equality Implications

4.1 The Healthwatch Service has been assessed against the Equality and Diversity Policy so that it ensures we are fully committed to and undertaking action under the Equality Act 2010 and other forms of legislation that combat discrimination and promotes equality and diversity.