

## HealthwatchBrent Progress Update July 2013

HWB is just over 3 months old but significant progress has been made in all areas.

### **Governance**

HealthwatchBrent, a company limited by guarantee was established on March 27<sup>th</sup>. The 4 consortium partners- Brent Mencap, Age UK Brent, Brent Citizens Advice Bureau and Elders Voice Brent are the founding members of this company and their chief executives are the company directors. A 5<sup>th</sup> founding member was admitted at a directors meeting on April 10<sup>th</sup>-Brent CVS. Their Chief Executive became the 5<sup>th</sup> company law director then.

A public meeting had been set for Monday 21<sup>st</sup> June at the Village School in Kingsbury but is now planned for 15<sup>th</sup> July. As a CIC, HWB does not need to hold AGMs but the constitution allows for an annual review meeting. The meeting on 15<sup>th</sup> July will concentrate on progress to date, the election of community directors and getting member feedback on what the work plan for the next 6 months should include.

The CLG was converted to a Community Interest Company by mid May 2013. We then developed adverts and detailed role descriptions for an independent Chair and 5 other directors. These were circulated to each organisations mailing list, through newsletters, the Brent Magazine, through the HWB website and by Brent CVS. The 3 applications received were reviewed by an appointments panel in early July and members will be able to approve these applications if they wish on 15<sup>th</sup> July. 2 out of 3 candidates are new and were not previously involved in Brent Link. This leaves a vacancy for an independent chair and 2 community directors. We will publicise these vacancies over the summer in the press and have another appointments panel in late August.

The CIC bank account has been set up and relevant insurance is being sought.

**Membership.** After discussion we decided that membership would be open to someone who

- is a past, current or potential user of health and social care services for people of all ages in Brent or a nearby area. This includes any person living, working, studying or caring for someone in such area; or
- is committed to improving health and social care services for people of all ages in Brent or a nearby area; or
- is committed to being actively involved in the Company's activities; or
- is a child or young person living, studying or working in Brent or a nearby area; or
- is committed to equality and willing to challenge discrimination,

The membership form has been available on the HWB website and has been distributed in paper form by HWB workers at community events and the link has been publicised in HWB emails and fliers. We currently have 37 members and 5 friends- other paper applications still need to be inputted. However we have publicised Healthwatch Brent to many more people as reported elsewhere.. There have been some difficulties with the website(which is a template provided by Healthwatch England) and we have amended the form after feedback from some potential members. Our aim is to empower as many people as possible to give their views on health and social care, through wide involvement in consultation processes, related groups, complaining, etc and people should be able to do this without becoming formal HWB members.

**Policies.** Research on which policies HWB will need is underway. HWB paid staff and volunteers will operate within host organizations policies so HWB will only need certain overarching policies such as conflict of interest, finance and safeguarding children and adults

### **Community meetings**

Our target was to achieve 40 visits targeting 400 people in first year. We have visited 14 community groups and events and reached about 176 people, with another 100 spoken to at Chalkhill and Gladstonebury. The list below shows the breadth of groups visited.

All consortium partners have spoken about HealthwatchBrent at a range of partnership meetings they attend and distributed information and links.

HWB's first formal meeting was at Age UK Brent and Brent Pensioners Forum Event on 29<sup>th</sup> April – which was publicised throughout the Borough. Event attended by 117 older people. We then attended the Kilburn PPG in early May

### **Gathering Views Outreach meetings**

1. Visit to Hibiscus Senior Citizens Club Monday 3<sup>rd</sup> June - 15 to 16 people in the group

The Hibiscus Club is mainly for older members of the West Indian Community. It has been running for over 15 years and the current organiser feels that the group is not often heard.

2. Roundwood Youth Club 29<sup>th</sup> May & 31<sup>st</sup> May approx. 10 people

Visited to speak with Youth Worker and attended evening session (7 to 8) on 31<sup>st</sup> May. The youth centre age range is from 13 to 25. They have a mixed group attending on Friday evenings for sporting activities. On Mondays young people with a range of disabilities come to a group.

3. L and Q Open day, 29<sup>th</sup> May South Kilburn Estate. This was poorly attended due to weather). Only spoke to a handful of people.

4. Brent Learning Disability Health Check day 30 June Event attended by a lot of people.

5. Brent Mencap Health discussion Group 4<sup>th</sup> June. 10 individuals at the meeting

6. Dudden Hill Community Centre 7<sup>th</sup> June. About 30 people attended.

7. Chalkhill Open Space Day. 8<sup>th</sup> June. A lot of people asked for information.

8. Carers Hub Launch 10<sup>th</sup> June. There were 20 carers present.

9. Asian People's Disability Alliance. 13<sup>th</sup> June. There were approx 30 service users present.

10. Brent Youth Parliament 29<sup>th</sup> June. Age range 10 - 19. 15- 20 attended the event while I was there.

11. Gladstonebury Festival Park 30<sup>th</sup> June. 3HWB staff were at this event for part of the time. Many people came to talk and take leaflets. They also spoke to other service providers at the event.

12. Bheard Service user meeting. Friday 5<sup>th</sup> July 12 people attended meeting.

### **High level Formal meetings**

Our Target was to prepare for and attend 25 high level strategic meetings a year. By 24 July we will have attended 7

Tessa Awe (Brent CVS) has attended Brent CCG Governing Body Meetings

Ann O'Neill (Brent Mencap) has attended 2 Brent CCG Quality, safety and Clinical Risk Committees as well as a North West London Quality and Surveillance group

Daksha Chauhan Keys (Age UK) attended the Health and Well being Board on July 3<sup>rd</sup>

Jacqueline Carr Brent CAB will attend the EDEN committee.

Directors will attend Health Partnerships Overview and Scrutiny Committee

2 Directors attended the Healthwatch launch event in London on 11<sup>th</sup> April

We have been invited to attend a meeting to discuss public engagement re the possible merger of Northwest London Hospital Trust with Ealing hospital on 12 July. Ealing and Harrow Healthwatch representatives will also be there.

### **Staffing**

There are staff in post for all posts, the co-ordination post will be advertised and recruited to by September 2013, and in the meantime Brent Mencap Executive director will work 14hrs per week on this role. All HWB workstreams have HWB email addresses except the co-ordination and making views known ones. All HWB staff are available on Wednesdays as well as other times during the week.

An induction session was held on 24<sup>th</sup> April so the team members could meet each other and work plans finalized and they began to work as the HWB team. They have also had fortnightly staff meetings since then, and a planning day will take place with directors and staff on 24<sup>th</sup> July. Most staff also attended a training day recently on background to HWB, current health and social care issues, equality and safeguarding Adults and children alongside new volunteers.

### **Volunteers**

Our target is to recruit 35 volunteers during the first year.

A HWB volunteer policy has been developed. Some are due to begin volunteering with HWB in July 2013. The calibre of volunteers has been high. To end of June we have interviewed 13. We have 2 good references for 9 of them. 6 have been passed to workstreams. The rest are awaiting training. 3 new applications so far in July

### **Publicity and access**

The HWB flier was finalized with contact details of work-streams, website, and freephone number by 28<sup>th</sup> April and circulated via email. An updated printed version will be circulated and distributed in July. The website was up and running with initial information by the end of April but there have been glitches with the website template. 3 bulletins with a mix of national and local health and social care news have been developed and distributed through the website.

So far we have had 12 phone enquiries about health and social care issues, (evidence from other areas shows that telephone enquiries are low) many emails about events, membership. There have been no drop in enquiries.

### **Links with Health Watch England and other local Healthwatches**

HWB's contact details have been given to HWE so HWB details are now on the national HW map; we are receiving their updates and newsletters. We have also begun to receive emails from other local healthwatches with queries and expect to start meeting some of them soon. We will be part of a London wide action learning set for representatives who attend health and well being boards

### **Links with CQC**

We receive a regular update from CQC re inspections they have undertaken in the London area. Links to local reports will be established on the HWB website. We have been in contact with Andreas Schwarz, our Compliance Inspector and will be setting up regular meetings with him soon. We will be publicising the CQC consultation documents and collating local feedback

Ann O'Neill 10/07//2013

[www.healthwatchbrent.co.uk](http://www.healthwatchbrent.co.uk) or [enquiries@healthwatchbrent.co.uk](mailto:enquiries@healthwatchbrent.co.uk) or our free phone number is 0800 9961839. The line is open Mondays from 10am - 1pm and Wednesdays from 2-5pm