

  <i>Clinical Commissioning Group</i>	<p align="center">Health and Wellbeing Board 17 July 2018</p>
<p align="center">Report from Healthwatch Brent</p>	
<p align="center">Healthwatch Brent - Update Report</p>	

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:	N/A
Background Papers:	N/A
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1.0 Purpose of the Report

- 1.1 This report updates the Health and Wellbeing Board on the progress of Healthwatch Brent.
- 1.2 This report sets out the 2018/19 work programme and priorities for Healthwatch Brent.

2.0 Recommendation

- 2.1 The Health and Wellbeing Board is asked to note the Healthwatch Brent 2018/19 priorities.

3.0 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 11 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 aligns to all five priorities of the Brent Health and Wellbeing board namely:
- Giving every child the best start in life
 - Helping vulnerable families
 - Empowering communities to take better care of themselves
 - Improving mental wellbeing throughout life
 - Working together to support the most vulnerable adults in the community
- 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 Age UK Brent, Brent User Group, Mosaic LGBT Young People's Group; Ashford Place, Brent CVS; Brent Carers' Centre; Brent Mencap, Jewish Care; Brent Multi-faith Forum; Young Brent Foundation and Help Somalia Foundation.
- 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. A fuller list is captured in 6.3.

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;
- Pulling together partners who are skilled and successful fundraisers and will be able to draw on independent sources of funding to supplement the budget envelope for the contract o

3.7 Key achievements over the past financial year included:

- Increasing the number of twitter followers from 1200 to over 5000
- Reaching almost 12000 residents through our consortium of charity partners
- Speaking directly with over 1200 residents
- Presenting over 1200 views to statutory partners
- Presenting reports to a combination of the Health and Wellbeing Board (From Words to Action – October 2017), Brent Clinical Commissioning Board Management Board on Urgent Care Use and the Children's Trust on the experience of registering Under 5s with Brent dentists
- Our Community Chest was used to resource a number of community research projects including the implementation of Accessible Information Standards in Brent GP practices
- Capturing the resident experience of registering with a dentist
- Reviewing young Brent people's experience and attitude towards using the NHS Go app and other online services
- Understanding the personal and systemic barriers to healthy eating and exercise of communities with a greater risk to developing Type 2 diabetes
- Listening to different caring communities
- Our Enter and View visits explored Adult Safeguarding awareness and experiences in care homes
- Identifying the support pathways for men at risk or living with prostate cancer.

3.8 Our operational priorities for Brent for 2018/19 are informed by the Joint Strategic Needs Assessment (JSNA) 2016, the Improving Health and Care in Brent priorities, annual reports by the Director of Public Health and the Better Care Fund. We believe that by combining this evidence with the views gathered from health and social care users resident in Brent will provide a richer insight into both the needs and potential responses that both commissioners and providers can develop together.

3.9 Healthwatch Brent identified the following as key issues in Brent for 2018/19:

- Completing the communication feedback loop on health and social care engagement
- How is good mental health promoted – encouraging prevention

- Understanding the hospital discharge experience of older residents
- De-mystifying the social care assessment pathway
- Reviewing the experience of care delivered in people's homes
- Capturing the experience of residents with sensory impairments to access adult social care services
- Engaging with young people to better understand their preferred ways of accessing sexual health services.

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 from 1 April 2018 – 31 March 2020. An option to extend until 31 March 2021 is optional.

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.

Protected groups	Type of organisation	Name of organisation	Role within HB
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	Help Somalia Foundation	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 We believe Brent's communities are represented within our reports as far as possible, but we constantly strive to reach more communities. For example, we have met with Irish Travellers living in Lynton Close to hear about accessing public services; our Urgent Care report cut across the spectrum of Brent's communities, and that the South Kilburn Ladies group used Community Chest

fund to promote health awareness and gentle exercise to South Asian women at risk of diabetes.

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

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

Report sign off:

PHIL PORTER

Strategic Director, Community Wellbeing