
 Brent  <i>Clinical Commissioning Group</i>	Health and Wellbeing Board 10 February 2020
	Public Report from Healthwatch Brent
Healthwatch Brent Update Report	

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:	Appendix 1 - Healthwatch Brent Annual Report 2018-19 Appendix 2 - 2 Social Isolation in Brent
Background Papers:	
Contact Officer(s): (Name, Title, Contact Details)	Julie Pal, CEO CommUNITY Barnet Ian Niven, Healthwatch Brent Manager

1.0 Purpose of the Report

- 1.1 This report presents the 2018/19 Annual Report for Healthwatch Brent
- 1.2 This report presents the 'Social Isolation in Brent – staying well in the community' report prepared by the Healthwatch Brent team

2.0 Recommendation(s)

- 2.1 The Health and Wellbeing Board is asked to note the contents of the 2018/19 Annual Report
- 2.2 The Health and Wellbeing Board is asked to note the recommendations of the 'Social Isolation in Brent- staying well in the community' report.

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 CommUNITY Barnet has been commissioned to deliver the local Healthwatch contract in Brent from 1 April 2018.
- 3.4 The work programme of Healthwatch Brent will support the priorities set out in the Health and Care transformation priorities for Brent.
- 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 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.
- 3.7 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;

3.8 Our priorities for Brent for 2018/19 were:

- To evaluate the Frailty Pathway for attendees at A&E
- Understanding the difficulties faced by residents to navigate the Adult Social Care assessment process
- Review GP surgeries on how they provide information in accessible formats for people living with sensory impairments
- To increase the number of Black men who present themselves to their GPs to openly discuss prostate cancer
- Provide NHS Brent CCG and GP practices with patient awareness and experience of alternatives to GP appointments
- Gather the experiences of Sheltered Housing tenants
- Find out from Brent residents their experience of groups and services that provide social contact and recommend action to reduce social isolation and the poor health outcomes it causes.

3.9 Key achievements over the past financial year have been captured in our 2018/19 Annual Report attached in Appendix 1 which has been reported to Healthwatch England as part of our statutory obligations. In summary we achieved the following:

- Reached 12000 residents through our consortium of charity partners
- Spoke directly with over 1744 residents
- Included the voices of 802 residents into our reports
- Produced 18 reports
- Presented reports to a combination of the Health and Wellbeing Board, Brent Clinical Commissioning Board Management Board on Urgent Care Use and Brent Children's Trust on the experience, awareness and practices of parents of 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 which we are progressing with the CCG at present

3.10 Our operational priorities for Brent for 2019/20 have already been presented to the board at the 15 July 2019 meeting.

3.11 Social isolation is a great public health challenge. The effects on physical health are akin to smoking 15 cigarettes a day¹ and the impact on mental health is well established in existing literature². Approximately 30% of visits to GPs are related to preventable social issues such as loneliness and isolation³. Social isolation has, therefore, been identified on the health and wellbeing agenda both nationally and locally in Brent.

¹ Campaign to End Loneliness (2018) **Hidden Citizens: how can we identify the most lonely older adults**

² Mind (2019) **How to cope with Loneliness**

Brent statutory organisations have commissioned services to address social isolation, like the Social Isolation in Brent Initiative, Brent Community Directory and to an extent Brent Care Navigators.

To gather a better understanding about social isolation locally, Healthwatch Brent aimed to examine the estimated scale of need in the borough and the provision and gaps in services that reduce and prevent social isolation.

3.12 The report makes a number of recommendations on pages 48/49.

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 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.

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.