



Report of: Healthwatch Islington/ Director of Public Health

Meeting of	Date	Agenda Item	Ward(s)
Health and Wellbeing Board	15 January 2014	B2	All

Delete as appropriate	Exempt	Non-exempt

SUBJECT: Healthwatch Islington's Strategic plans

1. Synopsis

Healthwatch Islington presents its strategic 2013-14 work plan for information. The plan covers HWI's legal functions and how it plans to fulfil them.

Healthwatch Islington has certain statutory functions set out in the Health and Social Care Act 2012. These functions are:

1. Gather the views and experiences of the community on health and social care services,
2. Report people's views to those responsible for services,
3. Engage people in decision-making about health and care services,
4. Monitor services being delivered,
5. Provide local people with information about local health and social care services and the choices available to them.

In addition to these points, the organisation will:

6. Raise awareness of Healthwatch Islington,
7. Develop best practice models for supporting volunteers.

Healthwatch Islington will endeavour to reach out in to the community and ensure it brings forward the views and experiences of local people in a way that reflects the diversity of the borough.

1. Gathering and reporting views and experiences		
Aim	Indicator	By
Visit the Urgent Care Centre and GP-led health centre, using Enter and View powers, to gather experiences from service users which can then feed in to the commissioning process,	Completed report on experiences	October 2013
Gather experiences of home care services to give a picture of current provision and then to repeat this process in 2014 and use this for comparison once the service has been re-rendered,	Completed report on experiences	January 2014
To feed in to the Health and Well-Being Board priority on improving outcomes for people living with long-term conditions by looking at some of the barriers people face to self-management, focus particularly on people with mental health needs, other conditions, or Learning Disabilities,	Report on experiences, with recommendations	March 2014
To recruit volunteers with community language skills to assist with gathering views from members of the community who do not speak English (and to assist with the signposting).	Recruit and induct volunteers (based on offer developed with local community)	June 2014
To work with local specialist voluntary organisations to gather a diverse range of views from the local community.	Signposting log and comments database reflect input from diverse range of community (reflecting census statistics)	To review in Jan 2014
To host three meetings a year for Deaf service users as a means of capturing views and offering signposting information.	3 meetings on various health and social care themes	23 rd January 2014 June 2014 November 2014
To work with local groups to gather input from children and young people, to develop a children and young people strategy with children and young people.	Children and Young People sub-group set up and work plan includes themes from children and young people	June 2014
2. Report people's views to those responsible for services		
Aim	Indicator	By
To report on themed work (urgent care, long-term conditions, home care) and out-reach/ signposting feedback.	Completed report.	March 2014
To work with local specialist voluntary organisations to ensure that groups are aware of the JSNA and how to feed in to it.	Increased input from community sector in to JSNA	March 2014
3. Engage people in decision-making about health and care services		
Aim	Indicator	By
Publicise local and national consultations through our newsletters and social media.	Web-site and newsletter	Ongoing
Develop 'children and young people friendly' materials with	Leaflet or social media	March 2014

input from local children and young people.	page designed with input from CYPs	
4. Monitor services		
Aim	Indicator	By
Develop a team of mystery shopper volunteers, who are trained to assess customer service across health and social care services.	Team of trained volunteers	March 2014
Carry out mystery shopping exercise in at least two service areas	Reports from visits	March 2014
Carry out Enter and View in at least two service areas	Reports from visits	March 2014
5. Provide local people with information about local health and social care services and the choices available to them		
	Indicator	By
To develop the signposting service to reach out in to the community and increase knowledge of services and entitlements, starting with groups working with Black and Minority Ethnic community groups which are under-represented within HWI structures and with groups with needs identified within the Joint Strategic Needs Assessment.	12 visits to local organisations, with workshops delivered on signposting tools available in the borough and signposting delivered to local people	February 2014 (and then ongoing)
To respond to calls coming through to the service in a helpful, timely, professional and sensitive manner.	Achieve at least a 75% satisfaction rate	March 2014 and ongoing
To ensure that the new service is children and young people friendly by working with the You're Welcome team to assess		June 2014
6. Raise awareness of Healthwatch Islington		
	Indicator	By
To raise awareness of HWI and local people's entitlements through a range of channels including, press releases in local media, information stalls at local events and venues, an annual Fair (next one to be held in March 2014), on-line presence and presentations to local organisations.	Three or more articles in local publications, and events held at a range of local venues. Views of local community gathered for reporting to JSNA/ HWB Board/ CCG/ CQC.	Feb 2014
7. Develop best practice models for supporting volunteers		
	Indicator	By
Ensure that appropriate support and training is available to volunteers	Personal Development Plans developed and followed	June 2014
	Achieve Investors in Volunteers status	September 2014

2. Recommendations

The Board is asked to note and comment on the plan.

3. Background

4. Implications

Financial implications

There is a £176k p.a. budget for Healthwatch Islington funded from a £71k Local Reform and Community Voices Grant and the remainder from Adult Social Services Strategy and Commissioning budgets.

There should be no budget pressure arising from this report or the attached strategy plan. If any pressures arise they should be managed down to appropriate levels within existing resources.

A key risk to this budget is a potential reduction in funding. Islington Council continues to be impacted by the reduction in Central Government funding and this is set to continue in future years. This is due to a combination of a cut in government grants, together with additional costs outside of the Council's control, for example, the changes in the borough's population meaning that more people need council services. As a consequence, savings will have to be identified across all departments to mitigate the reduction in funding.

4.1. Legal Implications

The responsibility of the Council to commission local Healthwatch, and its functions, are set out in Sections 221 to 227 of the Local Government and Public Involvement in Health Act 2007 (as amended by Sections 182 to 187 of the Health and Social Care Act 2012) and subsequent regulations.

The functions are: involving local people in the commissioning, provision and scrutiny of care services; enabling local people to monitor the standard of provision; obtaining the views of local people; making reports and recommendations about how local care services could be improved; providing advice and information about access to local care services; formulating views on the standard of provision; making recommendations to Healthwatch England or to the CQC; and providing Healthwatch England with intelligence and insight.

4.2. Equalities Impact Assessment

HWI will in all its work, use a variety of methods to engage a diverse range of residents and aim to address health inequalities identified by statutory partners, for example through the Joint Strategic Needs Assessment and Fairness Commission.

4.3. Environmental Implications

None have been identified.

Background papers: None.

**Attachments: Strategic Plan
Final Report Clearance**

Signed by



6 December 2014

Date

Received by

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Head of Democratic Services

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Date

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