

Committee	Dated
Health and Wellbeing Board	28/11/18
Subject: Healthwatch City of London Annual Report 2017/18 and update	Public
Report of: Chair of Healthwatch City of London	For Information
Report Author: Jon Williams, Healthwatch Executive Director	

Summary

The attached Healthwatch City of London Annual Report 2017/18 provides an overview of the activities of Healthwatch City of London during its fifth year. This report also provides an update on recent Healthwatch activity.

Recommendation

Members are asked to:

- Note the Healthwatch City of London Annual Report 2017/18
- Note the update on Healthwatch City of London activity.

Main Report

Background

1. The Secretary of State requires that local Healthwatch organisations must each publish an annual report that covers the following areas:
 - Contact details
 - Involvement of the community and volunteers in Healthwatch activities
 - Finances
 - Impact on local health services
 - Any submissions made to the Care Quality Commission, information requests or involvement in local inspections
 - Health and Wellbeing Board involvement

Current Position

2. Healthwatch City of London Annual Report 2017/18

The attached report Healthwatch City of London (HW CoL) Annual Report 2017/18 provides an overview of the activities of Healthwatch City of London during its fifth year. This report is by the previous provider of the Healthwatch contract, Age UK London. The report highlights achievements during 2017-18 and shows how City people have been reached to hear their needs and represent their views with the aim of improving their health and social care experience.

The report features some of the activities undertaken to engage with diverse groups and communities in the City, how this has made a difference to local health and social care services and how Healthwatch worked collaboratively with service providers, commissioners, regulators and other local partners to benefit City people.

The report has been circulated to City people and service providers, Healthwatch England, Care Quality Commission, NHS England, City and Hackney Clinical Commissioning Group, Overview and Scrutiny Committee and the City of London Corporation.

3. Update on current activities

In April 2018 Healthwatch Hackney became the provider of the HW CoL contract for the City of London. Initial focus has been on

- restructuring Healthwatch Hackney staff team to deliver the contract
- establishing relationships and seeking initial local insight, and
- settling the governance arrangements between the boards of the two Healthwatches.

City Board members sit on this Board and the Health and Social Care Scrutiny Committee. A City chair is being recruited (and hopefully in place for this meeting) and a new HW CoL board member, Renu Gupta, has been appointed. The board is also seeking to recruit a City worker and a parent of SEND child. Long-standing board member, Geoffrey Rivett, stepped down from the board in July, HW CoL thank him for his extensive contributions of public involvement in health and care for many years.

4. Whilst there has been work in the City, delivery has not been as extensive as hoped. HW CoL and City Commissioners are agreeing a work plan including an engagement and communications plan to move this situation forward. Work to update has focused on staff gaining insight, a better understanding of local issues and working in the City. Examples include:

- a. Advice and guidance, particularly on coproduction, to the consultant engaged to help the Corporation redesign for re-commissioning the Early Intervention and On-going Support service.
- b. Training Corporation staff on coproduction.
- c. Advice and guidance on the updating of the Carers Strategy and the Homelessness and rough sleeper strategy
- d. Introductory meetings with Corporation officers in Community and Children's Services
- e. Introductory meetings with local service providers (e.g. Age UK London Open Doors project, Age Concern City of London, Toynbee Hall and the Revolving Doors Agency). This gives us a number of future opportunities to gather City residents views and also signpost residents to local health and care service.
- f. Attended the Golden Lane Community Centre Re-Launch.
- g. Attended a meeting at City Hall called The Way Ahead and took part the workshop on "Prevention violence".
- h. Attended meetings at the Mental Health Awareness project run by the Dragon Café at the Shoe Lane Library. This led to further discussions with the Lord Mayor's Appeal Healthy City programme and Corporation officers on mental health prevention work with City workers.
- i. Attended the Aldgate Square festival to promote our work. Gather 20 comments on health and care from attendees.
- j. Meeting and report from the City Carers Network.

- k. Met the CoLC Community Engagement Manager, who is based at the Barbican and runs the community builders initiative. This officer can link us into resident groups in the City and newsletters they circulate.

5. Healthwatch City of London AGM

The HW CoL AGM took place on 4th October at the Livery Hall, Guildhall, City of London, and was attended by 42 members of the public. The event included stalls from Toynbee Hall who deliver City Advice, Mind, Henry, Westminster Drug Project, The Advocacy Project and the Barbican Library.

The meeting was chaired by the interim Chair of Healthwatch City of London, Gail Beer. Gail and the board led sessions on HW CoL's priorities for the coming year, and the development of our engagement plan.

Speakers included Will Norman, the service manager, Homelessness and Rough Sleeping talking about improving services for rough sleepers; Ellie Ward, Integration Programme manager talking about the neighbourhood model and integration; and Spencer Hawkes from Enhance Cleaning Services talking about their commitment to the living wage and their work to support their workforce through English classes.

Feedback from attendees was that they felt that the event was overall very "useful", "informative", and "clear". Attendees also reported enjoying the breakout sessions because they helped them to discuss ideas and problems with their neighbours and "flesh out ideas and suggestions".

Conclusion

6. Members are asked to note the report.

Appendices

- Appendix 1 – Healthwatch City of London Annual Report 2017/18

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