

<b>Committee:</b>	<b>Date:</b>
Health and Wellbeing Board	28.02.2020
<b>Subject:</b>	<b>Public</b>
Healthwatch City of London Progress Report	
<b>Report of:</b>	<b>For Information</b>
Healthwatch City of London	
<b>Report author:</b>	
Gail Beer, Chair Healthwatch City of London	

### Summary

The purpose of this report is to update the Health and Wellbeing Board on the progress made in establishing HealthWatch City of London (HWCoL) since its inception as a Charitable Incorporated Organisation (CIO) in September 2019. This report will provide members with assurance that HWCoL on the progress made so far in both establishing the organisation and the proposed activities during Quarter Four of 2019/20

### Recommendation(s)

Members are asked to:

- Note the report

### Main Report

#### Background

1. Healthwatch is a governmental statutory mechanism intended to strengthen the collective voice of users of health and social care services and members of the public, both nationally and locally. It came into being in April 2013 as part of the Health and Social Care Act of 2012.
2. HealthWatch City of London is funded by the City of London and has been in existence since 2013. In April 2019 HealthWatch Hackney, (HWE) the organisation delivering HealthWatch services to the City, and the City of London, mutually agreed to end that contract. Following this decision, the Board of HWCoL developed a proposal to deliver these services which was accepted by the City of London in the summer of 2019. HWCoL and came into being in September 2019 incorporated by the Charities Commission as a Foundation Model CIO and Licenced by HealthWatch England (HWE) to use the HealthWatch brand.
3. The contract with the City of London is a three-year contract with a review at the end of year one. HWCoL is one of very few Healthwatches to have been

transferred into a new organisation since the inception of HealthWatch in 2013. HealthWatch City of London is an organisation that is run by City people for City people within the City. We believe this gives us the ability through working with fellow residents and workers and local organisations to identify the issues local people face, respond to them more effectively and gain clearer insights into the needs of local residents, workers and students.

## **Current Position**

4. Healthwatch City of London has been in existence in its current format since mid-September 2019. The focus of the work has been establishing the governance arrangements, becoming operationally stable, developing strategic direction, building networks and participating with partners to establish a local voice.
5. The task of setting up a brand-new organisation, achieving charitable status, employing staff and trying to deliver on some of the required activities should not be underestimated and has required considerable input from the volunteer Trustees.
6. There have been several challenges during the set-up period and are referred to in more detail in the Risk Log (Appendix one) but these include:
  - Accommodation challenges
  - Issues with postal services
  - Problems with new software implementation at our bank
  - The GDPR and Data Protection Act 2018 and its application to HealthWatch

Some of these issues are now resolved but the concerns regarding GDPR and the uncertainty over accommodation are still in existence.

7. Achievements in this period include:
  - Completing all the necessary governance arrangements (excluding appointment of a Data Protection Officer -DPO)
  - Creating over 30 policies that are necessary to support the work of HealthWatch.
  - Setting up office 365 systems that enable all Healthwatch staff and volunteers to become connected.
  - Creating a new Website and social media accounts that are City focused
  - Setting up Finance, Volunteer and Editorial sub-committees managed by volunteers and supported by staff
  - Developed a Communications and Engagement Strategy
  - Developed a Volunteer Strategy
  - Built up several connections locally to support the work of HWCOL, particularly in the Aldgate area.
  - Plan to recruit four new volunteers in the third week of February to carry out planned policy and engagement activities

- Interviewing for an administrative assistant in late February
8. Healthwatch has been participating in several meetings that are important and have implications for the development of services to the people of the City of London.
    - NEL 2021 City & Hackney Communication and Engagement Task Group
    - Integrated Care Board
    - CCG Governing Body
    - St Leonards Redevelopment Project
  9. The volunteer team are also active in the local Patient Public Involvement Group, Barts Patients Forum, GLA older people's stakeholder network and the LAS stakeholder forum. The team have carried out two PLACE assessments, at Newham and the Royal London Hospitals and a food tasting session at the Royal London. We are currently participating in the HWE 'Speak up Campaign'.
  10. We successfully soft Launched HWCoL in January 2020 with approximately thirty attendees from both residents and our networks. The team have also re-formed a substantial number of networks throughout the City of London, Tower Hamlets and Hackney. We have also participated in several events and activities with HWE.

## **Proposals**

11. We are currently recruiting new members of staff as we have not been able to retain our two current staff members. The Communication and Engagement Officers work is a considerable task and has been made more complex by trying to complete set up whilst building networks. We will need to review this role and prioritise the work more effectively, but this can only be done once a new person is in place and the setup has been completed.
12. We have taken the opportunity to review the role of the Managing Director and have revised this role to be much more hands on with Trustees taking a greater role in delivery of the strategic planning and overall co-ordination of activities. Interviews for these posts will take place on the 6<sup>th</sup> March 2020. A contingency plan to cover the work of HWCoL during any gaps in employment of staff has been put in place.
13. Planned activities Quarter One 2020, include:
  - Enter and View at the Hyper Acute Stroke Unit at the Royal London Hospital
  - Enter and View at Neaman Practice building on last year's work
  - Plan to Enter and View inpatient facilities at ELMHFT with HWH
  - Relaunch of the monthly Newsletter (February) including increased access to local publications
  - Annual Public Meeting (Connecting you with Care) May 2020
  - Conduct two surveys on social care provision and community nursing services and produce reports in Quarter two

- Complete training of all trustees to be able to undertake Enter and View and Training the Trainer for Enter and View
- Design the new performance framework to manage the contract by adapting the HWE Quality Performance Framework
- Develop a robust annual delivery plan for 2020/21 (March 2020)
- Consolidate the strategic plan (March 2020)
- Recruit additional Trustees to support the work of the board ensuring they represent the constituent voices of the City of London
- Established the Time Credits Programme

## **Implications**

14. The Risk and Issues Log attached details our key risks with mitigating actions. The main risks are:

- The contract envelope is insufficient to support the delivery of the contract. This is under review and until we move from set up to full delivery of the contract it is not possible to make a final assessment. HWE are supporting us in developing priorities and this is helping us to keep this under review.
- Contractual obligations are too onerous for staff and Trustees to deliver within the current capacity and timeframes. The set-up of the organisation has taken considerable time and effort, over and above that anticipated. The input of trustees and volunteers is key to delivering the contract and we would be limited in delivery without the work of volunteers. This represents a key risk to the organisation's ability to deliver all aspects of the contract.
- Lack of access to long term suitable and accessible accommodation impacts on the ability to deliver the contract. Accommodation changes and delays due to redevelopment of the Portoken site put further pressure on the organisation. Having a local base that is affordable is a key priority.
- Data Security: e.g. General Data Protection Regulations non-compliance: risk of breaches and data is compromised or lost by an external attack. Although good progress has been made compliance and maintaining the integrity of our systems and processes is ongoing.

15. These risks will be kept under close review over the next few months and new risks will be added as our work begins in earnest and we start to deliver on our statutory objectives.

## **Conclusion**

16. In conclusion Healthwatch City of London has successfully completed the set-up phase and is now moving into the next stage, planning and delivery of our core objectives. There are several risks attached to delivery of the contract which will be kept under close review.

## **Appendices**

Appendix 1 – Risks and Issues Log

### **Gail Beer**

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