

Committee(s)	Dated:
Health and Wellbeing Board -For Information	20 November 2020
Subject: Healthwatch City of London Progress Report	Public
Report author: Paul Coles, General Manager	For Information

Summary

The purpose of this report is to update the Health and Wellbeing Board on the continuing development of Healthwatch City of London (HWCoL) in quarter 2. This report aligns HWCoL's activity reporting with the Health and Well-being Board schedule. It provides a brief update on the report provided in September. HWCoL's next report will cover the period October to the end of December 2020, quarter 3.

Recommendation(s)

Members are asked to: Note the report

Main Report

Background

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.

HWCoL is funded by the City of London and has been in existence since 2013. The current contract for HWCoL came into being in September 2019. It is an incorporated by the Charities Commission as a Foundation Model Charity Incorporated Organisation and Licenced by Healthwatch England (HWE) to use the Healthwatch brand.

HWCoL is an organisation that is run by City people for City people within the City. HWCoL 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

1. As previously reported the staff of HWCoL continue to work from home. The City of London Corporation are unable to advise when a return to the office will be possible.

2. HWCōL continues to manage the challenges created because of COVID-19. These include:
 - Adapting and increasing communications to provide Information and Advice appropriate to the COVID-19 alert level for the City
 - Reviewing access to staff due to lack of face to face contact. Actively advertising HWCōL availability via email and telephone to continue dialogue with the local community.
 - Collecting community insight to inform our statutory partner the City and Hackney Integrated Care Partnership.
 - Increase in 'mystery shopping' of service provision for City residents.

3. Achievements in this period include:
 - Produced the second Performance report for Commissioners (appendix 1) covering Quarter 2. Of the 26 Key Performance Indicators HWCōL have achieved or exceeded the target in 17; rated green in the report, an increase of three since Quarter 1.
 - Produced a Business Plan covering the remaining years of the contract.
 - Of the nine underperforming areas, six were amber with three rated red. The three areas of significant under performance, up one on Quarter 1 report, include:
 - The training of volunteers to carry out Enter and View; this activity continues to be restricted because of COVID-19.
 - The number of followers of the HWCōL Facebook page. During September HWCōL increased the amount of Facebook specific content, increasing page views and reach.
 - Subscribers to HWCōL email bulletins are now recorded as an area of significant under performance. Following the Quarter 1 report the target was raised to 150 (previously 116). The numbers have increased to 132 subscribers during this quarter.
 - During Quarter 2 a weekly newsletter or bulletin was produced and distributed. HWCōL partnered with the following on distribution: The Barbican estate newsletter; the City internal communications team; the City communities' team; the City Business Healthy team and posted on the Golden Lane website. The newsletters and bulletins continue to provide up to date information on COVID-19. Focusing on Government advice, how to access health services, general health, and well-being information, as well as community support and activities. Non-digital communication is achieved by asking partners to support distribution.
 - As reported at September's Health and Well-being Board the Business Plan was presented at HWCōL's Annual General Meeting on 16th October 2020. Stakeholders and residents of the City were asked for their comments, these will be considered at the Board meeting on the 19th November 2020.
 - A draft of the charity accounts has been produced including the Trustee statement for independent examination. HWCōL is required to complete the annual return to the Charity Commission by the 31st January 2021.
 - Attended and contributed to the Shoreditch Park & The City Neighbourhood Workshop on Signposting and Connectivity hosted by Hackney CVS.

- Attend and contributed to the Health inequalities in City and Hackney workshop hosted by the City and Hackney Clinical Commissioning Group.

4. Planned Activities in Quarter 3:

- Continue to focus on the impact of COVID-19, carrying out additional surveys to gather further insights from the local community.
- A targeted Board recruitment drive to broaden diversity and skills of the Board.
- Agree strategic objectives for the annual survey and work with key stakeholders on developing a draft survey.
- Hold further Carer's listening events.
- In partnership with Healthwatch Hackney, plan and deliver the Primary Care Network for Shoreditch and City's patient engagement consultation, funded through the PCN Resilience Programme.
- Focus on Mental health services and access.

5. Risks :

HWCoL regularly reviews its risks which include the impact of the pandemic. The main issues include:

The merged CCG and the development of an Integrated Care System for North East London carries a risk that local voices are diluted. Possible significant impact on HWCoL Mission as the needs of City of London residents are subsumed into those of the Boroughs of Barking & Dagenham, Havering, Redbridge, Hackney, Waltham Forest, Newham, and Tower Hamlets marginalising HWCoL. The use of digital platforms to engage the community could exclude service users from supporting this work.

Mitigating actions include; using all engagement pathways with the new partnership to influence its development, work closely with the CoL, CCG and NEL partners on engagement with residents to ensure they are both consulted and informed and, work with our neighbouring Healthwatch's on developing a model for partnership with the support of Healthwatch England.

6. Conclusion

In conclusion Healthwatch City of London is largely delivering against the key performance targets making good progress towards meeting all the targets, where possible. The mystery shopping projects, and on-line focus groups are evidence of HWCoL adapting to the changing environment.

HWCoL's draft business plan was open for public comment and presented at the AGM held in October 2020 and the process for final sign off will be completed by November 2020.

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