

# Central Bedfordshire Shadow Health and Wellbeing Board

**Contains Confidential or Exempt Information** No.

**Title of Report** Establishing Healthwatch Central Bedfordshire – Translating the Vision into Reality

**Meeting Date:** 5 September 2013

**Responsible Officer(s)** Ruth Featherstone, Chair

**Presented by:** Ruth Featherstone, Chair

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## Action Required:

1. To receive the update on the establishment of Healthwatch Central Bedfordshire.
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## Executive Summary

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| 1. | This Report is submitted to the Board for information only |
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## Background

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| 2. | The establishment of Healthwatch Central Bedfordshire to implement the provisions of the Health and Social Care Act 2012 to build a strong and influential consumer voice across health and social care at a local level.                  |
| 3. | Healthwatch Central Bedfordshire is the local health and social care consumer champion promoting choice locally, influencing the provision of high quality health, social care and wellbeing services for all across Central Bedfordshire. |

## Report

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| 4. | Healthwatch Central Bedfordshire as an independent organisation has since its inception on 1 April 2013 worked hard to create a robust local Healthwatch and to put in place the structure and relationships that will be the strength behind its ability to influence the quality of health and social care in Central Bedfordshire. |
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5.	Healthwatch Central Bedfordshire has been operational since 1 April 2013, building public awareness of our role and functions. Our official launch will be held on 20 <sup>th</sup> September at Priory House designed to increase public and stakeholder awareness.	
	The Board of Directors has been appointed with particular emphasis on attracting committed individuals with a wide breadth of skills and local knowledge to work together closely to take forward the Healthwatch Central Bedfordshire agenda.	
	Healthwatch Central Bedfordshire is keen to involve younger people in a meaningful dialogue and for there to be a voice of younger people on the Board.	
	A Chief Executive Officer has been recruited and came into post on 1 July 2013 and a Communications Officer will be appointed shortly. An Insight and Research Officer will complete the team.	
	Volunteers are an essential element of a local Healthwatch and a training scheme is being developed by a sub-group of the Board. This is particularly important in relation to our enter and view function.	
	Healthwatch Central Bedfordshire recently contributed to Healthwatch England's recommended guidance manual on training volunteers to carry out enter and view visits, report on their findings and make recommendations. As there is no automatic passport for volunteers from Bedfordshire LINK and as the identification and training of volunteers is a process with many stages to be completed the commencement of this training is one of our priorities.	
	The developmental progress of Healthwatch Central Bedfordshire is illustrated currently in the following ways:	
	1.	The appointment of the Chair and Board of Directors, recruitment of key staff and setting up of an office base including updating our website and developing our publicity materials.
	2.	Successfully attracting active and enthusiastic volunteers to perform specific roles and to support volunteers by giving training and supervision. Some volunteers are already contributing and more have expressed a wish to become involved.

	3.	The date has been set for the Launch Event to raise the profile of the organisation and encourage stakeholder participation.
	4.	Building the “network of networks” and utilising the newly created network to provide added value, for example Carers in Bedfordshire sharing information and enabling a better understanding of responses to changes in children services at Bedford Hospital.
	5.	Maintaining contact with other local Healthwatch to identify national trends and local issues.
	6.	Raising the profile of the organisation on national television and local radio in both news and discussion programmes. Recent experience includes appearing on ‘Look East’ and BBC 3 Counties Radio, specifically ‘Shrink Wrapped’.
	7.	Contact with youth groups; Raising the profile of Healthwatch Central Bedfordshire by being invited to attend and speak to the Youth Parliament at their next session.
	8.	Developing specific engagement plans for engaging with children and those people who are seldom heard or hard to reach.
	9.	Building a good relationship with Bedfordshire Clinical Commissioning Group with regular meetings scheduled.
	10.	Reviewing policies and governance documents so they are written in clear, simple language and are relevant. Subgroups have been established to ensure regular reviews.
	Further work to develop relationships, understanding and new ways of working is continuing, for instance around safeguarding.	
	We are working in collaboration with other local Healthwatch with emphasis on ‘Enter and View’, joint training opportunities and sharing local information.	
	We are engaging with the Bedfordshire Clinical Commissioning Group Stakeholder Mapping for NHS Bedfordshire with regard to the recent changes at Bedford Hospital and ‘what happens next’.	

	We are also contributing documents, reports and a guide to the 'Knowledge Hub' to inform, assist and support other local Healthwatch with information sharing.
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<b>Issues</b>
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Strategy Implications
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7.	Developing a Central Bedfordshire Healthwatch impacts upon the Health and Wellbeing Strategy for Central Bedfordshire, Community Engagement Strategy and the Social Care Health and Housing Advice and Information Strategy. It will also have implications for the Clinical Commissioning Group Engagement Strategy.
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Governance & Delivery
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9.	The multi-agency Healthwatch Central Bedfordshire Steering Group chaired by Assistant Director for Commissioning, Central Bedfordshire Council provides governance and delivery of the Healthwatch project and ensuring appropriate strategic links are made with the programmes of work.
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Management Responsibility
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10.	Commissioning Healthwatch Central Bedfordshire is a duty for the Local Authority under the Health and Social Care Act 2012. Management of this process is via a multi-agency Steering Group which also is responsible for leading the development of Healthwatch Central Bedfordshire. Updates on progress towards commissioning Healthwatch to the Health and Wellbeing Board will be through the Director of Social Care, Health and Housing.
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Public Sector Equality Duty (PSED)
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11.	The PSED requires public bodies to consider all individuals when carrying out their day to day work – in shaping policy, in delivering services and in relation to their own employees. It requires public bodies to have due regard to the need to eliminate discrimination, harassment and victimisation, advance equality of opportunity, and foster good relations between in respect of nine protected characteristics; age disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
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Are there any risks issues relating Public Sector Equality Duty	No
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No	Yes	<i>Please describe in risk analysis</i>
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<b>Risk Analysis</b>
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Briefly analyse the major risks associated with the proposal and explain how these risks will be managed. This information may be presented in the following table.
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<b>Identified Risk</b>	<b>Likelihood</b>	<b>Impact</b>	<b>Actions to Manage Risk</b>

<b>Source Documents</b>	<b>Location (including url where possible)</b>

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