

Health and Wellbeing Board

23 April 2013

REPORT OF:

Michael Sprosson

Tel : 020 8379 3961

Michael.sprosson@enfield.gov.uk

Agenda – Part:1	Item: 5
-----------------	---------

Subject: Healthwatch Enfield update

Date: 12 th April 2013

1. EXECUTIVE SUMMARY

- 1.1 This report has been prepared to provide an update to the Health and Wellbeing Board on Healthwatch Enfield. It provides background and progress to date on development and implementation together with next steps to be carried out.

2. RECOMMENDATIONS

- 2.1 That the Health and Wellbeing Board note the contents of this report and progress to date.

3. BACKGROUND

- 3.1 Healthwatch Enfield will be at the heart of the local community, embracing Enfield's diversity, and playing a key part in enabling people to become active residents. As the independent local consumer champion for health and social care in the borough, it will effectively engage and involve individuals, organisations, professionals and the wider public to facilitate genuine improvements in health and social care services in Enfield.
- 3.2 Healthwatch Enfield will help to ensure people are aware of the health and social care services available to them and how they can get the best out of these services. It will also have a seat on the Enfield Health and Wellbeing Board, ensuring that the views and experiences of patients, carers and others are taken into account when preparing local needs assessments and commissioning strategies, including the Joint Strategic Needs Assessment (JSNA).

- 3.3 In its direction to local authorities, following the amendments to the Health and Social Care Act 2012, the Government is keen that Councils use flexible approaches in developing local Healthwatch organisations in the way that they think it will best serve their local communities. The Council has taken, and continues to take, account of the views of local people in making decisions about the way Healthwatch Enfield is set up and delivered.
- 3.4 The Council ran two well attended workshops with residents and key stakeholders present. Approximately 150 people (interested individuals, voluntary and community organisations, patient, user and carer groups, local LINKs representatives) contributed to the visioning of Healthwatch Enfield with a particular focus on the organisational model. The Council also sought the views of the wider community through a postal and online questionnaire and through the Residents Panel survey. The Council is proceeding according to the overwhelming majority of respondent's feedback to this programme of engagement. It was agreed to:
- establish a Healthwatch Enfield Reference Group
 - recruit a local Healthwatch Enfield Chair and Board members;
 - support the development and implementation of a new independent Healthwatch Enfield organisation.
- 3.5 The Council had received more than 20 nominations for the membership of the Reference Group. The purpose of the Reference Group, comprised of a broad representation from local voluntary and community groups, is to support the development and implementation of Healthwatch Enfield and to carry the messages of Healthwatch Enfield into the local community and to aid consultation. The Reference Group held its first meeting on 4th March 2013 and there was overall acceptance to the approach being taken to developing and implementing Healthwatch Enfield.. It is envisaged that the Reference Group will play a key continuing role going forward, ensuring that the voice of Enfield people is heard.
- 3.6 From the extensive consultation and engagement carried out, local stakeholders asked for a new independent Local Healthwatch to be set up. The Council has facilitated the set up of a legally constituted body corporate that satisfies the requirements of the NHS bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012. This is a Community Interest Company limited by guarantee and is named as 'Enfield Consumers of Care and Health Organisation' (ECCHO). ECCHO will undertake the role of Healthwatch Enfield, which will be accountable to Enfield Council for the funding it receives and to Enfield residents for its functions.

- 3.7 To fulfil an immediate statutory responsibility from the 1st April 2013, an interim signposting function that will respond to enquiries from members of the public and provide information or guide to a direction where they can get the relevant information regarding health services, has been set up in within the Council's Access service. A telephone number (020 8379 8119) has been issued to Healthwatch England and NHS Enfield and has been publicised. In addition arrangements are being made to host the local Healthwatch Enfield website which will be up and running imminently.
- 3.8 The independent Chair, Deborah Fowler, was appointed on 22.3.2013. The Chair's role will include leading and developing Healthwatch Enfield as an independent organisation, setting the strategic plan and direction and introducing strong governance to enable Healthwatch Enfield to represent the views of Enfield's residents. The Reference Group inputted into the recruitment of the Chair by hearing presentations from short listed candidates and providing a view and comments to the interview panel. The interview panel was comprised of elected members, senior health and social care managers and the NHS North Central London Patient Experience and Complaints Manager.

4. CURRENT POSITION

- 4.1 The recruitment of Board Members for the new organisation is currently in progress. A total of 28 expressions of interest have been received from members of the local community with a variety of skills and experience. The role of Board Members is to act in the capacity of Director and Trustee contributing to the strategic direction of Healthwatch Enfield and ECCHO, and ensuring effective service delivery, and strong governance and management. Specialist skill sets sought from applicants include :
- Community Involvement and Engagement
 - Championing the Consumer
 - Finance
 - Improvement and Quality
 - Strategy, long-term planning
 - Human Resources
 - Governance, Compliance and Legal
 - Marketing, communications, media and social media
 - Health and Social Care Services
- 4.2 The Reference Group will not be participating in the recruitment process for Board Members to avoid any conflicts of interest given a number of applications received from local voluntary and community

sector organisations. Interviews for short listed applicants are scheduled for the 7th and 8th May 2013.

4.3 The recruitment for a Chief Executive Officer is currently in progress. The purpose of this key role is to : secure improvements to local health and social care services by collecting and using locally expressed views in a powerfully persuasive way ; meet all statutory, regulatory and contractual requirements and to devise and execute a strategy for the effective and efficient delivery of the roles of Healthwatch Enfield and ECCHO. An advertisement has been placed in the Guardian and has already attracted significant interest. The closing date for applications is 29th April 2013. The Reference Group have been asked to replicate the role it played in the Chair recruitment process and presentations to the group from shortlisted candidates has been scheduled for 9th May 2013 with final panel interviews scheduled for 13th May 2013.

4.4 Key next steps and milestones in the implementation of HHealthwatch Enfield include :

- staff and volunteer recruitment
- establish a base of operations
- to agree a signed service level agreement between the Council and ECCHO for the delivery of Healthwatch functions

4.5 Further updates on implementation can be provided to the Health and Wellbeing Board on request.

5. FINANCIAL AND LEGAL IMPLICATIONS

5.1 There are no implications to the recommendation made within this report.

END OF REPORT