

<b>MEETING:</b>	<b>HEALTH AND WELLBEING BOARD</b>
<b>DATE:</b>	<b>19 JUNE 2012</b>
<b>TITLE OF REPORT:</b>	<b>HEALTHWATCH HEREFORDSHIRE</b>

**CLASSIFICATION:** Open

## **Wards Affected**

County-wide

## **Purpose**

To update the Herefordshire Health and Wellbeing Board on the progress made to date regarding Healthwatch Herefordshire and to seek the Board's views on the issues outlined in the attached discussion paper.

## **Recommendations**

**THAT:**

- (a) The Board note the content of the attached discussion paper**
- (b) The Board specifically endorse the recommendation to pursue option 2 - Herefordshire Healthwatch being provided through an arrangement with the local voluntary sector**

## **Key Points Summary**

- The Health and Social Care Act 2012 has established Healthwatch, as the 'consumer champion' for NHS, public health and adult social care services. A major role for the new organisation will be to ensure that public, patients, service users and carers can influence planning and delivery of local services.
- The creation of Healthwatch amalgamates the existing statutory roles and responsibilities undertaken by Local Involvement Networks (LINKs), Independent Complaint Advocacy Services (ICAS) as well as incorporating the provision of consumer advice and support for people to make informed health and social care choices.
- A key objective of the local vision is for Healthwatch Herefordshire will be operate as part of the wider network of community based organisations that champion the interests of local residents and consumers.
- There will be a remuneration structure for key board members of the new service.

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Further information on the subject of this report is available from  
Richard Beavan-Pearson, Assistant Director Customer Services and Communications on (01432) 26721/  
07792880246

## **Reasons for Recommendations**

- 1 Healthwatch is a requirement of the 2012 act and whilst there are a number of different possible models and approaches, the recommendation to seek the Healthwatch service from local voluntary sector partners will provide a value for money approach through the utilisation of existing partnership arrangements.

## **Introduction and Background**

- 2 The creation of Healthwatch requires some key decisions to be made regarding the implementation and operational arrangements for the new service. As a significant change to the local Health and Wellbeing system, this requires the views and support of key stakeholders, including the Health and Wellbeing Board.

## **Key Considerations**

3. Are included in the attached document

## **Community Impact**

- 4 The changes that the new system will bring are intended to provide a strengthened and more visible 'consumer champion' for Health and Wellbeing services within Herefordshire. This will therefore have an impact on all communities and locality areas across the county.

## **Financial Implications**

5. The current budget for LINK is £95,000. Additional monies are expected to be provided by the Department for Health/ Department for Communities and Local Government to support the additional role requirements for the new organisation. Any further funding gap identified through the procurement process is currently expected to be met from within existing Directorate funds.

## **Legal Implications**

6. The local Healthwatch service must be in place by April 2013

Any further legal issues will be determined through the procurement process

## **Risk Management**

7. Any delays to the implementation of the local Healthwatch service will be contrary to legislative requirements and will delay the procurement process.
8. There is a risk that local voluntary organisations are not willing or capable of taking on the Healthwatch service. If this is the case, then the alternative options outlined in the paper will need to be considered.
9. There is also a risk that the potential funding gap will be too large to be met by directorate funds. If this is the case, further consideration of this issue will be needed.

## **Consultees**

10. The consultation process is not yet completed. Some key stakeholders who have already

been consulted are:

- Chair of the Health and Wellbeing Board
- Cabinet member for corporate services
- Equality and diversity team
- Chair of HCCG
- Chief operating officer for HCCG
- PCT locality NED's
- LINK Herefordshire management board

## **Appendices**

11 Appendix 1: Healthwatch Herefordshire discussion paper

## **Background Papers**

None identified.