

## **1. Context and Contracting arrangements**

### **1.1 Procurement**

Herefordshire Council commissioned the Healthwatch Herefordshire (HWH) service through the appropriate procurement standing orders during 2012/13.

Public consultation was carried out in late 2012, and the feedback was used (alongside national guidance and best practice) to define the service specification and contract terms for the tendering process.

This process also defined the 'local model' of the new Healthwatch Herefordshire service, as a replacement of Links, building on the successes of Links in Herefordshire, but also recognising the need to improve.

The HWH contract was awarded to hvoss in March 2013.

### **1.2 Establishing the service**

Herefordshire Council and hvoss have worked in partnership since March to put in place the infrastructure, staffing, governance and operations of the HWH service.

### **1.3 Future arrangements**

Commissioning responsibility is moving to Economies, Community and Corporate Directorate. Local monitoring indicators have been agreed, with national indicators to be added as developed. Relationships with subject matter experts and local commissioning cycles being developed.

## **2. The role of Healthwatch Herefordshire**

- To independently champion the views of consumers, patients, carers and the public regarding all matters concerning Health and Social Care and Herefordshire. It will also share information from networks and voluntary sector groups in relation to Health and Social Care services.
- To signpost or provide information, advice and support to people about local Health and Social Care services within Herefordshire
- Play an important role at both local and national level and will make sure that the views of the public and people who use the services are taken into account. Healthwatch will have an involvement in improving health and social care services for today and in shaping them for tomorrow.
- Represent the views of people on Health and Social Care services by being a member of the Herefordshire Health and Wellbeing Board - thus enabling local voices being able to influence the planning, the delivery and the design of local services now and in the future.
- To pass on information, make recommendations and report concerns about the quality of Health and Social Care on to the Herefordshire Council's Health and Social Care Overview and Scrutiny Committee, and to Healthwatch England, which can also recommend that the Care Quality Commission takes action.

### 2.1 The Herefordshire Model

Herefordshire Council placed the contract with a partnership of Herefordshire Voluntary Organisations Support Service (hvoss) and Herefordshire Carers Support (HCS). Hvoss is accountable under the contract to Herefordshire Council for the delivery of the Healthwatch functions and the hvoss Chief Executive is the Accountable Officer.

The partnership accountabilities and responsibilities are as follows: -

- Hvoss - Governance support.
- Herefordshire Carers Support - Operational delivery and community engagement.
- Healthwatch Board - Responsible for setting and delivering strategy, providing independent voice and influencing current and future health and social care services.

Service functions are supported by: -

- Memorandum of Understanding between hvoss and the Healthwatch Board.
- Terms of Reference for the Healthwatch Board.
- Partnership Agreement between hvoss and HCS.

The model seeks to maximise the opportunity to access local networks and to make the best of local resources. Healthwatch Herefordshire is an independent service operated as part of two local third sector organisations with access and reach to a comprehensive network of volunteers and community based organisations (The hvoss network includes 250 volunteer organisations and 1,100 contacts/users and HCS supports 3900 carers). The model is consistent with the local vision for an innovative service delivery model which Herefordshire Council developed during the 2012 consultation and option appraisal process.

### 3.1 Healthwatch Board

An open recruitment process resulted in the selection of seven Board members. 134 expressions of interests were received resulting in 40 completed applications. The Healthwatch Board has met three times since June 2013. The Board will meet monthly for the foreseeable future and will rotate meetings on a locality basis in support of the Community Engagement Strategy.



**Paul Deneen** - Paul has considerable knowledge and experience of Health, Education, Policing, Criminal Justice and Voluntary Sector issues. He lives in South Herefordshire, and is very active in the local community and is Chair of the Walford Primary School's Board of Governors. Paul is former Chair of Powys and Herefordshire Magistrates' Association.

**Board Portfolio:** Chair of Healthwatch Board, representative on the Health and Wellbeing Board, lead for children's services, and key strategy link for Stakeholder Groups



**Allan Lloyd** - Allan has a 40 year career in education being the retired Head Teacher of Lady Hawkins' Kington followed with service as an OFSTED Inspector of Schools, during which he was a local councilor and mayor of Kington. Allan was previously chair of Herford Community Health Council, patient and Public Involvement in Health Forum and Herefordshire LINK. Allan also spearheaded the Cancer Campaign "Cut the Cancer Misery Miles" which demanded access to comprehensive cancer treatment at Hereford County Hospital.

**Board Portfolio:** Lead for Enter and View, Macmillan services, representative for the Wye Valley Trust attending the Wye Valley Stakeholder Group and supporting volunteer recruitment.



**Ian Stead** - Ian has worked in Human Resources management for many years until his recent retirement and lived in Dinedor. Ian joined the NHS in a North Wales as HR Director in 1995. Ian later carried out a variety of all Wales roles eventually becoming HR Director for NHS Wales. In 2008 Ian went to southern Africa on a voluntary basis to work on health related projects for the Government of Lesotho and as Health Directors for Lesotho Wales Link developing health professional links with Wales. On his return to the UK Ian became Workforce and OD Director for a large Health Board in south Wales.

**Board Portfolio:** lead for mental health and the 2gether Trust Representative on the 2gether Board the patient service experience group, cross border issues and supporting HW volunteer recruitment.



**Lyn Bruce** - Lyn lives in Weobley and her most recent role has been with the National Cancer Survivorship Initiative, a partnership between Macmillan Cancer Support and the Department of Health. Her expertise is in the areas of organisational development, strategic business planning, leadership and management, gained through her work within Health, Social Care and education.

**Board Portfolio:** representative on the urgent care board and the virtual ward project group.



**Keith Andrews** - Keith has worked in both public service and commercial enterprises, dedicated to developing and delivering excellent service-user experiences. These have included Director of Patient Transport for the London Ambulance Service NHS Trust, working with London Acute Hospital and Community Trusts, director roles in an international public transport organisation, and internal change agent consultancy for several international companies. Keith lives near Ross-on-Wye has been a full-time carer for a terminally ill family-member, and business manager for a local Learning Disability home.

**Board Portfolio:** Nominated deputy for the Health and Wellbeing Board and lead for WMAS.



**Colin Javens** - Following an accident in July 2000 Colin is paralysed from the shoulders down; reliant on a wheelchair and in need of support from a personal assistant to live an independent life in Herefordshire. Following on from this Colin carried out an overland expedition from the UK to Cape Town, which raised £534,000 for spinal injury related projects. I went on to spear-head the development of Spinal Research West Midlands Branch. Colin has been involved with the Patient and Research Committees at the National Spinal Injury Centre at Stoke Mandeville Hospital, has been a trustee for Services for Independent Living (SIL) since 2008 and I also driven overland from the UK to Australia.

**Board Portfolio:** lead for adult safeguarding and representative at Hereford Disability United.



**Sheila Marsh** - Sheila Lives in Staunton-on-Wye has spent the last 25 years running her own business working independently with public bodies and community/voluntary organisations helping people cope with changing situations and develop better approaches to what they do. I have been involved nationally with a charity that supports local councils to scrutinise health and social care and to work out the recent NHS changes (of which Healthwatch is one) for their areas.

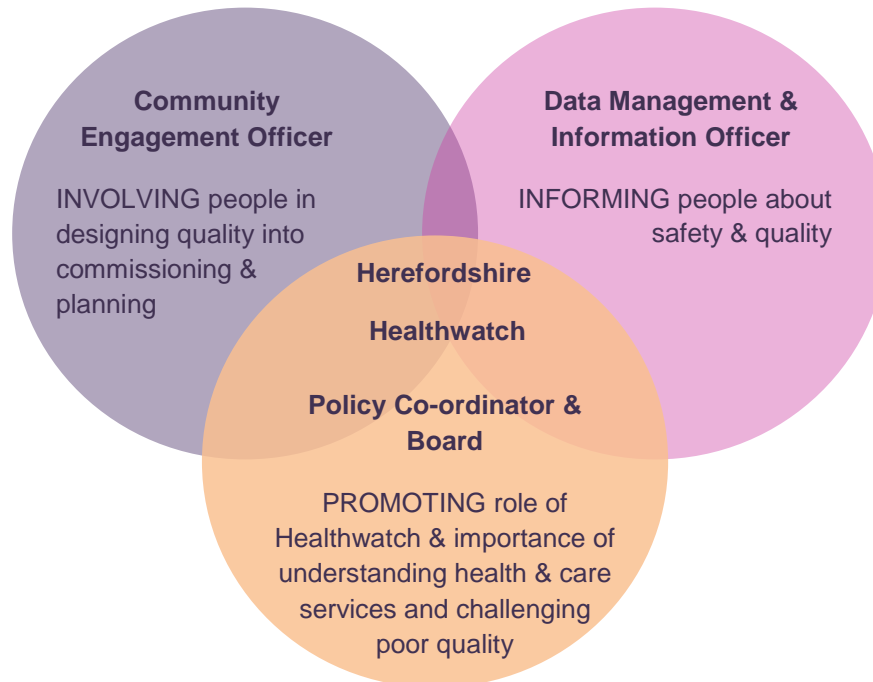
**Board Portfolio:** lead for strategic commissioning issues, strategic planning for the Board and Social Care.

### 3.2 Delivery of service functions

Healthwatch functions are supported by the Healthwatch team comprising three post-holders, Board members, HCS Director and hvoos Chief Executive.

Figure One illustrates the key roles and functions.

Figure One:



### 3.3 Budget

The budget to deliver all Healthwatch service functions is £155,500 per annum. The current contract with Herefordshire Council runs from 1<sup>st</sup> April 2013 until 31<sup>st</sup> March 2015.

#### Achievements to date

- Central Healthwatch office at Berrows House, co-located with HCS and hvoos.
- Independent Healthwatch branding and promotion materials developed.
- Website operational including social media engagement.
- Appointment of high calibre Board with a broad range of skills and expertise.
- Engagement with key stakeholders including Care Quality Commission, Healthwatch England, Wye Valley Trust, Health and Wellbeing Board and Herefordshire Council.
- Community Engagement Strategy adopted and public awareness campaign underway.
- 10 active volunteers recruited and involved.
- Volunteer PLACE training and visits undertaken.
- 331 enquiries received and signposted.
- Database and information management systems established.
- Adoption of performance management framework as outlined under section 5

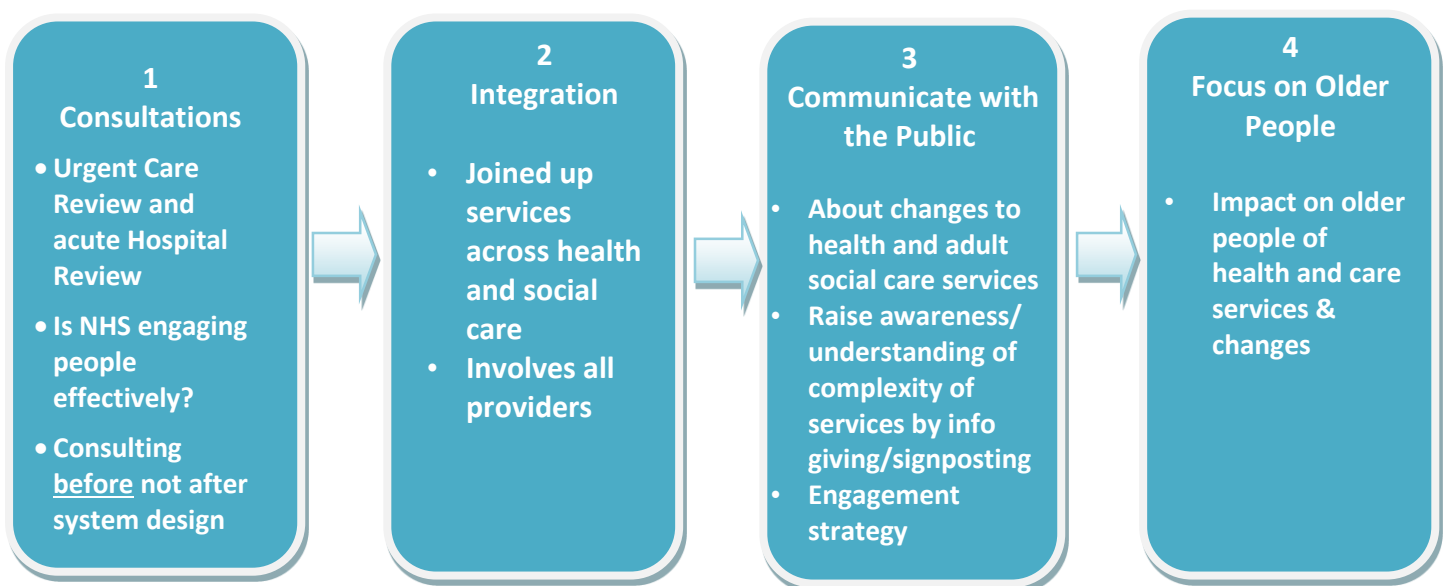
#### 4. Performance management framework

A performance management framework has been agreed following a strategic planning process undertaken by the Board.

##### 4.1 Outcome measures - We want local people to say...

- 'I know what HW is and how it can help me'
- 'I feel HW gave me a voice and I was taken seriously'
- 'HW helped me make the right choice'
- 'HW made my voice heard and services improved'
- 'They are on our side for health and social care with no fear or favour'
- 'They helped me/saved our ... so they're worth their weight in gold'

##### 4.2 Core priorities for our work until March 2014



##### 4.3 Criteria that Healthwatch will use to determine priority areas choice

- Clear links to the outcomes
- Impact on people in Herefordshire
- Likelihood of useful outcomes in 6-9 months
- Alignment with existing priorities in local health and care system
- Technical capacity/ are we capable of delivery
- What is the HW role - should/could or is anyone else doing it?

##### 4.4 Outcome monitoring and work plan

For the Outcome monitoring for the period April - September See Appendix 1.

#### 5. Planned community engagement activities - September and October 2013

Public awareness and engagement is a clear priority during the next two months. The following action outlines the key activities to support in support of the Community Engagement Strategy;

- **Voluntary and Community Sector Networks** - Participate in local roadshows in Peterchurch, Leominster, and Kington - September
- **CCG Urgent Care Review** - Participate in all planned local events throughout Herefordshire - September
- **Launch event** - Public/PR launch integrated within voluntary sector event - October
- **Board meetings** in locality settings including public engagement activities in Hereford, Ledbury, Leominster, Bromyard, Kington and Ross-on-Wye - November 2013 onwards
- Herefordshire Councillors and Parish Councillors engagement

#### 6. Future contract monitoring and work plan arrangements

The Healthwatch work plan will be monitored by Herefordshire Council on a quarterly basis. The national monitoring framework for Healthwatch, currently in development, will also need to inform future monitoring arrangements.

#### 7. Further information

**Healthwatch Herefordshire**

Berrows Business Centre, Bath Street

Hereford

HR1 2HE

**Tel:** 01432 364 481

**Email:** [info@healthwatchherefordshire.co.uk](mailto:info@healthwatchherefordshire.co.uk)

**Website:** [www.healthwatchherefordshire.co.uk](http://www.healthwatchherefordshire.co.uk)

**Twitter:** @HWHerefordshire

**Facebook:** [www.facebook.com/hwherefordshire](http://www.facebook.com/hwherefordshire)

Healthwatch DVD - <http://www.healthwatchherefordshire.co.uk/video/healthwatch-advert>

Appendix 1 Outcome Monitoring - April - September 2013