

| | |
|-------------------------|--|
| Meeting: | Adults and wellbeing scrutiny committee |
| Meeting date: | Wednesday 16 May 2018 |
| Title of report: | Healthwatch Herefordshire Annual Report 2017-18 |
| Report by: | Director for adults and wellbeing |

Classification

Open

Decision type

This is not an executive decision

Wards affected

(All Wards);

Purpose and summary

To review the Healthwatch Herefordshire annual report for 2017/18 and to consider areas that Healthwatch has raised for inclusion in the committee's work programme for further scrutiny.

To enable the committee to fulfil its function to review and scrutinise the planning, provision and operation of health services (not reserved to the children and young people scrutiny committee) affecting Herefordshire, and to make reports and recommendations on these matters.

Recommendation(s)

That:

- (a) the performance of Healthwatch Herefordshire during 2017/18 be reviewed;**
- (b) the committee determine any recommendations it wishes to make to Healthwatch or to the commissioners to consider in order to secure improved performance; and**
- (c) any areas for further scrutiny be identified for inclusion in the committee's work programme.**

Alternative options

1. None. It is open to the committee to review the report and determine whether it wishes to make any recommendations.

Key considerations

2. Healthwatch Herefordshire is commissioned by the council through the Health and Social Care Act 2012. It is established formally to provide a function for public involvement in health and to be a champion for consumers and users of health and social care in the county.
3. Healthwatch Herefordshire was recommissioned in 2017 under new organisational arrangements which have been viewed as a significant step forward in fulfilling this role.
4. Although the council commissions Healthwatch for the health and care system as a whole, the council itself is subject to review by Healthwatch.
5. The committee is asked to consider the Healthwatch annual report for 2017/18 (appendix 1), having regard to:
 - Project work undertaken regarding GP access; end of life care; children's dental health; public health; GP walk-in centre; high school peer educators; and ongoing work around adult social care and complex and multiple conditions
 - Providing information and advice to the public on wide-ranging health and care topics, both through responding to enquiries, visiting community groups and engaging with groups throughout the county in seeking to ensure people have a voice
 - Taking information gathered from engagement work to help to influence health and care commissioners decision making around service provision
 - Collaborative working with Healthwatch Worcestershire in the sustainability and transformation partnership (STP) to ensure that patient experience and participation is included in the STP
 - Establishment of a mental health forum, bringing service users and carers together to ensure views are heard and to raise awareness in order to influence service providers and commissioners
6. The annual report also provides an overview of how it has set its priorities for 2018/19, which was informed by a public poll. The focus for 2018/19 includes:
 - Developing and involving volunteers
 - Promoting an on-line rating and reviewing function to gather feedback on services
 - Continuing community links through engagement on projects
 - Seeking to improve and influence health and care service delivery through patient participation groups and stakeholder reference group

- Championing reasonable adjustments for equal access to services
 - Continuous improvement within the organisation
7. A range of performance indicators are built into the council's contract with Healthwatch. These are primarily focused on monitoring the scale of activity undertaken, through members of the public engaged, meetings and events attended and delivered, and reports produced. Performance indicators will be reviewed and connected more closely to the outcomes that have been agreed by the statutory health and social care organisations.
 8. There are recognised benefits for the public in Healthwatch and scrutiny committees approaching aspects of work together, which would as a consequence, seek to identify continuous improvements to services. Healthwatch and scrutiny committees meet quarterly to share work programmes and expertise, and contribute to annual scrutiny work programming.

Community impact

9. In accordance with our Code of Corporate Governance, Herefordshire Council must ensure that it has an effective performance management system that facilitates effective and efficient delivery of planned services. Effective financial management, risk management and internal control are important components of this performance management system. The council is committed to promoting a positive working culture that accepts, and encourages constructive challenge, and recognises that a culture and structure for scrutiny are key elements for accountable decision making, policy development, and review.
10. The committee's considerations should have regard to what matters to residents of Herefordshire. In doing so, the committee will wish to go beyond the pure data on process performance in order to consider the impact on the wellbeing of Herefordshire residents and their experience of care.

Equality duty

11. Under section 149 of the Equality Act 2010, the 'general duty' on public authorities is set out as follows:

A public authority must, in the exercise of its functions, have due regard to the need to -

 - (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
 - (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
 - (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
7. The public sector equality duty (specific duty) requires us to consider how we can positively contribute to the advancement of equality and good relations, and demonstrate that we are paying 'due regard' in our decision making in the design of policies and in the delivery of services. Our providers will be made aware of their contractual requirements in regards to equality legislation.

Resource implications

8. There are no direct resource implications arising from this report. The cost of any resulting committee work will be subject to assessment and expected to be met within existing resources.

Legal implications

9. Paragraph 3.4.5 of the constitution provides that the remit of Adults and wellbeing scrutiny committee is to scrutinise adult social care, Health and Wellbeing Board, Housing, Public health and Statutory health scrutiny powers including the review and scrutiny of any matter relating to the planning provision and operation of health services affecting the area and to make reports and recommendations on those matters.
10. The Health and Social Care Act 2012 has made some changes to the process of the scrutiny of health services. The Local Authority (Overview and Scrutiny Committees Health Scrutiny Functions) Regulations 2002, and 2004, are revoked and replaced by The Local Authority (Public Health, Health and Wellbeing Boards and Health Scrutiny) Regulations 2013, which requires that there is scrutiny of the council's health function.
11. The recommendations in the report are in accordance with the legal requirements.

Risk management

12. There is a reputational risk to the council if the scrutiny function does not operate effectively.

| Risk / opportunity | Mitigation |
|--|---|
| Performance management could be focused on process measures that are not reflective of the wellbeing and experience impact of the service for Herefordshire residents. | The committee seeks to focus its attention on matters of direct relevance to Herefordshire residents and ensure performance measures reflect these. |

Consultees

13. By the nature of its role, Healthwatch is involved in ongoing engagement with members of the public and the health and care community on matters that are of importance within the county.
14. Healthwatch and the chairman and vice-chairman of the adults and wellbeing scrutiny committee and the children and young people scrutiny committee meet every quarter to discuss work programmes and common themes of interest.

Appendices

Appendix 1 Healthwatch Herefordshire Annual Report 2017/18

Background papers

None identified.