

TITLE	Healthwatch
FOR CONSIDERATION BY	Health Overview and Scrutiny Committee on 26 March 2013
WARD	None Specific

A Partnership between Wokingham & District Citizens Advice Bureau and Help and Care

1. Our Vision

- 1.1 Citizens of Wokingham Borough will know Local Healthwatch as the organisation which acts as the consumer champion for health and social care. They will know that Healthwatch is 'on their side' in helping them find what they need, speak out about a concern they have or advocate for them and their fellow citizens when health or social care services are not as they should be.
- 1.2 People will have one local phone number, website or email address they can use to get in touch with Healthwatch Wokingham Borough, recognisable by its own national brand (see above) and easy to find.
- 1.3 People will know that they can 'walk in' to various venues across the county, recognisable by the brand and by its association with the Citizens Advice Bureau.
- 1.4 When people call, email or walk-in they know they will meet/talk with someone friendly, kind and knowledgeable about health and social care services and the ways in which Healthwatch can help them with their own personal situation regardless of what that is. They also know that Healthwatch will use information (with permission) about their request, situation or experience, collate it with information they draw from other people and use it to influence how health and social care services are run in Wokingham Borough
- 1.5 Healthwatch, as well as responding to people's queries and listening to their experiences over the phone, by email, online or when they walk in, will proactively go out and talk to people who are unable or less likely to approach it directly. Staff and volunteers will offer information and advice to people, listen to their views and experiences and collate all the information together to decide what things need to be looked at in more detail. It will have the proper procedures in place to decide which things/places/services/areas to investigate in more detail and will do the investigating in lots of different ways; research, visits, interviews and other methods. Healthwatch will collate, analyse and write reports on these investigations and use the information to influence how health and social care services are run in Wokingham Borough.
- 1.6 Healthwatch will be a new legal entity (Community Interest Company and Social Enterprise). It will be well run and managed and all its activities will be overseen by a board of people whose best interests are those of the community that it serves. The board has representatives who represent the 2 organisations in the consortium, that make up the partnership and 3 Non Executive Directors (NEDs) who will represent the community. The Board will have the contractual relationship with the Council for performance and the sub-contracting relationship with the partners who will deliver the service. These board members will have formal and informal networks and connections with a very wide range of community organisations, groups, forums, communities and neighbourhoods to ensure that Healthwatch is connected to the most extensive and diverse range of residents and citizens of Wokingham Borough as possible.
- 1.7 The Healthwatch board will publicise everything that it does including its financial accounts, decision making processes, declarations of interest, authorities and accountabilities. The organisations that make up the partnership will be able to demonstrate that they meet all their required legal and statutory obligations and evidence that they undertake best practice in all their undertakings with particular reference to Human Resource Management, Health and Safety, Adult Safeguarding and Child Protection.

2 The Wokingham Borough LHW Board

- 2.1 This consortium will set up a new Legal Entity – Healthwatch Wokingham Borough. With permission from the Commissioning Body (Wokingham Borough Council) Help and Care (as the lead organisation on behalf of the Consortium) will assign the contract to Healthwatch Wokingham Borough (having clearly described as part of the tender process the means by which Healthwatch Wokingham Borough will deliver the Healthwatch functions using the partners as the main sub contractors).

The make up of the Board of Healthwatch Wokingham Borough will consist of 2 executive Directors, one from each partner organisation. The executive Directors will create an Independent Appointments Panel. The Independent Appointments Panel will appoint 3 non-executive Directors to ensure there is a majority of non-executive members on the Board. The non-executive members will be members of the community who have demonstrated the necessary skills, experience and attributes to match the Role Descriptions set out for the roles of:

Non- Executive Director – Chair

Non-Executive Director for Finance

Non-Executive Director – Chief Officer /Governance/Compliance

- 2.2 **Wider connection with community organisations/forums/groups** Beyond the formal arrangements of the LHW Board, Healthwatch will need to establish strong and wide-reaching networks with community groups and organisations. It will need to integrate representation of these groups onto the Board somehow and develop processes by which it responds to the needs/views/voices of these organisations/forums etc. To achieve this Healthwatch will use 3 key tools:

- 2.2.1 **Healthwatch Champions** – a large cohort of ambassadors who will promote Healthwatch within local communities and distribute information about how to make contact
- 2.2.2 **Healthwatch Volunteers** – people who will take part in detailed investigations or projects and who receive special training to do so
- 2.2.3 **Service Level Agreements** – small sums of money used to empower and facilitate community engagement. These agreements will be made with community organisations, groups or networks to undertake specific activities that contribute to the overall remit of Healthwatch Wokingham Borough.