

Bury Health and Wellbeing Board

Title of the Report	Healthwatch Bury Update
Date	9 th March 2017
Contact Officer	Joanne Horrocks
HWB Lead in this area	Barbara Barlow

1. Executive Summary

Is this report for?	Information x	Discussion <input type="checkbox"/>	Decision <input type="checkbox"/>
Why is this report being brought to the Board?	To update Board Members on the following recent activity at Healthwatch Bury: <ul style="list-style-type: none"> • The 360 degree review & response • Appointment of the new Chief Officer • Governance review • New office site • Website development 		
Please detail which, if any, of the Joint Health and Wellbeing Strategy priorities the report relates to. (See attached Strategy)  Refreshed Health and Wellbeing Board :			
Please detail which, if any, of the Joint Strategic Needs Assessment priorities the report relates to. (See attached JSNA)  Bury JSNA - Final for HWBB 3.pdf			
Key Actions for the Health and Wellbeing Board to address – what action is needed from the Board and its members? Please state recommendations for action.	The Health and Wellbeing Board are asked to comment and note the actions outlined in the report.		
What requirement is there for internal or external communication around this area?			
Assurance and tracking process – Has the report been considered at any other committee meeting of the Council/meeting of the CCG Board/other stakeholders....please provide details.			

2. Introduction / Background

The purpose of this report is to update HWB on the following recent activity at Healthwatch Bury:

- The 360 degree review
- Appointment of the new Chief Officer
- New office
- Website update

3. key issues for the Board to Consider

In October 2016 Healthwatch Bury undertook a 360 survey inviting their stakeholders to express their view on Healthwatch Bury. Twenty three stakeholders from across health and social care responded to the survey.

The key messages were:

- **Strategic context and relationships**

The vast majority of stakeholders understood the rationale behind Healthwatch Bury's priorities and most also felt they were collaborative, added value and contributed to local decision making. There were a small number though who were less sure about Healthwatch Bury's involvement in local decision making.

- **Community, voice and influence**

Broadly speaking, stakeholders agreed Healthwatch Bury bases it's insight on the views of local people, adds value by doing so and is an organisation that they could confidently promote. While the majority of stakeholders felt that Healthwatch Bury involved local people some felt that Healthwatch Bury could do more to work with seldom heard groups and local groups. Stakeholders acknowledged capacity issues within Healthwatch Bury.

- **Making a difference locally**

The overall picture indicated that stakeholders weren't always aware of the extent that Healthwatch Bury made a difference with their reports. Stakeholders in the main also felt Healthwatch Bury did not involve them in the production of their reports.

- **Information and signposting**

Stakeholders felt more could be done to develop and promote this side of its service.

This was followed up by a workshop with Healthwatch Bury and eight stakeholders to agree the findings and actions based on the survey responses.

The outcome from the workshop was:

- **Strengths**

It was felt that Healthwatch Bury has good and largely productive relationships with their stakeholders, particularly with the Pennine Acute NHS Trust and Pennine Care Foundation Trust including Community Services.

Involving local people was recognised as a strength of Healthwatch Bury especially:

- Representing the public's views on key issues and working to base their insight on the views of local people
- Attendance at key meetings e.g. Health and Wellbeing Board
- Representing an independent view

- **Areas for Improvement**

Healthwatch Bury has been without a Chief Officer (CO) and key staff recently and the impact this has had on their capacity was recognised, especially with regards to reporting findings to key stakeholders to bring about change. The appointment of a new CO was seen as critical and there was general recognition that they need to extend their reach and target new relationships with stakeholders at all levels.

The governance of Healthwatch Bury was discussed as an area that would benefit from a review.

Healthwatch Bury's work with seldom heard groups and the local voluntary sector was discussed as an area for improvement. The development and promotion of the information and signposting activity was also identified as an area to work on.

The key recommendations from the report were:

- a) Overall there was agreement that Healthwatch Bury needs to build their leadership capacity by appointing a new CO as soon as possible. Relatedly, Bury Council invited Healthwatch Bury to participate in their system leadership/manager training programmes. It was further suggested that Healthwatch Bury should look to establish clarity around the roles and responsibilities of board members and members of staff.
- b) Healthwatch Bury Board to review, strengthen and agree their governance arrangements and publish decision making policies on their website.

- c) Healthwatch Bury should engage more with local voluntary groups and it was suggested that it could do this by getting involved with the voluntary action sub group that Bury Council has set up. In addition it was recommended that they extend their reach and target new relationships with key stakeholders at all levels.

The Healthwatch Board is pleased the report recognises that we value our independence and work hard to gather feedback from the local community, in order to reflect their views on key issues.

The Board fully appreciates the need to continue discussions with further 'seldom heard' groups, especially as our recent contact with the seven groups (96 people – face to face) during the 'conversations' funded by GMCVO gave valuable insight into their specific problems.

Steps are already in place to start to take forward the recommendations from the review in particular bullets a) and b):

- New Chief Officer

Joanne Horrocks, joined Healthwatch Bury as Chief Officer on January 30th 2017, after a career in local government across Greater Manchester. Having previously held management positions in policy, governance, complaint management and commissioning, Joanne brings a wealth of experience that will help Healthwatch Bury move forward. One of Joanne's key tasks will be to address the recommendations from the 360 review and to support the Board to develop a strong Healthwatch organisation for the people of Bury.

- Governance Review

In line with the recommendation to review, strengthen and agree our governance arrangements, Healthwatch Bury has engaged Peter Stone Consulting to undertake the review. The organisation was felt to have the right experience having worked with over 3000 voluntary and community sector organisations across the country and demonstrated a strong understanding of what was needed. The review is expected to be completed shortly and will include Board development training.

Although it has been recognised that the Healthwatch Board requires new Board Members it was deemed sensible to defer their recruitment until the after the completion of this review so that it can be conducted in line with the new governance arrangements.

Healthwatch Bury has also recently moved to new offices in St John's House, the Rock, a central location and an ideal base to enable the organisation to move forward. The office space is shared with partners from CAB and Bury Law Centre.

To help in the re-energising of Healthwatch Bury, the website has been re-developed and will be going live in the spring. Feedback has been sought from Healthwatch members who have responded positively to the new site. We have also contacted Holy Cross College who are collating views from their students. They have kindly agreed to providing photographs taken by the students to use on the web site.

The new web site also includes Browsealoud which will enhance its accessibility through easy speech, reading and translation tools. The site has been designed to be flexible and simple to develop alongside the needs of the organisation.

4. Recommendations for action

The Health and Wellbeing Board are asked to comment and note the actions outlined in the report.

5. Financial and legal implications (if any)
If necessary please seek advice from the Council Monitoring Officer Jayne Hammond (J.M.Hammond@bury.gov.uk) or Section 151 Officer Steve Kenyon (S.Kenyon@bury.gov.uk).

N/A

6. Equality/Diversity Implications. Please attach the completed Equality and Analysis Form.

No implications

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