

TORBAY HEALTH AND WELLBEING BOARD

Title: Update Report – Healthwatch
Wards Affected: All
To: Health and Wellbeing Board **On:** 21st March 2013
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1. Achievements since last meeting

1.1 Transition Group approved local mission for Healthwatch:

“Healthwatch Torbay will be the local consumer watchdog influencing, responding, improving and monitoring health and social care services in Torbay. It provides local people, community and voluntary groups with a voice to influence the planning, purchasing and provision of these services. This independent, local consumer watchdog will support the public to promote better results in health for all and social care for adults”.

Healthwatch Torbay aims to:

- Strengthen the patient and public voice at both national and local level
- Campaign, promote and present the collective views and experiences of patients, carers and the local population of Torbay.
- Influence policy, planning, and delivery of health and social care services in Torbay
- Signpost and support the general public in accessing suitable services.
- Represent the diverse communities across Torbay reaching out to ensure they are engaged with the wider community in “having their say” on health and social care services
- Work closely with Healthwatch England and the Care Quality Commission in holding commissioners and providers to account of services.
- Continue positive working relationships with a wide range of organisations and groups across Torbay.
- Continue to develop credibility and public trust by responding appropriately to concerns when care or services.
- Continue raising awareness of local Healthwatch via effective communication strategy.
- Develop a well established brand in Torbay

1.2 Torbay Council confirmed Healthwatch contract will be grant aided for 2 years to the organisation set up by the Local Involvement Network (LINK) Torbay, given their unique capacity to provide the service (Mayoral Decision).

1.3 LINKs operating as Interim Healthwatch from September 2012. Governance and volunteer structure reviewed and strengthened to prepare for future role.

1.4 Healthwatch Torbay registered as a Company Limited by Guarantee and has applied for charitable status. A Community Interest Company also established under



the title Torbay Healthwatch with an asset lock for any 'profit' to be given to Healthwatch Torbay.

1.5 Budget of £139,000 from Torbay Council confirmed for Healthwatch Torbay in 2013-14, year two to be confirmed.

1.6 Contribution of £30,000 in year one confirmed from Clinical Commissioning Group to help support the establishment of Healthwatch. Funds earmarked for a Communication and Information Manager and a part-time Youth Worker.

1.7 New premises located for Healthwatch Torbay in Paignton Library and Information Centre (space shared with Carers Services). Healthwatch Transition funding utilised for the office conversion and set up. Staff moved in and office opened 7th March 2013.

1.8 Transfer date of LINK staff from Torbay Council to Healthwatch Torbay agreed for 1st August 2013.

1.9 Provider for Healthwatch Devon announced as Community Council of Devon – meetings initiated to discuss joint working.

1.10 NHS Complaints Advocacy Service contracted with existing provider SEAP (Support, Empower, Advocate and Promote) for a 12 month period (joint contract with Devon County Council). This contract period will be used to more clearly identify the required need for the service and opportunities for combination with other local advocacy services. Signposting role of Healthwatch agreed and joint working with SEAP established.

2. Challenges for the next three months

2.1 The funds available to Healthwatch locally are still below the level recommended by the Department of Health. Healthwatch Torbay will look to supplement income with specific paid project work.

2.2 To effectively launch Healthwatch in Torbay post 1st April 2013 and ensure it swiftly becomes known by the general public as the local health and social care consumer champion.

3. Action required by partners

3.1 Partners to help publicise and support the development of Healthwatch Torbay in these crucial first months.

3.2 Health and Wellbeing Board to explore and agree the role of Healthwatch Torbay vis a vis the Board's role and the delivery of the Health and Wellbeing Strategy.

