

Briefing Note

Title: HEALTHWATCH WOLVERHAMPTON – INVITE TO HEALTH SCRUTINY COMMITTEE TO PARTICIPATE IN PRE-TENDER ENGAGEMENT ACTIVITY.

Date: 8 July 2021

Prepared by: Jacqui McLaughlin

Job Title: Commissioning Officer (Adult Services)

Intended Audience: Internal ☒ Partner organisation ☐ Public ☐ Confidential ☐

1.0 Introduction

1.1 Healthwatch organisations are statutory, independent champions for people who use health and social care services. Each local authority is required by the Health and Social Care Act 2012 to ensure that an independent Healthwatch organisation operates within its area.

1.2 Healthwatch England is an independent statutory committee of the Care Quality Commission (CQC) which provides advice and support to local Healthwatch organisations. In addition, Healthwatch England also works with local authorities to ensure that contracting arrangements support compliance with mandated statutory duties (stated below). In order to operate, all Healthwatch provider organisations must sign up and abide by Healthwatch England's trademark licence/branding requirements.

- i. Promoting and supporting the involvement of people in the commissioning and scrutiny of local services
- ii. Enabling people to monitor the standard of provision of local services and to influence improvements
- iii. Obtaining peoples' views of local services and making them known to relevant organisations
- iv. Reporting/recommending improvements to services
- v. Providing advice and information about access to local services
- vi. Making recommendations to Healthwatch England to advise the Care Quality Commission
- vii. Providing Healthwatch England with the intelligence and insight needed to enable it to perform effectively

1.3 Healthwatch (Wolverhampton) is currently provided by Engaging Communities Solutions (ECS). The service is responsible for ensuring that local voices are heard, and that people's views and experiences are used to improve existing health and social care services and to help shape and influence future provision. In addition, where

concerns and problems in relation to services have been identified, Healthwatch (Wolverhampton) will inform the relevant organisations to ensure that action is taken to resolve these issues and prevent them from arising again.

- 1.4 In accordance with Procurement Regulations, Healthwatch (Wolverhampton) is now required to be competitively tendered – the new service will commence on 1 April 2022.

2.0 Engagement Details

- 2.1 Engagement is aimed at updating and enhancing the Healthwatch provision and will focus on the aspects of the service that can be influenced **without** conflicting with the Healthwatch England's trademark licence. These aspects are:

- i. The means of raising local awareness and understanding of the service
- ii. The means of local engagement to gather views, experiences and values
- iii. The means of establishing local (annual) priorities
- iv. The means of 'reporting back' to local people and stakeholder organisations
- v. Membership of various local and regional boards, committees and networks etc. to optimise the ability to influence change at a strategic level
- vi. Local performance and outcomes requirements (in the context of Healthwatch England's requirements)

- 2.2 A 12-week engagement exercise is currently underway (1 April to 24 June 2021). Due to covid-related restrictions an on-line approach has been used - four on-line workshop meetings aimed at key stakeholder organisations, forums in addition to members of the public have been arranged throughout May and June. An on-line survey is also available to everyone via various websites including City of Wolverhampton Council, CCG, Wolverhampton Voluntary Sector Council and the current Healthwatch (Wolverhampton) service.

- 2.3 To optimise involvement, the engagement exercise has been promoted through CWC's communication team via press releases, various websites, media platforms, newsletters and weekly communications to all social care providers.

- 2.4 A detailed Engagement Plan is attached to this document for information purposes (Appendix 1 refers)

- 2.5 Members of Health Scrutiny are invited to participate in the engagement process - a discussion at the Health Scrutiny Panel Meeting scheduled for 8th July 2021 has been arranged in order to facilitate feedback and contribute to the engagement process. A power-point presentation containing survey questions is attached.

3.0 Commissioning contact

- 3.1 For further information, please contact Jacqui McLaughlin tel: 01902 551915 or email Jacqui.mclaughlin2@wolverhampton.gov.uk.