

CITY OF  
WOLVERHAMPTON  
COUNCIL

**Healthwatch (Wolverhampton) – Engagement Plan**

**RESTRICTED**

The plan will set out details as follows:

- Introduction
- Aim of Engagement
- Scope and Limitations of Engagement
- Approach to Engagement
- Feedback and use of information
- Timetable of activities and actions
- Schedule of activities, dates and responsibilities

## **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 The City of Wolverhampton Council is conducting an engagement process in preparation for the re-tender of the Healthwatch (Wolverhampton) provision following the expiry of the current contract on 31st March 2022.
- 1.3 The engagement period will be 12 weeks, commencing in April and ending in July 2021.

## **2.0 Aim of Engagement**

2.1 This plan aims to facilitate a transparent and meaningful process to gather relevant stakeholder views and experiences in relation to the current service which will be used, wherever feasible, to enhance and update service provision beyond 31 March 2022.

## **3.0 Scope and Limitations of Engagement**

3.1 Due to covid-19 related restrictions, engagement will be carried out on-line unless these restrictions are lifted.

3.2 Healthwatch England is an independent statutory committee of the Care Quality Commission (CQC) and advises and supports all Healthwatch organisations at a national level. In addition, Healthwatch England also works with local authorities to ensure that all local Healthwatch 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 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

3.3 To avoid conflicting with the Healthwatch England trademark licence requirements, the scope of the engagement will be limited to the following local aspects of the service:

- 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)

#### **4.0 Approach to Engagement**

4.1 Using the above 'aspects' as a basis, the approach to engagement will consist of:

4.2 As a minimum three on-line workshops inviting key stakeholder organisations and forums which will represent a wider audience and increase reach.

4.3 Key stakeholder organisations:

- Wolverhampton Clinical Commissioning Group & Integrated Care Systems
- Social Care (internal)
- Young People and Children's Services (internal)
- Safeguarding
- Voluntary & Community Sector (WVSC)
- Healthwatch England/CQC
- BAME Community
- LGBTQ+ Community
- Mental Health Stakeholder Forum
- Carers
- Health & Wellbeing Board and Council Scrutiny

4.4 A minimum two on-line sessions will also be publicised inviting members of the public and other general stakeholder groups. Targeted communications will be sent to:

- Members of the Public
- Healthwatch (Wolverhampton) service users and their families and/or carers
- Adult services including voluntary & community sector groups

- Other relevant external organisations

4.5 An on-line survey will also be available to individuals, organisations and groups across the City. The survey will be hosted on the City of Wolverhampton Council Consultation Hub and will be promoted via the channels below:

- i. Various websites including City of Wolverhampton Council, CCG, Wolverhampton Voluntary Sector Council, Healthwatch (Wolverhampton)
- ii. Various social media accounts including City of Wolverhampton Council, CCG, Wolverhampton Voluntary Sector Council, Healthwatch (Wolverhampton)
- iii. City of Wolverhampton's Communication Team via a press release
- iv. Various newsletters and the weekly communications to all social care providers.

4.6 Translation services will be used as appropriate to support inclusion.

4.7 Pre-election period/Purdah guidance will be observed.

## **5.0 Feedback and use of information**

5.1 All responses will be reviewed, and overarching themes reported back through established channels

5.2 Feedback will, wherever feasible, be used to shape and enhance the new Healthwatch (Wolverhampton) provision to improve the effectiveness of the service through an updated local approach.

**6.0 Schedule of activities, dates and responsibilities (all dates based upon the commencement of engagement on 1 April 2021)**

Deadline Dates	Action	Task owners	Considerations	RAG rating
22 March 21	Finalise (key) stakeholders to be contacted	JMc/DF	Representation to be manageable as city wide service.	
31 March 21	Arrange on-line sessions, dates and times		Key and other general stakeholders (also include details in survey monkey header)	
31 March 21	Promote/launch engagement - sessions and survey.  Press release	DF	Use stated channels and any others identified throughout engagement period to maximise involvement and reach	
31 March 21	Clarify translation requirements in terms of surveys and workshops – Equality & Diversity, Race and Religion Team	JMc	Currently only google translation option offered by consultation hub – await response re. official guidelines. Potential cost involved.	
7 Aug 21	Analysis and evaluation of feedback data	JMc/CSO		
21 Aug 21	Write Feedback Report and present to ALT	JMc		

7 Sept 21	Publish feedback to all stakeholders and participants.	JMc/CSO	Use engagement channels to feedback	
7 Oct 21	Finalise service specification and secure sign off from Healthwatch England and ALT	JMc	<b>Completion and sign off of service spec to be achieved on time to enable tender to be completed within current timescales.</b>	