

Merton Council Health & Wellbeing Board



Date: Tuesday 4 June 2013
Time: 1.00 pm
Venue: Committee Rooms B, C, and D
Merton Civic Centre, London Road,
Morden SM4 5DX

SUPPLEMENTARY AGENDA

Page Number

- | | |
|--|---|
| 11. HealthWatch Implementation Plan | 3 |
| • Appendix to the report – HealthWatch Implementation Plan | |

This is a public meeting – members of the public are very welcome to attend.

Requests to speak will be considered by the Chair. If you would like to speak, please contact democratic.services@merton.gov.uk by midday on the day before the meeting.

For more information about the work of this Board, please contact Clarissa Larsen, on 020 8545 4871 or e-mail democratic.services@merton.gov.uk

Press enquiries: press@merton.gov.uk or telephone 020 8545 3483 or 4093.

Future meeting dates

11 July 2013

Note 1

Members are reminded of the need to have regard to the items published with this agenda and, where necessary to declare at this meeting any Disclosable Pecuniary Interest (as defined in the The Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012) in any matter to be considered at the meeting. If a pecuniary interest is declared they should withdraw from the meeting room during the whole of the consideration of that matter and must not participate in any vote on that matter. If members consider they should not participate because of a non pecuniary interest which may give rise to a perception of bias, they should declare this, withdraw and not participate in consideration of the item. For further advice please speak with the Council's Assistant Director of Corporate Governance.

Health and Wellbeing Board Membership

Merton Councillors

- Labour - Cllr Linda Kirby (Chair)
- Labour - Cllr Maxi Martin
- Conservative – Cllr Margaret Brierly

Council Officers (non-voting)

- Director of Community and Housing
- Director of Children, Schools and Families
- Director of Public Health

Statutory representatives

- Four representatives of Merton Clinical Commissioning Group
- Chair of Healthwatch

Non statutory representatives

- One representative of Merton Voluntary Services Council
- One representative of the Community Engagement Network

Quorum

Any 3 of the whole number.

Voting

3 (1 vote per councillor)

4 Merton Clinical Commissioning Group (1 vote per CCG member)

1 vote Chair of Healthwatch

1 vote Merton Voluntary Services Council

1 vote Community Engagement Network

MVSC's implementation plan has been developed to ensure that the London Borough of Merton meets its statutory Section 221 duties in the contracting of a body to deliver Local Healthwatch and that MVSC meets the Section 222 duties as a contracted provider.

All the *current* guidance, operating regulations and procedures issued by Healthwatch England, The CQC and DoH have also been scrutinised to ensure Merton has a fully compliant Local Healthwatch operating to the highest standards as is common practice in the borough.

Section 221 Duties requires the London Borough of Merton to make arrangements for the following activities to be delivered by the contracted provider (MVSC): -

- a) Promoting, and supporting, the involvement of local people in the commissioning, provision and scrutiny of local care services;
- b) Enabling local people to monitor... and review... the commissioning and provision of local care services;
- c) Obtaining the views of local people about their needs for, and their experiences of, local care services;
- d) Making views... known... and reports and recommendations about how local care services could or ought to be improved to persons responsible for commissioning, providing, managing or scrutinising local care services and [HW England]
- e) Providing advice and information about access to local care services...;
- f) Reaching views on how local health and social care services are being provided locally and making those views known to HW England;
- g) Making recommendations to HW England to advise the Commission about special reviews or investigations to conduct (or, where the circumstances justify doing so, making such recommendations direct to the Commission);
- h) Making recommendations to HW England to publish reports; and
- i) Giving HW England such assistance as it may require to enable it to carry out its functions effectively, efficiently and economically.

Section 222 Duties requires MVSC as the provider to: -

- (i) Make provision for co-operation with other Local Healthwatch as and when required
- (ii) Produce an annual report

LBM must require local HW to:

- Draw up and publish required procedures before making any relevant decisions;
- Comply with the required procedures (as amended from time to time); and
- Within a reasonable time after a relevant decision has been made, publish a written statement of that decision and the reasons for that decision
- Involve lay persons and volunteers in s.221 activities and 'relevant decisions', including sub-contracts
- Governance arrangements must also include involvement of lay persons and volunteers
- Local HW must nominate authorised representatives ('ARs') for the purposes of entering and viewing service providers' premises;
- Have a published procedure for nominating ARs
- Keep and publish a list of ARs
- Provide each AR with evidence of his/her status as AR
- Ensure that for all ARs are CRB checked and the Local HW (or contractor) must be satisfied that the person is suitable

Indicator	Development	Responsibility	Timeline
Contracting			
Contract Signed	Contract negotiated, targets and milestones agreed	MVSC CEO and LBM Commissioner	May 2013
	Key performance indicators and monitoring systems agreed		May 2013
Implementation plan agreed	Plan developed and presented to commissioner for comment and scrutiny	MVSC CEO	May 2013
Healthwatch Merton authorised by CQC	Contract award notification submitted to CQC	LB Merton Commissioner	May 2013
Recruitment			
Job Packs Developed	Job descriptions, person specifications, adverts prepared for recruitment	MVSC Associate	During May
Jobs Advertised	Guardian and Merton Connected	MVSC CEO	w/c 27 May
Interviews x 2 posts	Selection process and recruitment panel (to include one MVSC trustee) agreed. Interviews held.	MVSC CEO	19 th /21 st June
Employment Commences	References checked and job offers made	MVSC CEO	By July
Office ready	Decoration complete, furniture, ICT in place and iPads ordered	MVSC Admin	By end June
Volunteers recruited to work in information and advice service	Role descriptions developed, positions advertised, interview and selected	HWM Manager	August-October
Authorised Representatives recruited for Enter & View	Role descriptions formulated, selection process completed, all CRB and other security checks completed	HWM Manager	August-November
Publicity			
HWM Telephone Number, Domain and Emails	Procure new telephone number for HWM and connect to main MVSC phone system, secure domain and set-up email accounts	MVSC Operations Manager	June/July
Healthwatch Merton website launch	Website structure and content developed linking to information and advice functions and signposting to Merton Connected and Merton-i	MVSC Comms & HWM Manager	By July
Healthwatch Merton social media launch	Facebook and Twitter channels developed and linked to Merton connected feeds and the website	MVSC Comms	June-July
Official Launch	Launch event developed to include initial draft work plan/consultation proposal	MVSC Associate	July
Published list of Authorised Representatives (AR)	AR's issued with identity badges and their details placed on HWM website once selected	HWM Manager/MVSC Comms	November
Published governance structure	Governance structure to be developed in diagrammatic and text format and published on website	HWM Manager /MVSC Comms	By mid-September
Governance			
MVSC Board agree HWM reporting procedures	Reporting and management systems for HWM formulated, agreed and adopted by MVSC trustees to ensure quarterly reporting	MVSC CEO & MVSC Board	July
Recruit HWM Reference Group from Involve	Develop and adopt ToR for the group, advertise and select HWM reference group from Involve	HWM Manager	September

Network	Network		
Formalise relationship with Involve Network to ensure Lay Members and Volunteers Involved in Governance	Develop ToR to ensure clear relationship with Involve incl. information/influence chart	HWM Manager	August
Decision making procedures published	Develop procedures and protocols for: Identifying priorities (Evidence Based Approach) and agreeing work plan, E&V, AR Nomination Process, reporting to HWE & CQC, Responsible Person Notifications.	HWM Manager	September
Information Management and Dissemination	Develop and agree information and reporting protocols with HWE, CQC, LBM & HWBBoard	HWM Manager	August
Working arrangements formalised with LBM Overview & Scrutiny Committee	Information sharing protocol developed and agreed by both parties	HWM Manager & LBM Democratic Services	By October
Information Sharing Protocol development with Complaints Advocacy Provider	Meeting held and protocols agreed with VoiceAbility as contracted provider of ICAS	HWM Manager	By October
Public Engagement			
Engage communities in priority setting and workplan development	<ul style="list-style-type: none"> - Plan Involve meeting for September 2013 - Outreach visits to Patient Participation Groups (GP practices) - Outreach visits to 20 voluntary organisations & community groups - Complaints statistics obtained and analysed - Second public meeting held - Attendance at 5 Community Forums 	HWM Manager and Information & Outreach Officer	August-September October Sept-December
Validation of Priorities	Validated at Involve as well as public meeting to ensure community involvement in its adoption	HWM Manager	By December
Public Meetings	Three meetings to be held per year including the two identified above (launch July and priority validation December) in addition to Involve (the community engagement network)	HWM Manager and Information and Outreach Officer	July 13-March14
Publish electronic and printed newsletter 3 times a year	Write, publish and circulate newsletter to all contacts on HWM and MVSC database and via other networks and agencies and public buildings and maximising social media	HWM Information & Outreach Officer	July 2013-March 2015
Annual Meeting	Public meeting to present Annual Report	HWM Team	March 2014 March 2015
Representation			
Identifying representative/s for Health and Well Being Board and other key meetings	Procedure developed Representative/s selected and HWBB (and others) notified	HWM Manager HWM Manager	August September
Workplan			
Draft workplan developed following public and voluntary sector engagement	Reference Group evaluate evidence base for priorities	HWM Manager & Reference Group	October

HWE input	Outline priorities submitted to HWE for comment and input	HWM Manager & HWE	November
Workplan Published	Final workplan presented to public meeting	HWM Manager	December
Workplan Delivery	Research, visits and reporting in line with agreed workplan targets	HWM Manager	January-March
Training & Development			
Ensuring best value in training commissioning	Liaise with neighbouring LHW organisations to identify opportunities for collaborative training commissions	HWM Manager	August
Provide induction and training for Enter & View Authorised Representatives	Course procured and delivered as per HWE guidance	HWM Manager	By December
Induction and training provided for information and advice service volunteers	Induction course developed and delivered	HWM Manager	By November
HWM Management & Monitoring			
Management Information Systems Developed	MVSC to adapt its current MIS to record data against agreed contract PMI and statistics	HWM Manager and MVSC Head of Operations	August
Information & Advice Service			
Service Development	Information service developed, data checked and links for signposting established	HWM Information & Outreach Officer	By end September
Complaints Procedures Secured and Published	Complaints procedures for health and social care secured and summarised for website and telephone callers	HWM Information & Outreach Officer	By end September
Information and Outreach Surgeries Delivered	10 outreach surgeries developed and delivered to maximise community reach.	HWM Information & Outreach Officer	July-December
Telephone service launched	IT and systems developed and personnel in place to deliver office hours service	HWM Information & Outreach Officer	By September