

Healthwatch Swindon

Children's Health, Social Care and Education

Overview and Scrutiny Committee.

Date: 2nd September 2015

Author:	Peter Rowe, Manager, Healthwatch Swindon
Wards:	All Wards
Locality Affected:	All Locality Area
Parishes Affected:	All Parish Area

1. Purpose and Reasons

- 1.1 This report provides the Children's Health, Social Care and Education Overview and Scrutiny Committee with an update of performance and key issues relating to Healthwatch Swindon.
- 1.2 A key purpose of the Children's Health, Social Care and Education Overview and Scrutiny Committee is to hold Providers of Health Services to account.
- 1.3 Any provider of Health Services in Swindon is required to provide information on the planning and provision of health services within the Borough and consult with the Committee on any planned substantial changes or developments to service provision.

2. Recommendations

The Committee is recommended to:

- 2.1 Note the report.
- 2.2 Identify any areas of the report that require further detail or investigation.

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3. Detail

3.1 What are the challenges that your organisation is facing?

Top Three Priorities	Process	Outcomes
Establishing an effective engagement programme with Children and Young People.	<p>During 2014, Healthwatch Swindon has focussed on establishing a fully functional board to define current work plan priorities and fulfil Healthwatch Swindon representation on key boards and committees.</p> <p>Healthwatch took over from the work of Local Involvement Networks (LINKs) but has a remit that extends to representation of all age groups. With a functional board in place, its first priority was to define the work priorities for 2015-16.</p>	<p>As at August 2015, the Healthwatch Swindon board is made up of 7 directors including a Chair and Vice-Chair. Healthwatch Swindon continues to recruit board members.</p> <p>Will Evans, Chair of Healthwatch Swindon, sits on the Local Children Safeguarding Board.</p> <p>July 2015 saw Mary Cosker co-opted as Healthwatch Swindon rep for the Children's Health, Social Care and Education Overview and Scrutiny Committee.</p> <p>The work plan priorities includes effective engagement with Children and Young People and builds on Healthwatch Swindon's ongoing, rolling programme of engagement with Children and Young people as detailed further on in the report.</p>

Further information on the subject of this report can be obtained from Pete Rowe, 01793 497777, pete.rowe@healthwatchswindon.org.uk

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Utilising Healthwatch Swindon's volunteer resource to develop tools to assist in gathering feedback and observing matters relating to health and social care services.	<p>With a work force of 3 full time equivalents, it is essential that we utilise volunteers to support and assist our work. As a result of volunteer workshops, a Volunteer Action Programme was developed to ensure current and new volunteers had an understanding of the objectives and opportunities that existed.</p> <p>Further planning is being undertaken to not only develop volunteer supported outreach stations throughout Swindon but also to consider opportunities to utilise current volunteer skills to engage with Children and Young People.</p>	<p>Following volunteer workshop sessions in May and June 2014, the pool of volunteers reduced from 30 to 15. However, including current board members, all volunteers are now engaged on a regular basis.</p> <p>Initial contact has been made with 4 Children to discuss potential opportunities.</p> <p>Both 2014 and 2015 has seen work experience at Healthwatch Swindon by New College students.</p>
Ensuring the services of Healthwatch Swindon are accessible by Children and Young People.	<p>During 2014-2015, 16% of people who either accessed Healthwatch Swindon services or gave feedback were under 25 years of age.</p> <p>Part of Healthwatch Swindon's role is to ensure it is representative of the population and therefore it continues to build on its contacts within the community and voluntary sector, education establishments, groups and projects that specifically engage with Children and Young People.</p>	<p>As well as ensuring that children and young people are involved and engaged, it is essential that this group understands the role of Healthwatch Swindon and finds it accessible.</p> <p>Healthwatch Swindon regularly attends wellbeing events at local education establishments and engages with key stakeholders to identify contacts, groups and potential projects to support.</p>

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3.2 What have you done well?

Top Three Achievements	Steps taken	Next steps
Developing health and wellbeing awareness.	<p>Involvement in the Healthy Weight Implementation Group presented an opportunity by the Schools Sports Partnership, which saw Healthwatch Swindon being involved in a project to develop health and wellbeing awareness in primary schools.</p> <p>The launch of the Health Ambassadors programme took place in March 2015, which saw 14 primary schools sign up. Aimed at Year 5 and Year 6 students, the event consisted of workshops where Healthwatch Swindon requested their thoughts about visiting health professionals through case study scenarios.</p>	Following on from the Health Ambassadors launch, Healthwatch Swindon has approached schools that participated to explore further opportunities and build on the potential to develop young health ambassadors.
Supporting the local Offer and Special Education Needs and Disability (SEND) reforms.	Since work began on the local offer through the "my care my support" website, Healthwatch Swindon have been actively involved in reviewing and promoting through its communications and networks.	Attendance at the Adult Health Overview and Scrutiny Committee has led to an opportunity for Healthwatch Swindon to be involved in the Learning Disabilities Transition Pathway Task Group. A volunteer has been nominated.

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	Healthwatch Swindon continues to be involved in the Participation and Engagement work stream following the SEND Reforms.	As a result of its involvement, Healthwatch Swindon is facilitating a questionnaire to be circulated to children and young people with special education needs and disabilities.
Ensuring people and patient involvement in the planning and design of services.	<p>As well as gathering information, the role of Healthwatch Swindon is to ensure support groups, patients and the public have the opportunity to be involved in the planning and design of services. Examples of this include:</p> <ul style="list-style-type: none">• Following the promoting and publicising of the survey conducted by the Learning Disability Partnership Board (LDPB), Healthwatch Swindon collated, analysed and presented the findings.• Since January 2015, Healthwatch Swindon has run "Healthwatch Swindon Hosts" public engagement events on a quarterly basis at the Brunel Plaza. Previous partners include Swindon CCG and Wroughton Prospect Hospice (Dying Well Awareness Week).• Promoting the consultation about Short Breaks for Disabled Children, Young People and their Families in Swindon.	<p>As well as publicising through the website, Healthwatch Swindon will continue to promote engagement through its well developed social media channels, which since April 2015 has seen over 400 posts on Facebook and over 600 tweets on Twitter.</p> <p>Saturday 22nd August sees an event in partnership with Care Quality Commission and Healthwatch Wiltshire to gain feedback, experiences and comments to inform the CQC inspection at the Great Western Hospital in September 2015.</p> <p>Further events are booked and interest has already been received by NHS111 and Arriva Transport Solutions.</p>

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4. Alternative Options

4.1 None.

5. Implications, Diversity Impact Assessment and Risk Management

Financial and Procurement Implications

5.1 None.

Legal and Human Rights Implications

5.2 None.

All Other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

5.3 None

Diversity Impact Assessment

5.4 None.

Risk Management

5.5 None.

6. Consultees

6.1 The Board Director, Resources (Section 151 Officer) and Director of Law and Democratic Services (Monitoring Officer) are consulted in respect of all reports.

7. Background Papers

7.1 None.

8. Appendices

8.1 None.