

	<p align="center">London Borough of Hammersmith & Fulham</p> <p align="center">HEALTH, EQUALITIES AND SOCIAL INCLUSION POLICY AND ACCOUNTABILITY COMMITTEE</p> <p align="center">3 December 2014</p>
<p>TITLE OF REPORT The role and work of Healthwatch in Hammersmith and Fulham</p>	
<p>Report of the (Cabinet Member) Vivienne Lukey, Cabinet Member for Health and Adult Social Care</p>	
<p>Open Report</p>	
<p>Classification - For Information</p>	
<p>Key Decision: No</p>	
<p>Wards Affected: All</p>	
<p>Accountable Executive Director: Liz Bruce, Executive Director for Adult Social Care and Health</p>	
<p>Report Author: Paula Murphy, Director, Healthwatch Central West London</p>	<p>Contact Details: Tel: 020 8967 6771 E-mail: paula.murphy@hestia.org</p>

1. EXECUTIVE SUMMARY

- 1.1. This report updates the Committee on the role and work of Healthwatch in the London Borough of Hammersmith and Fulham (and across the Tri-borough).
- 1.2. Established under the auspices of the Health and Social Care Act 2012, Healthwatch Central West London is the independent consumer champion for health and social care services in Hammersmith & Fulham, Kensington and Chelsea and Westminster.
- 1.3. Healthwatch CWL has the power to refer issues to the Policy and Accountability Committee and the regulations require committees to take account of relevant information provided to them. The Committee must acknowledge a referral and the Healthwatch will be informed of what action will be taken within 20 working days.

2. RECOMMENDATIONS

- 2.1. The Committee is invited review and comment on the attached report.

3. INTRODUCTION AND BACKGROUND

- 3.1 The Health and Social Care Act 2012 required local authorities to commission Local Healthwatch organisations from April 2013.
- 3.2 Healthwatch Central West London, through Hestia Housing and Support, is contracted to deliver on eight key outcomes:
- Local Healthwatch demonstrating their contribution to improved patient and user experience.
 - Improved communication and engagement with local people who recognise and trust Local Healthwatch as an effective champion for their interests regarding health and social care services.
 - Local Healthwatch is recognised by the community as being an important (but not the only) means of achieving greater patient and public involvement in health and social care service
 - Local Healthwatch is respected and trusted by commissioners and appropriate boards as an independent means of engaging with local people.
 - Local Healthwatch is recognised as an important agent for improving access to services.
 - Local people have an improved understanding of their rights (consumer champion) and responsibilities and Local Healthwatch is credited as being an important source of information and knowledge
 - High public awareness, profile and reputation of Local Healthwatch
 - Independent evaluation at the end of year 1.
- 3.3 Delivery against each outcome is measured through a service specification with the Tri-borough contracting team. The appendix details delivery against each outcome in greater detail with practical examples for illustrative purposes.
- 3.4 The Policy and Accountability Committee and Healthwatch CWL serve complementary roles in ensuring that health and social care is accountable to, and meets the needs of, local residents.

4. PROPOSAL AND ISSUES

- 4.1. The Committee is invited to comment on:
- The implementation of Healthwatch Central London
 - The work of Healthwatch in Hammersmith and Fulham
 - The potential for joint working.

5. CONSULTATION

n/a

6. EQUALITY IMPLICATIONS

- 6.1 There are no direct equalities implications arising from this report. Healthwatch Central West London is committed to representing the views of the whole community and promotes the involvement of a diverse range of people in the monitoring, commissioning and provision of local health and care services.

7. LEGAL IMPLICATIONS

n/a

8. FINANCIAL AND RESOURCES IMPLICATIONS

- 8.1. The budget for Healthwatch Hammersmith and Fulham is £143,503. The total Healthwatch Central West London core budget is £504,226.

9. RISK MANAGEMENT

n/a

10. PROCUREMENT AND IT STRATEGY IMPLICATIONS

Further to an open joint commissioning process, Hestia was awarded the contract for the three 'lots' in March 2013.

Each of the three Councils determined the resource allocation for Healthwatch in their locality so that their statutory obligations are met in line with guidelines from the Department of Health and requirements of secondary legislation. Contract and performance management is led by the Royal Borough of Kensington and Chelsea with appropriate officer representation and support from the London Borough of Hammersmith and Fulham and City of Westminster.

LOCAL GOVERNMENT ACT 2000 LIST OF BACKGROUND PAPERS USED IN PREPARING THIS REPORT

No.	Description of Background Papers	Name/Ext of holder of file/copy	Department/ Location
1.	None		

LIST OF APPENDICES:

Appendix 1: The role and work of Healthwatch in Hammersmith of Fulham.