

## ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	<b>Meeting:</b>	<b>Cabinet Member for Health and Wellbeing</b>
2.	<b>Date:</b>	<b>15<sup>th</sup> April, 2013</b>
3.	<b>Title:</b>	<b>Healthwatch Rotherham Update</b>
4.	<b>Directorate:</b>	<b>Resources</b>

### 5. Summary:

The Healthwatch Rotherham contract has now been awarded to Parkwood Healthcare Ltd.

This report sets out the initial progress achieved on implementing the Healthwatch Rotherham service.

### 6. Recommendations

That Cabinet Member for Health and Wellbeing:

- 6.1 Notes the appointment of Parkwood Healthcare Ltd
- 6.2 Notes the progress achieved in developing Healthwatch Rotherham.
- 6.3 Receives future reports on Healthwatch Rotherham performance and progress

## **7. Proposal**

### **7.1 Background**

The Health and Social Care Act 2012 amends the Local Government and Public Involvement in Health Act 2007 to make provisions about Healthwatch as the consumer champion for health and social care services. This will include the national Healthwatch England and the provision for a local Healthwatch which the Local Authority must commission.

Rotherham Healthwatch will replace the current model of public involvement - Local Improvement Networks (LINKs) carrying forward the functions while taking on new, additional functions.

The main functions of a local Healthwatch are:-

- Providing of information and advice to the public about accessing health and social care services and choice in relation to aspects of those services e.g. signposting;
- Consulting on people's views and experiences of health and care and feed these into Healthwatch England;
- Making recommendations to Healthwatch England to advise CQC to carry out special reviews or investigations into areas of concern;
- Promoting and supporting the involvement of people in the monitoring, commissioning and provision of local care services;
- Obtaining the views of people about their needs for and experience of local care services and make those views known to those involved in commissioning, provision and scrutiny of care services; and
- Making recommendations about how those services could or should be improved

### **7.2 Tendering Process**

The re-tendering of the Healthwatch Rotherham service was successful and following the evaluation process, it was clear that there was only one organisation that could clearly demonstrate how they would deliver all the functions of Healthwatch Rotherham. Therefore the Healthwatch Rotherham contract has been awarded to Parkwood Healthcare Ltd.

### **7.3 Contract Terms**

It was the intention for Parkwood Healthcare Ltd to set up a new company to be Healthwatch Rotherham that will operate a social enterprise structure before the 1<sup>st</sup> April, 2013, which would enable the contract to be with Healthwatch Rotherham. However, this was not possible in the timescales due to the re-tendering process and therefore the current contract has been issued to Parkwood Healthcare Ltd to deliver the Healthwatch Rotherham Service and to set up a new company to operate as a social enterprise. It is, however, the intention that once the infrastructure for Healthwatch Rotherham has been established that a contract novation (obligation transferred) to Healthwatch Rotherham will take place. The contract with Healthwatch Rotherham to deliver the Healthwatch functions will be for 2

years with an option to extend for a further year (subject to the funding being available for the 3<sup>rd</sup> year). The annual value of the contract is £220,000.

#### **7.4 Progress on Implementing the Service**

Although there has only been two weeks from the intention to award notice being issued to Parkwood Healthcare, some progress has been achieved in developing the Healthwatch Rotherham service. This includes:

##### **A. Initial Meeting with Parkwood Healthcare**

An initial meeting with the Strategic Director, Neighbourhoods and Adults Services and Parkwood Healthcare has taken place and agreement reached regarding the initial requirements for the Healthwatch Rotherham Service. It has been agreed that monthly performance and contract management meetings with the Operational Manager from Parkwood Healthcare will take place throughout the life of the contract.

##### **B. Recruitment of Staff**

All the posts for Healthwatch Rotherham are to be appointed to locally. The roles to be appointed to are Healthwatch Manager, Community Engagement Officers and Research and Information Officer. The Healthwatch Manager role has already been advertised and to date 8 applicants had requested information about the role. Interviews are taking place week commencing 8<sup>th</sup> April 2013.

##### **C. Recruitment to the Chair and representatives of the Healthwatch Rotherham Board**

The role of Chair of the HWR Board has been advertised and applications are being received. Interviews will be arranged shortly. It is anticipated that the interview panel will include Elected Members, namely, the Chair of the Health and Wellbeing Board and the Portfolio holder for Children's, Young People and Families. Once appointed the Chair will be nominated as a Member of the Health and Wellbeing Board.

A Healthwatch Rotherham Board is to be established and will consist of representatives from the Rotherham community and stakeholder groups. Following the appointment of the Chair a recruitment process will commence. It is anticipated that the number of Board Members will not exceed seven to ensure efficiency and effectiveness.

##### **D. Access to the Service**

The Healthwatch Rotherham website, email and telephone service has been set up. The details are:

Website: [www.healthwatchrotherham.org.uk](http://www.healthwatchrotherham.org.uk)

Email: [info@healthwatchrotherham.org.uk](mailto:info@healthwatchrotherham.org.uk)

Telephone: 01772 694120

**E. Accommodation**

An accommodation search is now underway

**F. Communication with Stakeholders**

Informing stakeholders about the establishment of Healthwatch Rotherham has intentionally been limited due to the fact that the service would not be operational from the 1<sup>st</sup> April. The new Healthwatch Rotherham email address has however been provided to the previous PALS and LINKs Services for inclusion on their websites in case any queries come through. The information on the Council website has also been updated. Some initial radio media interest has also been received which will be pursued. It is the intention that a formal notification is issued to all stakeholders and published once the Healthwatch Manager is in post. Therefore the service can be officially launched with all the relevant details provided.

**8. Finance**

In 2013/14 the current funding for LINKs will become funding for local Healthwatch until 2014/15. Additional funding is being made available to local authorities from 2013/14 to support both the information/signposting functions but also for commissioning NHS complaints advocacy, this is included in the Healthwatch Rotherham contract.

**9. Risks and Uncertainties**

Healthwatch Rotherham is a new service which requires the commitment of all stakeholders to ensure it is successful.

That Parkwood Healthcare remains focused on improving the health and social care services for people in Rotherham.

**10. Policy and Performance Agenda Implications**

The performance of and work programme of Healthwatch Rotherham will be clearly linked to the priorities of the Health and Well Being Strategy.

**11. Background Papers and Consultation**

None

**Contact Name:** Chrissy Wright, Strategic Commissioning Manager  
Tel. 22308, email: [Chrissy.wright@rotherham.gov.uk](mailto:Chrissy.wright@rotherham.gov.uk)