

**ROTHERHAM BOROUGH COUNCIL – REPORT TO  
HEALTH AND WELLBEING BOARD**

<b>1. Meeting:</b>	<b>Health and Wellbeing Board</b>
<b>2. Date:</b>	<b>1<sup>st</sup> October 2014</b>
<b>3. Title:</b>	<b>Healthwatch Rotherham Update</b>
<b>4. Directorate:</b>	<b>Neighbourhood and Adults Services</b>

**5. Summary:**

Healthwatch Rotherham is commissioned for and on behalf of the Rotherham Health and Wellbeing Board as the consumer champion for health and social care services in Rotherham. The contract commenced following an open tender with Parkwood Healthcare Ltd., on the 1<sup>st</sup> April, 2013 for a period of 2 years.

As set out in the contract and agreed by the Health and Wellbeing Board in March 2014 the contract was to novate from Parkwood to a social enterprise – Rotherham Healthwatch Ltd.

The contract for Healthwatch Rotherham with Parkwood Healthcare Ltd was terminated on 31<sup>st</sup> August 2014 and the contract commenced with the social enterprise Rotherham Healthwatch Ltd on 1<sup>st</sup> September 2014. These were both within the timeline set by the Health and Wellbeing Board.

Rotherham Healthwatch will continue to deliver the service under the same terms and conditions as the previous provider using the original specification for the service and the existing staffing arrangements.

This report also sets out, as the required scheduled update, the staff, performance and activities of Healthwatch Rotherham.

**6. Recommendations**

**That the Health and Wellbeing Board:**

**6.1 Acknowledges the setting up of the social enterprise Rotherham Healthwatch Ltd**

**6.2 Notes the termination of the contract with Parkwood Healthcare Ltd and the transfer of the rights and obligations of the Healthwatch Rotherham service to Rotherham Healthwatch Ltd**

**6.3 Notes the progress achieved by Healthwatch Rotherham**

**6.4 Receives further reports as scheduled updates**

## **7. Background**

### **7.1 Service Delivery**

Healthwatch Rotherham (HWR) was commissioned by Rotherham Borough Council on behalf of the Health and Wellbeing Board as the consumer champion for health and social care services in Rotherham. The contract commenced following an open tender with Parkwood Healthcare Ltd., on the 1<sup>st</sup> April, 2013 for a period of 2 years with an option to extend for a further 1 year dependent on central government funding being made available.

The contract for HWR with Parkwood Healthcare Ltd was terminated on 31<sup>st</sup> August 2014 and the contract commenced with the social enterprise Rotherham Healthwatch Ltd on 1<sup>st</sup> September 2014. These were both within the timeline set by the Health and Wellbeing Board.

The Outcomes Framework for HWR was approved at the HWBB in October 2013 and is used to measure performance at the monthly contract review meetings. A suite of key performance indicators are in place to measure performance against the outcomes framework and record the engagement activity undertaken. The PMF and annual work plan is agreed at HWBB and is subject to rigorous monitoring.

### **7.2 Rotherham Healthwatch Ltd – Social Enterprise**

The contract with Parkwood Healthcare Ltd. included a clause to novate the contract and following agreement by the HWBB on 26<sup>th</sup> March 2014 a letter formally advised Parkwood of the intention to novate by 1<sup>st</sup> September to a social enterprise – Rotherham Healthwatch Ltd. Negotiations commenced with Parkwood regarding the novation and were conducted in an open, transparent way in line with the positive and professional relationships built with the provider.

Novation of contract was formally challenged by Parkwood Healthcare Ltd on 8<sup>th</sup> August 2014. Following advice from RMBC Legal team the Council entered into a deed of termination agreement with Parkwood Healthcare to end any rights and obligations under the existing contract with Parkwood Healthcare Ltd (confidentiality and National Audit requirements notwithstanding) and to ensure that delivery of the service could commence by Rotherham Healthwatch Ltd (social enterprise) on 1<sup>st</sup> September 2014 as agreed. The termination process was successfully completed by 31<sup>st</sup> August 2014 and a new contract was established with Rotherham Healthwatch Ltd on 1<sup>st</sup> September 2014 until 31<sup>st</sup> March 2015, this was within the timeline set by the Health and Wellbeing Board on 26<sup>th</sup> March 2014.

The Chair, Board of Directors and management staff of HWR were supported to set up a social enterprise to deliver the services as set out in the original specification and contract and existing staff have been TUPE'd into the social enterprise. The social enterprise was incorporated as a company limited by guarantee on 8<sup>th</sup> April 2013 by the Board of Healthwatch Rotherham. The company was incorporated to transfer the rights and obligations of the HWR contract by means of novation and is known as Rotherham Healthwatch Ltd.

### **7.3 Rotherham Healthwatch Ltd Staff and Directors**

All existing HWR staff at 31<sup>st</sup> August 2014 were transferred to Rotherham Healthwatch Ltd under TUPE regulations:-

- Healthwatch Rotherham Manager – now Chief Executive of Rotherham Healthwatch Ltd
- Research & Information Officer
- Advocacy Worker
- Engagement Officer
- Engagement officer

There are outstanding vacancies across the Board of Directors with two directors of Rotherham Healthwatch Ltd registered with Companies House. These are:

- Chair
- Director for Prevention and Early Intervention

The aim is to recruit a number of directors aligned to the priorities of the Health and Well Being Strategy, whilst also ensuring individuals have the skills needed to ensure the new social enterprise is sustainable. As well as the positions above, directors will cover:

- Expectations and aspirations
- Healthy lifestyles
- Long term conditions
- Poverty
- Dependence to Independence
- Children and Young People work abroad

It is planned that the Director responsible for Poverty will return following a short illness.

#### 7.4 HWR Performance

HWR have spent the majority of the first half of the year continuing to establish the service and raise awareness of Healthwatch and its purpose to local organisations and members of the public in Rotherham. Activity undertaken in line with its purpose is recorded and reported on a monthly basis. Such activity for the period includes:

KPI	June	July	YTD
Number of contacts made	71	63	195
Number of views and opinions collected	43	117	419
Number of engagement activities	11	20	70
Number of meetings attended	14	14	48
Number of volunteer hours	50	16	71
Number of volunteers used	6	4	6
Number of members	28	21	62

Number of Advocacy cases for NHS complaints	8	9	34
Number of advocacy cases closed	0	3	9

Number of Healthwatch Rotherham complaints received	1*	0	0
Healthwatch Rotherham Complaints percentage	1.41%	0	0%

\*HWR received a verbal complaint regarding a member of staff being late to a meeting with a client. The complaint was resolved with the client immediately.

Performance is monitored against an outcomes framework at monthly contract review meetings. The work plan for HWR details the specific pieces of work to be undertaken, or contributed to, in line with their role. Contingency has been built into the work plan to ensure that any urgent or critical work can be delivered within the overall capacity.

HWR continues to pass on concerns raised by members of the public to commissioners and where appropriate the CQC, Ofsted, South Yorkshire and Bassetlaw Quality Surveillance Group (QSG), Scrutiny, RCGG, NHS England, TRFT and Healthwatch England. HWR ensure providers inform them of actions taken to improve, or recognise good practice. This process is detailed in the HWR Escalation Policy and Process. Some of the changes that HWR have influenced include:

- SEND – HWR highlighted that children (and their families) who were statemented at school were not aware of this. They valued the skills of reading and writing; some felt let down by education as they did not have these skills; bullying is an issue. This report was provided to the SEND commissioning board in July.
- Advocacy is still very high demand and we require extra resources.

Impacts from the external review of CAMHS are:-

- RDaSH have recruited 6 extra staff and a new clinical lead and have introduced mandatory customer service training. They are also setting up governance arrangements which include service users and parents.
- HWR & RDASH have agreed HWR will be meeting service users and parents in early 2015 to see if the actions have reduced dissatisfaction highlighted in the HWR report.

## **7.5 Activities of HWR**

The community engagement and project work planned over the next 6 months includes:

- HWR will continue to hold community engagement events across the borough, mainly at community buildings such as the customer service centres, to both raise the awareness of HWR but also to gather the views around health and social care services.
- Drop in sessions will continue to be delivered in Maltby, Dinnington, Thurcroft, Swinton.
- Further work to be completed on the looked after children research project around the barriers for health care for looked after children commenced in January undertaken by a public health student from Sheffield University with support from HWR.

Projects completed:

- Engagement and consultation with parents/carers and young people around changes required for the development of an integrated health, social care and education service for children with disabilities and/or special educational needs (outcomes and measures are yet to be agreed). Completed reading and writing valuable skills, bully issue. Completed 19/07/2014.

## **8. Finance**

The value of the HWR contract is £215,000 per annum. The contract with Rotherham Healthwatch Ltd is £125,417 (7 months) to 31<sup>st</sup> March 2015 with an option to extend for

a further year (if the funding is available). The budget continues to be monitored by the RMBC commissioning team.

### **9. Risks and Uncertainties**

That the newly established social enterprise is not sustainable beyond 2015 due to lack of funding from central government.

### **10. Policy and Performance Agenda Implications**

Rotherham Healthwatch Ltd contributes to the achievement of objectives set out in the Corporate Plan:

CP1 Stimulating the local economy and helping local people into work

CP2 Protecting our most vulnerable people and families, enabling them to maximise their independence

CP4 Helping people to improve their health and wellbeing and reducing inequalities within the borough, and,

The way we do business

### **11. Background Papers and Consultation**

Consultation with HWR and Parkwood Healthcare regarding the contents of this report.

Health and Wellbeing Board minutes 26<sup>th</sup> March 2014.

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