

## Healthwatch Oxfordshire Board of Directors

<b>Date of Meeting:</b> 24 November 2015	<b>Paper No:</b> 4
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<b>Title of presentation:</b> Projects and Community Involvement Update
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<b>This paper is for</b>	<b>Discussion</b>		<b>Decision</b>	x	<b>Information</b>	x
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<b>Purpose and executive summary (if longer than 3 pages):</b> To update the board on the work of the projects and community involvement team
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<b>Financial implications of this paper:</b> Approval is sought to distribute £13590 of grant funds. This would leave £4064 unallocated from this budget for this financial year.
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<b>Actions required:</b> To <b>note</b> the contents of the paper  To <b>approve</b> the recommendation of the Project Group that the following grants be awarded: <ul style="list-style-type: none"> <li>○ £5000 to Refugee Resource for a project on refugee experiences of local services</li> <li>○ £5000 to Oxford Against Cutting for a project on female genital mutilation</li> <li>○ £3590 to Cruse for a project on bereavement services</li> </ul>
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These reports are risk rated using a traffic light red, amber, green system. Green projects are progressing well; amber projects have some risks attached but we are confident these can be managed effectively. Red projects are a cause for concern.

Discharge Report	
Lead	Head of Projects
Status	Green
Progress	<ul style="list-style-type: none"> <li>• Report Published 9<sup>th</sup> September</li> <li>• After negative response from providers and commissioners CEO and Head of Projects met with directors of operations from the relevant organisations to agree next steps</li> <li>• Providers and commissioners to respond with an action plan before Christmas - to be published at the February Health Overview and Scrutiny Committee.</li> <li>• A joint statement on moving forward to be released to a similar timeline.</li> </ul>
Risks and mitigating actions	<p>Risks: Providers and commissioners backtrack on this commitment</p> <p>Mitigating Action: CEO has written reminding them of the agreement in the context of preparatory work on this year's "We Said, They Did (or Didn't") report.</p>
Issues requiring board input	None
Dignity Report and Awards	
Lead	Head of Projects
Status	Green
Progress	<ul style="list-style-type: none"> <li>• Report and Awards evening went smoothly - positive feedback received from Age UK Oxfordshire, Oxford University staff and several attendees</li> <li>• 10 awards in total were made in 6 categories due to the strength of the applications</li> <li>• Detailed responses from commissioners and providers were included in the report.</li> <li>• Positive media coverage in local press, radio and television.</li> </ul>
Risks and mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> <li>• Commissioners and providers do not take action on recommendations</li> </ul>

	<p>Mitigating Action:</p> <ul style="list-style-type: none"> <li>• Reflect progress in “We Said, They Did (or Didn’t)” report.</li> </ul>
Issues requiring board input	None
<b>Child Sexual Exploitation Project</b>	
Lead	Head of Projects
Status	Red
Progress	<ul style="list-style-type: none"> <li>• Due to difficulties in engaging keyworkers to undertake the fieldwork for this project, the project group has recommended that this project be put on hold for a year. It has asked that the project be revisited in 12 months’ time, and if it proves viable at that point, that it be re-activated.</li> </ul>
Risks and mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> <li>• Souring relationships with the National working group on CSE and the county council due to the cancellation of the project.</li> </ul> <p>Mitigating actions to be completed by December 2015:</p> <ul style="list-style-type: none"> <li>• Meeting with relevant officers.</li> <li>• Small payment to NWG for work conducted to date.</li> </ul>
Issues requiring board input	None
<b>Enter and View</b>	
Lead	Head of Projects
Status	Green
Progress	<ul style="list-style-type: none"> <li>• Agreed in the workplan for 2015-2016 to do 3 non-hospital E&amp;V visits</li> <li>• Oxford Health Foundation Trust has since approached us to ask if we would be able to conduct an E&amp;V programme in the 5 minor injuries units locally.</li> </ul>
Risks and mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> <li>• Work program remains very health heavy.</li> <li>• OHFT doesn’t follow through.</li> </ul> <p>Mitigating Actions completed by January 2016:</p> <ul style="list-style-type: none"> <li>• CEO to discuss developing rolling programme of E&amp;V in care homes with Care Quality Commission, Clinical Commissioning</li> </ul>

	<p>Group and Oxfordshire County Council following debate at Quality Surveillance Group.</p> <ul style="list-style-type: none"> <li>• Project group to consider how we could look at social care in 2016</li> <li>• Important to have E&amp;V shortlist for future visits.</li> </ul>
Issues requiring board input	None
<b>Outreach</b>	
Lead	Community Involvement (Public)
Status	Green
Progress	<p>Events since September Board Meeting:</p> <ul style="list-style-type: none"> <li>• 24<sup>th</sup> September - Carterton health and wellbeing event (with the West Oxfordshire Locality Forum)</li> <li>• 30<sup>th</sup> September - Old is the new young Oxford Town Hall</li> <li>• 1<sup>st</sup> October - Age UK information fair Carterton</li> <li>• 4<sup>th</sup> October - Banbury Canal day</li> <li>• 6<sup>th</sup> October - Thame market</li> <li>• 12<sup>th</sup> November - “Ability” Event - Corn Exchange</li> <li>• 14<sup>th</sup> November - Barton Community Day</li> <li>• 15<sup>th</sup> October - Banbury Market</li> <li>• 17<sup>th</sup> October - Faringdon market</li> <li>• 19<sup>th</sup> October - Nettlebed information fayre</li> <li>• 28<sup>th</sup> October - Witney Play day</li> <li>• 29<sup>th</sup> October - Florence Park Play day</li> <li>• 21<sup>st</sup> November - Woodcote Open Day</li> </ul> <p>Events in the calendar to new year:</p> <ul style="list-style-type: none"> <li>• 26<sup>th</sup> November - Didcot Christmas Street Fair and Lights switch On</li> <li>• 28<sup>th</sup> November - Faringdon Christmas Market and Lights switch on</li> <li>• 1<sup>st</sup> December - AGE UK Community Information Fayre, Oxford</li> <li>• 5<sup>th</sup> December - Oxford Green Fayre, Oxford Town Hall</li> </ul> <p>In the period since the last board meeting CIO (Public) has made direct contact with 243 people through outreach meetings.</p> <p>A report of key feedback themes was given to the heads of quality in each of the commissioner and provider organisations. It covered May-October 2015, but it was agreed we would report quarterly. Headlines from the report include:</p> <ul style="list-style-type: none"> <li>• An overall feeling that there is a lack of ‘personalised’ care, to include inappropriate assistance with feeding or getting to the</li> </ul>

	<p>toilet, staff being rushed, not listening, or not providing enough privacy</p> <ul style="list-style-type: none"> <li>• Ongoing problems with timely discharge, and difficulty in understanding information given at discharge. A feeling that pain control is either too much or too little.</li> <li>• Communication - appointment letters arriving after appointments, lack of communication between specialists, hospitals and departments or with carers.</li> <li>• Consistent problems with the Oxford Eye Hospital - repeated tests, difficulty getting through to people on the phone, leaflets without communication.</li> <li>• Transport - not being offered when appropriate, difficulties parking, and relying on volunteer transport service isn't working for most.</li> <li>• Ambulance delays: particularly an issue in west Oxfordshire.</li> <li>• Positive feedback on paid carers - public feel they don't receive enough recognition</li> <li>• Mental Health services - long waits for Talking Space - 6 sessions is not enough, lack of continuity.</li> <li>• Social Care: mostly people waiting for appropriate housing. Some difficulties experienced in transfer of care between providers, however workers receive positive support.</li> </ul>
<p>Risks and mitigating actions</p>	<p>Risks:</p> <ul style="list-style-type: none"> <li>• Data protection issues to be resolved in reporting and storing of information.</li> <li>• Missing opportunities to promote our work and hear stories without volunteer support at events</li> <li>• Representing some of the lesser heard groups in Oxfordshire</li> </ul> <p>Mitigating actions (ongoing)</p> <ul style="list-style-type: none"> <li>• CIO (Public) to continue to develop the program with risks and development plan in mind.</li> <li>• Head of Projects to discuss how we balance detail we can share whilst protecting anonymity with detail providers want at next head of quality meeting in January.</li> </ul>
<p>Issues requiring board input</p>	<p>None</p>

Voluntary Sector Conference	
Lead	Community Involvement (Organisations)
Status	Green
Progress	<ul style="list-style-type: none"> <li>• Date of Voluntary Sector conference changed due to conflict of date with the Chief Nursing Officers conference - now to be held 28<sup>th</sup> January 2016 at the Town Hall.</li> <li>• Theme of 'quality in austerity' set for the event. Chief quality officers from commissioners and providers have said they would like to attend.</li> <li>• Topics for breakout sessions to be determined.</li> </ul>
Risks and mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> <li>• Low numbers and lack of engagement from busy voluntary sector colleagues.</li> <li>• Provider/commissioner organisations not following through on commitments to field senior people to attend, undermining confidence in the events</li> </ul> <p>Mitigating Actions to be completed over autumn 2015:</p> <ul style="list-style-type: none"> <li>• Ensure event is promoted well, with sufficient notice and has an interesting agenda</li> <li>• Ensuring published actions are agreed and following up with providers/commissioners to ensure they have been completed. Holding partners to account when they haven't followed through on commitments</li> </ul>
Issues requiring board input	None
Hearsay!	
Lead	Community Involvement (Organisations)
Status	Green
Progress	Date set with Oxfordshire County Council staff for 18 <sup>th</sup> January. Venue has changed since last update to the board - now at Four Pillars Hotel, Abingdon Rd. Already 7 people registered to attend and County Council has yet to send the postal invites.
Risks and mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> <li>• Low numbers due to the 'update' nature of the event</li> <li>• Accessing adult social care users, as many had not heard about the events in spring.</li> </ul>

	<p>Mitigating Actions to be completed by December 2015:</p> <ul style="list-style-type: none"> <li>• Ensure event is promoted well and that the opportunity to hold County Council staff to account is publicised.</li> <li>• Ensuring early advertising in partner publications (such as newsletters)</li> </ul>
Issues requiring board input	None
<b>Project Fund</b>	
Lead	Head of Projects
Status	Green
Progress	<ul style="list-style-type: none"> <li>• Two projects are currently underway - Support, Empower, Advocate, Promote (SEAP)'s project to engage Gypsy and Travellers has held its first few meetings with groups. Oxfordshire Parent and Infant Project (Oxpip) have accepted £4000 for their project on experiences of parents of services to support their children from conception to 2 years.</li> <li>• The November 2015 deadline received applications from 5 organisations, 4 of which attended the October workshop on the project fund application process.</li> <li>• The Project Group recommended funding 3 of the 5 applications received: <ul style="list-style-type: none"> <li>○ £5000 to Refugee Resource for a project on refugee experiences of local services</li> <li>○ £5000 to Oxford Against Cutting for a project on female genital mutilation</li> <li>○ £3590 to Cruse for a project on bereavement services</li> </ul> </li> </ul> <p>For detailed rationale and information on applications it is recommended we refuse, please see paper 8, Minutes of Project Group of 10/11/15</p>
Risks and mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> <li>• Non-completion or late completion of current projects</li> <li>• The quality of reports might undermine the scheme overall</li> </ul> <p>Mitigating Actions to be completed by October 2015, and ongoing:</p> <ul style="list-style-type: none"> <li>• Working with the project officers to ensure realistic timetables and assist where possible.</li> <li>• Working with organisations at the outset, with regular 'check-ins', to ensure they are making progress. Being clear about the editing process in supporting documentation for organisations.</li> </ul>
Issues requiring board input	<b>The Board is asked to agree the recommendations of the Project Group in respect of applications received as outlined above.</b>

