

Healthwatch Oxfordshire Board of Directors

Date of Meeting: 22 nd September 2015	Paper No: 5
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Title of Presentation: Projects and Community Involvement Update

This paper is for	Discussion		Decision		Information	X
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<p>Purpose and Executive Summary (if paper longer than 3 pages):</p> <p>This paper summarises the status of the main pieces of work being undertaken by the Projects and Community Involvement Team</p>
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Financial Implications of Paper: None
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<p>Action Required:</p> <p>The Board is asked to note the contents of the paper.</p>

Author: Carol Moore

Discharge Report

Lead	Head of Projects
Status	Green
Progress	Report Published 9 th September, CEO conducted interviews with BBC radio Oxford, BBC South today, ITV Meridian News (with Mark Stone), Jack FM, Oxfordshire Guardian and Oxford Mail.
Risks and mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> Providers and commissioners may not respond to the report <p>Mitigating Actions to be completed by September HOSC meeting:</p> <ul style="list-style-type: none"> Trying to work cooperatively with providers and commissioners as well as with the Health Overview and Scrutiny Committee (HOSC) to ensure action is taken on the recommendations from the report none
Issues requiring board input	None

Child Sexual Exploitation Project

Lead	Head of Projects
Status	Amber
Progress	<ul style="list-style-type: none"> Timeline, milestones and costs agreed with National Working Group - contract being drafted Initial meeting with Barnardos held - they are interested in working with us and are happy with the proposed methodology Barnardos lead speaking with other local groups who have key workers about the project - meeting with all interested groups tentatively scheduled for early October.
Risks and mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> Difficulty raising the interest with local organisations with key workers. Timelines and capacity of key workers aligning with local workers Managing multiple partners through the work.

	<p>Mitigating Actions to be completed by end of October 2015:</p> <ul style="list-style-type: none"> • Clear deadlines and timescales to be set out in contracts • Clarity of roles, capacity and expectations agreed at the outset. • This project becomes Head of Projects main focus in Sept as dignity and discharge wind down.
Issues requiring board input	None
Dignity Report and Awards	
Lead	Head of Projects
Status	Amber
Progress	<ul style="list-style-type: none"> • Draft of dignity report shared with Directors for comment. • Publication event and awards set for 4th November at St. Anthony's. • Format for running of the event has been agreed. • Speakers and award givers identified and invited.
Risks and mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> • Award categories do not receive any nominations (reason for amber rating) • Difficulty securing 'high profile' speakers <p>Mitigating Actions completed by September 2015:</p> <ul style="list-style-type: none"> • Agreed a final nomination push by both Age UK Oxfordshire and Healthwatch • Potential additional speakers have been identified
Issues requiring board input	None
Outreach	
Lead	Community Involvement (Public)
Status	Green
Progress	<p>See Paper 4 for Outreach Development Plan</p> <p>Events since July Board Meeting:</p> <ul style="list-style-type: none"> • 29th July - Woodstock Play day • 4th August - Thame market • 5th August - Cherwell Play day • 12th August - Wallingford Play day • 4th September - Bicester market • 10th September - Banbury market

	<ul style="list-style-type: none"> • 12th September - City Play day • 15th September - Age UK - Direct Payment user group • 18th September - Kidlington market <p>Events in the Calendar:</p> <ul style="list-style-type: none"> • 24th September - Carterton health and wellbeing event (with the West Oxfordshire Locality Forum) • 30th September - Old is the new young Oxford Town Hall • 1st October - Age UK information fair Carterton • 4th October - Banbury Canal day • 6th October - Thame market • 15th October - Banbury Market • 17th October - Faringdon market • 28th October - Witney Play day • 29th October - Florence Park Play day • 19th October - Nettlebed information fayre <p>Much of the summer was spent at Play days and markets. We heard a number of experiences from people. The topics were very similar to the last report to the board - on CAMHS and PCAMHS referenced frequently from the Play days.</p>
Risks and mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> • Missing opportunities to promote our work and hear stories without volunteer support at events • Representing some of the lesser heard groups in Oxfordshire <p>Mitigating Actions to be completed by October 2015:</p> <ul style="list-style-type: none"> • Volunteer appreciation event to include information on outreach programme • Strategy sets out further ideas to broaden representation of our activities
Issues requiring board input	None
Voluntary Sector Conference	
Lead	Community Involvement (Organisations)
Status	Green
Progress	<ul style="list-style-type: none"> • Voluntary sector workshop on the project fund scheduled for 1st October 2015 • Voluntary sector conference scheduled for 2nd December and Quality and patient experience leads at commissioners and trusts locally have been invited to attend and speak - other agenda items and topics are yet to be determined. • Progress has been made on a number of actions we committed to at the conference, we are working on completing the following:

	<ul style="list-style-type: none"> ○ Asking for and sharing information on the Recovery college ○ Understanding what training or support GPs may have access to on the carers act 2014 ○ Continuing to improve our website as a signposting resource ○ Understanding how we can work with faith groups. ● We are asking partners to update us on their progress on commitments including: <ul style="list-style-type: none"> ○ Carers Oxfordshire’s commitment to promote carers’ rights to request flexible working as well as the services they offer to carers. ● Oxfordshire County Council’s commitment to work with voluntary sector organisations to further define prevention and carer locally; to gather feedback on online carers assessment tool; and to send information on the Pharmacy Health and Wellbeing Review service.
Risks and mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> ● Low numbers and lack of engagement from busy voluntary sector colleagues. ● Organisations not following through on commitments undermining confidence in the events <p>Mitigating Actions to be completed over autumn 2015:</p> <ul style="list-style-type: none"> ● Ensure event is promoted well, with sufficient notice and has an interesting agenda ● Ensuring publish actions are agreed and following up with them to ensure they have been completed. Holding partners to account when they haven’t followed through on commitments
Issues requiring board input	None
Hearsay!	
Lead	Community Involvement (Organisations)
Status	Green
Progress	Date set with Oxfordshire County Council staff for 18 th January. Venue set (Exeter hall Kidlington). Draft agenda set and to be agreed with County Council Staff. Action plan received from County Council staff.
Risks and mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> ● Low numbers due to the ‘update’ nature of the event ● Accessing adult social care users, as many had not heard about the events in spring. <p>Mitigating Actions to be completed by December 2015:</p> <ul style="list-style-type: none"> ● Ensure event is promoted well and that the opportunity to hold County Council staff to account is publicised.

	<ul style="list-style-type: none"> Ensuring early advertising in partner publications (such as newsletters)
Issues requiring board input	None
Project Fund	
Lead	Head of Projects
Status	Green
Progress	<ul style="list-style-type: none"> 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. A workshop to promote the fund and assist organisations in developing a project proposal to take place on 1st October 2015. Next deadline for funding is 16th October. Oxfordshire Rural Community Council's report on dementia-friendly communities has received some national media interest. Home Start and Guidepost reports to be released on our website in September.
Risks and mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> Low numbers of application to the fund Non-completion or late completion of current projects The quality of reports might undermine the scheme overall <p>Mitigating Actions to be completed by October 2015, and ongoing:</p> <ul style="list-style-type: none"> Community Involvement Officer and Head of Projects are creating new and editing current supporting documents to assist people in applying to the fund Working with the project officers to ensure realistic timetables and assist where possible. 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.
Issues requiring board input	None