

## Healthwatch Oxfordshire Board of Directors

Date of Meeting: October 14 <sup>th</sup> 2014	Paper No: 9
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Title of Presentation: Amendments to contract with OCC
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This paper is for	Discussion		Decision	x	Information	
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<p><b>Purpose and Executive Summary (if paper longer than 3 pages):</b></p> <p>This paper proposes changes to the outcomes and impacts statement appended to our contract with OCC. If agreed this revised document would form the basis of OCC's performance management of our contract for the current financial year.</p>
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<p><b>Financial Implications of Paper: OCC's decision to extend our contract will be informed by the degree to which we succeed in delivering these expectations.</b></p>
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<p><b>Action Required:</b></p> <p>The Board is asked to discuss the proposed revisions to the outcomes and impacts statement that forms part of our contract with OCC, and to direct the Chief Executive as to whether to seek further amendments to clauses 1.1, 1.6, 2.4, 3.2, 3.3 and 3.6.</p>
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## 1. Background

1.1 A key element of the CEO induction programme has been to develop a full and thorough understanding of what the organisation needs to deliver in order to retain its contract with OCC. A meeting was therefore held with the team managing our contract in OCC in late July.

1.2 This initial meeting revealed that :

- There was lack of clarity on both sides as to the expectations that were placed on the organisation for the current financial year.
- Some of the previously agreed outcomes and impacts were unrealistic, given the interim nature of the organisation's senior management to date.

1.3 The Healthwatch Board agreed a revised forward work programme at its meeting of August 26th 2014, and authorised the CEO to use this as the basis for a meeting to renegotiate the outcomes and impacts the company is required to deliver by March 31st 2015 under the terms of its contract.

1.4 A further meeting was therefore held with the OCC contract management team on September 19th, to review the contract appendix, with a view to agreeing such changes as were necessary to make it both clear and deliverable.

## 2. Proposed Changes

2.1 The revised outcomes and impact statement proposed by OCC is attached at Appendix 1, and the attention of the Board is drawn to the following key changes that it contains:

- Item 1.1:** The need to complete a 360 degree survey on our own effectiveness has been postponed from November 2014 to February 2015, but now requires supplementing with a stakeholder review. This appears to be a duplication, and the Board is advised to seek clarification as to the expected difference between a 360 degree survey and a stakeholder review as described. The Board is also asked to note that OCC would like this conducted in February when the organisation plans to be conducting its first enter and view project, and this will create capacity issues. The CEO had asked that this be delayed until March 2015.
- Item 1.2:** The need to present the annual report to the Health and Wellbeing Board has been helpfully added.
- Item 1.4 :** This now helpfully clarifies expectations in respect of the HWO contribution to the Joint Strategic Needs Assessment.
- Item 1.5:** This now helpfully reflects the fact that HWO can make proposals to providers and commissioners but has no power to enforce their adoption or delivery.

- v. **Item 1.6:** This clause on the reference group may need further negotiation in the light of feedback from the voluntary sector.
- vi. **Item 1.8:** This has helpfully postponed the delivery date on briefings to elected members to October 30<sup>th</sup>.
- vii. **Item 2.4:** HWO had requested this be amended to say that we will include a regular section in published Board papers on our media profile. It is suggested that we re-state this request.
- viii. **Item 3.2:** This may need further negotiation in the light of feedback from the voluntary sector on reference group proposals.
- ix. **Item 3.3:** HWO had asked that this read “a consultation *with the voluntary sector* on HWO’s priorities will be undertaken”, but it does now reflect the request to postpone the deadline for this from July-October.
- x. **Item 3.4:** Now accurately reflects the current scope of the care homes project.
- xi. **Item 3.6:** HWO had asked for this to be deleted, and further discussion is required with OCC about whether this remains a priority and how it should be fulfilled.
- xii. **Item 3.7:** This now helpfully reflects the commitment made to report regularly to the Health and Wellbeing Board on the recommendations made by HWO and the actions taken as a result.
- xiii. **Item 3.8:** This now helpfully reflects the HW England timetable on deployment of the Customer Relationship Management database.
- xiv. **Section 4:** This now helpfully reflects current project timescales on recruiting, training and using volunteers.
- xv. **Section 5:** This now helpfully reflects the revised timing of the voluntary sector conference.
- xvi. **Section 6:** This helpfully revises the original target dates for publication of corporate materials on the website.

### 3. Next steps

The Board is asked to discuss the proposed revisions to the outcomes and impacts statement that is appended to our contract with OCC, and to direct the Chief Executive as to whether to seek further amendments to clauses 1.1, 1.6, 2.4, 3.2, 3.3 and 3.6.

## **Appendix 1: Revised Outcomes and Impact Statement as proposed by OCC**

Healthwatch Oxfordshire (HWO)

VARIATION: 1<sup>ST</sup> OCTOBER 2014

### **Outcome and Impacts**

#### **1 Strong Leadership, influence and improvement in health and social care**

1.1 HWO is regarded as credible and influential - this will be measured through an annual 360 degree survey by HWO to measure own effectiveness throughout Oxfordshire conducted by February 2015. The survey will be complemented by a stakeholder review conducted by February 2015 with community and voluntary sector, PPG representatives, Oxfordshire Clinical Commissioning Group, Local Area Team for NHS England, Oxfordshire County Council, Health Overview and Scrutiny Committee and District Councils.

1.2 An annual report will be published by 30 June 2014 demonstrating actions taken and difference made in respect of HWO first year priorities. The annual report to be presented to the Health and Wellbeing board.

1.3 HWO will recruit a high profile Director to lead the work of the organisation by 30 June 2014

1.4 HWO to participate actively in the development of the Joint Strategic Needs Assessment (JSNA). HWO to draw OCC commissioners' attention to issues, qualitative and quantitative evidence gathered from their activities and to help inform the development of recommendations for commissioners and providers.

1.5 There is an expectation that HWO will propose issues for discussion to key partners, providers and commissioners at various and relevant meetings (for example the Health and Wellbeing Board meetings, HOSC, Scrutiny)

1.6 HWO Board will have created a 'reference group' with representation from different stakeholders including the community and voluntary sector to act as an advisory body to the Board and inform and influence the future work programme for HWO. The reference group will meet with representatives from the Board at least quarterly. The first meeting of the reference group will take place by 31 December 2014

1.7 The first tranche of projects and research exercises funded through the 2013-14 Project Fund will be reported on by 31 May 2014 with the finding and results widely promulgated by HWO by 30 June 2014. The findings and

results together with actions taken in response will be reported on the HWO website by 31 December 2014.

1.8 Briefings will be issued about HWO to elected members of local authorities at all levels by 30 October 2014 and they will be encouraged to use HWO to raise issues raised at their regular surgeries.

## **2 Local presence and well known**

2.1 A communication strategy with targets and milestones will be approved by the Board by 10 June 2014. The strategy will be reviewed against targets set on a quarterly basis by the HWO Board.

2.2 HWO will complete a changeover to the 'website in a box' compiled by Healthwatch England with the new website being launched by 23 May 2014. The website will be updated at least weekly and show ongoing evidence of evolution. The level of 'hits' on the website will be monitored with the aim of demonstrating and increasing level of hits throughout the course of the initial 2 year grant funding (2014-16).

2.3 HWO will maintain a prominent presence on Facebook and Twitter and seek to have over 1000 followers on Twitter by 31 January 2015.

2.4 HWO will maintain an active presence in the media and include a section on the website detailing coverage of HWO in print, broadcast and online media.

2.5 HWO will increase the number of 'members'/'friends' receiving regular contact (including via newsletters and/or mailouts) to 2,000 people by 31 March 2015.

## **3 Evidence based research, impact and influence**

3.1 HWO will publish a policy on decision making and involvement procedures by 31 May 2014.

3.2 HWO to form a reference sub group to form a coherent listening and engagement structure which will influence the organisation's future priority setting. Agreed priorities to be published on HWO's website.

3.3 A consultation on HWO's future priorities for 2014/15 will be undertaken by October 2014

3.4 HWO will conduct a pilot programme of 1-2 representative groups for relatives of residents in care homes by 28 February 2015. Existing best practice guidelines to be tested and revised if necessary. Best practice

guidelines to be published for circulation to all care homes in Oxfordshire by 31 March 2015

3.5 HWO will award £30,000 through a range of grants to different organisations to undertake targeted research and project work during the year 1 April 2014-31 March 2015. Awards will be underpinned by a clear application pack, decision making process and due diligence arrangements.

3.6 HWO will advocate for health and social care organisations throughout Oxfordshire to adopt a more open approach to concerns raised by staff and whistleblowing arrangements.

3.7 The first tranche of projects and research exercises funded through the 2013-14 Project Fund will be reported on by 31 May 2014 with the findings and results published on the HWO website. The findings and results to be brought to the attention of relevant commissioners and providers as appropriate, as issues they should consider in their planning and operations. Recommendations, actions agreed by the commissioners and actions actually taken to be proposed for discussion at relevant Health and Wellbeing Board meetings (held in March, July and November each year)

3.8 HWO will establish a CRM database using the model being developed by Healthwatch England to collect the views of people in Oxfordshire on local health and social care services. The database will be operational by 30 December 2014 (depending on HWE database completion date). Information collected via the database will be collated and supplied as a monthly digest to affected commissioners, providers and Healthwatch England.

#### **4 Slim infrastructure**

4.1 HWO will define and widely publicise a series of volunteering opportunities with the organisation by 31 July 2014.

4.2 A rigorous process for selection, training and DBS screening of volunteers will be compiled by end October 2014

4.3 An initial tranche of up to 12 volunteers will be recruited by the end of November 2014 with induction and familiarisation training.

4.4 Up to three preparatory 'enter and view' visits will be undertaken by the end of January to act as a 'dummy run' and an opportunity to learn 'in situ'. A full debrief will be undertaken with the provider sites and the volunteers to inform future practice in undertaking enter and view visits. The first full "enter and view" project will be completed by April 2015.

4.5 HWO will develop a network of Healthwatch Champions throughout Oxfordshire by 31 January 2015 embedded in different organisations who can act as conduits for information and represent a range of interests from different communities in respect of interests and geography.

## **5 Working with and through the Voluntary and Community Sector (VCS)**

5.1 HWO will organise, publicise and run a conference to engage with the VCS and help set future HWO's future priorities for attention by 31 October 2014.

5.2 Information and signposting responsibilities will be developed throughout Oxfordshire in partnership with the VCS via the HWO website with links to relevant sites by 30 November 2014.

5.3 HWO will meet regularly with representatives from locality and PPG forums and discuss issues of mutual concern. Such meetings will take place on a quarterly basis from 30 June 2014.

## **6 Corporate Body and Social Enterprise**

6.1 HWO to provide evidence as to how they will be transparent to the public about how they conduct their business. This will include making minutes of Board meetings and Board papers available on the website for access by members of the public by 30 October 2014

6.2 All policies and procedures and Board approved documentation will be made available through the website by end November 2014.