



2015/16
Performance Review

&

2016/17
Business Plan

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1. PURPOSE OF HEALTHWATCH BLACKPOOL

Healthwatch Blackpool is the independent consumer champion of health and social care services in Blackpool. It listens to service user experiences on all areas of health and social care, and shares this feedback with service providers and commissioners at a strategic level in order to effect positive change.

Our primary role is to be an independent body which allows Blackpool residents the opportunity to express their concerns and compliments about local services, and also to find out more information and get advice about the health and social care options available to them.

Our secondary role is to work in partnership with the Blackpool Clinical Commissioning Group (CCG), Blackpool Council, and the Care Quality Commission (CQC), as well as other key health and social care providers (such as Blackpool Teaching Hospitals). These partnerships can allow Healthwatch Blackpool to represent the public voice on a strategic level and be a part of the shaping of local health and social care services.

2. BACKGROUND OF SERVICE

Healthwatch is a governmental statutory mechanism intended to strengthen the collective voice of users of health and social care services and members of the public, both nationally and locally. Healthwatch was created by Part 5 of the Health and Social Care Act 2012 (The Act) which paved the way for a national body (Healthwatch England) and a local organisation for each local council in England with social care responsibilities: local Healthwatch.

Locally, Healthwatch Blackpool has additional powers to those held by Local Involvement Networks (LINKs) which it replaces (including Enter and View capabilities). The Act established local Healthwatch from April 2013. Healthwatch Blackpool is a member of a network of independent local Healthwatch organisations in England. Healthwatch England provides a national focus for our work but exercises no control over our activities. We are a company limited by guarantee established by Blackpool Council. However, Blackpool Council has no members on the Healthwatch Blackpool Board and the company works independently from the Council and the NHS.

From April 2013-2015 Healthwatch was run by Groundwork, a local community charity. In April 2015 the contract that delivered Healthwatch was awarded to Empowerment; a local advocacy, dementia and domestic abuse charity.

3. IMPACT OF 2015/16 WORK PROGRAMME

Published work

From April 2015 Healthwatch Blackpool has undertaken an extensive work across the area. It has reviewed the following specific services:

- Maternity Services
- Community Mental Health Team (CMHT)
- Outpatients Services
- Dentistry
- Domiciliary Care
- End of Life Care
- Children and Adolescent Mental Health Services (CAMHS) & CONNECT Outreach Services
- Care Homes (11 care homes pilot reviews)
- Substance Misuse services
- Urgent Care / A&E

Healthwatch Blackpool has also undertaken joint working projects with other local Healthwatch:

- The Harbour Conversation (led by Healthwatch Lancashire)
- MacMillan Cancer awareness event for adults with Learning Disabilities

As well as looking into specific services it has also undertaken other research and community projects:

- Children and Young People's Emotional Wellbeing

This wide reaching volume of work allowed Healthwatch Blackpool to get a foothold in local service provision and establish itself as a credible source of service user feedback. It also allowed the organisation to make good links with key partners and assist in the further development of local health and social care strategies. We now have seats on the Patient and Carer Experience and Involvement Committee, Patient Participation and Involvement (PPI) Forum, Blackpool Patient Participation Networking Group (PPNG), Joint Strategic Needs Assessment (JSNA) steering group, Dementia Action Alliance, Alcohol and Drug Strategy Groups.

Feedback

Not all services gave feedback to our reports. Where feedback was given there was a good level of positive change as a direct consequence of our input. Particular successes were Community Mental Health Services (CMHT), substance misuse services, and care home reviews. Some pieces of work are still requiring feedback.

	Response given	Further action taken
Maternity Services	X	
Community Mental Health Team (CMHT) Service	✓	The CCG brought together the three statutory providers of mental health services (Blackpool Council, Lancashire Care Foundation Trust & Blackpool Teaching Hospitals) to form an alliance to ensure that all partners work better together to improve services for the local community. They meet monthly to oversee the redesign and development of mental health

		<p>services and they aim to implement their strategy by April 2016, which includes:</p> <ul style="list-style-type: none"> • Those referred to mental health services to be seen within the recommended timescales of three weeks and with more focus on person centred care. • Investing additional funding to improve their psychological therapies and reduce waiting times to 6 weeks by the end of March 2016 • Reviewing crisis response and pilot new initiatives which could mean less people have to go to A&E when they are in crisis.
Outpatients Services	X	
Dentistry	X	
Domiciliary Care	PENDING	
End of Life Care	PENDING	
CAMHS & CONNECT Outreach Services	✓	<p><i>“We welcome this feedback and the learning that can be taken from it. It’s good to hear the positive comments ... and acknowledge there is further work that we need to do. Our local CAMHS & Connect Services are engaged in a number of local and national developments together with our partners organisations, that will see much needed investments in children’s and young people’s emotional health and wellbeing and their mental health needs. This will involve transforming the way we deliver children’s and young people’s emotional health and mental health services across Blackpool.”</i></p> <p>- David Eaton, Service Manager Blackpool CAMHS</p>
Care Homes	8 of 11 homes responded	<p>New/more extensive food rotas, more in-house activities, and where absent, some have employed activities co-ordinators.</p>
Substance Misuse services	✓ PENDING	<p><i>“We will be looking into the findings in more detail to look at the possibility of introducing changes in line with these findings. We are starting a recovery group in the immediate future for our young people and will look at continuing this if there is sufficient interest.”</i></p> <p>– The Hub</p> <p>Response pending from Horizon.</p>
Urgent Care / A&E	PENDING	
The Harbour Conversation	PENDING	

Impact Summary

Healthwatch Blackpool conducted a high volume of quality consultations, and had a particularly significant impact on adult mental health planning of provision. It has gained seats on service provider steering and operational groups allowing itself to be a continued part of the development of services. It has developed key relationships within Blackpool Council, Blackpool CCG, and Blackpool Teaching Hospitals. Where possible Healthwatch Blackpool has shared its information with the CQC, and good working relationships have been formed with the body promoting information sharing and planning.

There have been difficulties in gaining feedback from services, and where it has not been forthcoming Healthwatch Blackpool has been unable to assess how successfully the voices of service users have been heard. It has also been difficult to quantify the impact of its work as direct consequences of its input.

Healthwatch Blackpool has a good social media presence with the development of a new website, promoting its services, surveys, updates and other community information with the public. The following on Twitter is excellent with especially good information sharing links with other organisations and the ability to tie in published works with national awareness day/weeks, but Facebook and public reach needs to be developed.

Healthwatch Blackpool has held regular stands at Blackpool Victoria Hospital, and attended multi-agency and public events, however its public presence and visibility remains relatively low.

4. 2016/17 AIMS AND OBJECTIVES

1. Develop a plan of work which includes a range of large in-depth quality projects, and smaller scale consultations
2. Raise the public profile of Healthwatch Blackpool and consumer feedback
3. Improve and maintain relationships with CQC
4. Create a Youth Healthwatch
5. Maintain the role of championing the consumer voice and effective communication, ensuring quality reviews, responsive to public concerns, and good joint-working
6. Raise the level of service provider feedback, and ensure robust KPI reporting
7. Increase the number of volunteers and members of Healthwatch Blackpool
8. Develop sustainability opportunities

1. Develop a plan of work which includes a range of large in-depth quality projects, and smaller scale consultations

- In April 2016 Healthwatch Blackpool will undertake a public consultation in order to discover the health and social care issues that residents would like addressing.
- Consider the local and national conversations on health and social care, potentially looking at umbrella projects such as “*The 24-hour NHS*” (with focus on GPs, urgent care and 111/999), *Care of the Elderly* (e.g *Care Home Reviews, Dementia Services, Occupational Therapy*).
- Visit every care home in Blackpool
- Look at re-visiting previous work for follow up on service provision (e.g *Community Mental Health Team*).
- Healthwatch Blackpool will hold a planning session in order to prioritise these issues, explore themes and set a time scale for the work to be delivered.

2. Raise the public profile of Healthwatch Blackpool and consumer feedback

- Healthwatch Blackpool will hold quarterly open forums for the public to attend to allow them to voice their opinions in person. This could potentially be in the evening or on a weekend to maximise public input.
- Healthwatch Blackpool will hold more stands in public places - outside of health and social care settings to raise the awareness of the service (e.g. in Blackpool Town Centre).
- Hold a publicity drive on social media. To explore the options of paid targeted advertising, creation of video media, competitions/draws in which people who like and share our pages, give us their feedback on services or sign up to our newsletters can win an item or experience.

3. Improve and maintain relationships with CQC

- Continue to provide CQC with up to date care home reports, and provide any information requested ahead of inspections.
- When invited Healthwatch Blackpool will join the CQC on joint pieces of work.
- Invite the CQC inspection manager of Adult Social Care to Healthwatch Blackpool to discuss further work and information sharing prospects.

4. Create a Youth Healthwatch

- Meet with Healthwatch England representatives to ensure the necessary legal requirements and standards are met, and follow the examples of other local Healthwatch in working with young people.
- Develop existing links with Blackpool & Fylde College, and Blackpool 6th Form College in order to create a Youth Healthwatch primarily aimed at reviewing services specific to young people.
- Develop a plan of work focussed on young people's services.

5. Maintain the role of championing the consumer voice and effective communication, ensuring quality reviews, responsive to public concerns, and good joint-working

- All the information Healthwatch Blackpool produces is put under scrutiny, it will maintain a high quality which is not only in line with Healthwatch England guideline practices but actively seeks to raise the standard of reporting and thus the impact of the public's voice on services.
- Healthwatch Blackpool will ensure that its findings and recommendations are well reasoned and either provided by or strongly based on the voice of the consumer.
- Enter and Views will remain a last resort for Healthwatch Blackpool to implement if service providers are not responsive to requests for access for consumer reviews.
- Where individual concerns are raised, Healthwatch Blackpool will offer signposting and information & advice services. Where concerns are repeated Healthwatch Blackpool will seek to investigate and gain explanation/clarification from service providers.
- Healthwatch Blackpool will continue to hold seats on strategic and operational groups, including:
 - Blackpool Health and Wellbeing Board
 - CCG Governing Body meetings
 - Patient and Carer Experience and Involvement Committee
 - Patient Participation and Involvement (PPI) Forum
 - Blackpool Patient Participation Networking Group (PPNG)
 - Joint Strategic Needs Assessment (JSNA) steering group
 - Dementia Action Alliance
 - Alcohol Strategy Group
 - Drug Strategy Group

6. Raise the level of service provider feedback, and ensure robust KPI reporting

- To meet with Blackpool Council to update KPI reporting to best reflect the impact of Healthwatch Blackpool's work.
- Develop a feedback tool enabling services to review the work Healthwatch Blackpool has undertaken and its effectiveness.
- Encourage service provider responses by formalising and standardising how reports are sent, and giving clear timescales before publication.
- Increase awareness of publications in all Healthwatch Blackpool communication

7. Increasing the number of volunteers and members of Healthwatch Blackpool

- Promote Healthwatch Blackpool at Blackpool and Fylde College, in particular their Health and Social Care department. Posters, talks, stands here will allow us to access those who are looking for a career in health and social care (both young people and adults), as well as promoting the work we do.
- Healthwatch Blackpool will hold more stands in public places - outside of health and social care settings to canvass for volunteers
- Healthwatch Blackpool will increase their visibility at Blackpool events (such as Ride the Lights, Fun Runs, concerts in Stanley Park etc.) to reach the wider public to garner members, support, interest online and volunteers.
- Healthwatch Blackpool will attend volunteering fairs, such as those at UCLan, and continue to attend Multi-Agency events to promote Healthwatch Blackpool and volunteering with us.

8. Develop sustainability opportunities

- Healthwatch Blackpool will obtain charity status, enabling it to bid for community and other grants to deliver health related projects.
- Healthwatch Blackpool will charge a fee for independent reviews which have been requested by services, and will advertise this service online and promote at multi-agency engagement opportunities.
- In order to maintain the position of consumer champion, Healthwatch Blackpool will extend its reach by including publications and marketing materials in community/health venues and look into advertising on in-house health service television networks.
- Healthwatch Blackpool can use its position on strategic boards and steering groups to offer its independent consumer feedback service, in order to make itself pivotal in service provision development.
- The increase of a volunteer base will allow Healthwatch Blackpool's service delivery to improve and become more effective. Reviews and consultations will be wider reaching as well trained volunteers will generate a larger volume of service user feedback. Volunteers also bring individual skills and backgrounds in health and social care which can form beneficial networking opportunities and knowledge.

5. Strengths, Weaknesses and challenges over 2016/17

Strengths	Weaknesses
Ample existing body of published reports to build on reputation as a professional and effective independent service user experience feedback service.	Following the achievement of charity status, Healthwatch Blackpool will be bidding for work in a competitive environment in which public sector funding is reducing.
Good backing from Blackpool NHS Teaching Hospitals and Blackpool Council department heads, based on work carried out over the last 12 months.	Healthwatch have limited bid-writing experience or expertise, but will be able to draw upon the vast experience of bid writing experience held by Empowerment.
Excellent working relationships within Blackpool Teaching Hospitals and Blackpool Council.	Existing information & advice and in-house feedback services such as PALS and “listeners” remain an alternative option for the public and for services to self-review.
Well established name in services Healthwatch Blackpool has reviewed.	The expected reduction in future funding from the local authority will strain an already small Healthwatch Blackpool team, requiring it to become more resourceful and encourage volunteers to join the service.

Healthwatch Blackpool will continue to effectively deliver both on its primary and secondary roles as outlined in section 1. However, sustainability remains a key priority for the organisation and presents challenges in the climate of reduced local authority funding.

Healthwatch Blackpool aims to gain charity status in 2016 allowing it to compete for projects and additional sources of funding. This will require skills which Empowerment has within its organisation, however Healthwatch Blackpool must ensure that the work it bids for is appropriate and falls within the broad definition and focus on gaining service user feedback. This may impact on the amount of bids Healthwatch Blackpool can compete for, as it must ensure the projects it successfully gains are appropriate for the organisation and is in line with its purpose and KPI monitoring standards. This limit may impact upon the breadth of sustainability options for the organisation.

The organisation will develop a paid service, in order to allow services to request independent reviews for a fee. This requires the creation of a robust business model and promotion of services.

Healthwatch Blackpool is approaching Healthwatch England in order to find other Local Healthwatch in similar circumstances in order to gain a good outline of how the service should be operating in these conditions.

6. KPI and monitoring

The summary below contains the details of the KPI reporting standards set by Blackpool Council for the year 2015/16. Blackpool Council will meet with Healthwatch Blackpool in a contract review to formalise KPI and monitoring standards over 2016/17.

To monitor progress and measure outcomes and impacts the framework will apply a RAG rating, defined as follows:

- **Green** – The outcome/impact will be / has been achieved
- **Amber** – Progress towards achieving outcome/impact made
- **Red** – The outcome/impact will not be achieved or work has not yet started

For **Green** the commentary should include summary of progress if the outcome/impact has been completed and achieved

For **Amber** the commentary should include a summary of what has been achieved to date, remedial action if the outcome/impact is not on track and what progress is proposed in the future – this may include an amendment to target with a clear rationale as to why the change is required

For **Red** the commentary will provide a summary of why the outcome/impact has not been met or an indication of when activity will commence

1. Number of People accessing Healthwatch Blackpool
2. Demand Management and Response Time
3. Diversity of People accessing Healthwatch Blackpool
4. Diversity of Healthwatch Blackpool - representation to reflect local communities and their needs
5. Increase in people being heard - the extent to which people feel confident to speak up for themselves and to be heard as a result of intervention by Healthwatch Blackpool
6. Increase in awareness of service available and people's rights, - the extent to which people are able to access services appropriately as a result of support received from Healthwatch Blackpool
7. Increase in choice and control – the extent to which people feel they are involved in planning their own care support and are in control of their own decisions as a result of support received from Healthwatch Blackpool
8. Changes in Health and Social Care Provision attributable to Healthwatch Blackpool activity
9. Changes in strategy and policy decisions attributable to the evidence provided by Healthwatch Blackpool

Progress against agreed KPI's for the period	Evidence
1 Number of People accessing Healthwatch Blackpool Monthly bulletin sent out to 305 individuals by post or email and 165 organisations. We have engaged with the following numbers of people through social media; Twitter: From August (when we got the passwords) Our followers have grown from	Membership database

1,110 followers to 1,236 followers. And our tweets were read 64,273 times
Facebook : We have had 89 more likes and 18,365 people saw our posts.
Website : We have had 4,384 visitors to our new website between August (when we launched it) to April 2016

We have held monthly information stands at a variety venues including the Primary Care Centres, Walk in Centre, Victoria Hospital, The Harbour and Central Library. These are primarily about increasing awareness of Healthwatch so it is difficult to quantify how many people we have spoken to but we have gathered 18 concerns/views in addition to the targeted work detailed below.

We have engaged with the following numbers of people through our range of reviews/consultations;

- General consultation about priorities – engaged with 442 people
- Maternity – engaged with 90 people
- Outpatients – engaged with 64 people
- CAMHS – engaged with 15 people
- 11 individual care homes – engaged with 96 residents
- Mental Health – engaged with 97 people
- Dentistry – engaged with 100 people
- Children and Young People’s Emotional Wellbeing – engaged with 207 CYP
- Domiciliary Care – engaged with 98 people
- CAMHS – engaged with 15 people
- End of Life care – engaged with 5 people
- Urgent Care – engaged with 61 people
- The Harbour – engaged with around 30 people
- Substance misuse services – Engaged with 33 people

On-line Analytistics

Diary entries

Consultation reports which can be found at www.healthwatchblackpool.co.uk

<ul style="list-style-type: none"> • MacMillan/Healthwatch On Tour – engaged with 25 people with learning disabilities <p>We have presented our findings to the Health and Wellbeing Board, CCG Governing Committee, CQC, Lancashire Care Foundation Trust, Blackpool Teaching Hospitals, NHS England, Blackpool Safeguarding Adults Board and other key stakeholders either personally or through our reports which are also available on our website at www.healthwatchblackpool.co.uk</p> <p>Community radio campaign launched to increase awareness and promote HW Blackpool</p> <p>We have received 22 concerns over the period. These are classed as those who have telephoned/emailed or completed our on-line form to advise us of an experience they have been unhappy with. These are logged onto our CRM which enables us to track and analysis any trends</p>	<p>We have established a new CRM (Customer Relationship Management) database through Healthwatch England which enables is to record/track and log views/experiences and print customised reports with demographic data.</p>																
<p>2: Demand Management and Response Time To be discussed at contract review</p>																	
<p>3 Diversity of People accessing Healthwatch Blackpool</p> <p>Wherever possible we do record demographic data for analysis but it is not always appropriate or sensitive to ask. For example, we recently conducted a series of care home reviews and we felt it would be intrusive and unnecessary to ask people for their age and ethnicity. We do have the following data available which does not represent ALL of the people we have spoken to, just those who have been asked or indicated the following;</p> <p>Ethnicity</p> <table data-bbox="111 1094 787 1360"> <tr> <td>White British</td> <td>= 787 people</td> </tr> <tr> <td>White Other</td> <td>= 28 people</td> </tr> <tr> <td>Asian</td> <td>= 3 people</td> </tr> <tr> <td>Black Caribbean</td> <td>= 3 people</td> </tr> <tr> <td>Chinese</td> <td>= 2 people</td> </tr> <tr> <td>Polish</td> <td>= 1 person</td> </tr> <tr> <td>Mixed White/Caribbean</td> <td>= 7 people</td> </tr> <tr> <td>Mixed White/Asian</td> <td>= 5 people</td> </tr> </table> <p>AGE</p>	White British	= 787 people	White Other	= 28 people	Asian	= 3 people	Black Caribbean	= 3 people	Chinese	= 2 people	Polish	= 1 person	Mixed White/Caribbean	= 7 people	Mixed White/Asian	= 5 people	<p>Demographics recorded onto survey monkey</p>
White British	= 787 people																
White Other	= 28 people																
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Black Caribbean	= 3 people																
Chinese	= 2 people																
Polish	= 1 person																
Mixed White/Caribbean	= 7 people																
Mixed White/Asian	= 5 people																

11	= 55 people
12	= 13 people
13	= 41 people
14	= 44 people
15	= 30 people
16	= 13 people
17-24	= 23 people
25-34	= 97 people
35-44	= 97 people
45-54	= 110 people
55-64	= 96 people
75-84	= 63 people
85-94	= 21 people
Over 95	= 1 person

Sexual Orientation


Heterosexual = 75%

Bi-Sexual = 3%

Lesbian = 3%

Gay = 3%

Prefer not to say 16%

<p>4 Diversity of Healthwatch Blackpool - representation to reflect local communities and their needs</p> <p>The workplan was based on the views of the local community with regard to what they felt should be the priorities for Healthwatch Blackpool. We have covered a diverse range of subjects over the 12 months we have held the contract which have involved 1:1 interviews, focus groups and on-line and postal surveys.</p> <p>We have developed a new website which is easy to navigate and has options for different languages, fonts and styles to make it more accessible</p>	<p>Original data available with regard to consultation responses, cumulative report is attached.</p> <div style="text-align: center;">  Consultation Report Final.docx </div>
<p>5 Increase in people being heard - the extent to which people feel confident to speak up for themselves and to be heard as a result of intervention by Healthwatch Blackpool</p> <p>We have produced 21 individual reports to date on a wide range of service areas. All of these have been based on the views of the people who use the services and local residents. Our reports have all been shared on our website, promoted through twitter/facebook/membership. We have also sent them to;</p> <p>providers and commissioners of appropriate services</p> <ul style="list-style-type: none"> • NHS England • CQC • Scrutiny Committee • Health and Wellbeing Board • CCG • Adult Social Care • Lancashire Care Foundations Trust • Victoria Hospital • Healthwatch England <p>We presented the findings of our mental health report to the scrutiny committee in December who challenged LCFT, MH Commissioner, BTH on the findings. They provided a response to the areas where there were concerns, some of which plans have been put in place to address. HW</p>	<p>All published reports are available on our website. Some of the reports are still in DRAFT form as we await comments from providers/commissioners so they have not been attached. Once approved they will be found on our website at www.healthwatchblackpool.co.uk. Drafts include:</p> <p>Substance Misuse Report</p> <p>Accident and Emergency Report</p> <p>MacMillan and Healthwatch on Tour report.</p>

<p>Blackpool will be going back to the committee in 6 months with a further review.</p>	
<p>6 Increase in awareness of service available and people's rights, - the extent to which people are able to access services appropriately as a result of support received from Healthwatch Blackpool</p> <p>We have developed a new website which is easy to navigate and has options for different languages, fonts and styles to make it more accessible. We have links to health and social care organisations and are developing additional information pages based on the most common issues/concerns that people present with. For example there is a dedicated page explaining how people can make a complaint for a range of health and social care services, there is also a page about end of life choices</p> <p>We have a strong presence on social media as indicated previously in this report and have regular tweets/posts with relevant health and social care information/local campaigns. We are linked closely with the CCG and various other agencies who provide us with useful information that we tweet/post</p>	<p>Website analytics Twitter & Facebook accounts</p>
<p>7 Increase in choice and control – the extent to which people feel they are involved in planning their own care support and are in control of their own decisions as a result of support received from Healthwatch Blackpool</p> <p>We have had 4,384 visits to our website since we launched it in August which provides information about health and social care to enable people to understand their choices and how to contact us for further information, advice and signposting</p> <p>Our care home reviews demonstrated an increase in choice and control for many residents. Not only were the able to speak with an independent service, there were many improvements made to the service they received allowing them more choice and control over issues such as activities and food.</p>	<p>Website analytics</p>
<p>8 Changes in Health and Social Care Provision attributable to Healthwatch Blackpool activity</p> <p>We are still awaiting feedback from many of our reports.</p> <p>Our mental health report was taken to the scrutiny committee and as a</p>	<p>All reports are published on our website</p>

<p>result MH providers need to report back in 6 months about the improvements they have predicted to make. We have disseminated the outcome of our report and the response of mental health providers to our membership, on our website and through social media.</p> <p>Care homes have made improvements for residents including the hiring of Activities Co-Ordinators, amendments and improvements to food rotas including the variation, choice, and, and the introduction of more activities in the home.</p> <p>Substance Misuse services at The Hub have committed to starting a group session for young people.</p>	
<p>9 Changes in strategy and policy decisions attributable to the evidence provided by Healthwatch Blackpool</p> <p>It is still early days for us yet and can't profess to have made changes in strategy and decision making but we are making our presence known and contributing information from a wide range of sources and a wide range of meetings including having a seat and a regular presence at the Health and Wellbeing Board, CCG Governing Committee.</p> <ul style="list-style-type: none"> • Our reports are shared widely with commissioners and providers. • We are working with commissioners/providers to identify ways of engaging effectively and feeding through to the commissioning of services. For example; we conducted a review of Substance Misuse services which is about to be retendered. We have also completed a review of CAMHS which will feed into the local transformation plan. • Our mental health report was taken to the scrutiny committee and as a result MH providers need to report back in 6 months about the improvements they have predicted to make. 	<p>Health and Wellbeing Board Minutes Reports on Healthwatch Blackpool Website Scrutiny Committee minutes</p>

Outcomes achieved for the period (indicate if these are short, medium or long term)				
Outcome	Term	What we can do to achieve the outcome?	How do we know we have achieved the outcome?	RAG
Governance (form systems and management arrangements, learning and skills)				
Board membership includes a range of essential skills and knowledge	Short	A refreshed Board has been appointed, and will be taking full effect from May 2016.	As part of the induction process the board will need to complete a skills audit which will be analysed and documented. Board will be functioning cohesively	
Initial outcomes are met and development of skills will be undertaken to further improve performance	Medium	The board will work with HWB to develop the strategy and priorities for the forthcoming year (April 2016) based on identified local need from a range of sources. The board will receive regular updates on work undertaken	The work we do will directly influence the commissioning of services And Improvements in service delivery as a consequence of local views and experiences as presented by HWB	
Finance (financial management, use of resources, sustainability)				
Public funds are managed responsibly	Medium	Currently the funds are managed as part of Empowerment's financial controls. Each of our individual projects/services has their own set of itemised accounts that details all income/expenditure. This is managed by the service manager and reviewed by the CEO and Board of Trustees bi-monthly. From April we need to have a separate bank account opened which will be managed by Empowerment for Healthwatch Blackpool. Will need to review financial policies	Budget will be managed responsibly with full accounts available for inspection. Stringent financial procedures and robust accounting	
Operations (influencing, information, signposting, being a community voice)				
HwB have an understanding of the communities we serve	Long	HWB have a strong local presence and hold regular information sessions in a range of	Increase in numbers of people who know about Healthwatch Blackpool	

and work inclusively.		<p>venues to speak directly with members of the community.</p> <p>HWB improves the numbers of people actively sharing their experience on our website</p> <p>HWB analyses the demographics of the people responding to our “calls for action” such as social media campaign, surveys, consultations to ensure that the respondents are representative of the demographics of the local community.</p> <p>Campaigns that target “seldom heard” groups to gather their views</p> <p>Development of the community networkers who feed information into HWB about their local community, groups and meetings they may attend</p>	<p>and the aims of the service.</p> <p>Increase in numbers of people contact Healthwatch Blackpool to share experiences</p> <p>Increase in numbers of people who seek support from Healthwatch Blackpool with regard to information, advice and signposting for health and social care issues.</p> <p>Increase in numbers of people from “hard to reach” communities</p> <p>Increase in feedback from local community groups</p>	
HwB are a respected voice on the Health & Wellbeing Board and they have a clear understanding of our role and the consumer voice.	Short	Need to develop stronger communication between HWB and chair to enable the views of the local community to be represented effectively at meeting.	Healthwatch Blackpool’s views are sought and listened to with regard to Health and Wellbeing Boards priorities and strategy.	
Relationships (community, key partners, providers)				
HwB have channels of communication with commissioners and service providers of older people	Long	<p>We have developed good working relationships with providers and commissioners.</p> <p>We have sought support and advice from</p>	<p>Collaborative working with providers/commissioners.</p> <p>Improvements in service delivery as a result of intelligence received from</p>	

		<p>commissioners/providers when undertaking reviews to ensure that the information is informative and beneficial.</p> <p>All reports are shared with providers/commissioners</p> <p>We have developed a relationship with CQC including Adult Social Care lead and have a reciprocal arrangement with regard to the sharing of information about care homes and older peoples services</p>	Healthwatch Blackpool.	
<p>HwB understand safeguarding issues both for children, young people and older vulnerable groups</p> <p>Local Adult Safeguarding Boards understand role and remit of Healthwatch</p>	Long	<p>All staff and volunteers are fully trained in safeguarding.</p> <p>Robust procedures in place for safeguarding concerns.</p> <p>CEO of Empowerment represents HWB on safeguarding board.</p>	Regular attendance and involvement on Adult Safeguarding Board	
<p>HwB have a mutual understanding of the Council as a Health Scrutiny Body</p>	Long	<p>We have developed a good working relationship with the scrutiny committee.</p> <p>Reports shared with the scrutiny committee.</p> <p>HWB present to the scrutiny committee twice per year.</p>	<p>Reports are understood and actioned as appropriate</p> <p>HWB held to account for the work they undertake</p>	

Financial summary:

Over the past financial year Healthwatch has ended in a strong position. The only underspend is the wages for the new manager post which was planned to be appointed in February, and so the costs are allocated in February and March.

In December 2015 Blackpool Council confirmed that an additional allocation of £21,346 was to be available to support additional Healthwatch activity as follows:

- 2015/16 £5,000
- 2016/17 £8,173
- 2017/18 £8,173

When Empowerment first took over the contract there was a £33k under spend in Healthwatch Accounts, leading to the Council requesting this money be repaid. It may be expected that Blackpool Council will request back any large under spends.

Printing and postage costs have been high over the past financial year. This is largely due to the monthly full colour newsletter being sent by post to over 130 people. From December 2015 the newsletter is quarterly, and physical printed copies have been reduced following a feedback survey requesting if members would like to continue receiving the newsletter.

The PR costs are the result of a large volume of leaflets and posters (additionally the annual reports) being printed in order for Healthwatch Blackpool to be able to better inform the public of its purpose and be visible in health and social care settings. Part of this spending also went towards a 2 page spread in The Gazette. It also commissioned a radio advert to be played, however it has been difficult to know how much interest this has generated.

In 2016/17 Healthwatch Blackpool will be required to monitor its scale of printing and PR spending over the financial year, whilst also looking into additional sources of revenue. Although the local authority is compelled to fund a local Healthwatch, it is anticipated that the level of Local Authority funding will not be maintained, and may reduce. In order to make Healthwatch Blackpool sustainable it will move to gain charity status and competitively bid for funded projects. Alongside this Healthwatch Blackpool will create a separate revenue stream from services requesting independent reviews.