

Report to:	HEALTHWATCH BLACKPOOL
Relevant Officer:	Steven Garner, Healthwatch Blackpool Manager
Date of Meeting	15 September 2016

ADDITIONAL REVENUE

1.0 Current Climate

1.2 Healthwatch Blackpool Funding

2015/ 2016: £63,000
2016/ 2017: £66,173
2017/ 2018: £66,173

The reason for the increase is to fund a full time management position from an 18-hour post.

1.3 Blackpool Council Savings

2015/ 2016: £25.2m
2016/ 2017: £9m savings to council services with another £11m to be found from corporate measures.

The Medium Term Financial Strategy estimates that the Council will need to make savings of £58m over this three-year period (2015/ 2018), of which £20m needs to be made in the 2016/ 2017 financial year.

1.4 Healthwatch Blackpool is a statutory organisation and must be funded by the local authority, though the amount to which it is funded is not set.

1.5 With a potential reduction of future funding for Healthwatch Blackpool, it is necessary to discover additional sources of revenue outside of core local authority funding in order to remain sustainable.

1.6 An agreement, in principle, has been made with commissioners that Healthwatch Blackpool may undertake additional paid work outside of the council funding but within the core hours in order to develop sustainability opportunities.

2.0 Adaption of Organisational Structure

2.1 As a Company limited by guarantee, Healthwatch Blackpool face limited ability to bid for tender opportunities, including those listed in "The Chest", North West's Local Authority Procurement Portal. A move to a Charitable Incorporated Organisation (CIO) or other charitable status could allow Healthwatch Blackpool to bid for a wider

range of projects in relation to health or social care information and advice, or other consulting pieces of work felt appropriate.

2.2 Healthwatch Milton Keynes is becoming an independent Charitable Incorporated Organisation (CIO), but their current situation is that they are still a hosted Healthwatch (by Age UK Milton Keynes). In taking the decision to become a CIO, they were guided by the Healthwatch England (HWE) Tool (Appendix 8(a) and by the Association Model Constitution guidance by the Charity Commission (Appendix 8(b), which their Management Board went through, assisted by a solicitor with experience in the charity field. They adopted the Association model, rather than the Foundation model, because they felt that it was more transparent and more in keeping with the relationship that they have built up with their members.

2.3 They had assistance from HWE, which was mainly for institution building, and continued on their own once they had decided on a preferred form of governance, with assistance from a local organisation (the Social Business Alliance) in registering the CIO.

3.0 Research from other local Healthwatch

3.1 The Healthwatch Annual Conference encouraged sustainability discussions between local Healthwatch, with a session looking specifically at Unique Selling Proposition (USP):

- Independent
- Good community links, reach and local knowledge
- Volunteer led
- Existing brand and design
- Links to CQC

3.2 Healthwatch Devon has developed a “Rethinking Engagement” pack for professionals, providing a clear bespoke paid service for organisations to gain service user feedback. They offer three main engagement opportunities:

- Free services such as reach through bulletins, consumer reports, Healthwatch representation on engagement groups, and promotion.
- Off the shelf services, include snapshot reports, data trawls of existing evidence, training on how to get the best from service users, and training for representatives on how to be effective and constructive influencers.
- Bespoke services offer targeted connections to key audiences, shaping and refining engagement approaches, and specialist engagement skills – facilitation of meetings, focus groups and widespread outreach.

3.3 In addition to core local authority funding and some CCG funding, other local North West Healthwatch have found external funding through health related agencies such as community pharmacies, public health as well as charities such as MacMillan Cancer Support.

4.0 Internal Skills Audit

- 4.1 An assessment of the skills of the Healthwatch Blackpool core staff team and volunteers will enable it to develop potentially unique training or consultation with other health and social care and Third sector organisations, drawing on backgrounds in advocacy, supported living, human rights, and marketing.

5.0 Care Home Reviews

- 5.1 We have been approached by a care home and asked to undertake a review. This follows a review conducted in 2014 by the previous contracted holders for Healthwatch.
- 5.2 In December 2015 and August 2016, Healthwatch Blackpool has visited roughly a third of all care homes in Blackpool. The December 2015 reviews yielded positive change for residents including improved and extended food rotas, the employment of activities coordinators and other changes to improved resident choice.
- 5.3 On the back of this success and the visiting of the worst performing care homes in Blackpool, this may open up the opportunity to undertake paid work to visit and review care homes.
- 5.4 A robust policy of independence, focus on service user voice and organisational risk assessment will have to be completed in order to safeguard Healthwatch Blackpool from any potential scrutiny or legal action in the event of a care home failing after it was positively reviewed.

6.0 Joint working with other local Healthwatch

- 6.1 Pan-Lancashire work allows local Healthwatch to work together on projects and economically share resource.
- 6.2 The Sustainability and Transformation Plan (STP) “footprint” may allow local Healthwatch to form a collective in order to secure some funding to undertake public engagement.
- 6.3 Healthwatch Lancashire has been in talks with The Lancashire Public Health Commissioning Team (PHCT), and Lancashire Pharmaceutical Committee, who may be wishing to fund projects as outlines in the Lead Operational Report.

7.0 Focus

- 7.1 By considering the adaptation of organisational structure, joint local Healthwatch working, commissions from other agencies and paid services, Healthwatch Blackpool has a number of options to gain additional income.
- 7.2 Sustainability and resource will play a heavy role in the deciding of the future focus for each of these avenues and the Board is invited to comment on this.