

## **Report to Health and Wellbeing Board**

### **Healthwatch Trafford Update – April 2014**

#### **Healthwatch Trafford Board**

Following the recruitment process, a new Chair, Ann Day, and 6 directors have been appointed to the Board of Healthwatch Trafford (HWT) by the recruitment panel. This panel included representatives from Trafford Council, Trafford CCG, Diverse Communities Forum, and Trafford Partnership.

The Board came together for an initial meeting in March 2013.

Proposals agreed by Council Executive in September 2012, recommended that the Board of Healthwatch Trafford will be made up of 11 Executive Directors, and 5 additional directors who will attend in an advisory capacity, as representatives of other bodies.

This therefore leaves 4 executive places to be filled on the Board. This will be done following a skills audit with the present members, to determine if further recruitment could be done to target areas, or skills that are missing.

A number of 'Advisory' places have been identified, and these members will be invited to join the Board within the next month.

These include;

Carers, linked to the Carers Centre

Older people – Age UK Trafford.

Diverse Communities – Diverse Communities Forum

Young People – Youth Parliament

Voluntary and Community Sector – yet to be agreed

The Directors will develop the strategic plan for Healthwatch Trafford, and set up the company's governance.

#### **Company Registration**

Healthwatch Trafford, with support from Legal Services at Trafford Council, have agreed their Articles of Association and registered the organisation as a Company Limited by Guarantee.

At present this has been done in the name of the Chair, but the other directors will be added to the Company Register following the next meeting. These Executive Directors will also be named as Members of the Company.

## **Commissioning of Healthwatch Trafford**

Now the new company has been registered Trafford Council will commission them as HWT, to provide the services/ functions of local Healthwatch, set out in the Health and Social Care Act 2012, for the borough.

A budget has been agreed - £158k per year, for an initial 2 years (the LINK budget 2012-13, £106k, + the additional funding from the DoH for HW, Information and Signposting, £52k)

A service specification, contract and tender waiver have been written, to be agreed by the Board.

### **Healthwatch Trafford Workforce**

The staff of Trafford LINK, employed by VCAT, are being transferred over to HWT.

The present team includes;

A Team Manager

A Development worker

A Communication worker

An Admin worker.

An interim arrangement is presently in place with VCAT, who will continue to provide HR and payroll support, whilst the staff will be seconded to Healthwatch Trafford, to work for and be managed by them.

This arrangement will continue for 3 months until the end of June, when the staff will be employed by HWT.

The Board of HWT will review the present staffing structure, and whether they will need to revise this in any way, to ensure the functions are carried out effectively.

### **Accommodation**

After considering a number of options, Healthwatch Trafford will be moving to new accommodation at Sale Point, Washway Road, Sale.

This will give them a presence in the centre of the borough, on a main road with good public transport links. The organisation will have its own clear signage to raise its profile and promote itself as an independent organisation.

HWT is presently at Park House, Northenden Road, Sale, as this building, which was the home of Trafford LINK and VCAT, has stayed open longer than originally

anticipated. The move to Sale Point can now be planned and will take place over the next 3 months to fit in with the transfer of the staff.

HWT will have a wider presence around the borough, looking to have use of other community buildings where they can be accessed.

They are presently negotiating, or agreeing space at the new Trafford Town Hall, and in Partington.

### **Contacting HWT**

The phone number for Trafford LINK has become the number for HWT, to maintain consistency.

The LINK website is still in place though is now branded as HWT, with a new domain name coming into operation. This will be in line with other HW organisations across the country – [healthwatchtrafford.co.uk](http://healthwatchtrafford.co.uk)

All contacts previously held by Trafford LINK have been informed about HWT, and permission sought to share details with the new organisation, to establish a new public membership.

### **Developing the profile.**

The Board and staff of HWT will develop a marketing strategy and publicity materials to raise awareness of the new organisation.

HWT has been chosen, as a good example of local Healthwatch, to host a regional event with Healthwatch England, at the Bridgewater Hall in Manchester, in April.

### **NHS Independent Complaints Advocacy – ICA Trafford**

Trafford Council, in partnership with other Greater Manchester Councils, have commissioned a new localised Independent Complaints Advocacy Service, this is being delivered by the previous provider, 'The Carers Federation', which will mean we can continue to benefit from their experience and maintain consistency. The newly renegotiated contract will be in place for 12 months, with an option to continue for an additional year.

Trafford CCG continue to be updated on developments.

In our area the service will be known as ICA Trafford.

New promotional materials are being produced, with a new contact number; these will be circulated as soon as possible.

The existing referral procedure is still in place.

Residents of the borough wishing to make comments or complaints about the services they receive can also contact Healthwatch Trafford.