

Healthwatch Devon Quarter 2 report 13/14 Executive Summary

This is Healthwatch Devon's formal report to the commissioners who fund our work: Devon County Council, the New Devon Clinical Commissioning Group and the South Devon and Torbay Clinical Commissioning Group. This report covers the period from July - September 2013.

Our Vision is better health and social care services through public involvement

Our Mission is to be an independent, influential consumer champion of health and social care services in Devon. This work will be supported by:

- Our statutory powers
- Our unique system of intelligence
- Our active membership

Our strapline is better services through public involvement.

Public Awareness and Communications

- Over 80 people attended our fourth "Welcome to Healthwatch Devon" event in Teignbridge.
- Healthwatch Devon Community Road-Show, run by Devon Senior Voice volunteers, attended 25 community events and introduced Healthwatch to at least 600 individuals
- Our website has attracted 2,604 visitors: an increase of 54% compared to the last quarter
- 1,699 people and organisations subscribed as supporters, an increase of 16% in the last quarter
- 8,000 copies Healthwatch Voices (Issue 2), prepared for distribution across Devon

- Formal membership campaign to give voting rights to the public will be launched in December

Building Partnerships and Collaborations

- Partnership arrangements and sub-contract with Hikmat CIC finalised to enable engagement of BME communities
- Meetings with organisations supporting LGBT communities and Gypsy and Traveller communities held in order to progress collaborative arrangements
- Children and Young People's Engagement Officer has met with 23 stakeholder agencies/groups as part of an initial scoping and mapping of support networks and issues.

Enabling Public Involvement and Participation

- Children & Young People's Engagement Officer started work in August and has consulted with 161 young people from three colleges, they have voted for the name "What the Health!" to brand the Healthwatch Devon website and promotional material
- 121 Speak-out submissions have been received from the public which are centrally logged as evidence and are being reported upon as needed
- 27 Gateway Requests for our help in designing and delivering engagement and consultation processes have been received from a range of commissioners - the busiest quarter since the Gateway was launched two years ago! (prior to Healthwatch Devon the Gateway was managed by Fusion)
- Devon Welfare Rights Unit has delivered five Healthwatch training events for 55 volunteer delegates

Negotiating Strategic Relationships and Influencing

- Joint Working protocol with Health and Wellbeing Scrutiny Committee adopted in September

- Memorandums of Understanding between Healthwatch Devon and its 3 commissioning bodies negotiated
- Regularly populate the Healthwatch England Information Hub with data to raise awareness of local issues at the national level.
- Joint working protocols with Plymouth and Torbay Healthwatches have been drawn up and are awaiting ratification in a meeting scheduled for October
- Healthwatch Devon has used its statutory power to formally request information from providers/commissioners three times during this quarter.

Developing Organisational Structure

- Executive Director and board secretariat appointed
- Joint Venture Agreement with the Community Council of Devon ratified
- Governing document/constitution for Charitable Incorporated Association drawn up in September
- A democratic membership based legal form, a “Charitable Incorporated Organisation (CIO)” is currently being registered with the Charity Commission
- Membership campaign to be launched on December 1st, with AGM to follow in March.