

Healthwatch Kingston Board Meeting (Part A)	Date: Tuesday 27 March 2018
Report Title: Management Report (23 January to 26 March 2018)	Author: Stephen Bitti, HWK Manager (SB)
PART A Agenda Item: 7	Appendices: Yes (7A/7B/7C/7D and 7E)

FOR DISCUSSION AND/OR DECISION

The purpose of this report is to update the HWK Board on recent HWK Team activities and progress in relation to projects and action plans. The Board is requested to:

1. **Note** the contents of the HWK Management Report (23 January to 26 March 2018) and the Appendices
2. **Review** Appendix 7A (3.1 Demonstrating Outcomes DRAFT v5) and **agree** this can be presented to the new RBK contract holder for their input along with the previously approved Programme Delivery Plan 2017-21 template (7.1)
3. **Agree** to approve a HWK GDPR action/risk mitigation plan (that will ensure HWK readiness for the 25 May 2018 GDPR implementation deadline and beyond), via email before next Board meeting (7.4)
4. **Approve** the proposed direction of travel to facilitate with our Active Affiliates, the development of a HWK Health and Social Care Research Activity Plan for 2018-19 that will

support agreed HWK contract delivery and be mindful of the HWK Strategy (currently being developed by the HWK Board) (7.5)

5. Agree that SB invite Andrew Osborne to present an update on Kingston Coordinated Care and the Wellbeing Teams at the first HWK Joint Task Groups Meeting on 16 April 2018 (7.7)
6. Approve the proposal that HWK assume lead partner role in a funding bid to commissioner for Children and Young People's engagement programme proposal (7.8)
7. Approve the concept that HWK provide a key support role for the proposed 'Youth Health Task Force' (akin to that of existing HWK Task Groups) pending review of the final Children and Young People's engagement programme proposal (7.8)
8. Approve in principle HWK role as the Time to Change 'organic' hub coordinator for Kingston. Final approval pending review of TtC MoU and, clarification and agreement with what will be expected from this role.
9. Agree that SB progress engagement with Time to Change and local Kingston partners, to outline what will be expected from HWK (as a TtC coordinator) and clarify what specific resources will be available from TtC to support HWK deliver this role, so that the Board may then review, and if agreeable, approve HWK's level of participation (7.9)
10. Agree that the 'Grassroots Engagement Programme' HWK Review Panel will sit twice during this second phase application period (7.11)
11. Agree that SB invite Chris Jones/Sian Brand to present an update on 'Connect Well Kingston' at the first HWK Joint Task Groups meeting on 16 April 2018 (7.12)
12. Agree who might become the Authorised Representatives for the currently VACCANT 'STP' meetings (7.14)

7.1 New HWK contract holder at RBK

An 'end of year 1' (2017-18) HWK contract monitoring meeting with Andrew Bessant (AB) was arranged for 2 March 2018. That morning, we were asked to postpone due to staff re-structuring at RBK. It has now been agreed that AB will set up and attend a 'hand-over' meeting with the new HWK contract holder as soon as they are confirmed. SB, GS and NS will attend from HWK and in the meantime we are operating business as usual. Since last HWK Board meeting, the set of HWK Objectives, Outcomes and Indicators 2017-21 (see Appendix 7A) have been further developed based on feedback from the Board. It is intended that this latest draft be presented to the RBK contract holder for their review/input along with the Programme Delivery Plan 2017-21 template (approved at January 2018 HWK Board Meeting).

7.2 SWL HW Network Meeting

Hosted by HWK, this latest local gathering on 12 March 2018 provided an opportunity for lead colleagues from HW Richmond, HW Wandsworth, HW Sutton, HW Merton and HW Kingston (HW Croydon were unable to attend on this occasion) to share their local activities, plans and concerns. The meeting was attended by HW London and SWL NHS representatives who provided updates on the HWE Strategy (see Appendix 7B) and the start of the second phase of the Grassroots Engagement Programme Funding (now open for applications) respectively. Julie Risley (Chair of HW Richmond) attended and asked for the group to re-engage/reinstate the SWL HW & SWLStGs Mental Health Trust meetings. SB has now arranged for HWK to host on 9 April 2018. SWL HW Network Meeting notes will be circulated in due course.

7.3 HW London Network Meeting

Held in Islington on 14 March and attended by SB. The event provided further opportunity to hear from HW colleagues but this time from across London and provided additional insight into shared challenges (e.g. GDPR and DPOs) and learning from good practice achievements (e.g. Camden's Dental Services Review). The session included presentations from the Federation of London Local Dental Committees, the London Ambulance Service NHS Trust and Neil Tester (Deputy Director, HW England) on Local Healthwatch Funding (see Appendix 7C). There was a highlight on HWE training and a plug for attendance at the Healthwatch Conference 2018 (3-4 October in Stratford-upon-Avon). Applications for the annual awards/leading a session is Friday 11 May 2018. Meeting notes will be circulated in due course.

7.4 HWK and General Data Protection Regulation (GDPR)

The EU General Data Protection Regulation (GDPR) comes into force on 25th May 2018, replacing the Data Protection Act 1998 (DPA). Notes from recent training, and a raft of references have been circulated to the Board. SB will meet with JW to review information collectively and develop a GDPR action/risk mitigation plan (for approval by the Board) that will ensure HWK readiness for the 25 May 2018 GDPR implementation deadline and beyond. SB has joined other local HW in voicing concerns to HW England about the requirement under the GDPR for a Data Protection Officer (as we are deemed a 'public authority'). It is broadly accepted that small local HW staff will be unable to provide this role for their own HW due to there being a potential conflict of interest, and as such, we have made a request that HWE consider providing this for local HW. In addition, there has been some local discussion about outsourcing this but resource capacity in local HW budgets is challenging.

7.5 HWK Priority Setting Workshops and HWK Joint Task Groups Meetings 2018-19

Two HWK Priority Setting Workshops have now taken place (the first on 15 February which was followed up on 15 March 2018). It has been agreed that progress made and the remaining challenges in bringing together (where feasible) Task Group activities for the coming year, will be discussed further at the first HWK Joint Task Groups Meeting on 16 April 2018. The agenda for this meeting will provide a series of HWK health and social care update presentations and then Active Affiliates/Board will have time to discuss what areas of research might benefit from joint working and what may be best progressed separately. It is proposed the outcomes will inform a HWK Health and Social Care Research Activity Plan for 2018-19. It is intended this will support agreed HWK contract delivery and be mindful of the HWK Strategy (currently being developed by the HWK Board).

7.6 Secretariat duties for the Mental Health Strategy Implementation Group and the Mental Health Planning Board

SB has begun conversation with Rachel Rowan (Mental Health Commissioner, Kingston CCG) about HWK providing secretariat support (meeting planning, minutes and follow up). A Board briefing will be provided shortly via email.

7.7 The RBK Health Overview Panel

A reply to the HOP from the CCG in response to the HWK Formal Referral Letter on Emotionally Unstable Personality Disorder (EUPD) services in Kingston is due at the next meeting on 28 March 2018. SB cannot attend but GS will be there. The HOP agenda also includes a report from the RBK Director of Social Care about 'Progress with Locality and Wellbeing Teams' (see Appendix 7D). Andrew Osborn, Kingston Coordinated Care Programme Manager (will present the report at the HOP) and he has asked HWK to play an ongoing community engagement role in this area (perhaps combined with Social Prescribing and 'Connect Well Kingston') which will build upon our most recent work on the 'Future of Home Care in Kingston'. We could invite AO to present an update on KCC and the Wellbeing Teams at the first HWK Joint Task Groups Meeting on 16 April 2018.

7.8 HWK engagement with Children and Young People

HWK and our Children and Young People engagement programme development partners: RBK; HW Richmond; Kingston and Richmond Youth Council (KRYC), along with their coordinators through Achieving for Children; and Kingston CCG, have met to explore how we might collectively support young people to establish a 'Youth Health Task Force' (current working title). It is proposed that HWK take a lead (as there are specific children and young people deliverables within our contract with RBK). This would include the young people in the group being linked to the HWK governance framework, provision of Enter & View training etc. and active affiliate/authorised representative type support (akin to that currently provided to other HWK Task Groups). We are currently working up a proposal that we can present to and further develop with young people. The aim is for this to run across a Kingston and Richmond footprint and HWR have agreed to work with us on this so that YP from each borough can benefit from the HW connection. We plan to work with a range of children and young people's groups including KRYC and the Children in Care Council as well as with schools and colleges.

Young people have already promoted the concept at the Kingston Young People's Mental Health Champions Conference and we are firming up dates in April and May to gather the 30-40 young people together that have registered interest to date.

In the meantime, we have met with Elizabeth Brandill-Pepper to explore her interest in young people using video and digital media to promote health and wellbeing across 2018-19. EB-P would

like this to work synergistically with projects being progressed in Richmond (funded via Richmond CCG) - so we can avoid duplication and maximise resources and impact.

There is opportunity to bring together a range of existing resource and plans, and after securing an 'in-principle' agreement from the Board to progress this area of work, Board commitment for HWK taking a lead partner role in an application to commissioner for Kingston focused funding is now sought. The proposal needs to illustrate our ability to bring added value to emergent ideas as well as ensure that the HWK existing contract objectives are embedded so that engagement with children and young people throughout the engagement programme of work is achieved to HW quality standards and practices.

7.9 'Time to Change' - Kingston upon Thames 'organic' hub

In November 2017, RBK, HWK and Mind Kingston (along with a range of other local partners) submitted an application to become a Time to Change (funded) Hub. We were not successful (Waltham Forest were in the London area) but as our bid was strong, we were successful in being chosen as TtC 'organic' hub. Liz Trayhorn, Tony Williams and SB attended the induction day on 22 March 2018.

The event was informative and set out, what appears to be, a rich set of free resources (TtC team development support, TtC champion training and campaign/promotional resources etc.) available to TtC Hub partners (both funded and organic). To be part of this, HWK will be required to 'sign-up' to our role as a core partner and be actively engaged (Hub Host - RBK, Hub Coordinator, HWK). The HWK role would be along the lines of what was agreed by the Board in our original application which outlines much of what we are already doing linked to our work with the Thrive Kingston Mental Health Strategy but includes a Kingston wide partnership working together to implement the Time to Change campaign objectives. There are four TtC teams that can work with us in the following areas:

- Community Leadership
- Children & Young People
- Employers
- Communications

There are obvious similarities with our own proposed activities for the next few years. Next steps: I attach a PDF of the TtC Induction Pack for reference (see Appendix 7E). LT, TW and SB have begun a discussion about how we might weave this resource into a range of joint working plans for Kingston and initial thoughts have been focused on establishing a Steering Group for this work as required by TtC. The national TtC team will be sending out a Memorandum of Understanding to all Hubs this coming week including further training required, action planning tool/template and the Time to Change Employer Pledge.

7.10 'Thrive London'

In addition to Kingston becoming a Time to Change 'organic' Hub, Kingston has been chosen as a Thrive London pilot site (this has followed on from us sharing our TtC bid). Alice Morrissey, Project Manager for Healthy London Partnership is due to join our next Mental Health Strategy Implementation Group meeting on 2 May 2018 to meet stakeholders. We will establish a clearer picture of the opportunities/benefits this arrangement might offer at that meeting but similarly to Time to Change they will provide us with their process model outlining a pathway of activity (though bearing in mind they want to keep flexible to local plans) as well as their own action plan template. A briefing will be provided for the Board in due course.

They've just launched a new project called 'Time to Thrive' which is about understanding how the discrimination Londoners face due to their identity affects their mental health and wellbeing.

At this stage, they're inviting Londoners from all walks of life to share their stories. They hope to receive hundreds of stories covering wellbeing, physical and mental health and individuality.

They would particularly like to hear from people who identify as being from any of the following groups:

- Disability groups
- LGBT+ groups
- Gender specific groups
- Age specific groups
- Cultural or ethnicity centred groups

- Religious groups
- People with experience of the criminal justice system

7.11 'Grassroots Engagement Programme' 2017-18 Review Panel timing

The second phase of the 'Grassroots Engagement Programme' funding is now open. The funding is being advertised via the HWK website, with the aim to start running events from 7th May 2018. We've been told that all events must be completed by September 2018, but some applicants wish to run events after this date. SB has spoken to SWL NHS and they have agreed to engage on a case-by-case basis if requested, dependent upon the target group meets yet unmet criteria, the availability of SWL NHS colleagues and HWK staff to attend the events and any remaining funds. The deadline for applications is the 15 May 2018 with a proposal that the HWK Review Panel sit after this to choose winners, however, we have a series of applications already submitted and some wish to hold events before our May deadline. A request has been made to ask if the HWK Review Panel could sit twice during the application period to accommodate.

7.12 Social Prescribing - 'Connect Well Kingston'

There appears to be a range of benefits for local people from the planned introduction of social prescribing. HWK have been approached to support the development of this work as part of 'Connect Well Kingston'. An obvious way for us to engage would be through the HWK Task Groups. Chris Jones (RBK Commissioning Lead - Preventive and Community Services) and Sian Brand (Lead Programme Manager for Connect Well at the Mid Essex Social Prescribing Project but has joined the staff at KVA) are waiting to hear about how HWK might work with them. SB agreed to make contact after the HWK Priority Setting Workshops and this Board meeting. Active Affiliates and Board members at the recent workshops asked: What will the impact of Social Prescribing be on services and local people? Will it make a difference to people and the social care system? How will social prescribing be inclusive and address the needs of all members of the community (e.g. people with learning disabilities)? Will this reduce demand on hospital services? And therefore, discussion about how HWK might contribute towards a meaningful evaluation of 'Connect Well Kingston'. In addition, there are synergies with the work we are engaging as part of the 'Thrive Kingston' Mental Health Strategy (which includes peer support) and our proposed range of engagement with children and young people (including the Youth Health Task Force and young Time to Change Champions).

We could invite Chris and Sian to present an update on 'Connect Well Kingston' at the first HWK Joint Task Groups Meeting on 16 April 2018.

7.13 Blue Badge Parking at Kingston Hospital

There have been ongoing discussions between Kingston Hospital and both HWK and HW Richmond about the establishment of a Reference Group for the proposed '3-month review' of Blue Badge Holders Parking at Kingston Hospital. Dates for 2 Reference Group Meetings were set by the Hospital without consultation on availability and have now had to be re-arranged as some key stakeholders were not available.

HWK (via GS at a HOP meeting) raised that the review ToR needed to be more explicit about how it will be facilitated), and since we have sought clarification about the proposed role of HWK in the Reference Group and assurance that involvement of Blue Badge Holders in the review would be meaningful. In summary:

- We have concerns about the proposed timeline - Is the 3-month review process due to start from the point of an agreed ToR (in early April) or a bit later as they will be factoring in a set up period to facilitate appropriate engagement with a wider group of Blue Badge Holders across the 3-month review period?
- Our interpretation of the so called 'reference group' is just that, and should not be misconstrued as representational or advisory (as we feel the proposed individuals of this group should not be used to 'rubber stamp' the outcome of the proposed 3-month review)
- Our view is that HWK participation in this would need to be as an independent rapporteur - we would not want to take a position on the issue but would aim to ensure the process was independently scrutinised/verified, fair and consistent with good practice.
- And we would not be able to nominate a Blue Badge Holder for the proposed reference group, as in our view, this would raise data protection issues - we feel others (as per an earlier email from LB) would be in a better place to do so via a direct request from KH.

7.14 HWK Authorised Representatives

The following meetings are in addition to the list provided at PART A Item 12:

- VACCANT: Planned Care Clinical Transformation Group (STP) - Steve Hardisty was nominated to attend on behalf of SWL HW

- **VACCANT: Cancer Care Clinical Transformation Group (STP)** - Steve Hardisty was nominated to attend on behalf of SWL HW
- **VACCANT: Maternity Clinical Transformation Group (STP)** - TBC this was originally allocated to HWK to attend on behalf of SWL HW (Someone from Healthwatch Richmond went to this recently and reported back to Sarah Cook at HW Wandsworth. We don't yet have a SWL HW representative for this but Healthwatch Richmond plan to have a project around maternity this year)
- **Kingston Mental Health Strategy, Peer Support Sub-Group** - Stephen Bitti and Tony Williams
- **Health Overview Panel (Pre-meetings)** - Stephen Bitti
- **Voluntary Sector Partnership Board** - Stephen Bitti
- **HW Forum (Kingston Hospital)** - Stephen Bitti
- **SWL HW & SWLStGs Mental Health Trust** - Stephen Bitti
- **Kingston Stakeholders Network (Mental Health Trust)** - Stephen Bitti, William Ostrom, Tony Williams, Jo Boxer, Alan Moss
- **Kingston and Richmond Communications and Engagement Group** - Stephen Bitti
- **Time to Change Kingston Steering Group** - Stephen Bitti
- **Thrive London** - Stephen Bitti

7.15 HWK workforce update

- All team members have now been DBS checked with no issues to report.
- All team members have now undergone an end of six-month probation period review.
- In preparation for the introduction of GDPR, all the HWK staff team have attended 'Data protection update: GDPR' training on 6 March 2018.
- Safeguarding training will be scheduled for staff, volunteers and Board in April.