**Chief Officer report part 1 – 27th June board meeting**

**HWS Team Update**

I have purposefully kept the team part of my update briefer than usual. It feels appropriate that each team member updates you on their projects in more detail – the quality and volume of work the team are producing at the moment is incredible (even more than usual if possible!) and I don’t want to steal anyone’s thunder.

**Mark**

Q1 Engagement Project - lead

Team approach to engagement. Health fair planned for 4th July.

Salford Men’s Mental Health Commission

Press release went out 15th June as part of Men’s Health week to launch the ‘idea’ of the commission. Project brief shared previously with the board.

Mind Over Matter

A follow-up meeting with commissioners and focus group representatives is being arranged. HWE are very impressed with the report and in contact with Mark.

Silent Voices

Continuing to work with NCA in helping them to make staff more d/Deaf aware and also look at making access to interpreters and appointment communication more BSL friendly.

GP report

Liaising with Swinton, Walkden and Little Hulton PCN Lead for collaborative working. Planning on having more detail on what this looks like around mid-July.

Dentistry report

Follow up review almost completed. Awaiting update on potential changes so they can be incorporated before publishing.

**Ali**

Young People’s Mental Health project – Ali and Scarlett

Meetings have taken place with a number of key people within children’s as well as community groups. Final scoping is taking place and on track to launch in July.

Homecare report

Responses from commissioners received. Work underway on HWS role in the recommendations.

Enter and View

Did a presentation on the summary enter and view report to 32 care home managers and health staff, liaised with them re coming to 4th July event.

Follow up/reviews planned for around September time.

Q1 Engagement Project

Making new links with groups and communities across Salford. Responsible for stallholders at our health fair.

Ali attended events and created kindness packs for carers week.

**Scarlett**

Young People’s Mental Health Project – Ali and Scarlett

Meetings have taken place with a number of key people within children’s services as well as community groups. Final scoping is taking place and on track to launch in July.

Q1 Engagement Project

Making new links with groups and communities across Salford. Co-lead on organising the health fair with Mark.

Youthwatch

Linking Youthwatch into Q1 engagement – attended LGBTQ youth groups and liaising with Salford Youth Service to create a voice group for young LGBTQ Salford people.

Safer Salford lived experience panel

We have continued to coordinate volunteer management. AQUA, who hosts the panel, are looking at changing the way it works so it will cease soon in its current format. All volunteers have been through our induction and receive ongoing support so can continue working with us if they want to.

Volunteering

* Youthwatch engagement – engaged approximately 30 young people across five different LGBTQ+ youth groups ran by Salford Youth Service in April and May. The aim of visiting the sessions was to involve young people in a workshop starting conversations around health and wellbeing, talking about their experiences of services and raising awareness of Healthwatch Salford amongst young people
* Overall, April and May were quiet months for volunteering. Due to low availability, a meeting between lived experience volunteers was unable to go ahead. We did not receive any expressions of interest from volunteers to attend the Community Champion training Holly and I had scheduled to deliver in Q1. As volunteers have come forward to support with the Health Fair and have expressed interest in engagement opportunities previously, the date and time of the training may have been inconvenient for people. In future we may see more engagement by linking training sessions to tangible events

|  |  |
| --- | --- |
| Data Area | Period from 1st April – 31st May |
| Volunteering activities in the period | Intelligence subgroup meeting and prep – 2 volunteers  1 volunteer supervision |
| Volunteer hours provided in the period | 4 hours |
| Number of volunteers on record | 28 volunteers |
| Levels of volunteer retention | 0 leavers  0 new starters |
| Evaluation or feedback from volunteers regarding their volunteering activity (if applicable) | Volunteer 1  *[when asked for feedback on the GP project working group]* ‘working with the raw data is as primary as you can get, not just reading an already published study. I was closer to the source and it was a nice experience… I get to test what I learnt from university on it’  *[when asked for feedback on volunteering at HWS in general]* ‘it’s really improved, it’s not hard work and sometimes you give me things I haven’t done before, new experiences’. |

Volunteer Strategy presentation – to be discussed at the board meeting.

**Holly**

Living Well ethnographic research

Ongoing and beginning to gather feedback about the groups people have been involved in to understand the impact it has had.

CMHT ethnographic research

This has commenced now and is ongoing with themes being shared.

Listening Lounge ethnographic research

Ongoing – this will increase over the next few months.

Q1 Engagement Project

Making new links with groups and communities across Salford. With Elyse, responsible for catering and refreshments and has been supporting Scarlett with volunteer involvement.

**Elyse**

Civi CRM

We have our own systems in place locally to record feedback in addition to the Impact Tracker. We have links in place to share our feedback with HWE new data sharing platform.

Marketing

Focusing on usual social media messages and promoting the health fair.

Website

We’ve now transferred over to the new website format – still a work in progress.

Intelligence Subgroup

Elyse to provide detailed update at the board meeting.

Annual report

We are on track to complete and publish our annual report by the required deadline.

**AGM**

We have our AGM planned for September – no specific date agreed yet.

Crowe (Auditors) have said they don’t see an issue right now with turning the audited accounts around for September if we get the work finished by the end of July. We have a meeting booked in for 23rd June to commence the work.

I’ve been discussing the format with the team, and we were hoping to have an AGM that compromised of the more formal matters at the start; a section for the team to present the annual report/work completed and a guest speaker – someone prominent in the health and social care system in Salford. For that reason, we were also hoping to try and have a hybrid meeting. We’re getting more and more feedback that people like to meet in person but also respect that for some that’s a challenge.

Board feedback/thoughts appreciated.

**Healthwatch in Greater Manchester Network**

Nothing further to add to Phil’s update, other than I’m on the recruitment panel for the Chief Coordinating Officer role. I have received 6 applications.

**Northern Care Alliance**

Nothing further to add to Phil’s update, other than, in addition to the quarterly meetings with have with other GM Healthwatch colleagues, we have a meeting booked to discuss the complex service disaggregation work (which at first glance doesn’t seem to have minimal impact on Salford residents) and incorporating Salford patient views into the new mental health strategy.

**EDI Action Plan**

The board have previously had sight of the latest version of our EDI plan. I was at the point where I was ready to create a more formal document for publishing but have come across some additional items that I feel are worth incorporating first:

* ‘Equity’ – Healthwatch England refers to EDEI – Equality, Diversity, Equity and Inclusion. I feel we should be mirroring that as equity is different to equality.
* Salford was awarded City of Sanctuary status in March 2023 for its commitment to creating a culture of solidarity, inclusivity and welcome for sanctuary seekers. I recently attended an event to celebrate this (J was there too). I would like to include this in our action plan with a potential view of applying for organisation status in the future. I’m planning on meeting with Maryam from [City of Sanctuary - City of Sanctuary UK](https://cityofsanctuary.org/) to see how we can explore this further and also access some training.
* Equality Impact Assessments – I can’t find any reference for these in our processes. I’ve included links below giving more detail on what they are. We already incorporate some of the principles in our project planning and approach to work. However, I feel this is something we could build on and undertake for every project/piece of work we undertake.

[Equality Impact Assessment Template | Healthwatch Network website (staff)](https://network.healthwatch.co.uk/guidance/2020-09-25/equality-impact-assessment-template)

[Acas\_managers\_guide\_to\_equality\_assessments.pdf (combined.nhs.uk)](https://www.combined.nhs.uk/wp-content/uploads/attachments/Acas_managers_guide_to_equality_assessments.pdf)

After feedback on the above has been received, I will finalise the action plan and publish.

Meetings/events I’ve attended since the last board meeting (11th April):

Salford Safeguarding Adults Board (SSAB) meeting

SSAB Annual Assurance and Challenge Event

SSAB Extraordinary SAR

HWS Finance Committee

Healthwatch and Greater Manchester Mental Health (GMMH) quarterly meeting

AgeUK Managers meeting

Health and Wellbeing Board

Salford Locality Board

Salford Locality and Provider Board OD event

All Age Mental Health meeting

Salford CVS VOCAL leaders

Salford Loaves and Fishes/START in Salford

Sam Alford (GDPR lead)

Salford Men’s Mental Health Commission planning meetings

BHA for Equality

Yemeni Cultural Day

Caroline and Tom from CAB

Public Health Leaders event (with Mark)

Clare Mayo – MH commissioning

Salford Planning Network meeting

GM Healthwatch Network meeting

Living Well data sharing agreement meeting

(meetings/events continued)

Salford Locality Quality meeting

HWE Northwest Regional meeting

HWE data sharing meeting

GMMH Senior Leadership Team meeting

Salford CVS re working in family hubs

NCA Mental Health Open Space event (with Holly)

LPG/JSSNA meeting

Helping Hands CEO

GM Healthwatch Network meeting with Professor Shanley

AQUA re Safer Salford

Mind Advocacy Hub (with team)

Salford CVS round table with Interim Director of Adult Services

Ordsall Community Arts Centre

Adult Social Care Senior Leadership Team meeting

City of Sanctuary event

Adult Social Care commissioners re Homecare report (with Ali)

Proactive Care Pilot Task and Finish group

We continue to have monthly in person team meetings and monthly one-to-one (preferably in person). We also have monthly team huddles, the most recent one being at Salford Museum and Art Gallery.

Our next team away day is booked for 18th July. The morning will be spent reflecting and reviewing how Q1 engagement when; how we can build on this and how we take it forward without losing the momentum we’ve built whilst being able to focus on other projects. The afternoon will be a team building activity.

**AOB**

What are the board thoughts on having a board meal? Do people have preferences for days/times of the week?