

Date of Meeting:	Thursday 20 <sup>th</sup> January 2022
Agenda Item:	Chief Officers Report
Item Number:	7
Aim of Paper:	For your information

Board Required Action
1. Approval/Decision
2. Discussion
3. For your information



Achieved.  
Valid Until  
December 2022



## Chief Officers Report

### Operational Update

In line with Government guidance due to the increase in COVID-19 cases, it was agreed that all Healthwatch Salford employees must work from home until further notice. Therefore, access to the office has been restricted to collection of post and photocopying facilities. All pre-planned external engagement has been cancelled. These arrangements are set to be reviewed week commencing 31<sup>st</sup> January 2022.

### Finance Committee

The Finance Committee meet on 10<sup>th</sup> December 2021. The main business was a review of the draft budget 2022/23. This budget has shared with trustee for review under part 2 of the board meeting.

### Equality, Diversity, and Inclusion [EDI]

The EDI action plan was approved by the board in November 2021 and a brief has been provided to the operation team at January 2022 team meeting. The EDI action plan will now be implemented, and updates will be provided to trustees on a quarter basis.

Healthwatch Salford attended the Healthwatch England EDI peer network meeting in December 2021.

### Staff Survey – Benefits

A consultation was completed with Healthwatch Salford employees in relation to the benefits provided as part of employment. The findings have been presented to trustees for review under part 2 of the board meeting.

### Projects

#### Insight into dentistry across Salford

The draft report with recommendations has been developed and shared with stakeholders. Healthwatch Salford have received responses from Salford Local Dental Committee and Greater Manchester Health and Social Care Partnership [GMHSCP]. Healthwatch Salford are awaiting response from Salford City Council. The final version of the report has an anticipated publication date 24<sup>th</sup> January 2022.

#### Insight into domiciliary care across Salford

The insight into domiciliary care across Salford project is ongoing and the engagement phase has now been completed. The survey results are currently being reviewed and will be documented in a report with recommendations. The final report is anticipated to be published in March 2022.

### Living Well in Salford



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The focus of the project at this stage is to continue to conduct ethnographic research for those who have accessed the Living Well (LW) Multi-Disciplinary Team (MDT) and through the Primary Care Network (PCN). In relation to the current position, 21 ethnographic stories have been collected.

### **Additional Projects**

#### **Silent Voices Project**

The Silent Voice Group met on 9<sup>th</sup> December to discuss ways in which d/Deaf people can share their experiences of health and care services with Healthwatch Salford, who in turn can pass onto the relevant services. Different mediums were discussed (text, email, video message, website etc) with a pathway for communication suggested. Next steps are for the group to record 3 short videos for our website in BSL explaining what information d/Deaf people need to provide when submitting to us their experiences. Further work to be undertaken away from the group to draft a data sharing protocol that can be shared with relevant organisations to agree on timescales etc. Face to face work has now paused with this group/project subject to COVID-19 restrictions.

#### **Unmet need in Social Care**

Healthwatch Salford have been commissioned by Healthwatch England to support their project on Unmet need in Social Care.

Healthwatch Salford will identify people who have recently had a social care assessment, and conduct in-depth, one-to-one interviews with these people to submit as case studies. For detailed guidance, Healthwatch Salford will refer to 'research methodology and discussion guide' for this project, produced by Healthwatch England.

Healthwatch Salford will arrange and conduct the interviews, using the discussion guide provided by Healthwatch England. Healthwatch Salford will engage:

- a carer who has recently had a carers assessment;
- a working age adult (18 – 65) who has recently had a social care assessment; and
- an older adult (65+) who has recently had a social care assessment.

Through this engagement, Healthwatch Salford will capture the person's journey through the social care system as a whole, and the holistic impact that this has on their lives. From each interview, Healthwatch Salford will produce a detailed, high-quality case study, and a transcript of the conversation.

### **Outreach/Events**

#### **Community Forum - Equality in Salford**

On 2<sup>nd</sup> December 2021, Healthwatch Salford hosted our virtual Community Forum on the topic of equality and facilitated by Scarlett Ash. Guest speakers included Di Critchely [Salford CCG] and Jess Patak [Salford City Council].



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Future forums to be themed:

- January 2022 – Social Care and Healthwatch Salford priorities
- March 2022 – Mental Health

### Listening Tour

As we progress to become more visible within the Salford community, we have an opportunity with our library colleagues from Salford Community Leisure to hold monthly ‘drop in’ sessions for members of the public to come and meet with us face to face and chat about their experiences with health and care services. Each listening event will be led by a member of Healthwatch Salford staff, responsible for establishing a working relationship with the library manager.

The events will take place on a regular day and time once a month for an initial period of 6 months. It is proposed that each listening event is for a period of 3hrs. Within each of the Primary Care Networks (PCN’s) lie one of the council run Gateways/Hubs and each of these host a main library. Libraries will accommodate us within their reading sections, providing us with an information table/stand and seating for the public to talk to and interact with us, alongside an area to make refreshments. The library’s include;

Area	Address
<b>Eccles</b>	Eccles Gateway, 28 Barton Lane, Eccles, M30 0TU
<b>Swinton</b>	100 Chorley Road, Swinton, Salford, M27 6BP
<b>Walkden</b>	Walkden Gateway, 2 Smith Street, Worsley, M28 3EZ
<b>Pendleton</b>	Pendleton Gateway, 1 Broadwalk, Salford, M6 5FX
<b>Broughton</b>	Broughton Community Hub, 50 Rigby Street, Salford, M7 4BQ

The first session was scheduled to run in January 2022 but due to government guidelines this had to be cancelled and is set to be reviewed in February 2022.

### Volunteering and Involvement

Find below a summary of volunteer activity:

Data Area	Period from 1st November - 31st December
Volunteering activities in the period	<p>Social Prescribing Project Working Group (3 volunteers attended introductory meetings)</p> <p>Speak Up Salford Fund Panel Meeting (attended by 1 volunteer)</p> <p>Healthwatch Week (attended by 1 volunteer)</p> <p>Community Forum on Equality in Health and Social Care (attended by 1 volunteer)</p>



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	<p>COVID-19 Health and Safety training and individual risk assessments (attended by 1 volunteer, bringing the current total to 6)</p> <p>Homecare Survey Data Entry (4 volunteers)</p> <p>GP Project Working Group (4 volunteers attended introductory meetings)</p>
Volunteer hours provided in the period	37 hours
Number of volunteers on record	25 volunteers
Levels of volunteer retention	<p>0 leavers</p> <p>1 new starter</p>
Evaluation or feedback from volunteers regarding their volunteering activity (if applicable)	<p>Volunteer 1 (<i>this is not about volunteering activity but I thought I would share it to provide some balance</i>)</p> <p>‘Healthwatch is supposed to be a national watchdog. If you stop every person you meet on the street and ask if they know what Healthwatch is, they wouldn’t know. We need to raise our profile. I think it is being done as it’s far better than it was, but how is it that intelligent people, some who work in health, don’t know what Healthwatch is?’</p> <p>Volunteer 2</p> <p>‘I’ve enjoyed the work I’ve been involved in, I think the activities were good. Doing the mystery shopping was my favourite part of the dental project – I’m amazed at the number of people who can’t get an NHS dentist in Salford.’</p> <p>[A comment after receiving feedback in a supervision] ‘Thanks for the feedback. Thanks to you all for being so supportive. It’s a good organisation to volunteer for.’</p> <p>Volunteer 3</p> <p>‘I’ve thoroughly enjoyed volunteering and enjoyed [the dental project], it’s just a shame we couldn’t do everything Mark wanted to do like the virtual visits... it’s a shame we couldn’t do it to its full potential, getting out and about. That interaction with the public is what I miss, getting involved with various projects is enjoyable. It gives you good insight into what’s going on with</p>



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	<p>various health services. I've really enjoyed [volunteering], the topics you cover are things that I'm interested in. You get that insider knowledge of exactly what's going on like with the dental project. You start to think 'is it just my dentist or my area' but you realise it's across the board, you think of changing dentist but you realise 'I should stick with what I've got.'</p> <p>Volunteer 4</p> <p>[When asked how they found the recruitment process] 'Good, efficient, organised – all the things that I suggested were bad about other organisations [during an activity in the volunteer induction focused on examples of bad practice], Healthwatch Salford hasn't done.'</p> <p>[When asked how they have found communication so far] 'Really good, everybody replies, everyone seems lovely who I've met online, no issues whatsoever'.</p>
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### Speak Up Salford Fund

To date we have two organisations who have received grant funds which include SARELI and Europaia. SARELI have completed their engagement in relation to their project and Healthwatch Salford are currently awaiting their report. Europaia are in the engagement phase of their project. The Speak Up Salford Fund panel approved a bid from Salford Deaf Community Gathering but due to unforeseen circumstances are unable to move forward with their application at the present time. An interim update from the project lead will be provided to trustees at the March Board meeting covering how this project has developed, sharing insight into individual projects.

### Youth Healthwatch

Healthwatch Salford are currently developing our Youth Healthwatch volunteering programme. The planning brief has been developed alongside communications materials in preparation for launch in line with date agreed in the business plan [02/2022]. Initial stakeholder engagement has begun to support the promotion of this opportunity and arrangements are being put in place to engage with 22 schools to support the uptake within this scheme.

### Safer Salford Lived Experience Panel

Healthwatch Salford currently host 6 volunteers in the role of Safer Salford Lived Experience Panel Members. To note 5/6 volunteers have received supervisions and 1/6 did not require this in the period. The volunteering activity plan for this specific role has been developed and led by Advancing Quality Alliance working alongside NHS providers. To note the scheduled meeting on 19/01/2022 to discuss volunteer activity has been cancelled by AqUA.

### Communications



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Find below a summary of communications activity:

<b>Website</b>			
	<b>November</b>	<b>December</b>	<b>Total</b>
Sessions	912	671	1,583
Bounce Rate	62.50%	67.96%	65.23% (average)
Users	707	558	1,265
Average Time on site (minutes)	1:38	1:33	1:35 (average)
<b>Social Media</b>			
	<b>November</b>	<b>December</b>	<b>Total</b>
<b>Facebook</b>			
Posts	28	26	54
Reach	1321	421	1742
Engagement	94	42	134
<b>Twitter</b>			
Posts	96	82	178
Impressions	21,200	20,400	41,600
Engagement rate	3.4%	1.8%	2.6% (average)
Link Clicks	71	37	108
Likes	223	91	314
Retweets	76	64	140

### Meetings (external) attendance

1<sup>st</sup> November - Healthwatch Salford Annual General Meeting

2<sup>nd</sup> November – Integration Board



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3<sup>rd</sup> November - Healthwatch and ICS working together - Northwest [Healthwatch England]

3<sup>rd</sup> November - Place-based Governance, Accountability and Strategic Planning Meeting

4<sup>th</sup> November - Health Protection Board

5<sup>th</sup> November - Healthwatch in GM Engagement Task and Finish Group

8<sup>th</sup> November - CQC and Healthwatch Salford Meeting

9<sup>th</sup> November – Adult Advisory Board

10<sup>th</sup> November - Age Well Tender - Evaluation Panel Meeting

15<sup>th</sup> November - Salford CVS and Healthwatch - Trusted Voices

16<sup>th</sup> November - Health and Wellbeing Board

17<sup>th</sup> November - Healthwatch Salford Board Meeting

18<sup>th</sup> November - Salford Locality ICS Transition Board

22<sup>nd</sup> November - Meeting with NCA [Community Digital Strategy]

24<sup>th</sup> November - GP Practice COVID-19 Co-ordination meeting

23<sup>rd</sup> November - Primary Care Commissioning Committee

25<sup>th</sup> November - VOCAL Leaders Meeting

25<sup>th</sup> November - Healthwatch in GM Monthly Network Meeting

1<sup>st</sup> December - ICS People and Communities Strategy Meeting

2<sup>nd</sup> December - Safeguarding Adults Board

3<sup>rd</sup> December - Health and Wellbeing Board

8<sup>th</sup> December - GP Practice COVID-19 Co-ordination Meeting

7<sup>th</sup> December - Healthwatch in GM Engagement Task and Finish Group

13<sup>th</sup> December - Place-based Governance, Accountability and Strategic Planning Meeting



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14<sup>th</sup> December - Adult Advisory Board

15<sup>th</sup> December - ICS People and Communities Strategy Meeting

16<sup>th</sup> December - Salford Locality ICS Transition Board

16<sup>th</sup> December - Health Protection Board meeting

*[To note the above does not include internal meetings]*



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