

LONDON BOROUGH OF CROYDON

REPORT:	HEALTH AND WELLBEING BOARD	
DATE OF DECISION	WEDNESDAY 17 APRIL 2024	
REPORT TITLE:	Healthwatch Croydon Annual Report 2022-23: Together we're making health and social care better	
LEAD OFFICER:	EDWINA MORRIS, CHAIR, HEALTHWATCH CROYDON edwina.morris@healthwatchcroydon.co.uk 07855 452171 GORDON KAY, MANAGER, HEALTHWATCH CROYDON gordon.kay@healthwatchcroydon.co.uk 07485 393580	
LEAD MEMBER:	COUNCILLOR YVETTE HOPLEY, CHAIR OF HEALTH AND WELLBEING BOARD, AND LEAD COUNCILLOR FOR ADULT SOCIAL CARE AND HEALTH	
KEY DECISION? [Insert Ref. Number if a Key Decision] <i>Guidance: A Key Decision reference number will be allocated upon submission of a forward plan entry to Democratic Services.</i>	No	REASON: N/A
CONTAINS EXEMPT INFORMATION?	NO	Public
WARDS AFFECTED:	All	

1. SUMMARY OF REPORT

1. The Annual Report summarises the work undertaken by Healthwatch Croydon between 1st April 2022 and 31st March 2023. It also sets out the plans for work in 2023-2024 as identified early in the financial year.

2 RECOMMENDATIONS

For the reasons set out in the report [and the presentation], the Health and Wellbeing Board is recommended:

1. to note Healthwatch Croydon's Annual Report for the financial year 2022-23, which provides a summary of the work undertaken by the organisation during the year. The report is attached as an Appendix to this report.

3. REASONS FOR RECOMMENDATIONS

- 3.1. Local Healthwatch organisations are required under the Health and Social Care Act 2012 to produce an Annual Report by 30th June each year, and to present the report to the relevant Health and Wellbeing Board.

4. BACKGROUND AND DETAILS

- 4.1. Healthwatch Croydon works to get the best out of local health and social care services by ensuring the people who use health and care services can influence the way they are delivered. From improving services today to helping shape better ones for tomorrow, we listen to local people's views and experiences and then influence decision-making.
- 4.2. During the financial year 2022-2023 Help & Care, a charity based on the South coast, held the contract for the delivery of Healthwatch services in Croydon. Help & Care are one of the largest providers of Healthwatch services in England and have been involved in patient and public involvement in health for more than 20 years. During the latter part of 2022-2023 Croydon Council recommissioned the local Healthwatch service, resulting in the contract being awarded to Public Voice, a Community Interest Company based in Haringey as from 1st July 2023, and the Healthwatch Croydon staff group transferred to Public Voice in accordance with the TUPE regulations.
- 4.3. The work outlined in this Annual Report was undertaken whilst Help & Care was the contract holder.

- 4.4. Healthwatch has several legal functions, under the Health and Social Care Act, 2012. These are:
- a) Gathering views and understanding the experiences of patients and the public;
 - b) Making people's views known and acting as a credible voice at strategic meetings;
 - c) Supporting the involvement of people in the commissioning, provision and scrutiny of services;
 - d) Recommending investigation or review of services via Healthwatch England or Care Quality Commission;
 - e) Signposting for access to services and support for making informed choices;
 - f) Making the experiences of people known to Healthwatch England and other local Healthwatches.
- 4.5. We have prepared a short presentation summarising the key activities undertaken during 2022-2023 as described in the Annual Report.

5. ALTERNATIVE OPTIONS CONSIDERED

- 5.1. Not applicable.

6. CONSULTATION

- 6.1. Healthwatch Croydon listens to local people's views and experiences of health and social care services and works to get the best out of local services by ensuring that the people who use those services can influence decision making and the way that services are delivered.
- 6.2. The Annual Report summarises the work undertaken by Healthwatch Croydon during 2022-2023 which includes seeking the views of local residents about a number of health and social care services and presenting those views, along with findings and recommendations for changes and improvements in services to those people with responsibility for commissioning and/or providing those services.

7. CONTRIBUTION TO COUNCIL PRIORITIES

- 7.1. The work of Healthwatch Croydon, as summarised in the Annual Report, contributes to the delivery of the five priority outcomes in the Mayor's Business Plan (2022-26), and in particular outcome 5, "people can lead healthier and independent lives for longer."

- 7.2. Healthwatch Croydon works with partner agencies, including those within the One Croydon Alliance, and VCS organisations, to ensure that the voices of local residents contribute to the promotion of people's independence, health and wellbeing and help to keep vulnerable adults safe. This is done through projects that are undertaken with reports written and presented to decision makers, the gathering and reporting of insight, and influencing and representation at various local Boards and Committees.
- 7.3. In addition, Healthwatch Croydon works closely with health and care services and VCS organisations to improve local residents' health and reduce health inequalities. Particular attention is paid to ensuring that the voices of marginalised communities and hard to reach groups are heard and conveyed to local leaders and decision makers, so that their needs are taken into account in the design and operation of local services.
- 7.4. Healthwatch Croydon also provides information and signposting to local residents about health and social care services, both online and via telephone, and enables Croydon residents to participate in community life.

8.IMPLICATIONS

8.1. FINANCIAL IMPLICATIONS

- 8.1.1. There are no direct financial implications as a result of this report. Any future financial impact will be fully considered as part of subsequent reports as they arise.
- 8.1.2. Comments approved by Lesley Shields, Head of Finance for Assistant Chief Executive and Resources on behalf of the Director of Finance. 05/4/24

8.2. LEGAL IMPLICATIONS

- 8.2.1. The Council has a statutory responsibility to commission an independent Healthwatch service for the Borough. Under Section 227 (Local Healthwatch organisation: annual reports) of the Local Government and Public Involvement in Health Act 2007 local Healthwatch organisations are required to prepare for each financial year a report in relation to the activities of the organisation under the contractual arrangements with the Council. Such reports must include details of amounts spent by the organisation and its contractors in the year concerned, details of what those amounts were spent on, and such matters as the Secretary of State may direct. Such reports must be prepared by 30th June after the end of the financial year concerned. A copy of such reports must be sent to the local authority, and to the overview and scrutiny committee of the local authority.
- 8.2.2. Comments approved by the Head of [XXX] on behalf of the Director of Legal Services and Monitoring Officer. (Date DD/MM/YYYY)

8.3. EQUALITIES IMPLICATIONS

- 8.3.1. The Council has a statutory duty to comply with the provisions set out in Section 149, Equality Act 2010. The Council must therefore have due regard to:
- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act.
 - (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it
 - (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- 8.3.2. The protected characteristics defined by law are race and ethnicity, disability, sex, gender reassignment, age, sexual orientation, pregnancy and maternity, religion or belief, marriage and Civil Partnership.
- 8.3.3. Healthwatch Croydon has regard to health inequalities throughout its work and will continue to seek out and amplify the voices of people who experience the greatest health inequalities including people with protected characteristics.
- 8.3.4. Comments approved by Ken Orlukwu (Senior Equalities Officer) on behalf of Helen Reeves, Head of Strategy & Policy - 26/03/2024

9. APPENDICES

- 9.1** A Together we're making health and social care better: Healthwatch Croydon Annual Report 2022-2023