



*The National Voice for LINks and  
LINK Members*



Preparing for HealthWatch  
2011-2012

# First Steps

**The National Association of  
LINKs Members**

*Public and Patient Involvement in Health  
and Social Care*

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## THE AIMS OF NALM

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The aims of NALM are to:

1. Provide a national voice for LINKs' members

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2. Promote public involvement that leads to real change and the ability to influence key decisions about how care services are planned and run

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3. Promote the capacity and effectiveness of LINKs' members to monitor and influence services at a local, regional and national level and to give people a genuine voice in their health and social care services

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4. Support the capacity of communities to be involved and engage in consultations about changes to services, influence key decisions about health and social services and hold those services to account

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5. Promote diversity and inclusion and support the involvement of people whose voices are not currently being heard

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6. Promote open and transparent communication between communities across the country and the health service

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7. Promote accountability in the NHS and social care to patients and the public

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## FIRST STEPS – LINKS EVOLVING INTO HEALTHWATCH

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HealthWatch will provide people with a single point of contact to raise issues of concern, influence commissioning of health and social care, get information to choose care services and access specialised advocacy to deal with complaints. HealthWatch will speak out when users report serious failings with services.

A successful transition to Local HealthWatch will enable LINKs to continue their growth and development and to minimise the disruption to the community and to that volunteers and staff.

The plan for HealthWatch is to build on what is working well in LINKs and bring greater benefits to the community. HealthWatch will:

- Give people real influence in decision making about local services
- Support individuals who have complaints or need information
- Engage communities and ensure inclusion of young people, and people from groups and communities that experience exclusion
- Ensure the voices of all service users have influence locally and nationally

The Department of Health has made it clear that they will support LINKs to achieve greater effectiveness; to build on their successes; and enable Local HealthWatch organisations to be effective champions for health and social care users.

The HealthWatch Transition Plan (<http://tinyurl.com/4qvsmcy>) is a key document to guide LINKs and Local Authorities plan jointly for the development of HealthWatch, and determine what support is needed to ensure an effective transition.

HealthWatch Pathfinders will provide the opportunity to explore how Local HealthWatch can operate in the most effective way for local people. They can test out models to create more effective engagement, governance and accountability.

HealthWatch will be the champion of the community and ensure that the failings of Mid Staffordshire Hospital are never revisited on our health and social care services.

This document provides a check list to enable Local Authorities and LINKs measure progress towards HealthWatch, and provides baseline data from nearly ever Local Authority in England on their first steps in the development of HealthWatch. Each file card has a section to update your details and return to us for the next edition.

Example Card ....

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<b>LINK Name:</b>	<b>BARKING and DAGENHAM</b>
Preparations for evolution of HW	Meeting regularly to discuss transitional arrangements. Currently considering plans to be a HealthWatch Pathfinder.
Sum allocated to set up/fund HW	None
<b>Local Authority Update:</b>	

**The establishment of HealthWatch in 2012, to be the champion of patients, people using services, carers and the wider public, means that at both a national and local level, all people have the chance to have their say and know that it will count.**

*Joan Saddler, National Director for Patient and Public Affairs*

# HealthWatch

## Questions and Responses from Local Authorities in England

The following questions were put to every Local Authority in England under the Freedom of Information Act.

- What arrangements have you made with your Local Involvement Network and Host to prepare for the evolution of the Local Involvement Network into Local HealthWatch?
- What sum of money will you allocate, in addition to the LINKs Budget for 2011-2012, to set up and fund HealthWatch in the area of your authority?

<b>LINK Name</b>	<b>BARKING and DAGENHAM</b>
Preparations for evolution of HW	Meeting regularly to discuss transitional arrangements. Currently considering plans to be a HealthWatch Pathfinder.
Sum allocated to set up/fund HW	None
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>BATH + NORTH EAST SOMERSET</b>
Preparations for evolution of HW	There have been meetings with representatives of the LINK and Host, and Deputy Director to plan the work going forward, and the Host has written a report on the transition arrangements which will be presented to Joint Management Board.
Sum allocated to set up/fund HW	None
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>BARNET</b>
Preparations for evolution of HW	This has been agreed as the main shared objective for the Council and the LINK and will be the main focus of our monitoring meetings.
Sum allocated to set up/fund HW	None for 2011/12. For 2012/13 position not yet known.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>BARNESLEY</b>
Preparations for evolution of HW	A HealthWatch Transition Group has been established to oversee the transition period in 2011/2012. Members of the group include the LINK's current Hosts and NHS Barnsley.
Sum allocated to set up/fund HW	Looking at budgets and pulling together a bid for Pathfinder status.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>BEDFORDSHIRE</b>
Preparations for evolution of HW	A transition plan is being delivered with Host and LINK and is expected to be in place by the end of May and will be published through the (Central) Bedfordshire LINK.
Sum allocated to set up/fund HW	Money is included in the 2011-12 LINK Host Contract.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>BEXLEY</b>
Preparations for evolution of HW	There have been meetings with representatives of the LINK and Host, and Deputy Director to plan the work going forward, and the Host has written a report on the transition arrangements which will be presented to Joint Management Board.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	



<b>LINK Name</b>	<b>BIRMINGHAM CITY</b>
Preparations for evolution of HW	In discussion with local stakeholders, LINK and Host.
Sum allocated to set up/fund HW	No decision yet.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>BLACKBURN with DARWEN</b>
Preparations for evolution of HW	Placing a bid for Pathfinder status.
Sum allocated to set up/fund HW	Will be seeking a further £2,500.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>BLACKPOOL</b>
Preparations for evolution of HW	No arrangements have yet been made, and the Council is awaiting Department of Health guidance on this matter.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>BOLTON</b>
Preparations for evolution of HW	The Host and LINK, supported by the Council, has sought to recruit a Project Leader for a one year fixed period commencing the end of April 2011 to work for the host, but to the LINK – with one of the principal aims for this post to prepare for the formation of HealthWatch.
Sum allocated to set up/fund HW	Await further information from DH.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>BOURNEMOUTH</b>
Preparations for evolution of HW	A planning day is being arranged for early May to engage all stakeholders in preparation for the development of Local HealthWatch. A timetable for commissioning has been set out.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>BRACKNELL FOREST</b>
Preparations for evolution of HW	Establishing a HealthWatch Transition Advisory Group.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>BRADFORD</b>
Preparations for evolution of HW	The LINK has met with the Health and Wellbeing Partnership Board and it is agreed to apply to be a HealthWatch Pathfinder.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>BRENT</b>
Preparations for evolution of HW	None as yet – but Brent intends to set up a Partnership Steering Group involving the LINK to oversee the evolution of HealthWatch.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>BRIGHTON and HOVE</b>
Preparations for evolution of HW	On-going collaboration with the Host to have full involvement in the HealthWatch development programme, including a working group representation from both the Host and Steering Group members. This group to comprise of all statutory agencies with health and social care involvement.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>BRISTOL</b>
Preparations for evolution of HW	Currently working on and negotiation the development of HealthWatch Pathfinders, and negotiating the annual targets to include the evolution of the LINK into HealthWatch.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>BROMLEY</b>
Preparations for evolution of HW	Regular meetings to review published guidelines. LINK representative is a member of the Shadow Health and Wellbeing Board.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>BUCKINGHAMSHIRE</b>
Preparations for evolution of HW	-
Sum allocated to set up/fund HW	£40,000 + costs for an overseeing post.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>BURY</b>
Preparations for evolution of HW	A proportion of the 2011/12 funding retained to undertake the procurement exercise to select the new host organisation and to fund the evolution of LINKs into the proposed HealthWatch.
Sum allocated to set up/fund HW	No plans for additional funding as some of the 2011/12 funding already held back.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>CALDERDALE</b>
Preparations for evolution of HW	Given the reduced amount of funding available and other considerations, Local HealthWatch is not expected to form one of the key workstreams for the LINK, although of course, the individual people currently involved in the LINK will, along with other people in the area with an interest in health and social care, be able to get involved in the process of developing Local HealthWatch in Calderdale.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>CAMBRIDGESHIRE</b>
Preparations for evolution of HW	The Council and Cambridgeshire LINK are in the early stages of planning for the transition from Local Involvement Network to HealthWatch. No firm arrangements have been made to date.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>CAMDEN</b>
Preparations for evolution of HW	As part of the negotiation to ensure a transitional Host arrangement is in place, one of the key priorities for the Host will be to prepare for the evolution of LINK into Local HealthWatch.
Sum allocated to set up/fund HW	The information you requested is not held by Camden Council, as we have not yet received from DH details of funding levels.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>CESHIRE EAST</b>
Preparations for evolution of HW	Actively supporting the bid for Pathfinder status.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>CESHIRE WEST AND CHESTER</b>
Preparations for evolution of HW	Considering the arrangements for establishing HealthWatch through inter-agency Transition Board.
Sum allocated to set up/fund HW	Clarification awaited from DH on possible HealthWatch contract framework and funding for additional responsibilities.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>CITY OF LONDON</b>
Preparations for evolution of HW	Development work has been included in the LINK Host Work Plan, with milestones based on the information we currently have available.
Sum allocated to set up/fund HW	This has yet to be decided dependent upon how the development work progresses.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>CORNWALL</b>
Host to 2011	Cornwall Rural Community Council.
Host from 2012	Cornwall Rural Community Council.
<b>Local Authority Update:</b>	

LINK Name	COVENTRY
Preparations for evolution of HW	Preliminary discussions have taken place. There is a joint commitment to work towards the development of HealthWatch.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

LINK Name	CROYDON
Preparations for evolution of HW	Discussions at an early stage. The time-table is due to be considered by the Shadow Health and Wellbeing Board in June.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

LINK Name	THE CUMBRIA
Preparations for evolution of HW	First event this month. Draft Transition Plan to be considered.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

LINK Name	DARLINGTON
Preparations for evolution of HW	<p>We have included following outcomes and outputs in the extended contract.</p> <p>To update membership database with permission to share this information with the HealthWatch provider.</p> <p>Membership to be reviewed by age (u18, 18-30, 30-50, 50-60, 60-70, 70+.</p> <p>Number of publicity documents distributed and engagement actively undertaken.</p> <p>The Host has provided briefing sessions for members at which we assisted. Will be looking at the new tender arrangements and models of HealthWatch.</p>
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

LINK Name	DERBY
Preparations for evolution of HW	A consultancy organisation has been selected and is working with the LINK, Host and City Council to produce a report and action plan to transition from LINK status to HealthWatch.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

LINK Name	DERBYSHIRE
Preparations for evolution of HW	Not yet determined.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

LINK Name	DEVON
Preparations for evolution of HW	Devon County Council, LINK Devon and the LINK Host are preparing a proposal to become a Pathfinder HealthWatch.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

LINK Name	DONCASTER
Preparations for evolution of HW	The Council is hoping to establish Shadow Local HealthWatch and is in discussions with the LINK Executive Board to become a Pathfinder.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>DORSET</b>
Preparations for evolution of HW	Working with Host to set up stakeholder event to consider HW knowledge base and future steps.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>DUDLEY</b>
Preparations for evolution of HW	Stakeholder Event programmed to include Host and LINK. Representation on local Steering Group and consultation through HOSC and LSP (as co-optees).
Sum allocated to set up/fund HW	Not known yet. To be agreed following full stakeholder consultation.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>DURHAM</b>
Preparations for evolution of HW	We are awaiting further guidance about the procurement of HealthWatch before commencing any detailed discussions.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>EALING</b>
Preparations for evolution of HW	Initial meeting held and commitment given to ongoing work with the LINK to manage the transition to HealthWatch.
Sum allocated to set up/fund HW	Not yet known.
<b>Local Authority Update:</b>	



<b>LINK Name</b>	<b>EAST RIDING OF YORKSHIRE</b>
Preparations for evolution of HW	No specific arrangements. Early discussions have been held internally to keep key officers informed.
Sum allocated to set up/fund HW	Expect the DH to allocate money to pay for the development.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>EAST SUSSEX</b>
Preparations for evolution of HW	A transition year work programme has been developed and agreed.
Sum allocated to set up/fund HW	We shall allocate up to £57,000.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>ENFIELD</b>
Preparations for evolution of HW	Supporting the LINK into Enfield HealthWatch. Strategy Group Meetings (comprising senior Council, NHS, LINK and Host staff held periodically.
Sum allocated to set up/fund HW	£35,000.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>ESSEX + SOUTHEND</b>
Preparations for evolution of HW	A proposal to become a Pathfinder is out for consultation.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>GATESHEAD</b>
Preparations for evolution of HW	Currently in discussion with the LINK and Host about what this activity/ies will include.
Sum allocated to set up/fund HW	None identified yet.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>GLOUCESTERSHIRE</b>
Preparations for evolution of HW	Discussions are starting and are informed by guidance from the DH.
Sum allocated to set up/fund HW	This will depend upon the DH funding for the transition as indicated in their October letter, and the plans developed.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>GREENWICH</b>
Preparations for evolution of HW	Discussions will be held soon.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>HACKNEY</b>
Preparations for evolution of HW	Some initial actions have been identified as part of the proposed areas of contract. However, this is being developed further as part of a wider programme of work to integrate public health into Local Authorities.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>HALTON</b>
Preparations for evolution of HW	'Keep in Touch' meetings with the Host, and monitoring meetings with HealthWatch on the Agenda. Future meetings will discuss the transition to HealthWatch.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>HAMMERSMITH + FULHAM</b>
Preparations for evolution of HW	About to commence discussions with the LINK.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>HAMPSHIRE</b>
Preparations for evolution of HW	The situation regarding the nature of Local HealthWatch, especially in relation to existing LINKs, and the role of the LA, is not yet clear. The County Council has had initial discussions with the LINK Management Board to understand their views.
Sum allocated to set up/fund HW	£50,000.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>HARINGEY</b>
Preparations for evolution of HW	Extended the current provider's contract for 3 months and discussions taking place regarding transitional arrangements for the development of the LINK to Local HealthWatch.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>HARROW</b>
Preparations for evolution of HW	As part of the variation of the contract for the transitional year, it incorporates elements to help the LINK prepare for LHW.
Sum allocated to set up/fund HW	Submitting a bid for Pathfinder status. Not sure what money will be available to set up and fund our LHW.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>HARTLEPOOL</b>
Preparations for evolution of HW	No arrangements in place as yet but links will be made as the Health & Wellbeing Board and GP Commissioning develop locally.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>HAVERING</b>
Preparations for evolution of HW	Being monitored by Council, Host and LINK. Attended DH briefing events. Havering is not convinced that the LINK will evolve directly into LHW.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>HEREFORDSHIRE</b>
Preparations for evolution of HW	Performance assessment of current Host. Informally asked LINK members what they would like to happen. Risk assessment of various options presented to JMT.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

LINK Name	HERTFORDSHIRE
Preparations for evolution of HW	LA working with the LINK on being a HealthWatch Early Adaptor.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

LINK Name	HILLINGDON
Preparations for evolution of HW	We have held discussions and agreed in principle that a project will be developed reporting to our Health and Wellbeing board to provide structure and governance to the new HealthWatch.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

LINK Name	HOUNSLOW
Preparations for evolution of HW	A transition workshop has been held. In addition, a meeting with the LINK Chair and steering group has been arranged to engage in procurement and develop a plan to become a Pathfinder.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

LINK Name	HULL
Preparations for evolution of HW	Initial informal discussions are underway with both parties, which will develop further during the coming months.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

LINK Name	ISLE OF WIGHT
Preparations for evolution of HW	Discussion are just commencing with Link and the Help and Care as to the way forward.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

LINK Name	ISLES OF SCILLY
Preparations for evolution of HW	Might be the early implementers. Anticipate having a better idea of how to get ready for the transition soon.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

LINK Name	ISLINGTON
Preparations for evolution of HW	We hold LINK chair/LA director level discussions quarterly and will be discussing how to prepare and plan jointly for LHW.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

LINK Name	KENSINGTON + CHELSEA
Preparations for evolution of HW	Currently in discussions, including considering being a Pathfinder for Local HealthWatch.
Sum allocated to set up/fund HW	Not yet known.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>KENT</b>
Preparations for evolution of HW	Under discussion.
Sum allocated to set up/fund HW	Under discussion.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>KINGSTON UPON THAMES</b>
Preparations for evolution of HW	Discussions in place with LINK and Host. Actively seeking Pathfinder status.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>KIRKLEES</b>
Preparations for evolution of HW	No current arrangements. These will be worked upon during April 2011.
Sum allocated to set up/fund HW	Not known.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>KNOWSLEY</b>
Preparations for evolution of HW	A meeting will be arranged with the LINK Core Group to discuss how they feel the transition should be managed and which of the two available options – a continued Hosting arrangement or the establishment of an independent stand-alone HealthWatch organisation – they preferred. This is still under discussion.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>LAMBETH</b>
Preparations for evolution of HW	We have agreed with the LINK and the Host that part of the role of the Host this year should be to support the LINK in the transition to HealthWatch. We are considering options with the LINK for them to apply to be a HealthWatch Pathfinder. The LINK co-chairs have been involved with senior managers across health and social care in workshops planning for the establishment of Lambeth's Health and Wellbeing Board, and this will help inform the LINK's plans in relation to taking forward the development of HealthWatch. The LINK co-chairs have also been meeting with the Executive Member for Health and Adult Services, the Chair of Scrutiny and Chair of NHS Lambeth to discuss plans for the move to HealthWatch.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>LANCASHIRE</b>
Preparations for evolution of HW	We taken advice and opinion about developing HealthWatch from local community and representatives groups, service user partnership forums, Scrutiny Committee, LINK Board Members and NHS reps. We then identified a development board for Health Watch, consisting of representatives from all those groups. We have not included the Host in these discussions as it's not appropriate.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	



LINK Name	LEEDS
Preparations for evolution of HW	As noted above, we are preparing a new contract with the Host, that deals with the 2 general aspects of the service required of them in the financial year 2011/12, that is business as usual in supporting the LINK, and in providing the necessary expertise to assist the LINK in developing into a Local HealthWatch organisation. The LINK forms part of this process – helping the Local Authority devise the service specification and the performance management targets. In addition, we are seeking to focus the Host more in building up the LINK during the contract period to ensure that we have a more effective LINK which will certainly go some way to ensure that we have a robust HealthWatch organisation in Leeds.
Sum allocated to set up/fund HW	With a healthy budget to support the LINK generally, and negotiations with the Host on what can be done from the allocated funding to support the development of the LINK, it is considered that no further funds will be needed.
<b>Local Authority Update:</b>	

LINK Name	LEICESTERSHIRE
Preparations for evolution of HW	Detailed planning has begun. Working party arrangements in place. LINK has two places on the Shadow Health and Wellbeing Board.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

LINK Name	LEICESTER CITY
Preparations for evolution of HW	These arrangements are currently subject to negotiation.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>LEWISHAM</b>
Preparations for evolution of HW	Preparations will be facilitated between the Council, the PCT and the LINK.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>LINCOLNSHIRE</b>
Preparations for evolution of HW	Meetings with LINK's Executive to discuss legislation and possible action plan for contracting arrangements for HealthWatch.
Sum allocated to set up/fund HW	No funding has been identified.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>LIVERPOOL</b>
Preparations for evolution of HW	This will be agreed as part of the negotiations for the Work Plan once the guidance is published.
Sum allocated to set up/fund HW	A full analysis of the new Legislation will be undertaken to determine any impact or resources required.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>LUTON</b>
Preparations for evolution of HW	Further work is required.
Sum allocated to set up/fund HW	Not yet known.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>MEDWAY</b>
Preparations for evolution of HW	Work programme is to work with the community to understand HealthWatch.
Sum allocated to set up/fund HW	We are using £20,000 in terms of defining and procuring support for HealthWatch.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>MERTON</b>
Preparations for evolution of HW	A work programme for the period June 2011 – March 2012 has not yet been agreed.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>MANCHESTER</b>
Preparations for evolution of HW	2011-12 will be a transition year for the Host organisation, Council and Health bodies to work together to prepare for the introduction of HealthWatch in 2012-13.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>MIDDLESBROUGH</b>
Preparations for evolution of HW	LINK to be involved in procurement process. LINK not wanting to set up as a company to tender for HealthWatch.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>MILTON KEYNES</b>
Preparations for evolution of HW	No arrangements made yet – early stage discussions taking place.
Sum allocated to set up/fund HW	No additional funds for set-up have been allocated.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>NEWCASTLE UPON TYNE</b>
Preparations for evolution of HW	Review meetings held with Host, LINK Chair and Project Manager to discuss evolution – generally greater clarity re. responsibilities is required.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>NEWHAM</b>
Preparations for evolution of HW	Arrangements for the transition to HealthWatch are under discussion.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>NORFOLK</b>
Preparations for evolution of HW	Developing an Action Plan and key performance indicators.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

LINK Name	NORTHAMPTONSHIRE
Preparations for evolution of HW	Extending the current contract with the Host by 6 months to allow for the process of transition from LINKs to HealthWatch.
Sum allocated to set up/fund HW	Not yet known.
<b>Local Authority Update:</b>	

LINK Name	NORTH EAST LINCOLNSHIRE
Preparations for evolution of HW	No arrangements currently made.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

LINK Name	NORTH LINCOLNSHIRE
Preparations for evolution of HW	Revised specification established.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

LINK Name	NORTH SOMERSET
Preparations for evolution of HW	Working group of LINK, Host and Local Authority set up to seek advice and views of HealthWatch Stakeholder Reference Group that will include all local patient service users, carers and voluntary organisations' engagement and involvement structures.
Sum allocated to set up/fund HW	This will be agreed with the Host.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>NORTH TYNESIDE</b>
Preparations for evolution of HW	Interim arrangements to continue with existing Host. A new service arrangement will be and formally procured this year.
Sum allocated to set up/fund HW	This is depends upon the funding from the DH.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>NORTH YORKSHIRE</b>
Preparations for evolution of HW	Waiting for guidance from DH.
Sum allocated to set up/fund HW	Will be determined in due course and will be dependent upon the guidance from DH.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>NORTHUMBERLAND</b>
Preparations for evolution of HW	Will work closely with the LINK and Host to develop HealthWatch.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>NOTTINGHAM CITY</b>
Preparations for evolution of HW	Nottingham City Council and Nottingham City NHS are currently considering the appropriate arrangements for HealthWatch in the city. The LINK has submitted a proposal regarding their role going forward. This is currently being considered.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

LINK Name	NOTTINGHAMSHIRE COUNTY
Preparations for evolution of HW	Discussions locally have focussed on the extension of the LINKs contract to March 2012. More clarity is awaited regarding the remit for HealthWatch before local arrangements are agreed although initial discussions with LINKs are planned.
Sum allocated to set up/fund HW	Not yet known..
<b>Local Authority Update:</b>	

LINK Name	OLDHAM
Preparations for evolution of HW	The contract includes objectives and performance outcomes around preparing for the introduction of the Local HealthWatch and the associated engagement activities.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

LINK Name	OXFORDSHIRE
Preparations for evolution of HW	We are applying to become a Pathfinder, and will be setting up a HealthWatch development group
Sum allocated to set up/fund HW	£15,000
<b>Local Authority Update:</b>	

LINK Name	PETERBOROUGH
Preparations for evolution of HW	Currently in discussion with the LINK to agree a plan, part of this will be to consider becoming a HealthWatch Pathfinder.
Sum allocated to set up/fund HW	This will be subject to agreement on the transitional plan with the LINK.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>PLYMOUTH</b>
Preparations for evolution of HW	Plymouth City Council is looking at developing a plan to become a HealthWatch Pathfinder.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>POOLE</b>
Preparations for evolution of HW	(i) Stakeholder even in May 2011 (ii) SG with LA and Dorset CC to pave way for the introduction of HealthWatch and contract design
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>PORTSMOUTH</b>
Preparations for evolution of HW	Much interpretation of the evolution and await further DH guidance.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>READING</b>
Preparations for evolution of HW	Nothing specific. Hoping to be a collaboration between LINK, Host and Local Authority.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	



LINK Name	REDBRIDGE
Preparations for evolution of HW	Applied for a HealthWatch Pathfinder for 2011/12 that would enable us to test some of the HealthWatch ideas and get ourselves ready for the launch in April 2012.
Sum allocated to set up/fund HW	Included in the Pathfinder application was an estimated cost of £78K to run the Pathfinder project. Redbridge working closely with neighbouring boroughs.
<b>Local Authority Update:</b>	

LINK Name	REDCAR and CLEVELAND
Preparations for evolution of HW	Not yet formally commenced any arrangements.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

LINK Name	RICHMOND UPON THAMES
Preparations for evolution of HW	We are having regular meetings to establish how we will do this (Director led) and to prepare a Pathfinder bid.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

LINK Name	ROCHDALE
Preparations for evolution of HW	Not known yet.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

LINK Name	ROTHERHAM
Preparations for evolution of HW	The Host and the LINK will be involved in the review to determine Rotherham's future approach to involving the patient, service user and public voice in health and care services. This will be a process of commissioning for a HealthWatch organisation.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

LINK Name	RUTLAND
Preparations for evolution of HW	The hosting support contract reflects the need to assist LINK with the transition to HealthWatch. Contacts and communication between the Council and LINK has been reinforced to prepare for the evolution of LINKs to HealthWatch.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

LINK Name	SALFORD
Preparations for evolution of HW	No information is held with regard to question 5 the arrangements have not yet been agreed discussions are planned over the next month.
Sum allocated to set up/fund HW	No information is held with regard to question 6 as no other monies have been allocated.
<b>Local Authority Update:</b>	

LINK Name	SANDWELL
Preparations for evolution of HW	A Steering Group has been established to oversee the transition and to help shape a model for a Local HealthWatch. The Steering Group is made up of a range of stakeholders and includes Sandwell LINK, Sandwell Council and NHS Trusts, VCS umbrella groups and scrutiny.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

LINK Name	SEFTON
Preparations for evolution of HW	Meetings planned with Shadow Health and Wellbeing Board in May 2011.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

LINK Name	SHEFFIELD
Preparations for evolution of HW	An event with 60 key stakeholders from across the city has been held to begin discussions on the way forward. Regular discussions with LINK representatives, the Host and the LA are being held to prepare a Pathfinder bid.
Sum allocated to set up/fund HW	Not yet known.
<b>Local Authority Update:</b>	

LINK Name	SHROPSHIRE
Preparations for evolution of HW	LINK progressing with promotion activities and developing innovations to help meet the requirements of HealthWatch. All decisions on funding and planning for the coming year have been taken based on co-production with the LINK and the Host.
Sum allocated to set up/fund HW	£26,000.
<b>Local Authority Update:</b>	

LINK Name	SOLIHULL
Preparations for evolution of HW	A steering group is being developed of which the LINK chair will be a part of group.
Sum allocated to set up/fund HW	Circa £30,000 of which the LINK can access should there be a requirement or identified need for them to deliver a project surrounding the HW development locally.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>SLOUGH</b>
Preparations for evolution of HW	Discussions ongoing with regard to Local HealthWatch arrangements. A new service will be commissioned.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>SOMERSET</b>
Preparations for evolution of HW	The need to develop plans for HealthWatch is on the agenda of both the LINK and the host. However, during 2011/12, we expect that Help and Care will honour its commitments to LINK under the current contract and that preparation for evolving HealthWatch is a separate issue for their consideration, to which we will offer our support if requested.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>SOUTHAMPTON</b>
Preparations for evolution of HW	Application for HealthWatch Pathfinder in progress. Engaging with LINK members and Host.
Sum allocated to set up/fund HW	£35,000 allocated to develop HealthWatch, subject to approval at the meeting 21 March 2011.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>SOUTH GLOUCESTERSHIRE</b>
Preparation for evolution of HW	On-going discussion, establishing a Transition Group (with input wider than purely the LINK).
Sum allocated to set up/fund HW	None. LINK expected to operate within its agreed funding.
<b>Local Authority Update:</b>	

<b>LiNk Name</b>	<b>SOUTH TYNESIDE</b>
Preparations for evolution of HW	The Council is currently in early discussion with relevant Council staff, potential contractors and procurement.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

<b>LiNk Name</b>	<b>SOUTHWARK</b>
Preparation for evolution of HW	We are carrying out a review of performance of the LiNk and the Host which will include recommendations and a delivery plan for the transition to HealthWatch. Further discussions and consultation will follow.
Sum allocated to set up/fund HW	Not known yet and will be subject to the outcome of the review.
<b>Local Authority Update:</b>	

<b>LiNk Name</b>	<b>ST. HELENS</b>
Preparations for evolution of HW	Initial meeting with Host to discuss LHW and Pathfinder status.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

<b>LiNk Name</b>	<b>STAFFORDSHIRE</b>
Preparations for evolution of HW	We are looking at going to a social enterprise.
Sum allocated to set up/fund HW	Not yet known.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>STOCKPORT</b>
Preparations for evolution of HW	The LINK Host contract has been extended until such time as the Local HealthWatch has been formed.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>STOCKTON ON TEES</b>
Preparations for evolution of HW	Arrangements will be made in April following regional Local Authority discussions.
Sum allocated to set up/fund HW	The LINK is undertaking an exercise to determine expected costs and will report to Council the a few weeks.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>STOKE ON TRENT</b>
Preparations for evolution of HW	Initial discussion held with the LINK and Host in August 2010. Discussions currently taking place with the Host to agree the scope of their role during transition. Steering Group, with all key partners, to be established shortly. This will include representatives from the LINK and LINK Host.
Sum allocated to set up/fund HW	Within the sum to be retained by the LA.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>SUFFOLK</b>
Preparations for evolution of HW	Transitional Working Group in place from April 2011. Stakeholder event on 19 May 2011 to agree development plan from LINK to HealthWatch.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

LINK Name	SUNDERLAND
Preparations for evolution of HW	Age UK will support any necessary transitional process.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

LINK Name	SURREY
Preparations for evolution of HW	HealthWatch Development Board set up. HealthWatch Steering Group within the LINK.
Sum allocated to set up/fund HW	Use the allocated funds to set up HealthWatch.
<b>Local Authority Update:</b>	

LINK Name	SUTTON
Preparations for evolution of HW	Regular meetings held with the LINK, Host, GP Consortia and the Local Authority.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

LINK Name	SWINDON
Preparations for evolution of HW	Changes to KPIs.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>TAMESIDE</b>
Preparations for evolution of HW	The LINK has membership on the Shadow Health and Wellbeing Board and is due to present a report on proposed changes.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>TELFORD and WREKIN</b>
Preparations for evolution of HW	Regular and ongoing meetings between the Authority, the Host and the LINK. Sharing of information in respect of Local HealthWatch.
Sum allocated to set up/fund HW	No additional funding has been set aside , but we will work with the existing Host to identify funding within the existing contract arrangement.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>THURROCK</b>
Preparations for evolution of HW	The transition from LINKs to HealthWatch will be overseen by the Council's Shadow Health and Wellbeing Board. The first meeting of the Shadow Board will take place in April 2011.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>TORBAY</b>
Preparations for evolution of HW	A multi-agency/voluntary sector task group has been set up to oversee the work. The current LINK Steering Group will take the lead in the evolution of HealthWatch. A bid is being prepared for submission to the DH to have Pathfinder status. Host is currently involved in all discussions and is providing feedback on lessons learned from LINKs to date.
Sum allocated to set up/fund HW	Up to £30,000 subject to the results of the bid to become a HealthWatch pathfinder.
<b>Local Authority Update:</b>	



<b>LINK Name</b>	<b>TOWER HAMLETS</b>
Preparations for evolution of HW	We are submitting a proposal to become a Pathfinder project working with Department of Health.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>TRAFFORD</b>
Preparations for evolution of HW	Working closely with LINK and Host to prepare Pathfinder application. We are rewriting our specification to agree positive actions during this transition year to ensure the core elements are put in place for HealthWatch. This includes areas such as looking at working with GP consortia, developing LINK's wider networks, bringing together advocacy projects and exploring structures for the LINK project.
Sum allocated to set up/fund HW	Looking at combining funding from a £50,000 project that could be incorporated into the LINK to support development of HealthWatch.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>WAKEFIELD DISTRICT</b>
Preparations for evolution of HW	Yet to be confirmed.
Sum allocated to set up/fund HW	No further funds at the moment.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>WALSALL</b>
Preparations for evolution of HW	A number of meetings have taken place in preparation for a Local HealthWatch. These meetings have involved current LINK Board Members, members of My NHS, representatives from Walsall Council, NHS Walsall and the current Host, Black Country Housing Group.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>WALTHAM FOREST</b>
Preparations for evolution of HW	We are applying to be a HealthWatch Pathfinder.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>WANDSWORTH</b>
Preparations for evolution of HW	The Council is establishing a Transition Team involving the LINK, commissioners of services and organisations undertaking community engagement/advocacy. Draft plan in place to ensure that necessary arrangements are in play by Autumn 2011.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>WARWICKSHIRE</b>
Preparations for evolution of HW	The Council is establishing a Transition Team involving the LINK, commissioners of services and organisations undertaking community engagement/advocacy. Draft plan in place to ensure that necessary arrangements are in play by Autumn 2011.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>WEST BERKSHIRE</b>
Preparations for evolution of HW	A HealthWatch development group, comprising local LINKs members and other stakeholders, has been meeting since Sept 2010, and has drawn up plans for the transition to Local HealthWatch.
Sum allocated to set up/fund HW	This work is included in the allocated budget stated in response to Question 1.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>WESTMINSTER</b>
Preparations for evolution of HW	Work Plan includes development of HealthWatch. Awaiting national guidance on what this might consist of.
Sum allocated to set up/fund HW	None. Assuming that when the government tells us what is required, funding will come with it!
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>WEST SUSSEX</b>
Preparations for evolution of HW	HealthWatch Planning Group has been set up and the group includes the LINK Chair. No Host involved due to Conflict of Interest.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>WIGAN</b>
Preparations for evolution of HW	Group of stakeholders to meet with Host and work together with the LINK on a joint development plan and bid for HW Pathfinder.
Sum allocated to set up/fund HW	This will depend upon the plan as it develops and resources required.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>WILTSHIRE</b>
Preparations for evolution of HW	We shall be preparing the tender for the new HealthWatch in accordance with the timeframe and procedures set out in the DH Transition Guidance – 29 March 2011. LINK has established an implementation team to prepare their plans for the transition.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>WINDSOR + MAIDENHEAD</b>
Preparations for evolution of HW	HealthWatch project group formed and Project Manager appointed.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>WIRRAL</b>
Preparations for evolution of HW	The existing LINKs Board (comprising members from LINKs, VCAW, Local Authority and NHS Wirral amongst others) will be transformed into a Transition Board, and the VCAW members will be asked to stand down during this time, to avoid any conflict of interest, but may be asked to provide information regarding the hosting of LINKs as a reference point for the HealthWatch hosts.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>WOKINGHAM</b>
Preparations for evolution of HW	Contracting support to engage the LINK and other user-led organisations to help facilitate the transition to HealthWatch.
Sum allocated to set up/fund HW	Not yet known.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>WOLVERHAMPTON</b>
Preparations for evolution of HW	No formal arrangements as it is expected that HealthWatch arrangements will involve some form of tendering exercise and, as such, there will need to be caution that any arrangements between LINK, Host and Local Authority is not challengeable from an anti-competitive perspective by other potential providers.
Sum allocated to set up/fund HW	Not known yet.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>WORCESTERSHIRE</b>
Preparations for evolution of HW	No specific arrangements have yet been made.
Sum allocated to set up/fund HW	The Council does not hold this information as no decisions have yet been made.
<b>Local Authority Update:</b>	

<b>LINK Name</b>	<b>YORK</b>
Preparations for evolution of HW	Arrangements made with Host to prepare for evolution to HealthWatch. May seek Pathfinder status.
Sum allocated to set up/fund HW	None.
<b>Local Authority Update:</b>	

# Evolving into HealthWatch

## Check list for Local Authorities and LINKs

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### COMMISSIONING OF HEALTHWATCH

Ref	DH Transition Plan	Development of local action plan/strategy? (LA reference no)	Local Authority/LINKs developments so far	Milestone with dates
DS/1	Creating a Local Authority commissioning plan for Local HealthWatch (Local HealthWatch) as a statutory organisation.			
DS/2	Assessment of local need to determine appropriate LA funding for Local HealthWatch.			
DS/3	From April 2013, Local Authorities will commission NHS complaints advocacy from any suitable provider, including Local HealthWatch, and the service will be accessed through Local HealthWatch.			

## DH POLICY ON THE EVOLUTION OF LINKs INTO HEALTHWATCH

DS/4	Collaborative work should take place with local LINK in development of Local HealthWatch.			
DS/5	As LINKs evolve to become Local HealthWatch they will have an expanded range of functions.			
DS/6	Clarity about the statutory powers of Local HealthWatch will be necessary for the LA, NHS and local people.			
DS/7	Local Authority/LINK developmental arrangements may be required where a LINK needs to build capacity and effectiveness before evolving into Local HealthWatch.			
DS/8	Additional funding will be available to Local Authorities to support the development of Local HealthWatch.			
DS/9	Local HealthWatch will have a seat on the Local Authority 'health and wellbeing board', to ensure the public voice is integral to decision-making and early work is required to build this process.			

## ACCOUNTABILITY

	<b>Transition Plan Commitment</b>	<b>Development of local action plan/strategy? (LA reference no.)</b>	<b>Local Authority/LINKs developments so far</b>	<b>Milestone with dates</b>
DS/10	Accountable to local people.			
DS/11	Accountable through the Local HealthWatch representative on the new Local Authority health and wellbeing boards helping to ensure that the public voice is integral to the wider, strategic decision-making across local NHS services, adult social care and health improvement.			
DS/12	Accountable to Local Authorities for operating effectively in relation to statutory duties.			
DS/13	Accountable to Local Authorities for providing value for money.			
DS/14	Accountable to HealthWatch England in relation to performance.			



## SERVICE MONITORING, COLLABORATION AND CONFLICT OF INTEREST

<b>Local Authorities will be subject to scrutiny from LOCAL HEALTHWATCH in respect of their adult social care services. Local Authority staff, service users and carers need to be aware of this.</b>				
DS/15	Local Authorities should begin to consider and discuss how they will manage their conflicting roles as service provider, service commissioners and commissioner of Local HealthWatch.			

## LOCAL HEALTHWATCH - FUNCTIONS AND DUTIES

Ref	DH Transition Plan	Development of local action plan/strategy? (LA reference no.)	Local Authority/LINKs developments so far	Milestone with dates
DS/16	Duty to give local communities a bigger say in how health and social care services are planned, commissioned, delivered and monitored to meet the health and wellbeing needs of local population and to address health inequalities.			
DS/17	Actively engage and involve people who need help to be able to contribute, underpinned by principles of equality and diversity.			
DS/18	Contribute information and intelligence about local health, care and public health services to the Joint Strategic Needs Assessment process and the health and wellbeing strategy.			
DS/19	Provide a strong, independent, local, consumer voice on views and experiences of the public to help bring about better health and social care outcomes.			
DS/20	Monitor local health and care services and make recommendations to commissioners and providers about things that could or should be improved for users.			
DS/21	Be authoritative, credible, and influential with commissioners and			

	providers of services, to help shape those services, and help them to improve.			
DS/22	Help local people and groups challenge poor quality services.			
DS/23	Particularly support those who are vulnerable and/or often unheard.			
DS/24	Provide information about health and social care services.			
DS/25	Be highly visible and accountable in the local community, known about, understood and trusted by local people as a source of information and support.			
DS/26	Provide information about the choices people can make in relation to health and social care services.			
DS/27	From April 2013 provide support for people to complain about the quality of NHS services.			
DS/28	Empower and facilitate people to speak out, including through NHS complaints advocacy.			
DS/29	Operate in a way that encourages and facilitates participation from all who want to be involved, including acting in a transparent way.			
DS/30	Have a good understanding of local voluntary and community groups, other patient and public groups, Patient Participation Groups and foundation trust membership and how they complement each other.			

## LINKS EVOLUTION TO LOCAL HEALTHWATCH CAPACITY BUILDING AND DEVELOPMENT IN 2011-12

	<b>Transition Plan Commitment</b>	<b>Development of local action plan/strategy? (LA reference no.)</b>	<b>Local Authority/LINKs developments so far</b>	<b>Milestone with dates</b>
DS/31	Local Authorities carrying out their statutory duties in relation to LINKs (S221,222 LG&PIHA)			
DS/32	LINKs meeting the requirement of the existing legislation, guidance and best practice will ensure a firm foundation for Local HealthWatch.			
DS/33	LINKs that need to make more progress will have support through Action Learning Sets and work with Pathfinders to build their effectiveness during 2011/12.			
DS/34	The Transition Plan provides essential guidance of 2011-12 and beyond.			
DS/35	Guidance on producing annual reports, and the guide to checking progress issued by the National Centre for Involvement (NCI), set benchmarks to enable LINKs, hosts and Local Authorities to assess progress.			
DS/36	Identify opportunities for learning and improvement, work out what support would best meet development needs, and devise plans and actions.			

# APPENDIX ONE

## EXTRACTS FROM THE HEALTHWATCH TRANSITION PLAN

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### Local HealthWatch

- 2.19 HealthWatch will give local communities a bigger say in how health and social care services are planned, commissioned, delivered and monitored to meet the health and wellbeing needs of local people and groups, and address health inequalities. It will strengthen the voice of local people and groups, helping them to challenge poor quality services.
- 2.20 HealthWatch will have an important role supporting everyone in the community, but particularly those who are vulnerable or often unheard. Local HealthWatch will provide information about health and care services and about the choices people can make. From April 2013<sup>4</sup> it will provide support for people to complain about the quality of NHS services.
- 2.21 That is why we are proposing (see Figure 2) that:
- The role of LINKs will evolve to become Local HealthWatch which will have an expanded range of functions;
  - Local HealthWatch will be statutory organisations;
  - Local Authorities will commission Local HealthWatch with freedom to decide how to do this;
  - The DH will make additional funding available to Local Authorities to support Local HealthWatch;
  - Local HealthWatch will have a seat on the Local Authority health and wellbeing board, to ensure consumer voice is integral to decision-making;
  - from April 2013, Local Authorities will commission NHS complaints advocacy from any suitable provider, including Local HealthWatch, and the service will be accessed through Local HealthWatch.

- 2.22 Local Authorities will be commissioners and funders of Local HealthWatch organisations, and will also be subject to scrutiny from them in respect of their adult social care services. Local Authorities and Local HealthWatch will be partners on health and wellbeing boards. This is a complex set of relationships and Local Authorities should begin to think about how they will manage these with their Local HealthWatch organisation.

In response to concerns expressed during consultation on the NHS complaints advocacy proposals in *Equity and excellence: Liberating the NHS*, the Government now proposes to devolve the commissioning of NHS complaints advocacy to Local Authorities from April 2013. Local Authorities will be able to commission the service from any suitable provider, to be accessed through Local HealthWatch. HealthWatch Transition Plan

## **HealthWatch England**

- 2.23 In summary HealthWatch England will:
- Be independent of Government through its constitution as a committee of the Care Quality Commission (CQC);
  - Have a chair that will be a non-executive director of CQC;
  - Have its own identity within CQC; and
  - Be able to utilise CQC's expertise and infrastructure.
- 2.24 HealthWatch England will provide leadership, support and advice for Local HealthWatch organisations, creating greater consistency across the country.
- 2.25 HealthWatch England will be able to advise the Secretary of State for Health, the NHS Commissioning Board, English Local Authorities and Monitor as well as the CQC about concerns raised by Local HealthWatch organisations.
- 2.26 HealthWatch England will be able to request that the CQC carries out an investigation if it has evidence of poorly performing services.
- 2.27 With these responsibilities, HealthWatch will have real power to influence how NHS and social care services are run. HealthWatch England will be able to ensure that people's concerns about services are brought together and acted on nationally.
- 16 HealthWatch Transition Plan

## APPENDIX TWO

# TRANSITION FROM LINKS TO HEALTHWATCH

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- 2.37 These changes will be taking place within a new health and care landscape with a number of new organisations, changes to what some existing organisations are responsible for, and the abolition of some organisations. The changes will take full effect from 2013/14. However, the majority of the changes, including the introduction of HealthWatch, take place from 2012/13. Therefore 2011/12 will be a crucial and challenging first year of transition. A timeline of the changes and key milestones for HealthWatch is set out in Figure 3 on page 20.
- 2.38 For LINKs, this transition year needs to address two key challenges:
- All LINKs being supported to operate at the level of the best;
  - A smooth transition to Local HealthWatch.
- 2.39 For Local Authorities the transition year needs to address:
- What effective and valuable Local HealthWatch arrangements would look like;
  - The level of investment required in Local HealthWatch arrangements.
- 2.40 The following sections set out:
- A benchmark for an effective LINK, so that LINKs, their hosts and Local Authorities can assess what is needed to ensure a solid foundation for Local HealthWatch, and work towards that;
  - The vision for an effective Local HealthWatch, to set the context and aims of transition;
  - The actions to support LINKs to achieve the first and prepare for the second; and
  - What nationally commissioned support will be available, allowing for as much local flexibility as possible.