

healthwatch

Blackburn with Darwen

2015/16 Annual Report





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Contents

Message from our Chair	4
Message from our Chief Executive	5
The year at a glance	6
Who we are.....	7
Listening to people who use health and care services.....	9
Giving people advice and information	12
How we have made a difference	15
Our work in focus	20
Our plans for next year	26
Our people.....	28
Our finances.....	31
Contact us	33

Message from our Chair



Welcome to this our third annual report for the period 2015/16.

I feel that we've done well again this year serving our "health citizens" of Blackburn with Darwen, acting as your eyes, ears & voice.

What are the highlights of the year just past?

- Development of the NICE toolkit, which is now being used nationally
- Over 40 active volunteers, 580 company members, and around 3% of the local population being engaged with last year
- Targeted seldom heard residents to ensure everyone has a voice: 150 men in pubs, and launch of report in a social club.
- 650 young people involved in Amplify (school children, youth offenders, and young homeless), with a launch group soon, which has been designed for young people. Recruited school champions.
- Improved our reach by adding new access points in two high schools, Boots, foodbank, Darwen market.

We will continue to do our best to serve our citizens to the best of our ability, to prioritise the things you say are the most important in your lives, or those of your family and community.

I would like to thank my fellow Directors & our hard working team of staff, ably led by Mark Rasburn for all their effort and success.

Let's look forward to the future challenges facing our NHS & care services locally and regionally.

A handwritten signature in black ink, appearing to read 'Bill Taylor', with a stylized flourish at the end.

Sir Bill Taylor

Chair

Message from our Chief Executive



From speaking to 150 men in pubs to over 650 young people, our reach has never been greater. We have worked hard to enable seldom heard residents speak out. Our work in diversity and inclusion has been nationally recognised, winning a 'highly commended' award.

The number of local residents sharing their experience of local services has continued to help us grow and become an integral part of the health and social landscape.

In our third year as an independent organisation we have really challenged ourselves to engage with more people than ever before.

Everything we do is for the benefit of residents and patients of health and social care services. We are rooted in the community, with over 40 active volunteers and over 580 public members of the company.

We have become a problem solving organisation, and not just a fault finder. We believe supporting health and social care services to make improvements based on our recommendations is the best method to achieve change.

We are now in the process of developing plans to ensure we continue to support residents to influence local provision. We are also working to ensure our residents have a voice in any regional and national plans which may happen in the future.

We have an ethos to continuously improve and be critical in all aspects of our work. This year our self-reflection was the motivation to manage a project with the National Institute of Clinical Excellence (NICE) to develop a toolkit to improve the impact of local Healthwatch. This toolkit is now being used nationally and has been distributed by Healthwatch England.

There are many challenges ahead for the organisation, but with the skills of those involved I have no doubt we will achieve everything we want to.

I would like to thank the Staff, Board, and Volunteers for their hard work over the past 12 months. Their motivation and work ethic has enabled us to achieve everything we aimed for. They have also put us in a very strong position to ensure local residents have a say in our health and social care services.

Mark Rasburn,
Chief Executive

The year at a glance

This year we've reached 2214 people on social media



Our volunteers help us with everything from office work to representing us at meetings



We've engaged with 1385 residents at one of our 188 community access points



Over 1500 people have shared their views on local services



Our reports have tackled issues ranging from domiciliary care services to mental health stigma



Our work in diversity and inclusion was nationally recognised, winning a 'highly commended' award.



Who we are

We exist to make health and care services work for the people who use them.

Everything we say and do is informed by our connections to local people. Our sole focus is on understanding the needs, experiences and concerns of people of all ages who use services and to speak out on their behalf.

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.

Our role is to ensure that local decision makers and health and care services put the experiences of people at the heart of their work.

We believe that asking people more about their experiences can identify issues that, if addressed, will make services better.

Our vision

Our vision is to ensure services are designed to best meet the needs of our local residents. We can achieve this by being a strong independent champion to influence the design and quality of health and social care provision.

Our aim is to develop unique initiatives to engage with all members of the public to drive improvements.

We will continue to ensure we deliver the best service for our local residents. We have installed a culture of collaborative working, and will work closely with our partners in Blackburn with Darwen, the North West, and England.

This approach has been effective so far, so we will be continuing to improve how we work with local and national organisations.

Our priorities

We have 8 key priorities, which have been taken from the local Healthwatch statutes. These 8 priorities are:

- Promoting and supporting the involvement of local people in the commissioning, provision and scrutiny of local care services.
- Enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved.

- Obtaining the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known.
- Making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England.
- Formulating views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing these views with Healthwatch England.
- Providing advice and information about access to local care services so choices can be made about local care services.
- Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues.
- Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.



Our Healthwatch Team (from left to right): Ben Pearson (Project Manager), Susan Covill (Administrator), Claire Moran (Signpost and Information Officer), Mark Rasburn (Chief Executive), Sandra Leftly (Communication and Engagement Officer)

Listening to people who use health and care services



Gathering experiences and understanding people's needs

There are many methods used to obtain local people's needs and experiences of health and social care services. All information gathered is added to our database, enabling us to spot trends and priorities to act upon.

We have utilised social media to engage with residents and services through Facebook and Twitter, attended community events, spoken to community groups, spoken on Radio Lancashire, and received press coverage in the Lancashire Telegraph.

We have held several art sessions, had weekly drop-in meetings, given away promotional materials, and run monthly quiz competitions.

Our two most effective methods have been through our #personfirst project and our Community Access Points.

Our inclusion and diversity work has been nationally recognised as good practice, winning a highly commended award

#personfirst

#personfirst is a work stream designed to obtain the views of the seldom heard, disadvantaged, and vulnerable residents.

Below are the targeted engagement projects completed in 2014/15, with a detailed review of the projects on pages 19-24:

- Residents with Physical Disabilities
- Male Outreach
- Young Residents
- Deprived neighbourhoods

Over 1580 local residents were reached this year to find out about Healthwatch, get signposted to local services, and share their experience of services.

“Healthwatch has been a well organised, fun and vibrant team to have in school. They have engaged well with our pupils both at drop-ins and during our Super Learning Days.

The workshops they have devised have helped our young people to explore and have a voice about some very important issues that relate to them.

The team have made it all fun and interactive and pupils always look forward to the team coming in.”

**Katrina Leigh,
Darwen Vale High School**

Community Access Points

To enable local residents to access our signposting service, we developed Community Access Points across Blackburn with Darwen, offering the service directly to those who may have not heard of Healthwatch in their own communities.

We have created partnerships with fifteen organisations across the Borough to inform them of Healthwatch and help them find and access local services.

Trained staff and volunteers at our access points are also able to gather people's comments and feedback of local services and links with our key projects to increase our engagement. More information is available on page 13.



Karl Riding (Volunteer) and Claire Moran (Signpost and Information Officer) at our Barbara Castle Way Health Centre Access Point

What we've learnt from visiting services

Our Enter and View program is used as both a stand-alone piece of work and to add value to other Healthwatch projects.

Healthwatch staff and Enter and View volunteers all have DBS checks and undergo additional training to give them the skills and knowledge to visit services.

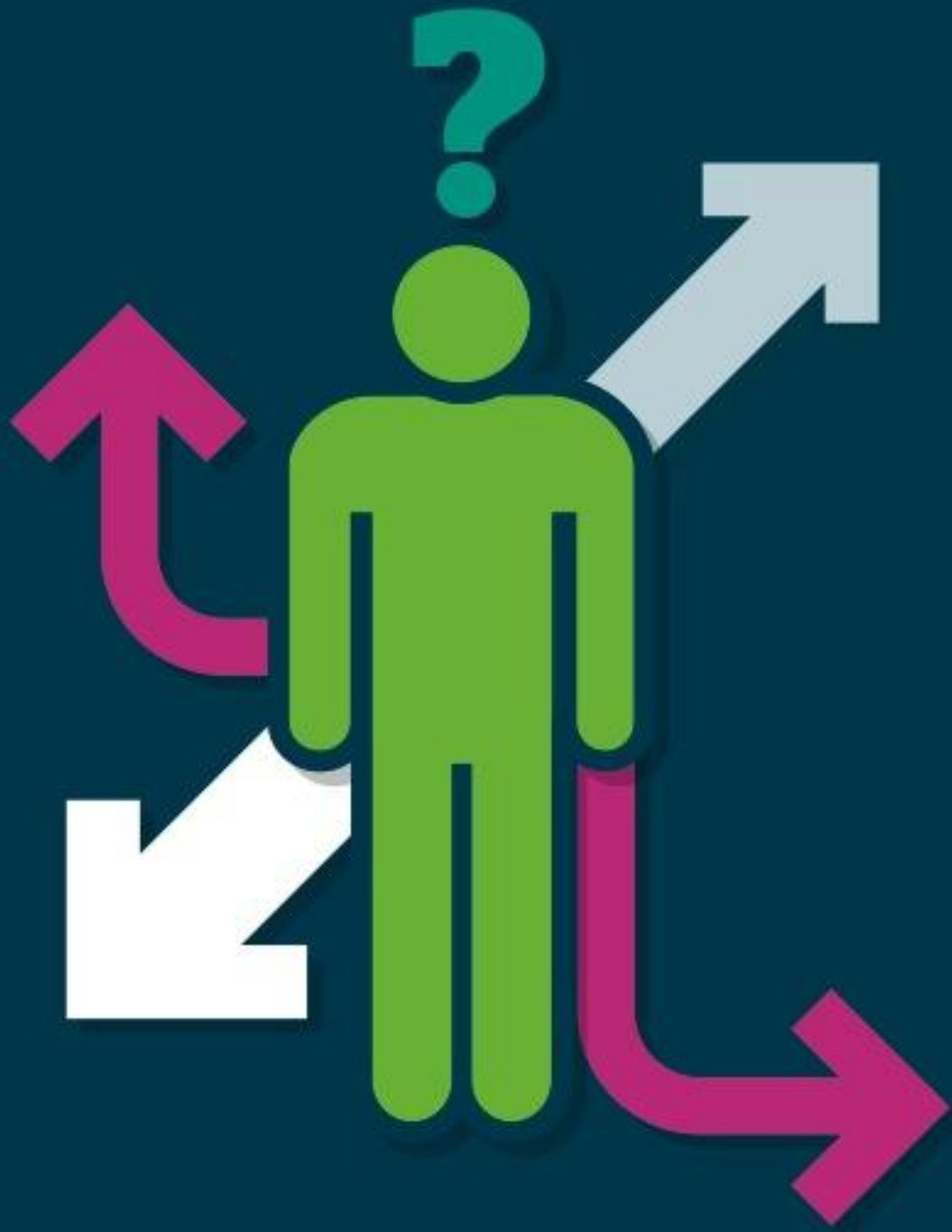
As part of the signpost services Healthwatch BwD visits the Royal Blackburn Hospital, Darwen Health Centre and Barbara Castle Way Health Centre on a weekly basis to support residents and gather their feedback of services.

The largest Enter and View program in 2015/16 was to visit 5 social care services providing support to residents with additional needs.

The planned series of visits to services looked at the care provided, specifically around how the homes are able to support residents with additional needs. This includes residents with physical disabilities, learning disabilities, dementia, and mental health conditions.

Each visit had an individual report and highlighted best practice. These reports were then sent to the Adult Social Care team at Blackburn with Darwen Council, the Care Quality Committee and published on our website.

Giving people advice and information



Helping people get what they need from local health and care services

Healthwatch Blackburn with Darwen offers a signpost and information service throughout the borough. This is available by contacting the main office or by speaking to a representative at one of our access points.

Through setting up Community Access Points residents have easy access to information on local health and social care services. At our Access Points we also encourage discussions about local services, promote Healthwatch BwD and listen to people's views and experiences. Our Access Points are set up to enable residents who may not know about Healthwatch BwD, or other local services, the opportunity to be engaged.

An up-to-date database of local services is taken to all Access Points to provide instant information, but for complex cases a member of staff will conduct further research and contact the person within three working days.

We currently have fifteen regular Access Points across the borough. The Access Points are situated in various settings around the borough, maximizing the opportunity to engage with local residents from different areas. Our aim is for the Access Points to be accessible to all, particularly those hard to reach and people who do not tend to engage with other services.

Each Access Point has a different footfall, from young families to the elderly. This ensures we are targeting a wide variety of local residents.

Our monthly signpost and information calendar is sent to all contacts and through our networks to inform residents where we are and when they'll be able to visit.

Blackburn



- Asda
- Barbra Castle Way Health Centre
- Blackburn Central High School
- Blackburn Foodbank
- Blackburn Hospital
- Boots
- Job Centre Plus
- Your Support Your Choice

Darwen



- Darwen Credit Union
- Darwen Health Centre
- Darwen Leisure Centre
- Darwen Library
- Darwen Market
- Darwen Vale High School
- United Reform Church

'It was easy to speak to Healthwatch, it didn't feel awkward. The information given has led us on to other services. I would recommend Healthwatch to other local residents, I gained the information easily.'

188

Access Points in the
Borough in 2015/16

1385 Residents engaged
with at Access Points

73 Residents directly
supported to access
services

‘We’ve been delighted to work in partnership with Healthwatch BwD for the benefits of our guests, enabling them to have a voice and access local health and social care services.’

Ross Duerden, Foodbank Manager

‘I found the signposting service really helpful. I’ve made contact with BwD Wellbeing Service and have an induction booked in. Hopefully I will start to feel better soon’

Local resident

‘Blackburn JobcentrePlus have developed a valuable partnership arrangement with Healthwatch BwD who have provided a regular drop in facility for our claimants. Improving general health and wellbeing is recognised as a key enabler to support people back into work and the provision of this service has been well received. It has facilitated the signposting of our customers into vital local health and social care services. We hope to continue and further develop this service in the future to meet the needs of our customers.’

Cathy Ross | Employer and Partnership Manager | Department for Work and Pensions

How we have made a difference



Our reports and recommendations

This year we have published 16 reports, making recommendations of how people's health and care services might be improved through what people told us.

All reports are sent to the senior representatives of providers and commissioners, including the leader of BwD Council, Director of Public Health, Chair of the Overview and Scrutiny Committee, and the Chair of the BwD Clinical Commissioning Group.

The reports are always sent to the Care Quality Commission (CQC) and submitted to Healthwatch England. The reports help the CQC plan their work program and highlight where there is a need for further scrutiny. Healthwatch England uses the reports to spot national trends throughout the network and share best practice.

All of our reports are published on our website and promoted within the voluntary and community sector.

Our Home Care report was presented to the Adults Overview and Scrutiny Committee. After listening to the findings and the recommendations in the report the committee agreed to all of the recommendations and included them into their program of scrutiny.

Working with other organisations

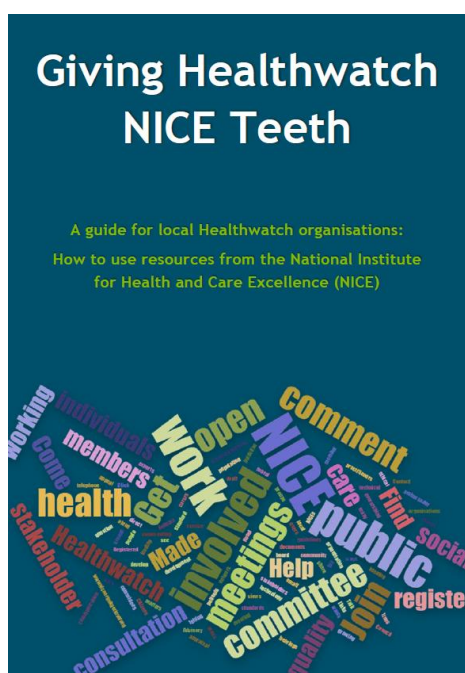
We work closely with the local Healthwatch network and continue to chair the North West Network, which includes all 23 local Healthwatch in the region and representatives from Healthwatch England. This, along with submitting all reports to Healthwatch England, has enabled us to ensure Blackburn with Darwen residents' views of services are listened to on a local and national level.

We have completed one joint Enter and View with Healthwatch Lancashire and two county-wide projects with Healthwatch Lancashire and Healthwatch Blackpool in the form of a listening event at the Harbour and a Cancer roadshow.

Our joint Enter and View visit to the Royal Blackburn Hospitals fracture clinic saw the Trust develop a 7 step action plan to improve patient experience accessing the service.

Healthwatch BwD works closely with the local community and voluntary sector. All engagement projects have been completed in partnership with third sector organisations, which has been an integral part of the success of projects and reports. Utilising the skills and knowledge within the third sector has helped us to develop and create engagement materials and supported us to reach more people.

We have also worked on joint projects with the National Institute of Clinical Excellence, Macmillan Cancer Support, and the British Institute of Human Rights to share resources and knowledge. A snapshot of these projects can be found on page 24.



The front page of our toolkit, which is now being used nationally.

We receive the full inspection calendar from the Care Quality Committee in the region. All relevant public experience gathered is shared with the CQC, with inspectors contacting Healthwatch to help them shape their visit. We have supported the CQC to advertise their public consultation events to further gather public feedback.

All requests made to commissioners and providers for information requests were responded to, including East Lancashire Hospital Trust, Lancashire Care Foundation Trust, NHS England, BwD CCG, and 5 social care services.

“I feel Healthwatch BwD has gone from strength to strength since it was established. The leadership of this organisation has been exemplary and has made an enormous contribution to the health and wellbeing of BwD residents. The constructive and positive relationships you have established with the local health and social care system and the residents it serves, along with the insightful research and reports you have produced, has enabled us to gain insights that just would not have been possible as commissioners or providers of those services.

We are proud to see that Healthwatch BwD research and reports have received continued national recognition and in many areas Healthwatch BwD has led the country in its innovative ways of working.

You have our full confidence and we look forward to working closely with you into the future - particularly in relation to the rapidly emerging health and social care system transformations underway between now and 2020.”

Dominic Harrison,
Director of Public Health

Involving local people in our work

Volunteers play a vital role within the organisation. We recognise the value our volunteers bring, so are able to adapt our volunteer opportunities to best meet their needs.

Our volunteer opportunities comprise of:

Board Director: Focusing on strategic planning, developing working protocols and policies and managing the strategic direction of Healthwatch BwD.

Enter & View Team: Visiting health and social care services to observe the service and speak with staff and patients/residents to find out about their experience.

Task Group Member: Focus on our operational work, suggest Enter and View visits, ask questions to service providers, and develop research and targeted pieces of work.

Representing Healthwatch within the Community: Speak to residents, community groups, service providers, and inform them about Healthwatch BwD.



Some of our Amplify Volunteers before running a focus group at Darwen Vale High School

Help with office jobs: Help with mailing out our newsletter, copying documents, organising files, or contacting services.

Reading Group: ensuring there are no factual errors, or spelling and grammatical errors within draft reports.

Graphic Design Volunteer: A placement for one student to gain work experience in graphic design whilst improving our documents.

Healthwatch Champion: Young people in High schools and Colleges are able to promote Healthwatch and inform other young people how to engage with us.

The involvement of local people in the commissioning, provision and management of local health and care services.

Through our community access points, Your View Your Voice workshops, targeted engagement projects and generic engagement activity we have gathered the views and experiences of local residents.

This information is anonymised and collated in our engagement database, enabling the organisation to spot trends and highlight common concerns.

This anonymised intelligence is then shared with providers and commissioners on a monthly basis through electronic communication or through meetings to help shape local provision.

Through our public Board meetings and our Mental Health and Wellbeing task group we have invited organisations to attend to speak about new services and answer questions from our volunteers and other members of the public.



Mental Health and Wellbeing Task Group meeting

We have directly supported local residents to be involved in East Lancashire Hospital Trust's Patient Led Inspections of the Care Environment (PLACE), Care Quality Commission (CQC) engagement events, Public Health engagement events, Health and Wellbeing public engagement events, and others.



Macmillan Cancer Support Roadshow to gather feedback on cancer services



Our work in focus



Domiciliary Care Service



Home Care services are vital for some residents with disabilities or older people to live at home and remain more independent.

To gather residents' feedback on care services a questionnaire was posted directly to a random sample of local residents receiving domiciliary care services. The project was also advertised on social media and through the local Charity and Voluntary sector to increase awareness and enable residents to have their voice heard.

Over 70 residents contacted Healthwatch BwD to share their experience of their home care support. Residents told Healthwatch about their experience in the planning of care, delivery of care and their overall satisfaction with their care provider.

93% of respondents were either satisfied or very satisfied with their care, with 90% feeling as though staff helped them to live independently. 71% of respondents told Healthwatch they were involved in the

planning of their care either all of the time or most of the time, with 51% of respondents being notified of changes either all of the time or most of the time.

The report and recommendations were submitted to 11 care providers, the CQC and the Adult Social Care Services. The report was also presented to the Blackburn with Darwen Overview and Scrutiny committee, who agreed to take on all of the recommendations. Some of the recommendations included:

- BwD Council should specify a minimum training/qualifications for home care workers within contract agreements, including dignified personal care, hygiene, dementia care, learning disability care and safeguarding.
- Care agencies address issues such as unpredictable arrival times and communication about changes in visit times. Care Agencies should also prioritise continuity of care by ensuring the person is supported by the same home care worker(s) so they can become familiar with them.
- Care agencies should ensure service contracts allow home care workers enough time to provide a good quality service, including having enough time to talk to the person and their carer and have sufficient travel time between appointments. They should ensure that workers have time to do their job without being rushed or compromising the dignity or wellbeing of the person who uses the service.

Blokes Views



Often a seldom heard demographic, we wanted to speak with men about their experience of local health and social care services. The project, called #blokesviews, saw Healthwatch BwD staff and volunteers visit local pubs in Blackburn with Darwen to speak with customers about their experience of local services, and share what they'd like to see to help improve their health.

To encourage participation Healthwatch BwD produced promotional beer mats and ran a Pub Quiz competition to break down barriers and gather feedback on local services. Staff and volunteers were then able to speak in detail with the men about their health and wellbeing through one-to-one interviews and focus groups in the pubs.



187 men were engaged with during the project, with 73 sharing their detailed views and opinions of health and social care services in the Borough.

Key findings included:

- 16.9% of men were not confident in accessing services, which impacted on their involvement with their care and treatment.
- 21.3% of men thought making an appointment with a GP was a challenge.
- 31% of men either did not know or were unsure where to get information about local services.
- 21.5% of the men were lonely or isolated either all or most of the time.
- 72.5% of men felt there was a stigma attached to mental health in men.

The findings for the project were presented in a special Healthwatch pub quiz night at Ewood Working Men's Club, which saw over 35 attend from public health, local councillors, mental health charities, housing support, and local residents. The quiz was made up of general knowledge and findings from the report.



Impact of Unemployment on mental health and wellbeing

120 residents shared their views on the impact being unemployed had on their mental health and wellbeing.

A mixture of engagement techniques were used to support local residents to have their voice heard. Staff and volunteers spoke with residents in a number of settings, including Blackburn Job Centre, Darwen Credit Union, the Creative Support Social Inclusion Football League, Blackburn Foodbank and local job clubs.

The project was linked with our signpost service, giving residents to have the opportunity to be supported in finding and accessing services.

Key findings included:

- 79% of residents felt their employment status negatively affected their mental health and wellbeing.
- 70% had symptoms of anxiety and depression.
- 60% either didn't know or were unsure of local mental health and wellbeing services they could go to for support.
- 85% felt confident in speaking to professionals about their mental health and wellbeing.
- 25% felt they were given a choice and involved in the support they received.
- 48% of those receiving support were always involved in their support, while 64% always had a choice in their support.

Healthwatch BwD analysed all of the feedback and made recommendations on how services can better support local residents.

Key recommendations included:

- Services should encourage training and awareness campaigns locally to reduce stigma and increase understanding. This is in particular relation to ex-offenders, the homeless and substance users to encourage a holistic approach to support services.
- Improve promotion of local support & services so residents are aware of what is available to them, using both online platforms and print media across varying sites and environments.
- Services should ensure individuals are well informed and communication is effective, taking into account individual preference and suitability.



Amplify



This year we launched our Amplify project, which is our project designed to listen to young people's views on Health and Social Care services. The project gives young people a voice and equips them with the information and knowledge of how to find and access local services.

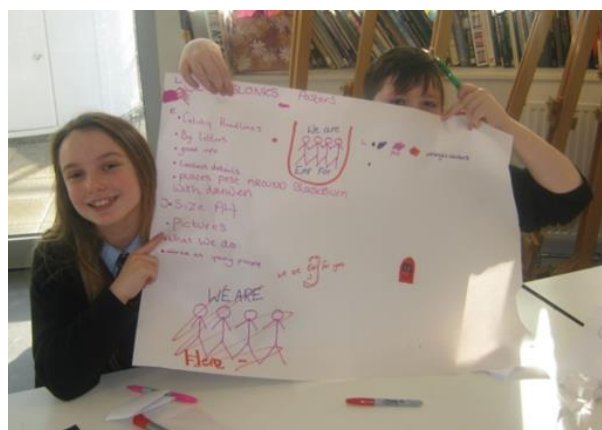
Nine student volunteers were recruited from the University Centre at Blackburn College and completed 12 hours of community engagement training and designed an interactive workshop to speak with young people and gather their ideas.

The student volunteers facilitated 15 workshops, speaking to 159 young people from Darwen Vale High School, Blackburn Central High School, SLYNCS youth group, and young homeless residents to share their views on local services.

Young people were asked about their knowledge of services, where they'd go for support, how they'd prefer communication and how Healthwatch can continue to involve young people.

Over 650 young people were involved in Amplify this year

Linking up with the signpost and information service Healthwatch staff and volunteers set up a monthly drop-in service at Darwen Vale and Blackburn Central High Schools, engaging with 264 young people. To further support young people a referral form has been developed with CANW and Nightsafe to help young people find and access local services through the Healthwatch signpost service. All young people accessing these services will complete the form to highlight where they may need support accessing services. These will then be managed by the Healthwatch signposting function.



Following on from this project a report was produced to summarise all the findings.

Come back tomorrow
really enjoyed it &
Thanks! x

Snapshot of some of our other projects



Human Rights in Mental Health Services

As one of only six organisations in England we worked in partnership with the British Institute of Human Rights to train 10 residents who have accessed mental health services and 28 organisations in the Borough to have a human rights approach in mental health services. The project is going into its third year, which will see the production of an advocates guide.



Giving Healthwatch NICE Teeth

In partnership with the National Institute of Clinical Excellence (NICE), we led on a project with 23 local Healthwatch in the North West to develop a tool kit to improve our work. This toolkit has now been circulated by Healthwatch England to all local HealthWatch in England to improve the influence of the network. We presented the toolkit at the national Healthwatch England conference with NICE.

Macmillan Cancer Road Show

In partnership with Macmillan Cancer Support, Healthwatch Blackpool & Healthwatch Lancashire 6 roadshows were delivered across the county, with 2 in Blackburn with Darwen. Through the use of a theatre piece and focus groups, seldom heard residents were supported to share their experience of cancer and better understand the support available.

Rheumatic & Inflammatory Conditions

Through an interactive workshop and questionnaire 36 residents with Rheumatic and Inflammatory Conditions shared their experience of local provision. The project reviewed the pathway from diagnosed to aftercare and the level of information they received to self-manage their condition.

Small Area Engagement

Throughout the project over 800 residents in 8 deprived neighbourhoods have shared their views about services, including their GP, the 111 number, Blackburn Hospital. We also held community events in primary schools and invited health and social care organisations to promote their service and how they could support the local community.



Residents with Diabetes

65 residents with diabetes shared their experience of being diagnosed, aftercare and the information they received to manage their condition. 40% felt they needed more information to manage their condition and 67% felt they were involved as much as they wanted in their care.

A report was produced for each neighbourhood and a final document to summarise the findings was produced.

Our plans for next year



Future priorities

We have highlighted key priorities and objectives for the new financial year.

These priorities have been selected through trend analysis from this year's engagement processes and data collected from our partner organisations.

#personfirst

Sensory Impairment: Following on from Learning disability and non-physical conditions research, we will engage with residents with sensory impairments to gather their views of accessing local services.

Homeless: Identified through work with young homeless residents at Nightsafe. We will speak with homeless residents around their knowledge and ability to access services.

Key Topics:

Adult Carers: Picked up through 'heads up' form where 3rd sector organisations were asked their key topics/concerns in BwD. We will speak to carers and their cared for about the support they receive and their involvement in care pathways.

GP: Identified through Small Area Engagement which highlighted differences between patient experience and service throughout the Borough. We will speak to residents about good

practice and where improvements can be made.

Mental Health: Following on from our Amplify work and issues identified through engagement, we will focus on Children's Mental Health, adverse childhood effects and stigma.

Regional & National Work

Healthwatch North-West Network: We will continue to Chair and Facilitate the North West Chairs and Chief Officer's meetings, helping the network to share best practice, support each other and discuss regional and national issues.

Human Rights: In partnership with the British Institute of Human Rights we will continue to offer support and training to local organisations and support people with mental health issues and/or capacity issues. In the final year of this project we will work in partnership to develop a national guide to support people in mental health services.



Ben Pearson and Madhu Pandya at one of the work plan consultation meetings.

Our people



Decision making

The Healthwatch BwD Board of Directors are responsible for the strategic direction of the organisation and oversee the running of the organisation.

This includes overseeing the Finances, Human Resources, Technology and back-office functions.

Each Board member has a designated speciality and responsibility, ensuring their skills and experience are best utilised. All Board members are volunteers and are committed to a minimum of one day a month for Healthwatch BwD duties.

The Board met four times in public in 2015/16, with all decisions made at public Board meetings. This allowed members and local residents the opportunity to have a say on our governance, ask questions of the Board, and ensure the organisation is transparent and open.

How we involve the public and volunteers

Involving Volunteers

Healthwatch BwD uses a number of different methods to ensure lay people and volunteers are involved in relevant decisions and the governance of the organisation. To involve lay people and volunteers in the delivery of Healthwatch, we have an inclusive and open volunteering program and run a monthly Your View Your Voice meetings, which are open to anyone who would like to speak to staff and volunteers to share their experiences.

Volunteers were involved in task and finish groups to help develop individual projects and operational functions. In 2015/16 we had 3 active task groups; Mental Health and Wellbeing, Diabetes, Volunteer Engagement.

Volunteer Engagement meetings are held on a bimonthly basis for all volunteers involved in community engagement, allowing them to be involved in the development and implementation of current and future engagement projects.



We use volunteer's personal experiences and expertise in varying areas of Health and Social Care to develop our projects. This allows projects to be developed with democracy, informatively and relevance at heart. Along with generic community engagement volunteers, we currently have a Learning Disability Champion Volunteer and hope to increase champion roles in a number of distinct areas over the coming year, the first one being Youth Champions in schools and the wider youth community.

Involving the Public

Members of the public are invited to our open 'Your View Your Voice' (YVYV) workshop. Each month the workshop has a different theme, allowing the discussion of individual issues at greater length. This can then be fed into our targeted engagement projects and

influence future themes. The project also allows for a peer support function to be formed from attendees who may be going through or experiencing similar issues. We plan Your View Your Voice workshops to increase in regularity whilst also being placed in theme relevant locations each month.

20 YVYV meetings took place in a number of accessible locations, including pubs, cafes and Your Support Your Choice. Key themes discussed included:

- Dementia
- Diabetes
- Older person care
- Mental Health and Wellbeing
- Rheumatic and Inflammatory conditions
- Shaping our work plan
- Unemployment

"Volunteering for Healthwatch has empowered me to understand my skills and abilities. It gives me an opportunity to test myself with the support and mentoring of the staff and other volunteers. Being involved in the projects from the beginning creates a sense of ownership, which motivates me to give my time to a cause I believe in"

Our finances



INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		165,000.00
Additional income		1686.27
Underspend carried over from local authority to deliver local Healthwatch statutory activities 2014/15		6000.00
Total income		172, 686.27
EXPENDITURE		
Operational costs		46, 840.44
Staffing costs		103, 814.77
Office costs		16,285.69
Total expenditure		166,940.90*
Balance brought forward from 2015/16 accounts: £5745.37		

Contact us



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Phone number: 01254 504985

Email: info@healthwatchbwd.co.uk

Website: www.healthwatchblackburnwithdarwin.co.uk



Search: HealthwatchBwD

We will be making this annual report publicly available by 30th June 2016 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.