

Partnership Boards Report 2024

Purpose

1. This report provides an update on Healthwatch Cambridgeshire and Peterborough Partnership Board activities during the past year.

Key items

2. Our report highlights by bullet point what has gone well in the year and what challenges have impacted the Boards.
3. Our meetings continue to be well attended and are a good opening for the professionals from local services to directly speak with people who are the experts by experience. This accounts for the majority of what has gone well for the partnership Boards.

Action required by the Board

The Board is asked to:

- Note the report

Author

Carole Rose – Head of Administration and Finance

18 September 2024

What has gone well for the Partnership Boards this year?

- We have worked with the Comms dept to refresh the Partnership Board pages on the websites so these are more fully displayed and easier to locate.
- Professionals from local health services have had the opportunity to directly speak to the Partnership Boards re any updates, discussions or engagement about;
 - Community Micro-Enterprises from Cambridgeshire County Council (CCC)
 - Domiciliary Home Care from CCC
 - CQC Assurance Process from CCC and Peterborough City Council (PCC)
 - Survey of Adult Carers in England 2023-2024 by both CCC and PCC
 - Commissioning review into Home Care in Peterborough
 - Healthy Places JSNA survey by Public Health Cambridgeshire and Peterborough
 - Results of the Adult Carers Survey from CCC and PCC
 - Outpatients Strategy from CUH NHS Foundation Trust
 - Bridgit website for carers from both CCC and PCC
 - Palliative Care update from both CCC and PCC
 - Campaign about health heart checks from the ICB
 - Changes to the Discretionary Bus Pass Scheme by the Combined Authority
 - Care in the Community from PCC
 - Voluntary Sector Alliance from Age UK, Caring Together, and Care Network
 - Falls Prevention Strategy from Public Health
 - Older People's Health Needs Assessment from Public Health
 - Stop and Search of disabled people by Cambridgeshire Police
 - Home Adaptions under Disabled Facilities Grants by Cambridgeshire Home Improvement Agency
 - Commissioning process for the NHS Wheelchair Service by the ICB
 - The Wheelchair Matrix used by AJM Healthcare for the delivery of the NHS Wheelchair Service and a
 - Presentation about Healthy You

Challenges

- **Recruitment**

Recruitment of independent members efforts have been impacted in 2024 due to a reduction in outreach activities. This has limited the opportunities to engage with potential new independent members for the Partnership Boards. Despite these challenges, recruitment efforts have continued with several key outreach activities, including:

- Participation in Cambridge Deaf Association and Hearing Help meetings in Peterborough, resulting in the recruitment of a new member for the Sensory Impairment Partnership Board.
- Engagement with HuntsBlind coffee mornings in Huntingdon.
- Attendance at the St Ives Community Day, leading to the recruitment of a new member for the Carers Partnership Board.
- Representation at the HuntsBlind HiVis event at Huntingdon Library.

Prior to 2024, outreach to promote the Partnership Boards included presentations at various community groups, such as:

- Breathe Easy groups (Fenland), Versus Arthritis (Fenland), Steel Bones (Cambridge, Huntingdon, Peterborough), Carers (all areas), and Parkinson's Society (Cambridge), as well as Camsight.

Local and General Elections

The election periods in 2024 resulted in several agenda items being postponed, as relevant authorities focused on pre-election responsibilities. This led to agenda adjustments in subsequent meetings, which reduced the time available for discussion and engagement on some topics.

Impact of the Partnership Boards

The Partnership Boards have made significant contributions to individuals and groups within the community, with several notable achievements in 2024:

- Increased awareness of the Partnership Boards at the County Council's Adult Social Care SpringFest, specifically targeting social workers.
- Involvement of two Independent Members in the interview process for Apprentice Social Workers.
- Participation in the Digital Inclusion Strategy Launch, where the experiences of Independent Members were shared, highlighting Healthwatch's role in addressing concerns.
- Feedback provided to the six Electoral Services across local councils following the local elections led to refresher training for polling station teams during the General Election. This resulted in improved accessibility for individuals who are typically excluded from voting.
- In response to feedback regarding challenges faced by people with disabilities in booking taxis, concerns were raised with the six Licensing Authorities. These authorities subsequently contacted licensed companies and drivers to remind them of their obligations under the Equalities Act 2010 and provided resources to support disabled passengers.
- The Sensory Impairment Partnership Board held a 'Task and Finish' meeting to address the commissioning of sensory services by CCC and PCC.
- The Physical Disability Partnership Board organized a Hate Crime Roundtable event with Cambridgeshire Police, allowing people with disabilities to express their concerns and enhance police understanding.
- Two Young People's Wheelchair User Forums were held to address communication challenges between the Wheelchair Service and Parent Carers.
- A Cross-Board Event was held as part of the Combined Authority consultation on bus franchising, enabling several Partnership Board members to provide feedback on their needs.
- Ongoing development of training for Learning Disability group members to empower them to chair and lead discussions, helping to build their confidence.
- The Partnership Boards have also offered to meet with CQC inspectors as part of the CQC Assurance Process, aiming to foster development and learning from the inspection experience.

Summary

The Partnership Boards have faced challenges related to staff capacity, with the reliance on one key member of staff impacting the ability to promote the value of the Partnership Boards and recruit new independent members. Despite these challenges, the majority of meetings have taken place, with only one meeting being cancelled. However, the reduced capacity has slowed efforts to expand the Boards' reach and engage with external organisations and there are actions in place to address this issue.