

## Local HealthWatch Self Assessment - State of Readin

Name of LINK/Local Authority here

Completed by: Name

Organisation

Role in organisation

Email address

Areas of Local HealthWatch transition	1 Not yet developed/ low confidence
	(Please provide response)
<b>1. Vision: 'HealthWatch will be the consumer champion of health and social care'</b>	
1.1 A vision statement for Local HealthWatch has been created and promoted to all interested parties	
1.2 There is clear senior leadership at LA commissioner level	
1.3 There is clear leadership at LINK level	
1.4 A mutually respectful, positive and productive relationship exists between LA commissioner and LINK	
1.5 A local set of principles has been developed which provides a high level overview of what LHW should achieve	
1.6 There is a clear vision of how Local HealthWatch fits into the broader public engagement responsibilities of Health and Well Being Boards, NHS Commissioning Board, Clinical Commissioning Groups and Local Authorities	
1.7 Local Authorities understand they have responsibilities as facilitators and enablers of Local Healthwatch, in addition to their commissioning and contracting responsibilities	
<b>2. Planning</b>	

2.1 A transition plan has been developed including timelines, actions and clear roles	
2.2 There are regular update meetings, actions completed and outcomes noted	
2.3 The local authority has allocated adequate resources to planning and commissioning LHW	
<b>3. Engagement: To ensure the citizen's voice is truly represented, how do you 'hard-wire' public engagement?</b>	
3.1 A mapping exercise is under way of all the key partners and organisations to help inform development of LHW form	
3.2 An engagement strategy has been produced and actions under way to ensure effective consultation and equality and diversity	
3.3 Effective communication and engagement is evident with shadow local Health and Well Being Boards	
3.4 Communication has begun with those responsible for developing NHS public engagement, including CCGs	
<b>4. Function</b>	
4.1 There is clarity on how the functions of Local HealthWatch will be undertaken (ie, voice, signposting, NHS Complaints Advocacy)	
4.2 Service specification is in development	
<b>'The consumer champion'</b>	
4.3 Consideration has been given into how LHW will gather, analyse and channel good quality patient information and experience to commissioners	
4.4 Work has started on how LHW will feed into Clinical Commissioning Groups, and how to help embed good patient and public engagement into CCGs	

<b>'Information and signposting to support choice'</b>	
4.5 Scoping work has begun on the advice, information and signposting function of LHW	
Conversations have started with:	
4.6 The local PALS service	
4.7 Other health and social care signposting services	
<b>NHS Complaints advocacy (formerly ICAS)</b>	
4.8 There is clear understanding of what functions are transferring (re NHS Complaints Advocacy)	
4.9 Thought has been given to cross-border joint commissioning arrangements for NHS Complaints Advocacy	
<b>5. Form</b>	
5.1 Assessment has been made of the options for corporate structures available to deliver Local HealthWatch	
5.2 A preferred corporate model has been agreed	
<b>6. Governance</b>	
6.1 Governance form is under discussion	
<b>7. Procurement</b>	
7.1 Decision has been made on a procurement option. Single tender, grant-in-aid or competitive tender?	
7.2 Will different elements of Local HealthWatch be commissioned using different procurement methods? Please specify	
<b>8. Recruitment and identification</b>	
8.1 Work has begun on what 'representativeness' means and how it will be achieved, in order to achieve the equality and diversity aspect of the Bill	
<b>9. Induction, Training and Development</b>	

<p>9.1 Competencies, roles, skills and knowledge needed by LHW staff and volunteers has been developed and shared with relevant stakeholders</p>	
<p>9.2 A training and development strategy has been developed for Local HealthWatch members and volunteers, particularly around understanding of strategic planning and joint commissioning</p>	
<p>9.3 Thought has been given to joint commissioning arrangements for training and development of Local HealthWatch</p>	
<p><b>10. Independence and accountability</b></p>	
<p>10.1 Discussion has begun on how LHW will be accountable to both the public and to the Local Authority</p>	
<p>10.2 Discussion has begun on how to ensure independence and credibility given commissioning arrangements</p>	
<p><b>11. Funding to October 2012</b></p>	
<p>11.1 Funding arrangements are in place for LINKs from April – October 2012</p>	
<p><b>12. Please use this space here to give any further comment on progress</b></p>	
<p><b>13. Please indicate here any specific help and support you would like to see for LAs or LINKs that is not already apparent</b></p>	











Qus posed

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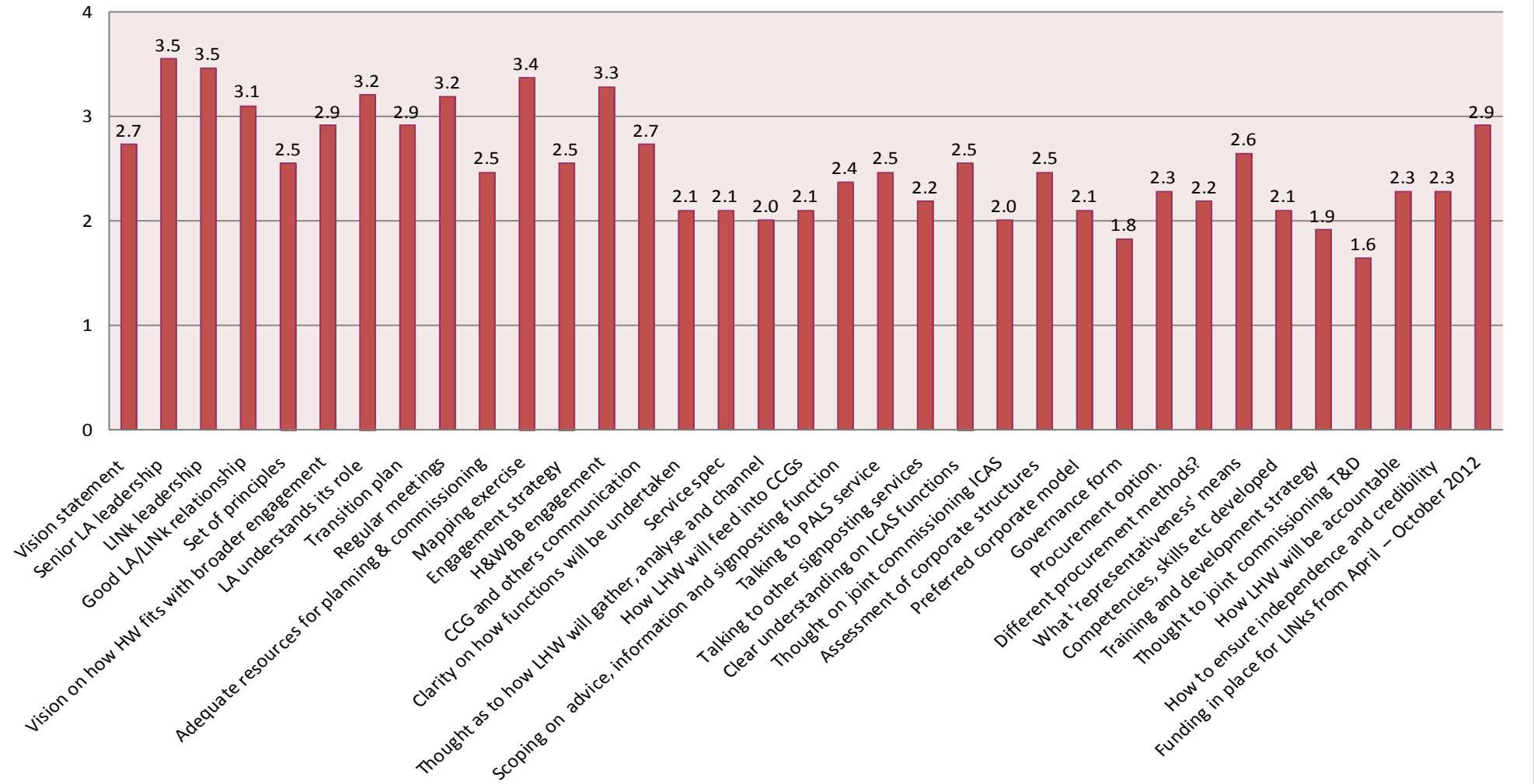


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## Average regional scores per attribute (11 LAs)



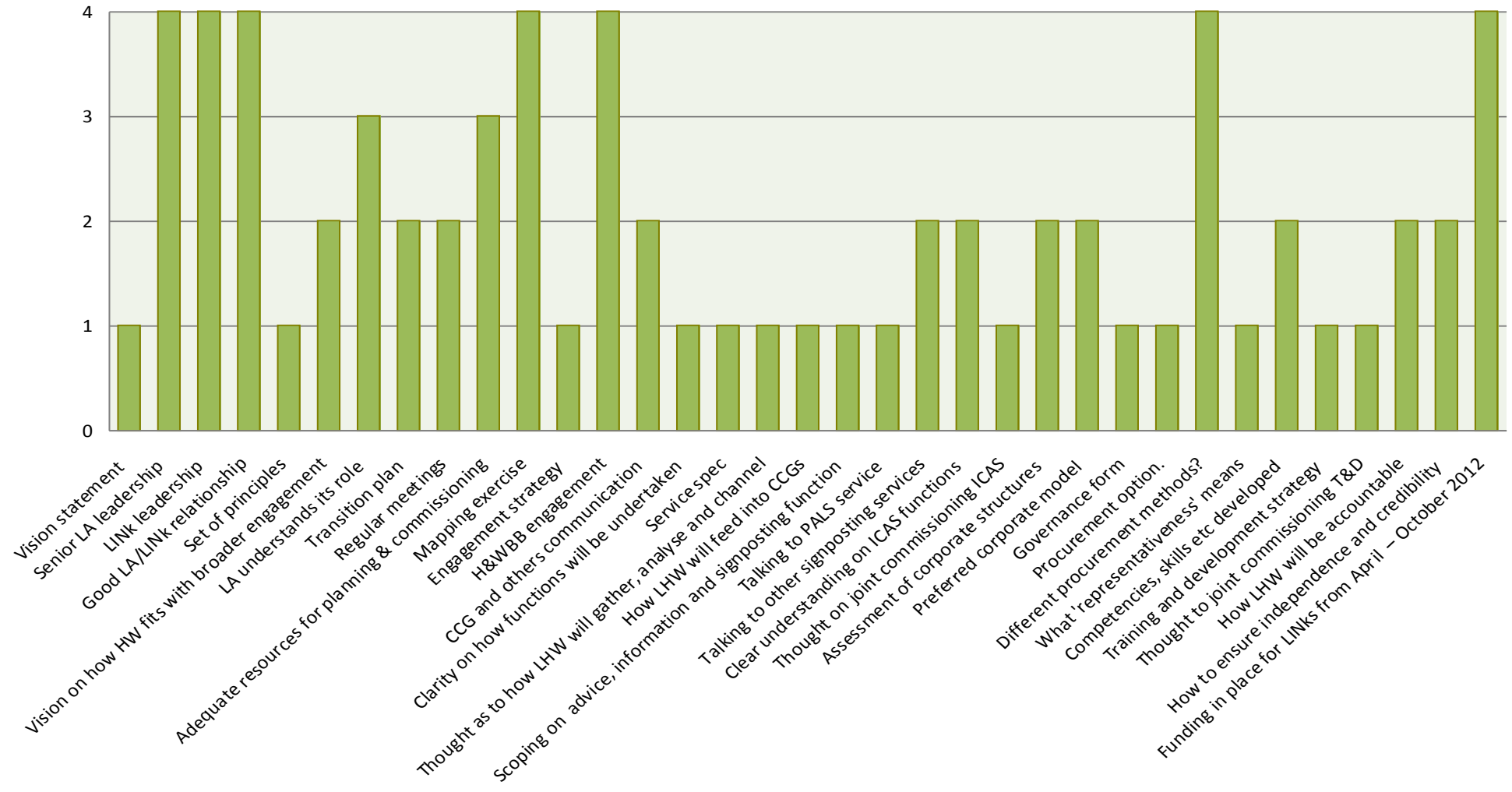
	Bed Boro'	Camb's	Central Beds	Essex	Herts	Norfolk	Peterboro
Vision statement	1	2	4	4	2	4	3
Senior LA leadership	4	3	4	4	4	3	4
LiNK leadership	4	3	4	4	3	3	4
Good LA/LiNK relationship	4	3	3	4	3	3	3
Set of principles	1	2	3	4	2	3	3
Vision on how HW fits with broader engagement	2	3	4	3	3	3	3
LA understands its role	3	3	4		4	3	3
Transition plan	2	2	4	3	3	4	4
Regular meetings	2	3	4	4	3	4	3
Adequate resources for planning & commissioning	3	2	1	4	2	3	3
Mapping exercise	4	3	4	4	3	3	3
Engagement strategy	1	2	4	3	3	3	2
H&WBB engagement	4	3	4	3	4	3	3
CCG and others communication	2	3	4	2	4	2	2
Clarity on how functions will be undertaken	1	1	3	3	2	1	2
Service spec	1	2	3	3	0	2	2
Thought as to how LHW will gather, analyse and channel	1	1	2	2	2	1	3
How LHW will feed into CCGs	1	2	3	2	2	2	2
Scoping on advice, information and signposting function	1	2	3	3	2	3	2
Talking to PALS service	1	3	3	4	2	4	3
Talking to other signposting services	2	1	3	2	2	4	2
Clear understanding on ICAS functions	2	1	3	3	2	4	1
Thought on joint commissioning ICAS	1	1	4	1	1	2	2
Assessment of corporate structures	2	2	3	4	3	2	2
Preferred corporate model	2	1	3	4	3	1	1
Governance form	1	2	2	3	2	1	2
Procurement option.	1	2	3	4	4	1	1
Different procurement methods?	4	1	3	3	2	1	1
What 'representativeness' means	1	2	3	4	2	3	3
Competencies, skills etc developed	2	1	3	4	2	1	2
Training and development strategy	1	1	3	3	2	1	3
Thought to joint commissioning T&D	1	1	3	2	2	1	3
How LHW will be accountable	2	2	3	3	2	2	2
How to ensure independence and credibility	2	2	3	4	2	2	2
Funding in place for LiNKs from April – October 2012	4	4	3	3	2	4	3

Luton non pathfin	S'end	Suffolk	Thurock
1	2	4	3
2	3	4	4
2	3	4	4
2	3	2	4
2	3	2	3
2	3	3	3
2	3	4	3
2	2	4	2
2	3	4	3
1	3	2	3
2	3	4	4
1	2	4	3
2	3	3	4
2	3	3	3
2	3	3	2
1	3	3	3
2	2	3	3
2	2	3	2
2	3	3	2
1	1	3	2
1	3	2	2
2	3	4	3
1	3	4	2
1	3	2	3
1	3	1	3
1	2	1	3
1	2	4	2
1	3	3	2
2	3	3	3
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2	2	1	2
1	2	1	1
1	3	2	3
1	2	2	3
1	3	2	3

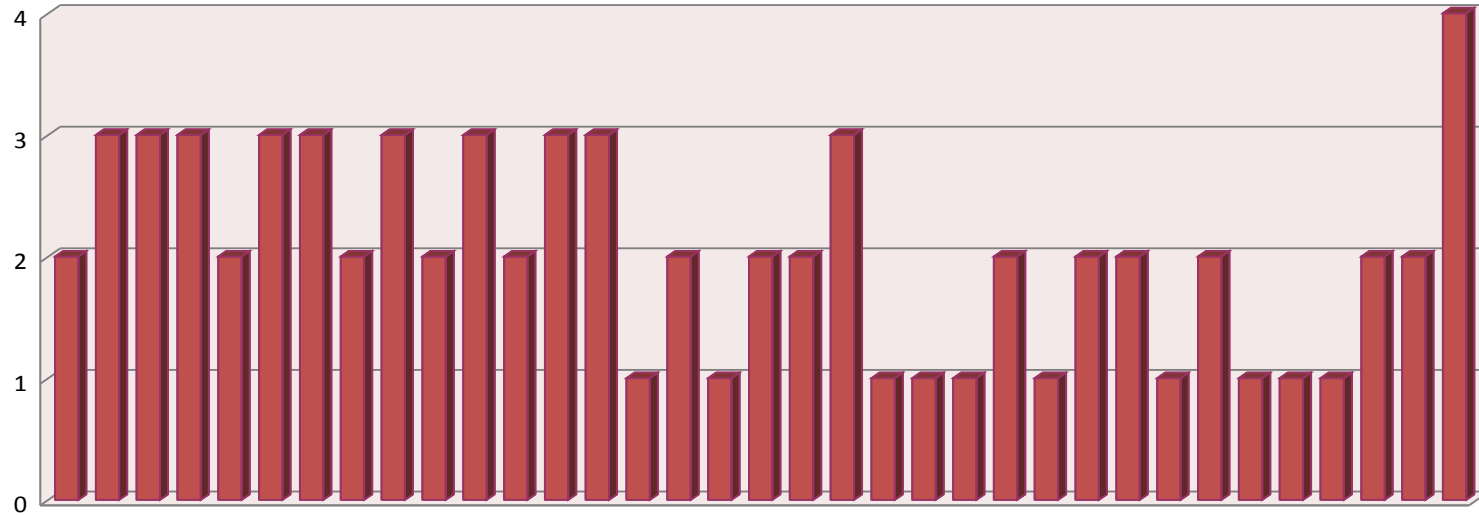
**Average score per attribute**

- 2.7
- 3.5
- 3.5
- 3.1
- 2.5
- 2.9
- 3.2
- 2.9
- 3.2
- 2.5
- 3.4
- 2.5
- 3.3
- 2.7
- 2.1
- 2.1
- 2.0
- 2.1
- 2.4
- 2.5
- 2.2
- 2.5
- 2.0
- 2.5
- 2.1
- 1.8
- 2.3
- 2.2
- 2.6
- 2.1
- 1.9
- 1.6
- 2.3
- 2.3
- 2.9

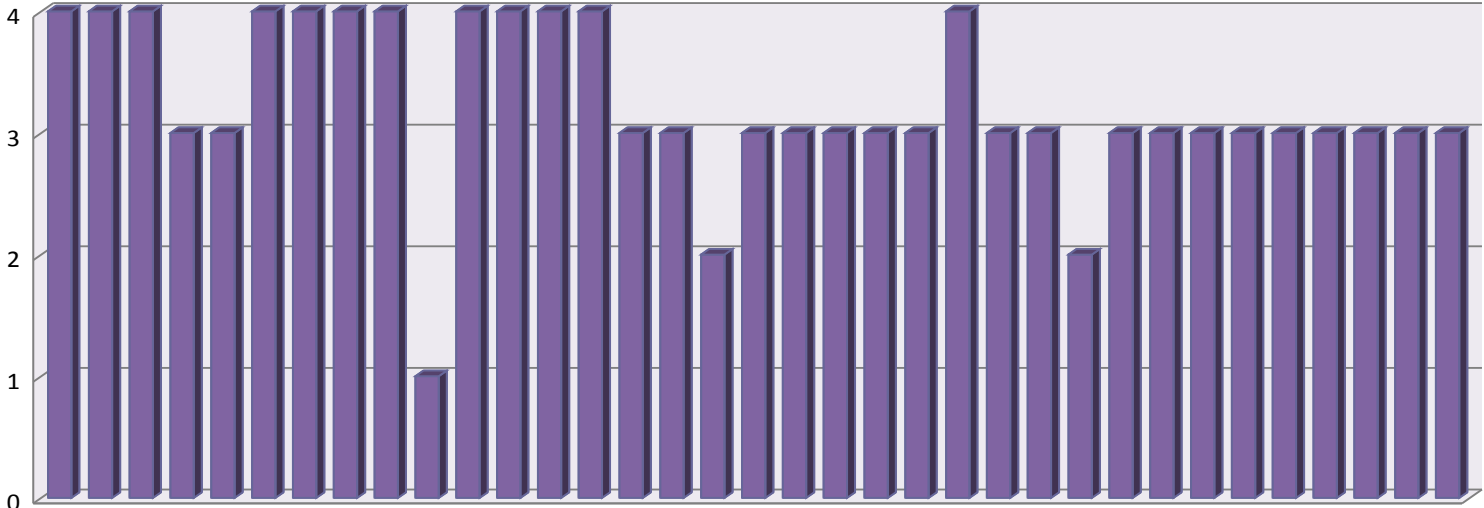
## Bedford Borough state of play Dec 2011



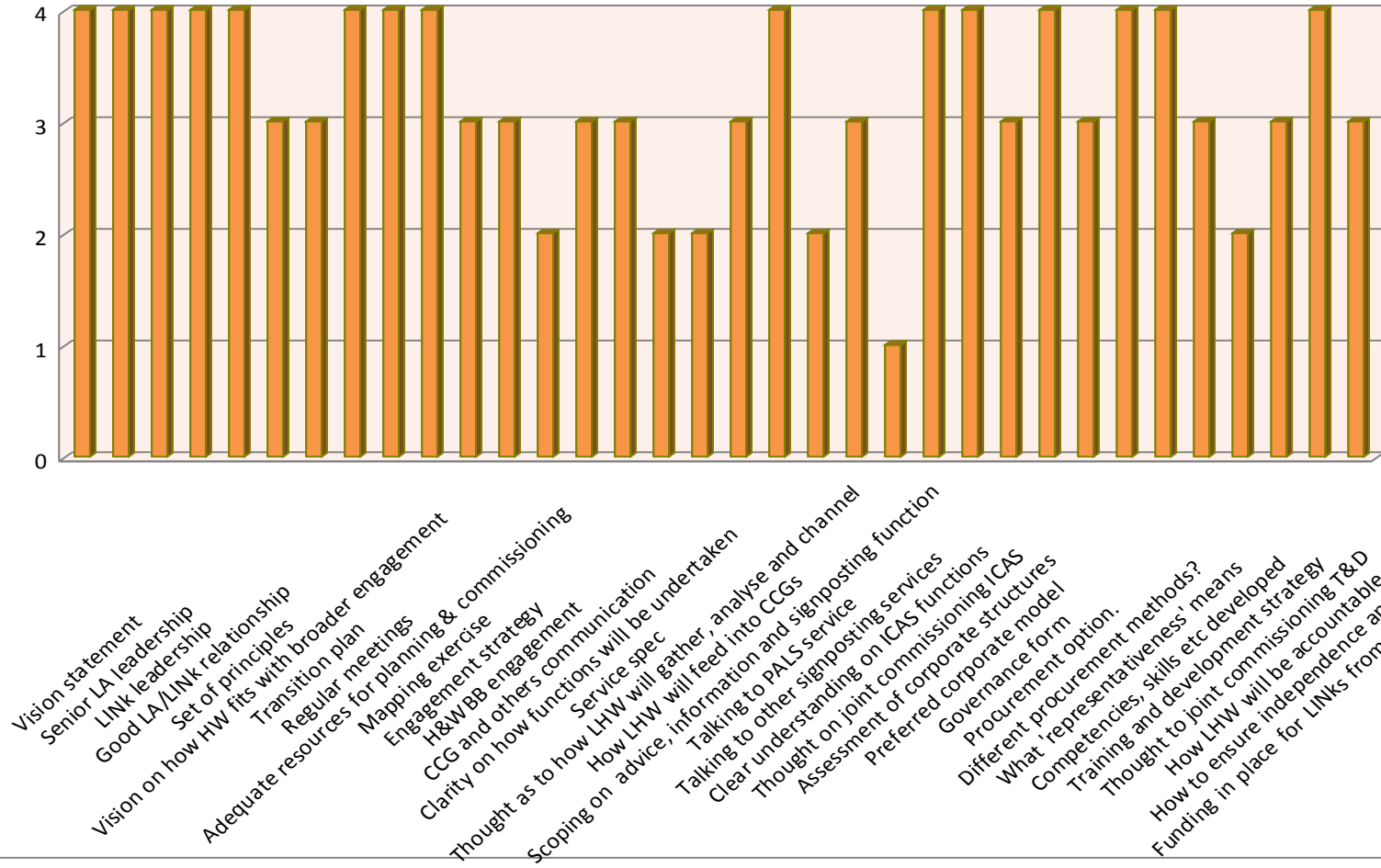
# Cambridgeshire state of play Dec 2011



# Central Bedfordshire state of play Dec 2011

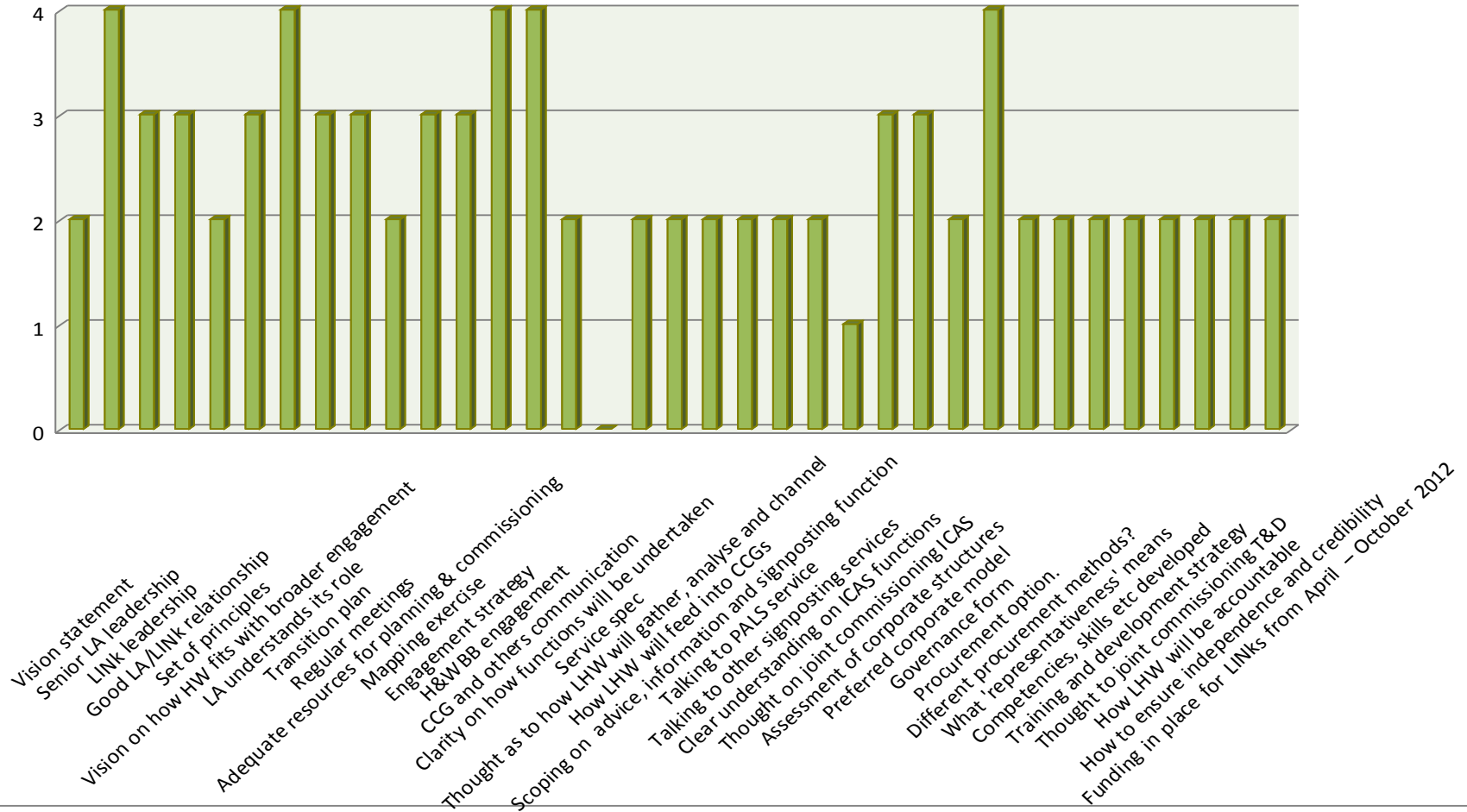


## Essex state of play Dec 2011

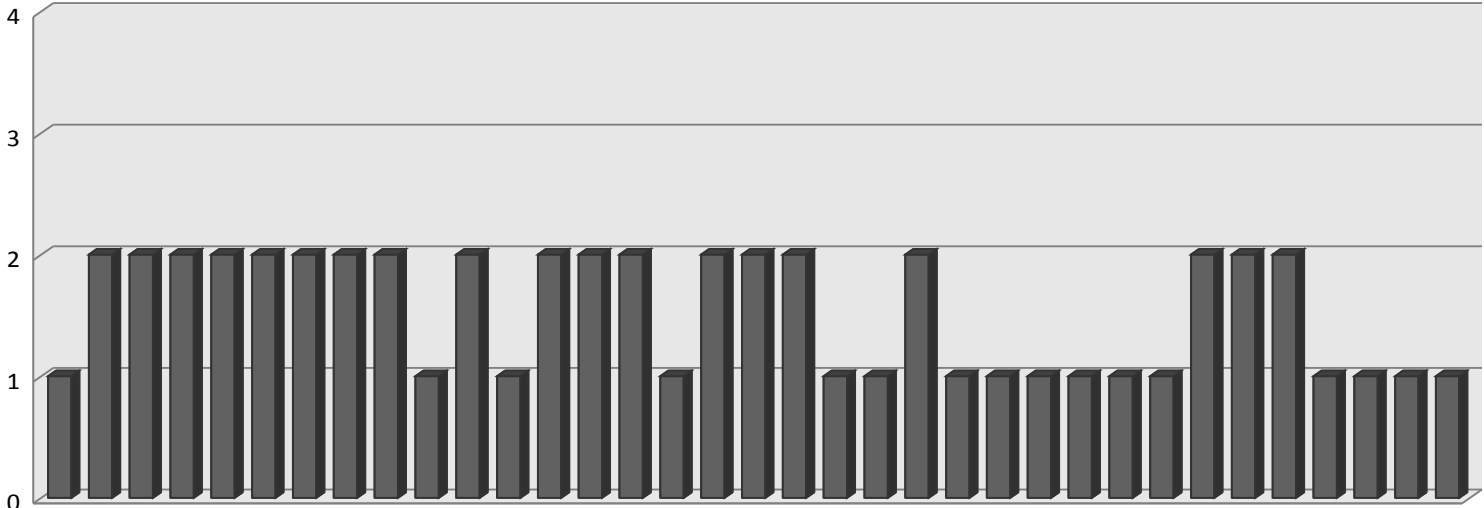




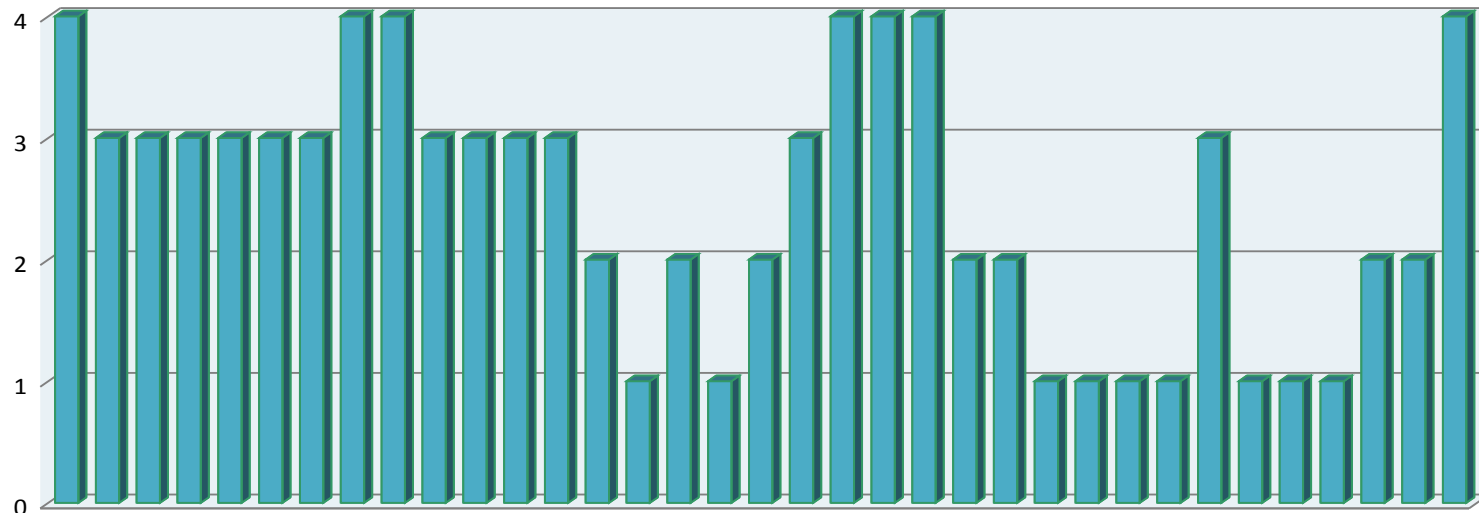
## Hertfordshire state of play Dec 2011



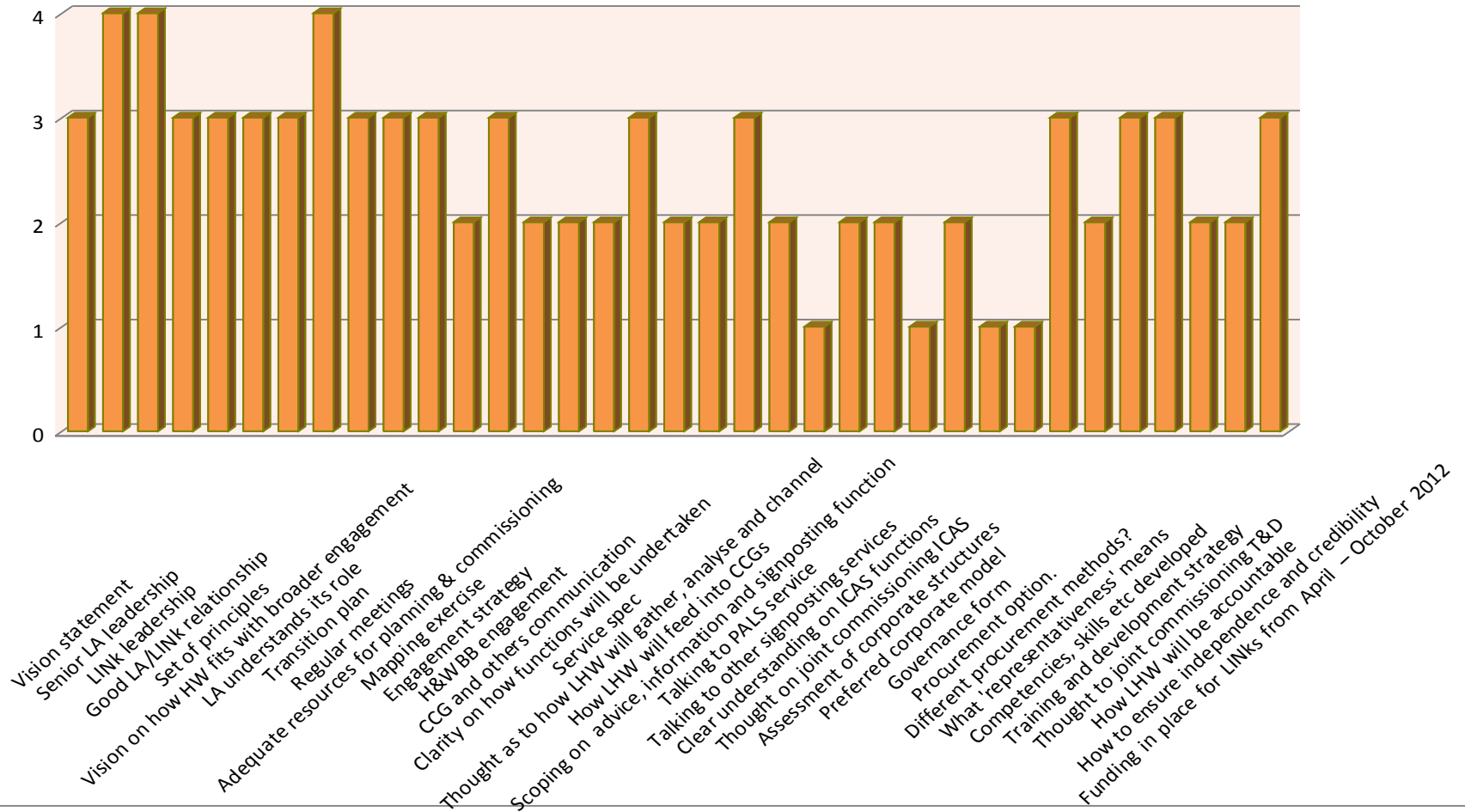
# Luton state of play Dec 2011 (non-pathfinder)



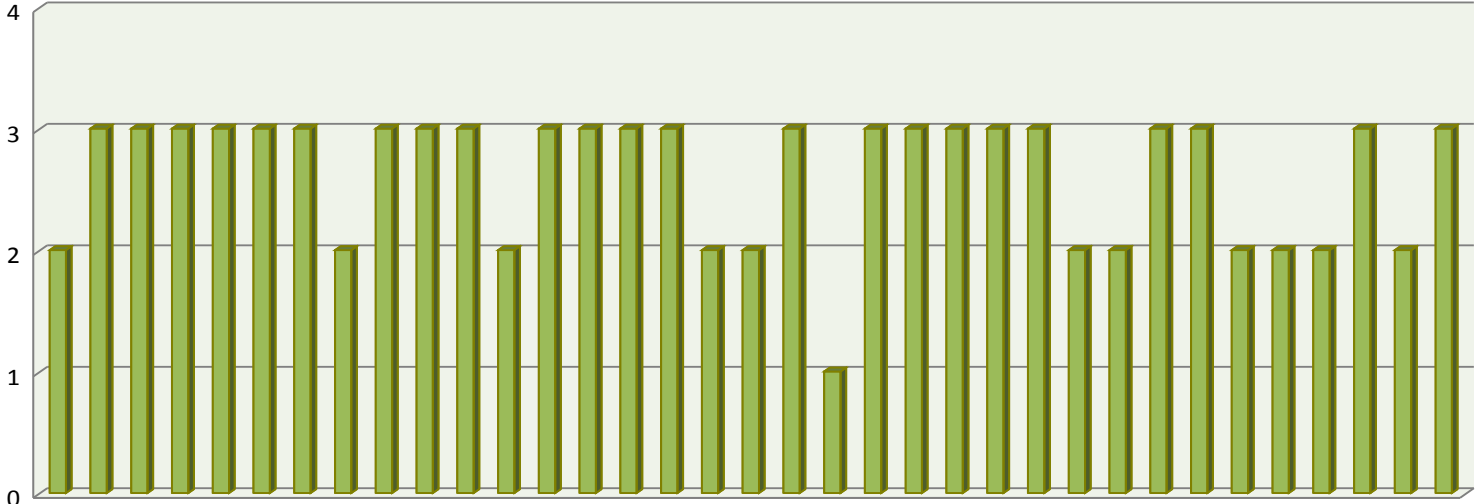
## Norfolk state of play Dec 2011



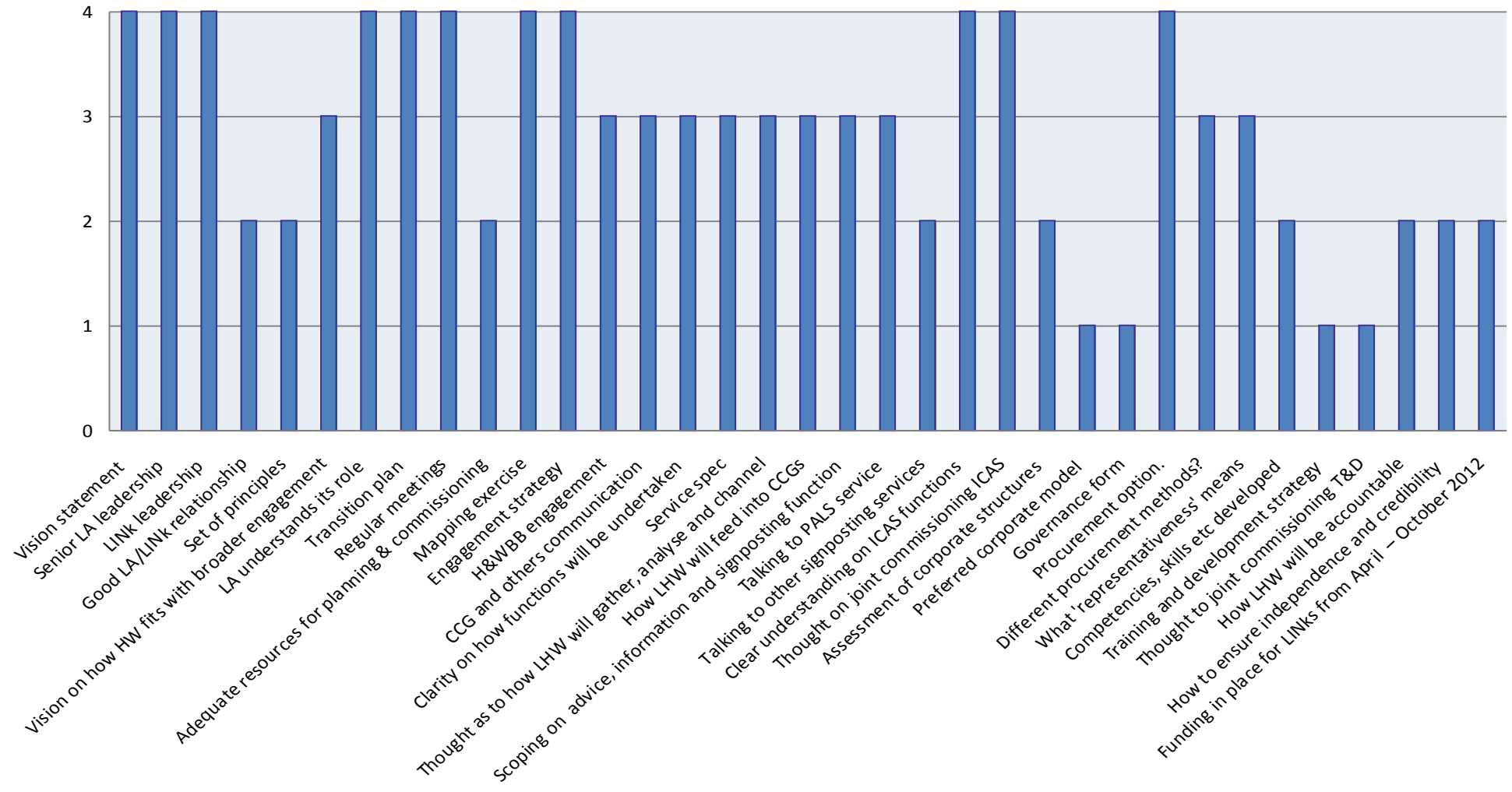
## Peterborough state of play Dec 2011



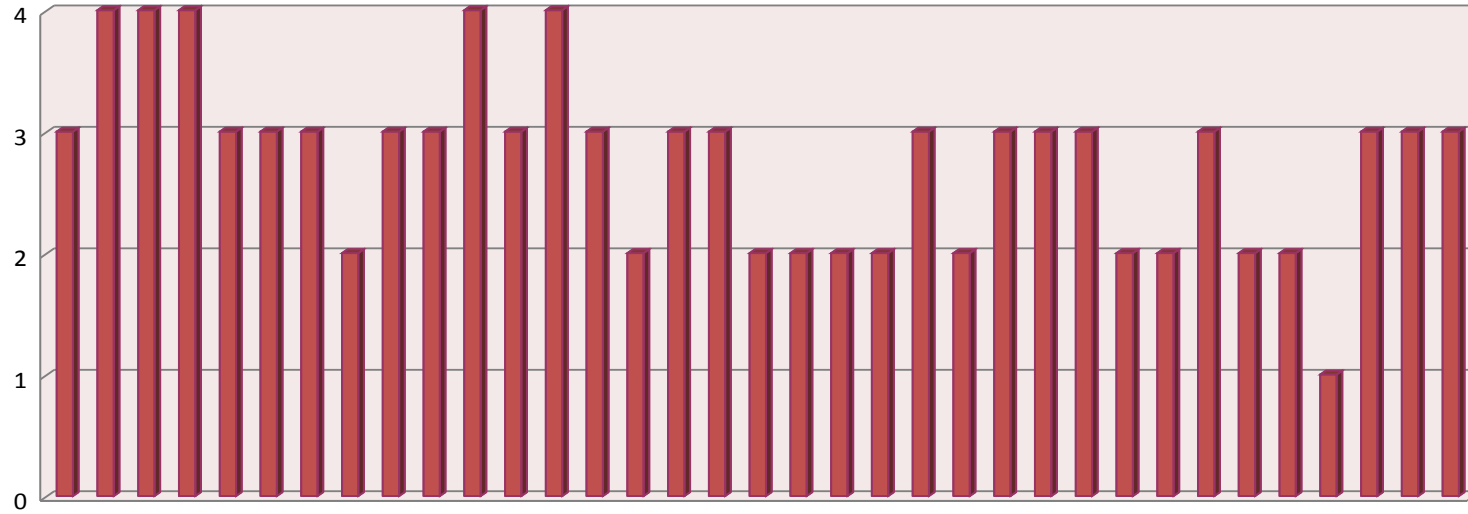
# Southend state-of-play Dec 2011



## Suffolk state of play Dec 2011

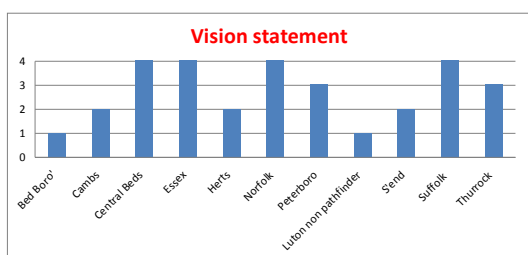


# Thurrock state of play Dec 2011

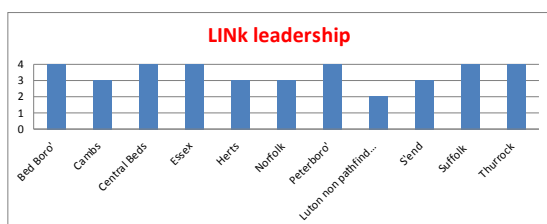


HealthWatch state of play Dec 11V3 and graph:

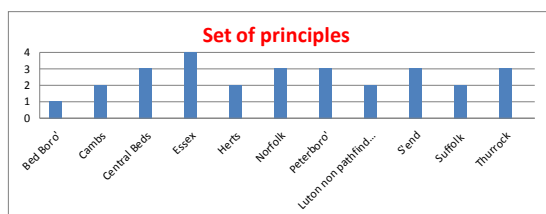
	Bed Boro'	Camb's	Central Beds	Essex	Herts	Norfolk	Peterboro	Luton non pathfinder	S'end	Suffolk	Thurrock
Vision statement	1	2	4	4	2	4	3	1	2	4	3



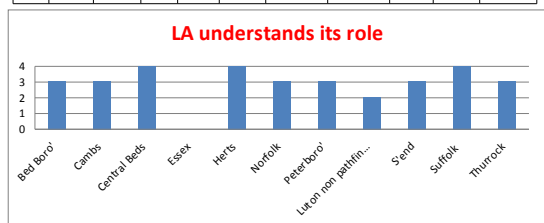
	Bed Boro'	Camb's	Central Beds	Essex	Herts	Norfolk	Peterboro	Luton non pathfinder	S'end	Suffolk	Thurrock
LINK leadership	4	3	4	4	3	3	4	2	3	4	4



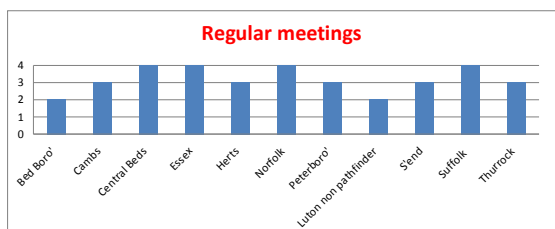
	Bed Boro'	Camb's	Central Beds	Essex	Herts	Norfolk	Peterboro	Luton non pathfinder	S'end	Suffolk	Thurrock
Set of principles	1	2	3	4	2	3	3	2	3	2	3



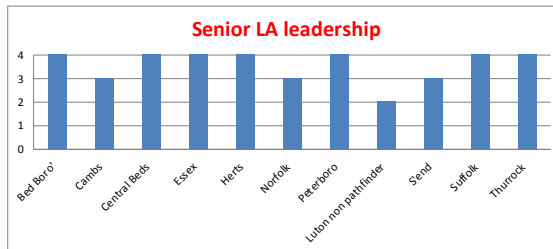
	Bed Boro'	Camb's	Central Beds	Essex	Herts	Norfolk	Peterboro	Luton non pathfinder	S'end	Suffolk	Thurrock
LA understands its role	3	3	4	NA	4	3	3	2	3	4	3



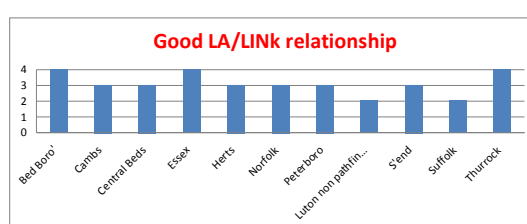
	Bed Boro'	Camb's	Central Beds	Essex	Herts	Norfolk	Peterboro	Luton non pathfinder	S'end	Suffolk	Thurrock
Regular meetings	2	3	4	4	3	4	3	2	3	4	3



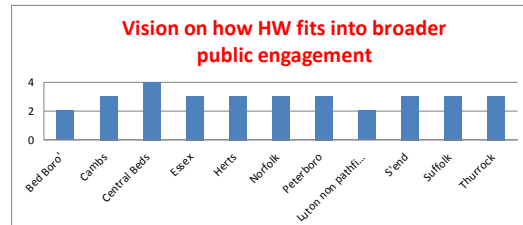
	Bed Boro'	Camb's	Central Beds	Essex	Herts	Norfolk	Peterboro	Luton non pathfinder	S'end	Suffolk	Thurrock
Senior LA leadership	4	3	4	4	4	3	4	2	3	4	4



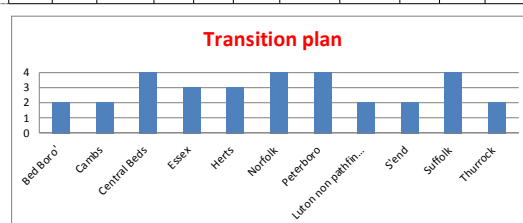
	Bed Boro'	Camb's	Central Beds	Essex	Herts	Norfolk	Peterboro	Luton non pathfinder	S'end	Suffolk	Thurrock
Good LA/LINK relationship	4	3	3	4	3	3	3	2	3	2	4



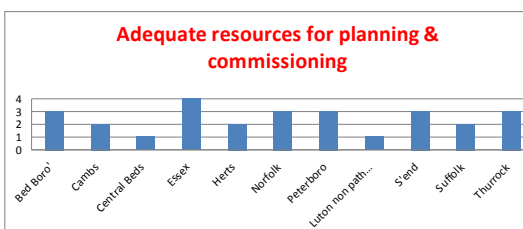
	Bed Boro'	Camb's	Central Beds	Essex	Herts	Norfolk	Peterboro	Luton non pathfinder	S'end	Suffolk	Thurrock
Vision on how HW fits into broader public engagement	2	3	4	3	3	3	3	2	3	3	3



	Bed Boro'	Camb's	Central Beds	Essex	Herts	Norfolk	Peterboro	Luton non pathfinder	S'end	Suffolk	Thurrock
Transition plan	2	2	4	3	3	4	4	2	2	4	2



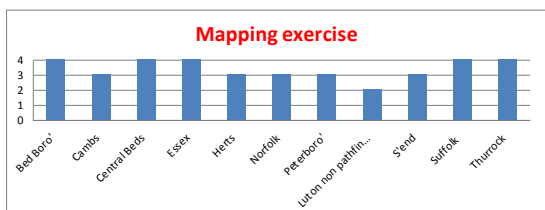
	Bed Boro'	Camb's	Central Beds	Essex	Herts	Norfolk	Peterboro	Luton non pathfinder	S'end	Suffolk	Thurrock
Adequate resources for planning & commissioning	3	2	1	4	2	3	3	1	3	2	3



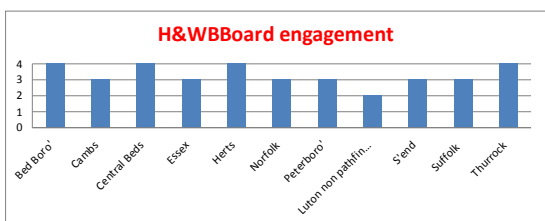




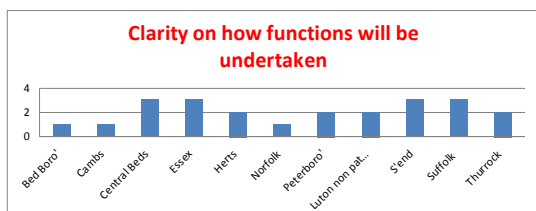
	Bed Boro'	Camb	Central Beds	Essex	Herts	Norfolk	Peterboro'	Luton non pathfinder	S'end	Suffolk	Thurrock
Mapping exercise	4	3	4	4	3	3	3	2	3	4	4



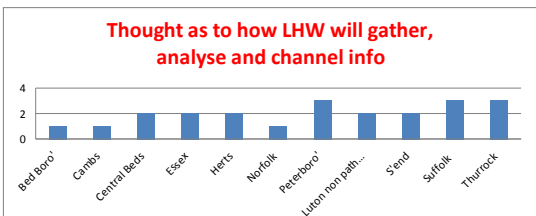
	Bed Boro'	Camb	Central Beds	Essex	Herts	Norfolk	Peterboro'	Luton non pathfinder	S'end	Suffolk	Thurrock
H&WBB engagement	4	3	4	3	4	3	3	2	3	3	4



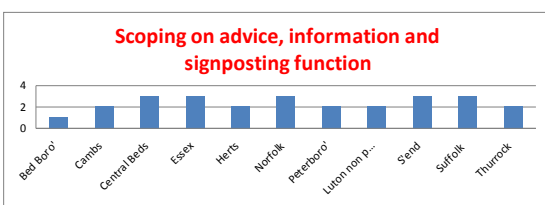
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Clarity on how functions will be undertaken	1	1	3	3	2	1	2	2	3	3	2



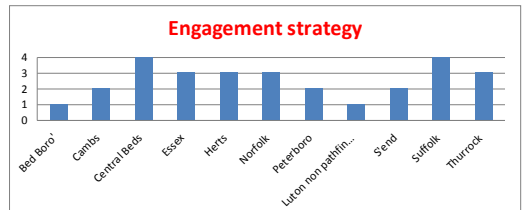
	Bed Boro'	Camb	Central Beds	Essex	Herts	Norfolk	Peterboro'	Luton non pathfinder	S'end	Suffolk	Thurrock
Thought as to how LHW will gather, analyse and channel	1	1	2	2	2	1	3	2	2	3	3



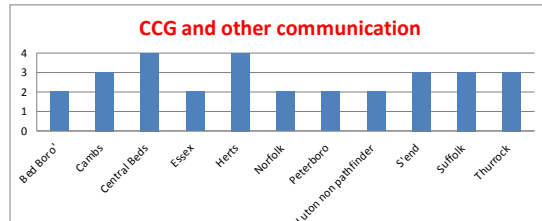
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Scoping on advice, information and signposting function	1	2	3	3	2	3	2	2	3	3	2



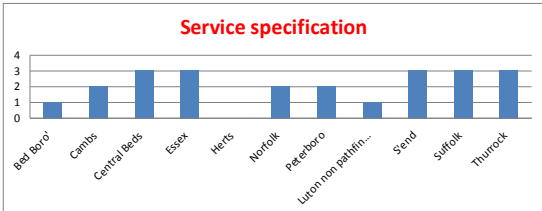
	Bed Boro'	Camb	Central Beds	Essex	Herts	Norfolk	Peterboro'	Luton non pathfinder	S'end	Suffolk	Thurrock
Engagemt strategy	1	2	4	3	3	3	2	1	2	4	3



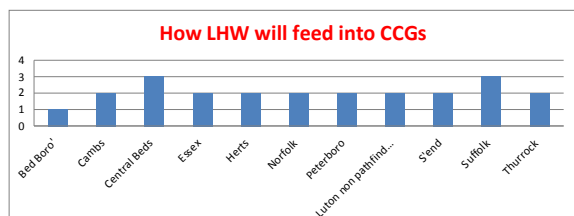
	Bed Boro'	Camb	Central Beds	Essex	Herts	Norfolk	Peterboro'	Luton non pathfinder	S'end	Suffolk	Thurrock
CCG and others communication	2	3	4	2	4	2	2	2	3	3	3



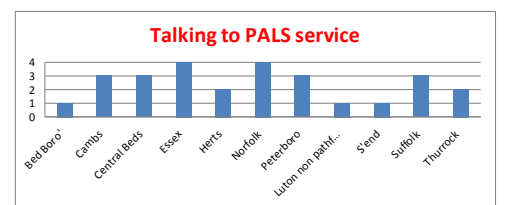
	Bed Boro'	Camb	Central Beds	Essex	Herts	Norfolk	Peterboro'	Luton non pathfinder	S'end	Suffolk	Thurrock
Service spec	1	2	3	3	Not ans	2	2	1	3	3	3



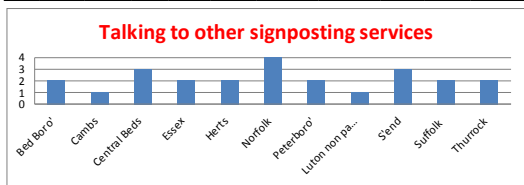
	Bed Boro'	Camb	Central Beds	Essex	Herts	Norfolk	Peterboro'	Luton non pathfinder	S'end	Suffolk	Thurrock
How LHW will feed into CCGs	1	2	3	2	2	2	2	2	2	3	2



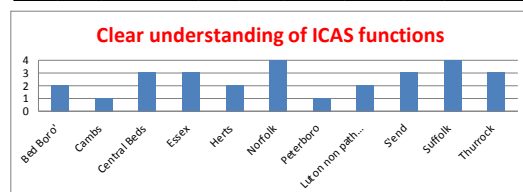
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Talking to PALS service	1	3	3	4	2	4	3	1	1	3	2



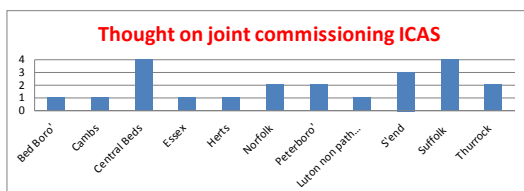
	Bed Boro'	Cambs	Central Beds	Essex	Herts	Norfolk	Peterboro'	Luton non pathfinder	S'end	Suffolk	Thurrock
Talking to other signposting services	2	1	3	2	2	4	2	1	3	2	2



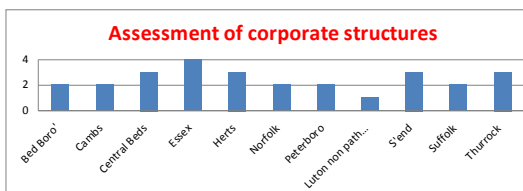
	Bed Boro'	Cambs	Central Beds	Essex	Herts	Norfolk	Peterboro'	Luton non pathfinder	S'end	Suffolk	Thurrock
Clear understanding of ICAS functions	2	1	3	3	2	4	1	2	3	4	3



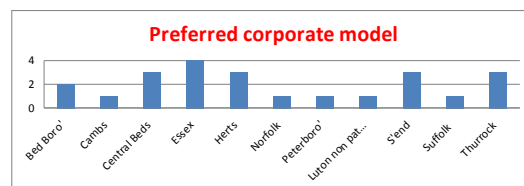
	Bed Boro'	Cambs	Central Beds	Essex	Herts	Norfolk	Peterboro'	Luton non pathfinder	S'end	Suffolk	Thurrock
Thought on joint commissioning ICAS	1	1	4	1	1	2	2	1	3	4	2



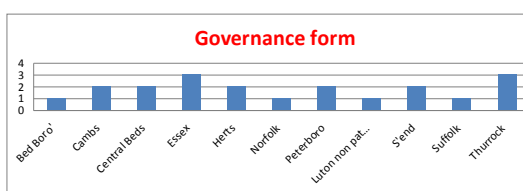
	Bed Boro'	Cambs	Central Beds	Essex	Herts	Norfolk	Peterboro'	Luton non pathfinder	S'end	Suffolk	Thurrock
Assess of corporate structures	2	2	3	4	3	2	2	1	3	2	3



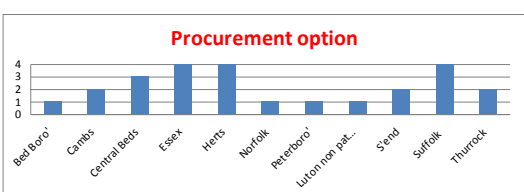
	Bed Boro'	Cambs	Central Beds	Essex	Herts	Norfolk	Peterboro'	Luton non pathfinder	S'end	Suffolk	Thurrock
Preferred corporate model	2	1	3	4	3	1	1	1	3	1	3



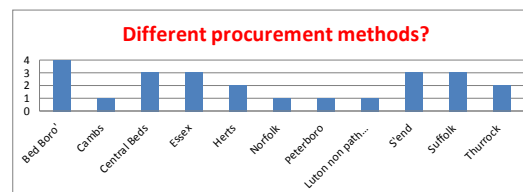
	Bed Boro'	Cambs	Central Beds	Essex	Herts	Norfolk	Peterboro'	Luton non pathfinder	S'end	Suffolk	Thurrock
Governance form	1	2	2	3	2	1	2	1	2	1	3



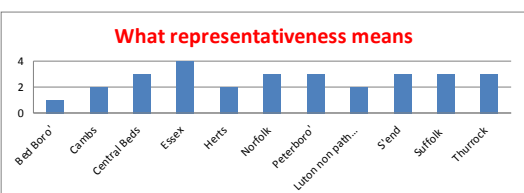
	Bed Boro'	Cambs	Central Beds	Essex	Herts	Norfolk	Peterboro'	Luton non pathfinder	S'end	Suffolk	Thurrock
Procurement option.	1	2	3	4	4	1	1	1	2	4	2



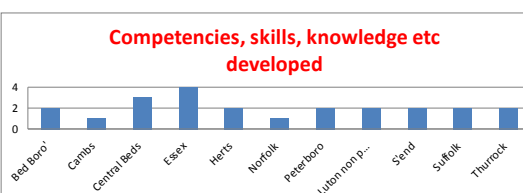
	Bed Boro'	Cambs	Central Beds	Essex	Herts	Norfolk	Peterboro'	Luton non pathfinder	S'end	Suffolk	Thurrock
Different procurement methods?	4	1	3	3	2	1	1	1	3	3	2



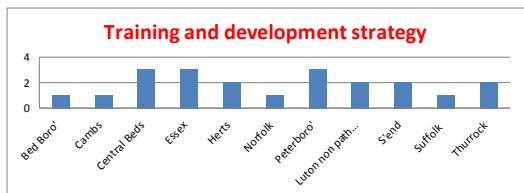
	Bed Boro'	Cambs	Central Beds	Essex	Herts	Norfolk	Peterboro'	Luton non pathfinder	S'end	Suffolk	Thurrock
What 'representativeness' means	1	2	3	4	2	3	3	2	3	3	3



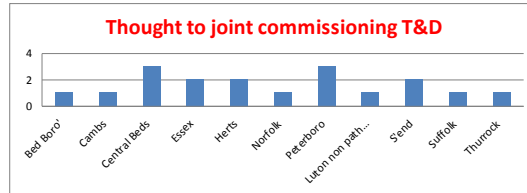
	Bed Boro'	Cambs	Central Beds	Essex	Herts	Norfolk	Peterboro'	Luton non pathfinder	S'end	Suffolk	Thurrock
Competencies, skills etc developed	2	1	3	4	2	1	2	2	2	2	2



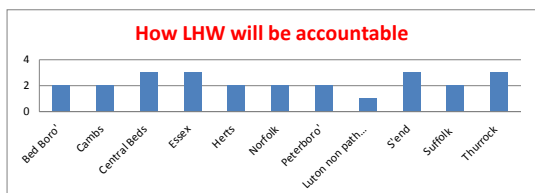
	Bed Boro'	Cambs	Central Beds	Essex	Herts	Norfolk	Peterboro'	Luton non pathfinder	S'end	Suffolk	Thurrock
Training and developmnt strategy	1	1	3	3	2	1	3	2	2	1	2



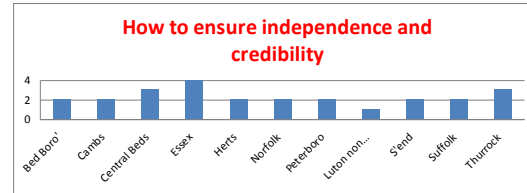
	Bed Boro'	Cambs	Central Beds	Essex	Herts	Norfolk	Peterboro'	Luton non pathfinder	S'end	Suffolk	Thurrock
Thought to joint commissioning T&D	1	1	3	2	2	1	3	1	2	1	1



	Bed Boro'	Cambs	Central Beds	Essex	Herts	Norfolk	Peterboro'	Luton non pathfinder	S'end	Suffolk	Thurrock
How LHW will be accountable	2	2	3	3	2	2	2	1	3	2	3



	Bed Boro'	Cambs	Central Beds	Essex	Herts	Norfolk	Peterboro'	Luton non pathfinder	S'end	Suffolk	Thurrock
How to ensure independence and credibility	2	2	3	4	2	2	2	1	2	2	3



	Bed Boro'	Cambs	Central Beds	Essex	Herts	Norfolk	Peterboro'	Luton non pathfinder	S'end	Suffolk	Thurrock
Funding in place for LINKs from April - October 2012	4	4	3	3	2	4	3	1	3	2	3

