



Adult Social Care

Service/Contract Monitoring Report	
Name of Provider	York CVS
Service Provided	Healthwatch York
Contract Start Date	01/04/2017
Contract Finish Date	31/03/2020

The aims of the annual review are to:

- Review the achievements of the scheme in delivering the agreed outcomes
- Consider how the scheme might be developed going forward
- Identify how Customer needs are being delivered
- Establish that the scheme is being managed in accordance with the contract
- Establish that the service meets the wellbeing outcomes as defined in the Care Act

The information contained in this report will be used as a basis for the annual review of the scheme, in conjunction with that information provided on a regular basis during the year.

Please see covering email for additional information that should be submitted in advance of the meeting.

If there is insufficient space for any answer, please continue on a separate sheet.

Signature on behalf of provider		
Signature	Name	Date

STAFFING LEVELS						
	STARTERS	LEAVERS	EXISTING FTE/ACTUAL		APPROPRIATE QUALIFICATIONS e.g. Nvqs	
			FTE	ACT	COMPLET-ED	WORKI NG TOWAR DS
Scheme managers	1 interim	1 (family leave)				
Deputy managers	n/a	n/a				
Support workers Engagement Project				30 18	Completed apprenticeship	
Voluntary workers						
Other - Research	1 (15 hrs)	1				
Has this structure changed in the last year?					Yes	
What arrangements are in place for staff cover in the absence of the manager?	Additional support initially from York CVS, and external consultant. Interim manager recruited into post. Longer term, restructure has created a Deputy Manager post, in place from May 2019.					
Have any future changes in management/staffing levels and cover been identified?					Yes – restructure completed May 2019.	
Do you pay all of your staff the Living Wage Foundation Living Wage? (£8.25 per hour outside of London – 2016) If not, please specify which staff receive the foundation living wage and which do not.						
Yes						
Please give details below specifying increase/decrease in numbers of staff, grades of staff and variations to cover provided.						
Structure from May 2019 Manager (22.5 hours) Deputy Manager (30 hours) Research Officer (22.5 hours) Project Support Officer (18 hours) Engagement Officer (22.5 hours)						
ETHNIC MONITORING OF STAFF						
Please indicate the number of staff members in each ethnic group:						
(a) Asian or Asian British	<input type="text"/>	(d) Mixed	<input type="text"/>			
Indian	<input type="text"/>	White and Black Caribbean	<input type="text"/>			
Pakistani	<input type="text"/>	White and Black African	<input type="text"/>			
Bangladeshi	<input type="text"/>	White and Asian	<input type="text"/>			
Any other Asian (please specify)	<input type="text"/>	Any other mixed background (please specify)	<input type="text"/>			

(b) Black or Black British	<input type="text"/>	(e) White	<input type="text"/>
Caribbean	<input type="text"/>	British	5
African	<input type="text"/>	Irish	<input type="text"/>
Any other black background (please specify)	<input type="text"/>	Other white background (please specify)	<input type="text"/>
(c) Chinese or other ethnic group	<input type="text"/>		
Chinese	<input type="text"/>		
Other (please specify)	<input type="text"/>		

STAFF TRAINING AND DEVELOPMENT

DETAILS OF ALL TRAINING COURSES UNDERTAKEN IN THE LAST YEAR:

Course title (include induction)	No's Of Staff Attended	Refresher	
		Yes	No
See Monitoring report			
Who provides the training?			

What additional training needs have been identified?

STAFF SUPPORT

How often are staff meetings held?	See monitoring report
How often do staff receive supervision from a senior?	
How often are staff formally appraised?	
Number of staff appraised in last year:	

SERVICE PROVIDED

What is the main focus of the scheme and has this changed?

The main focus of the scheme has not changed from the focus set out in our service specification:

- Provide information and advice to the public about accessing health and care services, and promote choice in relation to aspects of those services.
- Obtain the views of adults and children and young people about their needs for and experience of local health and care services and make those views known to those involved in the commissioning, provision, and scrutiny of local care services.
- Make reports and recommendations about how those services could or should be improved.
- Promote and support the involvement of adults and children and children and young people in the monitoring, commissioning and provision of local health and care services.
- Represent the collective voice of patients, customers, carers and the public on the York Health and Wellbeing Board.
- Make the views and experiences of local people known to Healthwatch England.
- Where appropriate make recommendations to Healthwatch England to advise the Care Quality Commission to carry out special reviews or investigations into areas of concern.
- Carry out enter and view functions i.e. enter health, social care and public health premises to observe and assess the nature and quality of those services, obtain the views of people using those services, and make recommendations for improvement where necessary - using this power where information cannot be obtained by more appropriate means, notably through Care Home Assessor work.

What improvements have you made to the scheme?

During the year, we have strengthened our links to organisations working with people with multiple complex needs. As a result, we have been successful in securing funding from Lankelly Chase to continue work to develop the Multiple Complex Needs network, and consider how the learning from this can help shape future system change. This should lead to better opportunities to hear direct from some of the most vulnerable people in our city, and gain insight into their health and care needs.

We have also reached agreement with City of York Council to pilot work around Safeguarding Stories – for more information, see our monitoring report. This again should increase our contact with and understanding of the challenges for vulnerable individuals.

How have the scheme tasks or activities changed, and what drove that change?

Safeguarding Stories – needs highlighted through the Safeguarding Adults Board.
 MCN Network – developed through partnership working with key agencies, driven by the need to reach the widest range of voices possible.
 NHS LTP Engagement Work – funded by NHS England – driven by a push from Healthwatch England, but a real opportunity to demonstrate the power of the Healthwatch network in engaging local communities.

What future improvements or developments do you expect/hope to implement?

See monitoring report – Future developments / Barriers

Have the number of hours undertaken or the amount/quantity of the service changed, and what drove that change?

No significant changes

How successful is the scheme, and how do you measure that success?

See Independent Evaluation for feedback from key agencies / partners.

We also complete an annual awareness survey to get feedback from the public. Just under 70% were aware of us, and what we do. A number of people left comments indicating satisfaction with our work:

“found them very informative and felt my opinions were taken on board and would be acted upon”

“very knowledgeable people at Oaken Grove – John and Jackie” (Community Champions)

“Glad to see the Healthwatch York team at Spurriergate Centre.”

“It is nice to have a Healthwatch available in the city. It has been a god send to a lot of people in the local church. They otherwise wouldn’t be aware of where to go to find help. Thanks,

“You do a good job at getting the word out”

“Healthwatch is a well run organisation. They take on board the public point of view and ensure the right people are informed.”

Quality / Consultation			
How do you consult local people to get their views?			
We run a number of surveys each year, including our workplan survey, awareness survey, and surveys relating to specific workplan topics. We also provide a number of outreach opportunities – for more details see the monitoring report.			
How are the needs of customers accessing the service reviewed?			
Ongoing monitoring of the issues log to identify potential topics for workplan reports. Developing additional resources to meet information gaps in the city – e.g. MH guide, dementia guide.			
Have you identified any needs that you are unable to meet, if so please give details.			
The service is delivered within the resources available, thus we recognise and work within the limitations of this. There are always opportunities to do more, to learn more, and to reach additional people which we cannot take up without additional resources.			
What is the profile of your main customer group.			
Everyone who lives within the City of York Council boundaries.			
When was the date of the last Customer Satisfaction Survey completed please attach details		Awareness survey April 2018 Evaluation work completed June 2019	
When is the next Customer Satisfaction survey planned?		Awareness survey July 2019	
What changes will you make to future surveys?			
To be determined			
POLICIES AND PROCEDURES			
Documentation available within the scheme:	N/A	YES	NO
Accident Book		Y	
Emergency Contacts		Y	
Health & safety and risk assessment policy		Y	
Complaints policy		Y	
Equality and diversity policy		Y	
Disciplinary and grievance policy		Y	
Harrassment policy		Y	
Recruitment and selection policy		Y	
Safeguarding and whistleblowing policies		Y	
Data Protection		Y	
Receipt of Gifts Policy / Professional Boundaries Policy		Y	
Lone working policy		Y	

Business continuity policy and plan		Y	
Are there any anticipated changes to policies and procedures that would affect the scheme?			
No			
PROPERTY AND PREMISES			
Please highlight any existing or anticipated property or premises related issues that affect the performance of the scheme.			
N/A			
COMPLAINTS/COMMENDATIONS			
How many informal complaints have been received?	0		
How many formal complaints have been received?	0		
How were these managed and what changes, if any, did they initiate?			
N/A			
What commendations have been received?			
SCHEME			
Please provide a current financial report and budget to accompany this form – see monitoring report			
	YES/NO		
Have any plans to change the financial arrangements been put in place and what is driving that change? Please provide details.	No		
Do you anticipate any increase or reduction in the cost of providing this service in the future? Please provide details.	We have seen small increases across a number of budget headings – printing resources, using web tools and software, which we are managing within the small year on year increase in funding provided.		
Are you prepared to enter into negotiations regarding an extension or amendment to the current contract, and have you any suggestions?	Yes We would welcome a 2 year extension, with a 1% year on year increase		
Additional comments can be made in the next section.			

ADDITIONAL COMMENTS

Please list any additional details/comments/recommendations that you wish to make.

Please see monitoring reports from H1 and H2 for additional details regarding our work.