

Health and Wellbeing Board

2 December 2015

Report of the Director of Adult Social Care **Update on Work towards Implementing the Recommendations Arising from Previous Healthwatch York Reports**

Summary

1. This report and its associated annexes set out progress made to date on implementing the recommendations arising from the following Healthwatch York reports:
 - [Loneliness – A Modern Epidemic and the Search for a Cure](#)
 - [Discrimination Against Disabled People in York](#)
 - [Access to Health and Social Care Services for Deaf People](#)

Background

2. Healthwatch York produced the three reports detailed above during 2014. These reports contain extensive qualitative research carried out in York, and make a number of recommendations both for the Health and Wellbeing Board and for partners. The recommendations were discussed at the [Health and Wellbeing Board in December 2014](#) and it was agreed that an update on progress made against implementing the recommendations arising be brought back to the Health and Wellbeing Board.
3. The report presented at the December 2014 Health and Wellbeing Board meeting set out a number of areas where work was already happening to address some of the recommendations in the Healthwatch York reports. In addition to this the Board agreed to progress all the recommendations arising from the reports.

Main/Key Issues to be considered

4. Since the original response was given in December 2014 a number of positive steps have been taken to begin to address the recommendations and these include:

- Establishing a loneliness working group
 - York People First have delivered training via CYC's Workforce Development Unit in accessible communications
 - Working towards the fact that all organisations that provide NHS or adult social care will need to follow the NHS Accessible Information Standard in full by 31st July 2016.
5. An update from Healthwatch York about progress made against implementing the recommendations is at **Annex A** and a list of all the recommendations at **Annex B**.
6. Healthwatch York know that work on the Safe Places Scheme and Dementia Friendly Communities are both important initiatives to support aims of making York feel friendlier and ask that the Board reiterate their commitment to supporting such work.
7. It is also worth noting that the following comments were made by Board members at the December 2014 meeting:
- The Director of Adult Social Care would be the City of York Council lead for the recommendations in the loneliness report
 - There were plans to refurbish and create more space in the Accident and Emergency Department at York Hospital but this would not happen immediately so there was a need to manage expectations
 - There could sometimes be difficulties in accessing interpreters so it was always appreciated if as much notice could be given as possible that one was required
 - For the recommendations relating to hate crime the Deputy Chief Constable agreed to be the lead officer.
 - The Director of Children's Services, Education and Skills gave details as to how the YorOK Board was seeking to address the Healthwatch recommendations, including those relating to loneliness. Details were given of intergenerational projects as well as the work that was taking place to tackle bullying. Healthwatch had been invited to attend the next YorOK Board meeting to discuss the issues further
 - The Chief Clinical Officer Vale of York Commissioning Group confirmed his support of the recommendations assigned to his organisation

Consultation

8. Member organisations of the Health and Wellbeing Board contributed their views on this report when it was first presented in December 2014.

Options

9. There are no specific options for the Board to consider however they are asked to do the following:
 - Discuss progress and provide verbal updates at today's meeting on progress made against implementing the recommendations contained in the three Healthwatch York reports
 - Agree that recommendations arising from these reports be taken into consideration when considering the health and wellbeing priorities for the city as part of the renewal of the Joint Health and Wellbeing Strategy.
 - Consider whether any further specific action needs to be taken by the Health and Wellbeing Board to ensure that the recommendations in the Healthwatch York reports are progressed.

Analysis

10. The reports in combination give a detailed picture of groups that feel marginalised within York, but with positive suggestions for ways forward. A number of the recommendations are the subject of existing work, and planned legislation is likely to lead to further work on eliminating discrimination and improving access to services.
11. Members are asked to express their views on progress made and to also consider all the recommendations as part of the forthcoming renewal of the Joint Health and Wellbeing Strategy.

Strategic/Operational Plans

12. The work from Healthwatch contributes towards a number of strands of the Joint Health and Wellbeing Strategy, and the three reports under discussion have particular relevance to the priority to

reduce health inequalities and the priority on improving mental health and intervening early.

Implications

13. There are equalities implications associated with the recommendations in this report, in that following the recommendations will lead to an improved position for equalities.
14. A number of the recommendations may have financial implications for the organisations who would carry them out, and such implications would need to be costed on a case-by-case basis.

Risk Management

15. The proposed changes to accessibility legislation in 2015/16 mean that failure to address some of the issues highlighted in the report on access to services for deaf people could have negative consequences for service providers.

Recommendations

16. Health and Wellbeing Board are asked to:
 - Discuss progress and provide verbal updates at today's meeting on progress made against implementing the recommendations contained in the three Healthwatch York reports
 - Agree that recommendations arising from these reports be taken into consideration when considering the health and wellbeing priorities for the city as part of the renewal of the Joint Health and Wellbeing Strategy.
 - Consider whether any further specific action needs to be taken by the Health and Wellbeing Board to ensure that the recommendations in the Healthwatch York reports are progressed.

Reason: To follow up on the recommendations of the Healthwatch reports.

Contact Details

Author:

Tracy Wallis
Health and Wellbeing
Partnerships Co-ordinator
Tel: 01904 551714

Chief Officer Responsible for the report:

Martin Farran
Director of Adult Social Care
City of York Council

Report
Approved



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Specialist Implications Officer(s) None

Wards Affected:

All

For further information please contact the author of the report

Background Papers:

None

Annexes

Annex A – Progress update from Healthwatch York
Annex B – Full list of recommendations arising from the three
Healthwatch York reports.