

SERVICE SPECIFICATION

1. INTRODUCTION AND CONTEXT

York is an attractive and prosperous City with rich a heritage and in general a good quality of life. Life expectancy is higher than the national average and limiting long-term illness is lower, as are infant mortality and early death rates from heart diseases, stroke and cancer.

Although the majority of York's residents enjoy better health than the national average there are still some inequalities between different parts of the City. People's background and income have a significant influence over a whole range of outcomes, including their physical and mental health.

Whilst two fifths of York's population live in areas that are in the least deprived 20% in England, eight areas of the City are in the most deprived 20%. There is a well recognised link between health and deprivation with the least deprived men in York living on average 10 years longer than the most deprived men (the equivalent gap for women is on average 4 years).

The population of York, like the population in general is ageing. The proportion of the population of the City over the age of 80 years is projected to increase by around 30% by 2021. This changing demographic profile will have implications for health and social commissioning decisions in the future.

Mental health has also been identified as a potential challenging area. Based on national level data the York Joint Strategic Needs Assessment (JSNA) estimated that in the region of 25,000 people living in York experience mental health problems ranging from depression to dementia, with approximately 1,400 people suffering from enduring mental illness. In the process of compiling York's JSNA one of the most consistently articulated themes has been to develop a better understanding of mental health needs and to improve the ability to meet those needs.

The JSNA provides a local picture of the health and wellbeing needs of many of the citizens of York, but recognises that some groups are under-represented which will need considering in the future. The

JSNA will be part of the evidence used to inform the development of the new Health and Wellbeing Strategy, as well as other strategies, local priorities, and commissioning decisions.

The production of the JSNA has been overseen by York's Shadow Health and Wellbeing Board. Further details of the remit of the Board, including its vision and values, plus the draft constitution that contains its full membership, can be accessed via the following weblink:
<http://www.york.gov.uk/health/yorknhs/healthandwellbeingboard>

The York JSNA can be accessed via the following weblink:
<http://www.york.gov.uk/health/yorknhs/healthandwellbeing>

2. LEGISLATIVE BACKGROUND

The Government's health reforms are broad and far-reaching. In future GPs will be responsible for commissioning the majority of health services, which will result in the abolition of Primary Care Trusts (PCTs) and Strategic Health Authorities in their present form.

Following the introduction of the Health and Social Care Act 2012, local authorities have a new, direct accountability for health improvement, and the public health function will transfer from PCTs in 2013. Local authorities also have responsibility for ensuring that the commissioning of health and social care is joined up.

The Government's health and social care reforms are centred on the principle that service users and the public must be at the heart of all health and social care service delivery.

The Health and Social Care Act 2012 replaces the current public and patient engagement mechanism Local Involvement Networks (LINKs) with a new local body called Healthwatch. The Healthwatch organisations will carry forward LINKs statutory activities set out in the Local Government and Public Involvement in Health Act 2007 (as amended by the Health and Social Care Act 2012 Act). The Health and Social Care Act 2012 requires all local authorities to commission a Healthwatch for their local area from 1st April 2013.

Healthwatch will strengthen the collective voice of local people across both adult and children's health and social care, influencing Joint Strategic Needs Assessments and joint health and wellbeing strategies - on which local commissioning decisions will be based.

The Health and Social Care Act 2012 has also led to the creation of Healthwatch England, as a statutory committee of the Care Quality Commission (CQC). Healthwatch England will be key to enabling the collective views and experiences of people who use services to influence national policy making, and will provide leadership and support for local Healthwatch organisations.

The overarching purpose of these changes is to help achieve the aims described in the Government's white paper "*Liberating the NHS*" where:

- People are at the heart of all health and social care services.
- Health and social care outcomes in England are among the best in the world.
- There is promotion of the joining up of local NHS services, social care and health improvement.
- Views and feedback from patients and carers are an integral part of local commissioning across health and social care.

3. SPECIFICATION SUMMARY

3.1 Summary of the Service

The Provider has been commissioned by the Council to establish and deliver a Healthwatch in York (**Healthwatch York**) in accordance with this Agreement and more, particularly the requirements of this Service Specification.

Healthwatch York is for anyone who uses or who wishes to use adult and children's health and social care services in York - or anyone who cares for or represents individuals who have access to health or social care services in York.

Healthwatch York has a duty to assist local health and social care commissioners and providers, and other community stakeholders, by providing feedback, research and information on local people's views and experiences of health and social care, in order to drive up standards of service provision.

Healthwatch York must also be able to signpost local people with any complaints they may wish to progress in relation to NHS service provision to the York Independent NHS Complaints Advocacy Service which has been procured by the Council under a separate contract with a provider (in a simultaneous procurement exercise) expressly for these purposes.

3.2 Vision

- Healthwatch York shall be the independent consumer champion for adult and children's health and social care in the City of York.
- Healthwatch York shall be representative of the diverse communities that exist within the City of York. It will provide intelligence - including evidence from people's views and experiences - to influence the policy, planning, commissioning and delivery of publicly-funded health and social care. It will also provide information and advice to help people access and make choices about health and social care services.
- Healthwatch York shall be a robust and credible player in the local health and social care economy by demonstrating that it has the appropriate level of skills and competencies required to deliver its statutory functions to the highest possible level. It will gain the trust of the general public as well as other health and social care stakeholder groups by being responsive and acting on concerns when things go wrong.
- It will operate effectively and efficiently so that the Council can demonstrate value for money against an agreed set of outcomes (see Section 5 of this Schedule 1 (Service Specification)).

3.3 Summary of Healthwatch York Functions

In line with Section 2 of the Health and Social Care Act 2012 the functions of Healthwatch York shall be as follows:

- 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 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 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 forward the current Local Involvement Networks (LINKs) enter and view functions i.e. enter health and social care 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.

* **NB:** It is currently our understanding that Healthwatch York will **not** be able to use its powers of entry to visit premises that provide social care to children and young people. It is anticipated that Healthwatch England will provide further guidance about 'enter and view' to local Healthwatch organisations in due course.

3.4 Key Attributes of Healthwatch York

Healthwatch York shall be:

- **Independent** - respected for its independence and trusted by residents, Customers and stakeholders.
- **Clearly recognised** – a body with a clear identity which is strong and distinctive from existing local organisations. It will embrace and utilise the Healthwatch brand developed at national level.
- **User-focused** – relentlessly championing the voice of services users, carers and the wider community in the health and social care system.
- **Inclusive** – an organisation which finds ways to work with the many different patient and Customer representative groups across the Council/City area.

- **Well-connected** – able to signpost people to sources of good quality information to help them make choices about health and social care; with access to established networks to gather comprehensive patient views and proactive in creating new networks.
- **Evidence based** – a body which uses evidence to underpin its priorities and target its efforts.
- **Technically competent** – an organisation that can demonstrate the relevant skills and competencies required to deliver its functions.
- **Influential** – able to make an impact on the local commissioning of health and social care, able to provide constructive challenge from a patient and public perspective - and able to support patients and residents with signposting to sources of information about the quality of local health services.
- **Flexible** – an organisation which can work in partnership with key decision-makers (including the York Health and Wellbeing Board, the Council, the Vale of York Clinical Commissioning Group and other strategic bodies e.g. City of York Council Health Overview and Scrutiny Committee) while still being able to listen to individual patient concerns, represent them effectively, and challenge those same decision-making bodies when necessary.
- **Self-aware** – an organisation which actively seeks feedback on its own performance and critically assesses its strengths and weaknesses.
- **Accountable** – working to a clear set of standards against which the Council and the residents it serves can appreciate its success.
- **Good value for money** – an organisation that makes the best use of its resources by seeking to avoid duplication with other bodies in the City of York, and where possible, working creatively with them, and other relevant organisations, to deliver the most cost effective solutions to achieve its chosen priorities.

4. SCOPE OF SPECIFICATION

4.1 Function One: Gathering views - understanding the experiences of people who use services, carers and the wider community

Healthwatch York shall:

- Ensure systematic and ongoing engagement with all sections of the local population so that a wide cross-section of views are represented in respect of local health and social care needs and provision.
- Gather information that is already available and work with other local voluntary, community and service-user led groups to understand local views and experiences of health and care services.
- Seek the community's views about the current provision of health and social care (including use of high quality research) and use this to identify the need for changes or additions to services.
- Demonstrate an ability to analyse and channel high quality user feedback and public views on services to relevant commissioners so that they can inform the whole commissioning cycle.
(Commissioners include Adult and Children's Social Care teams at the Council, York Teaching Hospital NHS Foundation Trust, Vale of York Clinical Commissioning Group and Leeds and York Partnership NHS Foundation Trust).
- Use a broad range of stakeholder engagement techniques to maximise opportunities for local people to have their say.
- Actively seek the views of those who generally don't come forward.
- Develop the skills to understand and interpret different kinds of data and information.
- Build on the work and legacy of York LINK, ensuring that relevant intelligence and information is retained.

4.2 Function Two: Making people's views known - supporting the involvement of local people in the commissioning, provision and scrutiny of local care services

Healthwatch York shall:

- Communicate the local community's views to health and social care commissioners in a credible fashion.

- Be authoritative, credible and influential with commissioners and service providers.
- Demonstrate how people's views have been represented to decision makers, and demonstrate how this has made a tangible difference to commissioning plans and service delivery.
- Promote and support the involvement of people in the commissioning, provision and scrutiny of local health and social care services.
- Give input to new or proposed services. Scrutinise the quality of service provision.
- Identify the need for changes or additions to service provision and inform commissioning processes.
- Have excellent relationships with commissioners and providers, acting as a critical friend.

4.3 Function Three: Recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission

Healthwatch York shall:

- Continuously evaluate existing health and social care services, making recommendations for special reviews or investigations to the Care Quality Commission through Healthwatch England based on robust local intelligence.
- Exercise their enter and view powers judiciously by working collaboratively with other inspection regimes.
- Ensure local intelligence gathering systems complement those established by Healthwatch England.
- Have robust protocols for keeping Healthwatch England up to date with issues and concerns relevant to wider public health agendas.

4.4 Function Four: Providing advice and information (signposting) about access to services and support for making informed choices

Healthwatch York shall:

- Influence or provide advice and information (signposting) services to ensure that all sections of the local population have access to

good quality impartial advice and information relating to health and social care services available to them.

- Identify what information already exists and where to access it.
- Identify unmet needs so gaps in information can be plugged.
- Build people's knowledge of Healthwatch York as an information and signposting resource, ensuring visibility and ease of access.
- Have its finger on the pulse of the latest information and news and know where to direct people.
- Have the capacity and systems to direct people to the services they require.
- Ensure people can get information in different formats e.g. electronic, hard copy, Braille, preferred language translations.
- Ensure that it provides feedback to individual members of the public and other partners.
- Work in collaboration with other information and advice giving agencies across the City, effectively signposting individuals to existing services and addressing current gaps in provision.

4.5 Function Five: Foster a broad range of constructive relationships with local health and social care commissioners, service providers and other partners.

Healthwatch York shall:

- Work closely with the York Health and Wellbeing Board and the Council's Health Overview and Scrutiny Committee (Health OSC), sharing information and consulting with these bodies on a regular basis around the alignment of work programmes and priorities.
- Have a good understanding of local voluntary and community groups, other patient and public groups within the field of health and social care, and how they complement each other.
- Effectively represent the views of local people through its role on the local Health and Wellbeing Board (e.g. to assist in developing the joint health and well being strategy).
- Act as an active, pragmatic member of the Health and Wellbeing Board, able to report back decisions, understand the reasons for the prioritisation of services and cascade this information across wider health and care networks.

- Work closely with the national body, Healthwatch England, to deliver a strong public voice.
- Foster a broad range of relationships with local health and social care commissioners and with provider agencies in the voluntary, public and private sectors.
- Nurture partnerships with local service-user groups (and existing Voluntary and Community Sector networks) and other Healthwatch organisations to ensure high quality feedback and research.
- Play an integral part in the preparation of statutory Joint Strategic Needs Assessments and joint health and wellbeing strategies on which local commissioning decisions will be based.
- Develop a work programme which will be demonstrably based on priorities identified through comprehensive stakeholder engagement - with patients, residents and service providers (and which reflects the priorities identified in York's Joint Strategic Needs Assessment).
- Establish a Report Writing Protocol (agreed with key partners) which outlines key standards Healthwatch York will adhere to when compiling engagement and research reports.
- Work closely with the York Independent NHS Complaints Advocacy Service provider in order to identify trends, patterns and issues arising from complaints data. Also establish strong working relationships with neighbouring Healthwatch organisations to share best practice and disseminate information.

5. OUTCOMES / KEY PERFORMANCE INDICATORS

The Provider shall demonstrate to the Council its performance of this Agreement and the delivery of the Services by the fulfillment of Key Performance Indicators (as set out in Schedule 2 (Contract Management)) which will lead to the outcomes set out below:

Outcome 1

Health and Social Care Services in York are improved and influenced by the impact of the public, patient and carer voice – as a direct result of Healthwatch York intervention.

Outcome 2

Customers, carers and the wider community in York have easy access to the support, advice and information they need when making health and social care choices. The advice received is appropriate, helpful and accessible.

Outcome 3

Individuals, groups and communities know about Healthwatch York, and feel that Healthwatch York has accurately reflected their views.

Outcome 4

Healthwatch York works positively and effectively at a strategic level, particularly through its place on the York Health and Wellbeing Board. All health and social care stakeholders report that Healthwatch York carries out its role and activities effectively.

Outcome 5

Healthwatch York is a well managed, inclusive organisation with clear lines of governance, structure and communication. The running of Healthwatch York is open and transparent.

6. ESTABLISHING HEALTHWATCH YORK

The Council does not have a preference for the delivery model used for Healthwatch York. **However, the Council must be satisfied with the independent nature of Healthwatch York in terms of its ability to set its own strategic direction and work programme and to manage its own finances.**

Please note that the Council's understanding in relation to the permissible organisational structures and governance arrangements of local Healthwatch organisations may be subject to change pending further clarification from the Department of Health which may subsequently be issued in due course following the Commencement Date. Such clarification and/or guidance may have an impact on both the delivery model required or permitted for Healthwatch York and/or

any other aspects of this Agreement. The Council will keep the Provider informed of any such clarification or guidance.

The Provider shall be accountable to the Council for establishing Healthwatch York and for the delivery of this Agreement. The Provider shall ensure that Healthwatch York will have two distinct levels of participation as follows:

Executive Board: Appointed or elected for a specific term and responsible for the strategic, operational and financial management of Healthwatch York.

The Provider shall ensure that the Executive Board shall:

- Adhere to the seven principles of public life (as outlined in Appendix A attached to this Schedule 1(Service Specification)).
- Have the skills, knowledge and experience required to oversee the effective delivery of the service.
- Be rigorous and transparent about how decisions are taken.
- Engage appropriate staff and engage a range of volunteers in order to meet its statutory duties.
- Ensure effective financial management and accountability.
- Meet its statutory duties and comply with standards set by Healthwatch England.
- Operate to the principles of good Healthwatch governance as set out in Appendix B (attached to this Schedule 1(Service Specification)).
- Agree its overall priorities and annual work plan.
- Produce an annual report showing how Healthwatch York has identified and met the needs of the public and other stakeholders.
- Ensure board members declare any interest(s), where necessary, to mitigate any potential conflicts.
- Enable appropriate representation on external boards and networks including the statutory place on the City of York Health and Wellbeing Board.
- Arrange appropriate training and security checks for staff, Provider Personnel and volunteers in order to carry out their responsibilities.
- Organise and hold Annual General Meetings.

Wider Membership or Network: A strong local voice, with the ability to express their needs, views and experiences to better influence health and social care outcomes.

7. FUNDING

The Contract Price for this Agreement is £280,000 i.e. £140,000 per annum with the possibility of extension for a further 12 months (at the Council's sole discretion).

8. INCLUSION AND DIVERSITY

The Provider and Healthwatch York must be inclusive and diverse in its make-up and will need to operate in different formats and methods of involvement and communication.

The Provider shall, and shall procure that Healthwatch York shall provide a Service appropriate to people's needs and shall not discriminate on the grounds of their disability, race, culture, religion, faith or belief, sexual orientation, age, gender or socio-economic situation, in terms either of participation or of obtaining and representing people's views and experiences.

The premises from which the Provider and Healthwatch York operates and any proposed venues for meetings arranged by Healthwatch York must be fully accessible and compliant with all prevailing Equalities legislation and must maintain a safe and clean working environment in compliance with all relevant Health and Safety at Work legislation. Healthwatch York will be subject to public sector duties as detailed in the Equality Act 2010.

The Provider shall, and shall procure that Healthwatch York shall, comply with both the Data Protection Act 1998 and the Freedom of Information Act 2000 and ensure that Healthwatch York's participants are aware of their responsibilities under both of these Acts.

The Provider shall, and shall procure that Healthwatch York shall, be committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment, and to be effectively trained in all aspects of safeguarding legislation and practice.

Following the Service Commencement Date the Provider will be expected to undertake an Equalities Impact Assessment to

demonstrate how Healthwatch York will carry out its duties and functions in a way which takes into account the needs of all minority groups and communities of interest.

9. CONTRACT MONITORING, KEY DELIVERABLES AND SUCCESS CRITERIA

The Provider shall report on the activities and finances of Healthwatch York to the Council in accordance with the requirements and timetable set out below and as more particularly described in Schedule 2 (Contract Management).

The Provider shall submit Healthwatch York's annual reports on activity and achievements to both the Council and the York Health and Wellbeing Board.

The Provider will be expected to report on Healthwatch York's activities and financial position in relation to this Agreement. All funds provided as a result of the contract award and in relation to this Agreement are to be spent on fulfilling the obligations and requirements as set out in this Agreement. No funds may go towards any costs incurred which are not contract-related.

Service Reviews will also take into account feedback and recommendations from Healthwatch York's governance arrangements.

Quarterly monitoring meetings will be organised by the Council to review information gathered through the contract monitoring process, to review the Service Specification and the delivery and performance of the Services by the Provider.

Representatives of Healthwatch York's governance arrangements will be full partners in this process.

The Provider will need to be able to demonstrate to the Council its performance of the Services and its obligations under this Agreement by the fulfilment of Key Performance Indicators (See Schedule 2 (Contract Management)).

The Provider shall benchmark its performance (and the performance of Healthwatch York) against national quality indicators to be developed by the Department of Health.

The Provider and Healthwatch York shall be accountable to the Council. The Provider is required to undertake regular reviews or audits of the service and development plans for Healthwatch York.

Both the Provider and Healthwatch York must have a written complaints procedure which should include a role for a person who is independent of the organisation, as either an investigator or decision-maker at an appeal stage.

Where either the Provider or Healthwatch York's own management reporting, stakeholder feedback, review process or other contract management activities reveal the need for remedial action, the Provider shall, and shall procure that Healthwatch York shall, produce an action plan within one month of being formally notified by the Council, with a timetable to be agreed with the Council, outlining:

- Detailed information on issues and associated risks
- Appropriate solutions, including financial analysis
- Responsible owners for all remedial actions required
- Timescales for all remedial actions to be implemented
- Monitoring arrangements to ensure remedial actions are completed

The Provider shall, and shall procure that Healthwatch York shall, have its own internal quality assurance system, which should include standard setting, monitoring, management and review processes, to ensure the required service quality is maintained. The Provider shall be required to confirm how improvement will be communicated on completion.

The Provider shall ensure the Healthwatch York shall fully engage and demonstrate compliance with all quality standards to be developed by Healthwatch England in due course.