

Healthwatch Kingston Board Meeting (Part A)	Wednesday 12 July 2023
Q1 Activity Report July 12 2023	Contributors: Candy Dunne (CD) - Deputy Chief Officer, Kezia Coleman (KC) - Projects and Outreach Officer (Disabilities and Mental Health), Hen Wright (HJW), Projects and Outreach Officer (Young People and Safeguarding), Jaimy Halliwell-Owen (JHO) Communications Officer, Scott Bacon (SBa) Engagement Officer.
PART A Agenda Item 6	Appendices: Q1 2023-24 Communication Report and Q1 2023-24 Communications Summary Report (also HW Kingston Annual Communications Report 2022-23 and HW Kingston Monthly Website and Facebook Traffic 2022-23)

This Quarter 1 report updates the Board on progress made towards delivery of our **six priority work areas** for the year (2023/24) and provides links to our programme and project reports published on our [website](#):

1. NHS and social care transformation:

- a. Continue to monitor the commissioning, provision and transformation of NHS and Social Care in Kingston and the South West London Integrated Care System (SWL ICS).

2. Health inequalities:

- a. Continue to monitor health inequalities, in particular the health and care needs of women, neurodiverse people, and people with long term medical conditions.

3. Learning Disability and Autism:

- a. Continue to support meaningful engagement with local people with a learning disability in the work of HW Kingston, including Enter and View training.
- b. Continue to provide chair and administrative support for the ‘Kingston All Ages Learning Disability Partnership Board’.

4. Mental Health:

- a. Continue to provide chair and administrative support for the 'Kingston Mental Health and Wellbeing Group'.
- b. Provide the independent evaluation of the South West London Community Mental Health Transformation Programme in Kingston.

5. Young People:

- a. Continue to support Youth Out Loud! (YOL!) to review health and care services (in partnership with other stakeholders).
- b. Continue to support delivery (with other partners) of the Digital Youth Project to add to the series of short health and care films and podcasts by young people for young people.
- c. Continue to support YOL! to develop its online and social media.

6. Safeguarding:

- a. Continue membership of the Kingston Safeguarding Adults Board.
- b. Continue to deliver the Kingston Making Safeguarding Personal project.
- c. Continue support for the London Safeguarding Adults Board, London Safeguarding Voices, and Conference Planning Groups to ensure people with lived experience of safeguarding are integral to safeguarding systems and processes across London.

The Board is requested to:

- Review and note this Q1 Activity Report and its four Communication Reports (provided as appendices).

SIX PRIORITY WORK AREAS for 2023/24

Priority	Aim	Update
<p>1. NHS and social care transformation</p>		
<p>1a. Continue to monitor the commissioning, provision and transformation of NHS and Social Care in Kingston and the South West London Integrated Care System.</p>	<p>Provide independent scrutiny that supports improved experience of people using NHS and Social Care services within the South West London Integrated Care System.</p>	<p>RBK Health and Safety Team - On 26 April, Iona Lidington invited SB and CD to present at the RBK Health and Safety Team Meeting at Guildhall. RBK were keen to hear an update on our current work areas and were particularly interested in some of the findings from our ‘Including Communities’ and ‘ME/CFS and fibro’ work, especially in relation to difficulties these groups have with lengthy form filling to access services.</p> <p>Kingston and Richmond Post Covid Steering Group - CD attended the K & R Post Covid Steering Groups in June with one of our HW Kingston volunteers, to present the findings from the ‘Pulse Check Report - ME/CFS and Fibro’. We were also able to share with Dr Annette Pautz, the common themes found from the HW Kingston project work, involving long-term conditions (MS, Diabetes, Long Covid, ME/CFS/Fibro).</p> <p>Kingston Care Governance Board - We continue to attend the ‘Kingston Care Governance Board’ meeting, (formally known as JIG), where we received updates from RBK and the CQC on social care and safeguarding issues. We have been asked to present the findings from the ‘Care Workforce Wellbeing Report’ once this is finalised.</p>

		<p>Long Covid Report - The SWL HW Long Covid Report is still in development, no further update at this point.</p> <p>ICS/ICB - The HW Kingston Chair, Chief Executive Officer and the Deputy Chief Officer have continued to monitor and scrutinise the provision and transformation of health and care services in Kingston, in particular the introduction of the South West London Integrated Care System (SWL ICS).</p>
<h2>2. Health inequalities</h2>		
<p>2a. Continue to monitor health inequalities, in particular the health and care needs of women, neurodiverse people and people with long term medical conditions.</p>	<p>Provide independent scrutiny that supports improved experience of health inequalities and the health and care needs of women and people with long term medical conditions</p>	<p>Kingston Community Voices - HW Kingston and local ICS have joined forces! Kingston Community Voices will now be joining us for a regular slot at the HW Kingston Open Meetings. On 18th April they attended our HW Kingston Open Meeting and updated on Engagement on the NHS SWL Integrated Care Board Joint Forward Plan, winter outreach programme 2022/23, and new roles in Primary Care. For more information on Community Voices please visit the HW Kingston website here.</p> <p>Joint Strategic Needs Assessment (JSNA) - SB and CD have continued to attend and support the ‘Kingston JSNA Steering Group meetings’, where we have been involved in analysing local data. These meeting have been followed up by sharing intelligence from our HW Kingston project work and reports with RBK. Key areas we have spoken about recently are, recommendation made within our Neurodiversity Report, and themes from our projects that involved long-term conditions.</p>



Kingston Carers Board - HW Kingston continue to attend and support the Kingston Carers Board. In March they published the [All Age Kingston Carers Strategy 2022 - 2027 | Healthwatch Kingston](#) where HW Kingston are mentioned.

The Kingston Inter-Faith Forum - regular meetings of the Inter-Faith forum have been reestablished. SB attended one of their meetings in April to raise awareness of HW Kingston. The groups are keen to work with HW Kingston moving forward.

Learn English at Home (LEAH) - LEAH have moved to Siddeley House and celebrated their 40th birthday at the Rose Theatre, SBa and CD attended, gaining valuable contacts for the ‘Including Digitally Excluded’ project work and were able to catch up for a photo with Diane White our new Kingston Mayor.



3. Learning Disabilities

3a. Continue to support meaningful engagement with local people with a learning disability in the work of HW

Ensure HW Kingston is “Learning Disability friendly”

One of our volunteers with a learning disability was included in the ‘Healthwatch Heroes’ section of our HW Kingston Annual Report. We attended his day centre to take some photographs and spoke to his support workers and peers about the work he had carried out. He was delighted to receive this recognition.

We will be attending a session at Eco-op for the work we are doing for Including Digitally Excluded project.

<p>Kingston, including Enter and View training.</p>		
<p>3b. Continue to provide chair and administrative support for the ‘Kingston All Ages Learning Disability Partnership Board’</p>	<p>Provide independent facilitation for community scrutiny of progress against All Age Learning Disability strategy priorities</p>	<p>A ‘Joint Forward Plan’ is being developed to describe how NHS South West London Integrated Care Board and partner trusts will provide NHS services to meet South West London’s physical and mental health needs.</p> <p>In Kingston, South West London NHS has been focusing on engaging with people with learning disabilities and autism. The AALDPB and HW Kingston have supported the South West London ICB to reach the learning disability community in Kingston to inform the plan. We supported them to ensure they were communicating in an accessible way.</p> <p>At the June AALDPB meeting there was a presentation from the Learning Disability Liaison lead at Kingston Hospital about progress on improving their accessible information communications, and a new “Way Finding” system they are setting up to help people navigate the hospital.</p> <p>The Board also heard from Achieving for Children about the SEND Futures Plan refresh.</p> <p>The All Age Learning Disability Partnership Board End of Year Report has been published: https://www.healthwatchkingston.org.uk/report/2023-05-11/all-ages-learning-disability-partnership-board-end-year-report-2022-2023</p>

4. Mental Health

<p>4a. Continue to provide chair and administrative support for the 'Kingston Mental Health and Wellbeing Group'.</p>	<p>Provide independent facilitation for community scrutiny of progress against mental health priorities</p>	<p>Kingston Mental Health and Wellbeing Group The Group continue to oversee the implementation of the Better Mental Health JSNA. At May's meeting there was an update from John Atherton, Director of Mental Health Transformation, NHS South West London. There will be future engagement work for the strategy being carried out in the autumn. The HW Kingston Mental Health End of Year Activity Update 2022/23 has been published: https://www.healthwatchkingston.org.uk/report/2023-05-11/mental-health-end-year-activity-update-2022-23</p> <p>Staff Team Away Day In April the HW Kingston staff team had a staff away day, to look at all the areas of mental health the team cover, and what strategies and programmes our work was informing. The team found the exercise useful.</p>
<p>4b. Provide independent evaluation of the south west London Community Mental Health Transformation Programme in Kingston.</p>	<p>Provide independent evaluation of the South West London Community Mental Health Transformation Programme in Kingston.</p>	<p>HW Kingston Independent Evaluation of Community Mental Health Transformation.</p> <p>We are well underway with collating the base line service user and carers data for SWLSTG. We have gathered this data from contacts shared by the trust.</p> <p>We have contacted service users via email, post and telephone. To date, we have received a response rate of 15%.</p>

5. Young People

<p>5a. Support Youth Out Loud! (YOL!) to review health and care services (in partnership with other stakeholders).</p>	<p>Support young people to have a say in their health and care services</p>	<p>YOL! are meeting with RBK to discuss current prevention/early support for mental health and what YOL! know about and think of advocacy.</p> <p>YOL! are deciding what they would like to ask students at Kingston College freshers fair (September 2023). Last year we completed the Including Communities Survey as well as asking what students do for their mental health.</p> <p>SBa and HJW met with Matthew Angell, Youth Service Manager from Kingston Achieving for Children (AfC). We agreed that YOL! will attend the various youth groups across the borough to engage with young people (question set TBC) and recruit volunteers to YOL! Matthew also advised that solvent abuse in young people is on the rise, and this is of particular concern. He shared social media on solvent abuse that we will promote through our social media channels and add to YOLweb.</p>
<p>5b. Support delivery (with other partners) of the Digital Youth Project to add to the series of short health and care films and podcasts by young people for young people.</p>	<p>Develop a library of health and care films and podcasts made by young people for young people</p>	<p>YOL! were invited to attend the Kingston Hospital Foundation Trust Patient Experience Committee meeting to present on how and why the YOL! Sexual Health film came about, and to show them the film itself. They were all very impressed and will share it via their networks.</p> <p>YOL! continued discussions on topics for the fourth film in the Digital Youth Project. Vaping was discussed as an option, but young people already receive an overwhelming amount of information on vaping and our YOL! members were not very interested in this as a subject!</p> <p>HW Kingston was successful in winning a £5k grant application from the RBK Community Resilience Fund. Following the recent Bereavement Services and Support in Kingston - community engagement report by Healthwatch Kingston and Kingston Voluntary Action, this report identified a need for bereavement engagement with young people. HW Kingston was awarded this 'small projects' funding to maintain and develop Healthwatch Kingston's Youth Out</p>

		Loud! 'Digital Youth Project'. This project will work with the Kingston Bereavement Think Tank and a film peer educator to support YOL! members to discuss and create a short film by young people that provides bereavement support and guidance to other young people.
5c. Support YOL! to develop its online and social media.	Support young people to safely communicate via social media	AfC youth service manager is happy to share YOL! social media posts. YOL! End of Year Activity Report 2022/23 can be viewed here .
6. Safeguarding		
6a. Continue membership of the Kingston Safeguarding Adults Board.	Gather service user experience of safeguarding to inform service developments and support positive personal outcomes	GS continues to represent HW Kingston as a member of the KSAB and update the Board about the work HW Kingston is doing in relation to the Making Safeguarding Personal (MSP) Pilot and the London Safeguarding Voices (LSV) group, for the London Safeguarding Adults Board (LSAB).
6b. Continue to deliver the Kingston Making Safeguarding Personal project	As above.	The MSP survey is being altered to aid respondents by avoiding repetition (or similar questions) and shortening the survey. MSP has been working on promotional material, which is ready for use as soon as the survey is ready. MSP 22-23 report is here Making Safeguarding Personal: End of year report 2022 - 2023 Healthwatch Kingston
6c. Continue support for the	Ensure the voices of people with lived	London Safeguarding Voices

<p>London Safeguarding Adults Board, London Safeguarding Voices and Conference Planning Groups to ensure people with lived experience of safeguarding are integral to safeguarding systems and processes across London.</p>	<p>experience of safeguarding are part of the Kingston and London Safeguarding Adults Boards</p>	<p>The London Safeguarding Voices (LSV) group is chaired by SB and co-ordinated by HJW. The LSV members are now meeting twice a month to share lived experiences of safeguarding and to participate in the planning of the LSAB Annual Conference.</p> <p>Following the success of the LSV group, the LSAB and LondonADASS have committed to increasing funding from two days a week to three days a week for the LSV contract period of April 2023 - March 2024.</p> <p>In April, one member of the LSV was involved in the interview panel for the replacement of Joanne Starkie for the LondonADASS Programme Manager role. The LSV was asked by Joanne Starkie (in her new role as CQC Assurance Programme Lead for London borough of Barking and Dagenham), for our insights into what is working well with safeguarding processes across London and what needs to be improved, and our feedback on CQC methodology when it comes to local authority assessments.</p> <p>The insights presented at the last LSAB Conference are still the case, i.e.</p> <ul style="list-style-type: none"> ○ Joined up services are not working. ○ Language barriers are a barrier in raising a concern and going through safeguarding processes. ○ Trust issues with those in authority (are a barrier for raising concerns). ○ More support is needed for victims of safeguarding, rather than the perpetrators. ○ A better understanding of safeguarding is needed for all. ○ Prevention and early intervention are needed. <p>Further insights:</p> <ul style="list-style-type: none"> - More work is needed to raise awareness and understanding of safeguarding overall and self-neglect specifically amongst health professionals, including GPs.
---	--	---

- | | | |
|--|--|---|
| | | <ul style="list-style-type: none"> - People with lived experience should be involved in delivering safeguarding training and the training should be co-produced. - Residents need clear, accessible information on what safeguarding is and where to go with a concern. - Not all SAB annual reports are easy to find. The LSV has made a request for each SAB to check they have published the latest one and that it is easy to find. - It is important to share information between agencies to safeguard adults, but there needs to be an awareness of any risks associated with this so that these can be managed. Someone being involved in a safeguarding concern/enquiry should not have this later ‘used against them.’ - <p>Feedback on CQC methodology when it comes to local authority assessments:</p> <ul style="list-style-type: none"> - It is important that the CQC speak to people with lived experience, and important that they do not speak to the ‘usual suspects’ or solely people suggested by the local authority (there is a risk that local authorities might suggest those likely to give a positive but not representative view). - CQC need to carefully think about timings in relation to speaking to people with lived experience: People need time and support to prepare to give meaningful feedback. If the local authorities are only given a couple of weeks’ notice of an assessment, it will be difficult to get meaningful feedback from people with lived experience. - Can the CQC introduce a mechanism for people to contact them directly to say if they are interested in giving feedback on their local authority in the event of inspection? - Queries and concerns about the ability of CQC to act if there is whistleblowing (an example was given of someone in the group contacting the CQC and not hearing back from them). Will they follow complaints made to a local authority and escalated to them to review how well that bit of the process works? |
|--|--|---|

		<ul style="list-style-type: none"> - Need to learn from current discussions about Ofsted inspections following the death of Ruth Perry. <p>The LSV members insights and views will be shared with the London SAB Managers Network and with LondonADASS.</p> <p>London Safeguarding Adults Board Conference Planning</p> <p>LSAB Planning Team meetings resumed in April, to begin work on this year’s annual LSAB Conference in November. These meetings are chaired by SB and are currently fortnightly and attended by a variety of people across different safeguarding networks in London, including Claire Solley, Chair of the LSAB.</p> <p>The LSV End of Year Activity Update 2022/23 is available here.</p>
OTHER DELIVERY AREAS/ ITEMS in 2022/23		
Delivery area	Update	
HW Kingston/RBK Contact Monitoring Meetings	LM and SB met Louise Gallagher (RBK) and Laura Ruff (RBK) for the Q4 HWK contract management meeting on 05/04/23. Next meeting due 06/07/23.	

<p>HW Kingston Open Meeting</p>	<p>Our HW Kingston Open Meeting was held on 18th April 2023 and the agenda included:</p> <ul style="list-style-type: none"> • Key Findings for Healthwatch Kingston Community Engagement - project updates and Q&A (Including Communities, Care Workforce, ME / CFS / Fibro) • South West London Mental Health Strategy - presentation and Q&A with Amy Scammel, Director of Strategy and Transformation, South West London and St George’s Mental Health NHS Trust • We had our first Community Voices Kingston collaboration with Hannah Keates, Engagement Manager Kingston & Richmond, NHS SWL ICB. Find out more here. <p>For a full round up of this event please visit the HW Kingston website Catch up on our Open Meeting from 18 April 2023 Healthwatch Kingston</p>
<p>Including Communities</p>	<p>The focus for ‘outreach’ is on two main projects which are Kingston Community Mental Health Transformation and Including Digitally Excluded. The Including Communities survey is still being used and was previously taken to ‘warm spaces’ in February and March.</p>
<p>Including Digitally Excluded</p>	<p>Including Digitally Excluded is about finding out how we as an organisation can reach and include those who are digitally excluded. What are people’s barriers to giving HW Kingston and CQC feedback on local services.</p> <p>We have met with HW Lincolnshire to find out about their learning on this subject and have organised to attend groups for people with learning disabilities, English as a second language and people who have experienced homelessness.</p> <p>As well as our target groups we are working with other groups of people who are also digitally excluded and adding this to our feedback.</p>
<p>Schedule of HW Kingston Awareness Raising Outreach</p>	<p>Including Digitally Excluded outreach events are being organised. Confirmed so far are:</p> <p>Thursday 13th July - Migrant Advocacy Lunch Club</p>

and Engagement Events During Q4	<p>Tuesday 25th and Wednesday 26th July - Kingston Eco-Op Wednesday 6th September - Migrant Advocacy Welcome Cafe</p> <p>Kingston College Freshers Fair on Wednesday 20th September.</p> <p>SEND Access All Areas (formerly transition fair) Tuesday 10th October.</p>			
2022/23 Reports Production Update:	Report	Status	Board Review	Publication
	Care Work Force Wellbeing Report	Final draft is with RBK for feedback	Board reviewer requested	Planned publication July 23
	Pulse Check Report - ME/CFS and Fibro	First draft being edited with peer review feedback	Board reviewer requested	Planned publication July 23
	Including Communities Report	First draft	Board reviewer requested	Planned publication July 23
	MSP Report	Final draft is with RBK for feedback	Board reviewer requested	Planned publication July 23
	LAS Letter/Report	Completed	Completed	Published - view report here
	All Ages Learning Disability Partnership Board End of Year Report 2022/23	Completed	Completed	Published - view report here
	Mental Health End of Year Activity Update 2022/23	Completed	Completed	Published - view report here
	LSV End of Year Activity Update 2022/23	Completed	Completed	Published - view report here
	YOL! End of Year Report 2022/23	Completed	Completed	Published - view report here

	HW Kingston Annual Report 2022/23	Completed	Completed	Published - view report here
	Mental Health Peer Review	TBC	TBC	TBC
	Including Digitally Excluded	Research	September	October 2023