

CORE OFFER BUDGET FOR HEALTH WATCH CONTRACT & COMPLAINTS ADVOCACY

WHY DOES THE COUNCIL HAVE TO PROVIDE THIS SERVICE AND WHAT DOES IT NEED TO COVER?

In 2015/16 the local authority received a grant of £67,514 to deliver a local Healthwatch, Deprivation of Liberty Safeguards (DOLS) and Independent Complaints Advocacy.

Every local authority is required to fund a local Healthwatch with the following statutory functions:

- Promoting and supporting involvement of local people in commissioning, provision and scrutiny of local care services.
- Enabling local people to monitor local care services and whether / how they could/ought to be improved.
- Obtaining views of local people regarding their needs for, and experiences of, local care services and making these views known.
- Making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers, to people responsible for managing or scrutinising services and be shared with Healthwatch England.
- Providing advice and information about access to local care services so choices can be made about local care services
- Formulating views on standard of provision and whether and how the local care services could and ought to be improved.
- Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues.
- Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

The Independent Complaints Advocacy function must provide free support for people to make complaints about the NHS. It is delivered through a North East Consortium.

The grant also includes a minimal level of funding for the statutory duties relating to DOLS - requirement for local authorities to keep clear and comprehensive records for every person deprived of their liberty. This includes records of applications for authorisations, details of the assessment process, information about the relevant person's representative and the documentation related to termination of authorisation. To monitor the implementation of the safeguards, Managing Authorities (hospitals, care homes and nursing homes) are required to submit standard forms to the local authority, who then complete a data collection sheet for central monitoring purposes.

HOW DOES THE CORE OFFER BUDGET MEET THE COUNCIL'S OBLIGATIONS?

The core offer budget will be wholly used to fulfil the statutory obligations it was given for. It is likely that the council will also have to top up the budget from other resources if patient or service user activity increases.

DOES THIS DIFFER FROM THE CURRENT SERVICE?

The new contract value from April 2017 will be set at the national funding level for Healthwatch, which equates to £63,000. Consequently, the service will operate at a considerably lower level than it currently does with a budget of £131,000.

The Advocacy Service and the DOLS services will remain unchanged as they are activity-led services which have to be funded at actual levels

WHAT IS THE CORE BUDGET MADE UP OF?

2019/20 - £22,694 (net of grant)

Healthwatch	£63,000
Complaints Advocacy	£16,000
Grant Funding	(£57,000)
Overheads	£694
Total	£22,694