

LINK to Local Healthwatch Transition planning checklist

Task	Lead Individual/organisation	Consultees	Activity	Status
Managing the transition process				
Discussions to take place with LINK, LA and health to deliver Legacy report/event	LINK Chair, Local Authority Commissioner, Darlington CCG	Broader group including LINK Strategy Group and Health and Well-being Board representatives	Planning to be completed by 2 nd week of February. Event to take place in March 2013.	On track
Develop a transition Plan	Darlington Borough Council Commissioner	LINK, Darlington CCG, Public Health and range of existing networks, Carers Federation and Local Healthwatch provider when in place, PCT	Some activity is already in place in existing LINK contract and Local Healthwatch specification. Other activity to take place during February 2013.	1 st draft completed
Set up regular meetings with key organisations	Darlington Borough Council/LINK	All key organisations listed above	Fortnightly meetings being set up hosted by LINK and the Darlington Borough Council.	On track
Ensure all relevant organisations understand their role in transition	Darlington Borough Council	Health and Well-being Board Members, Health and Partnership	Initial contacts have been made with Primary Care Trust and a further meeting is planned in January 2013.	On track

		Scrutiny Committee, Primary Care Trust, LINK Host.	Some tasks identified in LINK contract for 2012/13. Officers supporting the Health and Well-being Board are all aware of transition issues and risk management.	
Ensure members of the transition group understand the Health and Social Care Act 2012 and Healthwatch Regulations	Darlington Borough Council	Evaluation Panel for Local Healthwatch, Health and Well-Being Board, Health and Partnerships Overview and Scrutiny	High level of awareness within the Health and Well-being Board, Darlington CCG, Health and Partnerships and evaluation panel	Completed

Shadow Local Healthwatch arrangements				
Determine whether TUPE applies to current staff and communicate with host organisations	Darlington Borough Council	Carers Federation PCT PALs	Information obtained and procurement/legal within the Darlington Borough Council and the Darlington Borough Council have a completed return from both organisations.	Completed
Identify success factors for LINK and also work that is still outstanding and ensure the new contractor addresses this.	Darlington Borough Council	LINK and Health and Well-Being Board partners	Initial discussions have taken place and a report presented to the Health and Well-being Board from LINK in the autumn. Specification also identifies the importance of taking LINK membership into the new organisation.	On track
Agree a legacy report and an event to recognise the value of LINK and also to introduce Local Healthwatch	LINK/Darlington Borough Council	Residents of Darlington	Provisional date set and initial planning meeting held.	On track
Continue to involve project team members in developing hand over arrangements	All Project team members, joint engagement and involvement group	Darlington CCG, Health and Well Being Board members/organisations, PCT	Transition plan to be shared and comments requested by 1 st February 2013	On track

Vision for Local Healthwatch				
Develop a Vision statement for the Local Healthwatch which captures key principles and asks providers to sign up to this at the launch event	Darlington Borough Council/LINK	All	A brief vision has already been used in reports and is based on a network of networks. Final statement will be developed as part of the legacy report.	On track
Clarify the way that the Healthwatch representative will be selected and how they will operate on the Health and Well-being Board	Darlington Borough Council/Health and Well-Being Board and provider of Healthwatch	Health and Well-being Board,	Some information included in the specification and all organisations asked to include this in their methodology statement. Following appointment of the contractor further discussion will need to take place with lead officers.	
Develop and consider a set of core outcomes and measures for Local Healthwatch based on the Strategic Needs Assessment, LINK legacy and Health and Well-Being Board priorities	Darlington Borough Council	All organisations represented on the Health and Well-Being Board	Some discussion has already taken place at regional and Tees Valley levels to look at core outcomes, further work needs to take place locally.	

Model and Governance				
Review the secondary legislation and any national guidance to ensure compliance of Local Healthwatch	Darlington Borough Council/Local Healthwatch Provider	Regional and national support organisations and Local Government Association (LGA), Care Quality Commission (CQC)	Initially the link to the secondary legislation has been added to the commissioning information and used to respond to questions from potential providers. Further work will be required.	On track
Review the requirements of the Health and Social Care Act 2010 and secondary legislation and ensure compliance by the council, partners and provider.	Darlington Borough Council	All organisations involved	Initial work has commenced but more work is required during February 2013	On track
Identify key links between the NHS Complaints Advocacy Provider and the Local Healthwatch providers ensuring they each understand responsibility to	Darlington Borough Council and providers	Other commissioners in the region and both providers	Clear links made in each specification but joint discussions will be required once Local Healthwatch provider is appointed.	Completed

share information and work in partnership				
Consider a 360 degree appraisal system for evaluation of the efficiency and effectiveness of Local Healthwatch	Darlington Borough Council	Residents, Members and network organisations	Model previously used to evaluate LINK to be revised in March	To be actioned

Commissioning Process				
Decide whether the functions of a local Healthwatch will be commissioned together with another area	Darlington Borough Council	Health and Well-being Board	The NHS Advocacy Contract has been commissioned jointly with all other local authorities in the region excluding Northumberland. Individual procurement has taken place for Local Healthwatch signposting and voice. If Darlington has the same provider as another Tees Valley authority it is agreed to discuss economies of scale with the successful provider.	Completed for advocacy element On track for Local Healthwatch , negotiation will take place in February
Decide whether all the functions of Local Healthwatch will be commissioned together or whether some will be commissioned separately	Darlington Borough Council	Health and Well-being Board	See above	Completed
Decide whether the Local Healthwatch contract will include a start-up/development	Darlington Borough Council		Start-up work is set out in the specification but there is not a three month funded period as in some areas. Transition work and	Completed

phase			legacy planning will put in place transfer of databases and systems.	
Determine whether EU procurement rules apply	Darlington Borough Council	Health and Well-being Board	EU procurement will be required for both parts of the Healthwatch provision.	Completed
Decide the procurement option for Local Healthwatch	Darlington Borough Council		Agreed an open tender OJEU tender process	Completed
Consult the Darlington Borough Council legal team and procurement on all commissioning plans	Darlington Borough Council		Sign off for specification has taken place and also the evaluation process has been agreed.	Completed
Establish roles for patient and public representatives in the commissioning process	Darlington Borough Council	Health and Well-being Board LINK Residents	A number of public events have been held to agree processes and principles. Some of these events were lead by the Joint Engagement Group and involved the Darlington CCG and LINK in planning and delivery. A project team including LINK representatives supported the process. A paper setting out the value of LINK and how to	Completed

			build on this was received by the project team and the Health and Well-being Board. LINK legacy built into the specification.	
Appoint a member of the Shadow Board to the local Health and Well-Being Board	Health and Well-being Board	Health and Well-being Board LINK and the new provider when appointed	LINK Chair on both the Health and Well-being Board and the Darlington CCG	On track
Develop an engagement strategy to ensure effective consultation and equality	Joint Patient and Public Engagement and Involvement Group (PPEI)	Health and Well-being Board Darlington CCG	<p>A plan for engagement for all health transitions is in place for period prior to the 1st April.2013 Additional planning will take place for post April 2013.</p> <p>Development of a health app for use on hand held electronic equipment for young people to use developed by the young people, this work is ongoing. The aim is to spread this good practice to other groups.</p> <p>Discussions are ongoing with Darlington Ageing Well Network, Young People's Collective,</p>	On track

			Learning Disabled People's network and Mental Health Partnership Board. This is to ensure success factors within these groups are retained in the new arrangements.	
Write service specification	Darlington Borough Council	Health and Well-being Board Darlington CCG LINK EVOLution Local Government Association	The Healthwatch specification was written with support from the Project Group and feedback from public consultation. LGA also provided feedback on the specification and it was signed off by the Health and Well-being board and independently at the Darlington CCG	Completed
Stakeholders				
Identify the information needs that Local Healthwatch will be responsible for meeting. Consider how Local Healthwatch will gather, analyse and disseminate	Darlington Borough Council	Health and Well-being Board Darlington CCG LINK Provider Service user networks 111 service	This forms part of the outcomes within the specification and the methodology questions. Work is ongoing through PPEI group and a health app is being developed for young people. Other groups will then see if this is useful for them to use.	On track

good quality patient and service information and experience to these groups.				
Identify the key stakeholders that need to be informed of Local Healthwatch's existence (consider relationships with different parts of the Darlington Borough Council, including frontline teams, local councillors, Health and Well-being Boards, Local Darlington CCG, local NHS service providers, local VCS groups, other LINK, CQC and Healthwatch England.	PPEI	All groups and networks, formal and informal	<p>The LINK legacy event will enable the introduction of Local Healthwatch provider to take place to a wide audience.</p> <p>Links to existing networks will also provide a way for awareness raising to take place.</p> <p>Articles in the Darlington Together Magazine have already raised awareness of the change and will be used to further inform residents of the provider and how to contact them.</p>	On track
<p>Conduct a stakeholder relationship audit:</p> <ul style="list-style-type: none"> • What stakeholde 	Darlington Borough Council	LINK Darlington Borough Council Health and Well-Being Board	Some work has already been undertaken but this will need to continue over the next few weeks. A timetable for	To be completed

<p>r relationships already exist?</p> <ul style="list-style-type: none"> • Are these relationships primarily with LINK, Darlington Borough Council commissioner or the host? • What is the strength of each relationship? 		<p>Overview and Scrutiny Committees Foundation Trusts VCS and service user networks Provider networks</p>	<p>introductory visits for the new provider will need to be developed.</p>	
<p>Identify the key messages and information that each stakeholder group needs about Healthwatch. Consider how this may differ for different stakeholder groups (for example, Local Healthwatch's</p>	<p>Darlington Borough Council supported by the PPEI and LINK</p>	<p>All networks</p>	<p>A handling plan will be developed as part of the continued transition planning in February and March. This will identify who needs to be contacted, what method is most appropriate and what are the key messages to be given.</p>	<p>To be completed</p>

<p>relationship with different stakeholder groups, how it's responsibilities fit with the responsibilities of different organisations a, and how other organisations and agencies may support the development of a thriving Local Healthwatch.</p>				
<p>Decide if and when formal working protocols with stakeholders need to be written into the Local Healthwatch specification and where more informal working protocols will be sufficient.</p>	<p>Darlington Borough Council</p>	<p>Health and Well-being Board Overview and Scrutiny Committees DARLINGTON CCG Providers</p>	<p>Relationships with Health and Well-being Boards, Darlington CCG and Scrutiny, CQC and Healthwatch England are all set out in legislation. These have been incorporated into the specification.</p> <p>Other protocols will be discussed when the provider is in place. This will include arrangements for networking various resident, patient and carer groups.</p>	<p>To be completed</p>

Preparing LINK membership for transition				
Identify the competencies, skills and roles, needed by Local Healthwatch staff and volunteers.	Local Healthwatch LINK Darlington Borough Council	All networks	Certain skills have been included in the specification as required for the role of the Health and Well-being Board representative. The methodology statement also asks about the skills and support required. LINK routinely carry out a skills audit and this work will be forwarded to the provider of Local Healthwatch.	On track
Determine whether there is a will among LINK members to continue to volunteer with Healthwatch.	LINK Darlington Borough Council	LINK members	So far LINK members have been very supportive and active in the developmental stage and there is a will to continue to support Local Healthwatch	On track