

REPORT TO BOARD MEETING IN PUBLIC ON MONDAY 22ND SEPTEMBER

ENTER AND VIEW

1. Background

At the last Board Meeting in Public the Directors agreed the Project Plan for Worcestershire Healthwatch to take forward its approach to Enter and View in Worcestershire.

The Project Plan for the work identified 5 work streams:

- a. Raising Awareness of HWW with residents and relatives
- b. Raising Awareness of HWW with commissioners and providers
- c. Develop Enter and View policy
- d. Enter and View Training
- e. Programme of Visits

Work has taken place on the first 4 work streams, with a view to commencing the Enter and View programme of visits in late November 2014.

This work is being developed through the Enter and View Task and Finish Group, drawn from HWW volunteers and members of the Reference and Engagement Group. Sanctuary Housing have also joined the Group to bring a providers perspective.

2. Enter and View Policy and Procedure

The Enter and View policy has been drawn up using the following process:

- Research of policy documents used by other Healthwatch already undertaking Enter and View
- First Draft of HWW Policy and Process produced
- Draft circulated for comment to Directors and the HWW Enter and View Task and Finish Group
- Comments received are compiled for consideration by Task & Finish Group meeting held on Thursday 11th September
- Modifications made based on discussions at Task and Finish Group
- Second Draft of policy circulated to Directors and Task and Finish Group for comment
- Amendments made
- Final draft policy produced

The Task and Finish Group recognised the need to review the Policy in the light of experience, so we will look at it again following the first round/s of visits, and also review this in a year's time. We will no doubt learn and improve the policy and process as we gain experience.

3. Preferred provider for Enter and View Training

Only authorised HWW representatives can conduct Enter and View activity.

Healthwatch England guidance¹ stipulates that Enter & View programmes must include a robust recruitment system to ensure that only people with the appropriate attitudes and behaviours act as authorised representatives.

¹ Healthwatch, March 2013, 'Enter & View' Study: Final Report: Version: 1.0

Therefore to become an authorised HWW representative, the draft policy requires that the following criteria will have been met:

- Recruited as a HWW Director, member of staff or volunteer (application form, interview, two references)
- Volunteer Induction Training completed (this will include elements on Safeguarding, Equality and Diversity and Confidentiality including Data Protection)
- Satisfactory Enhanced Disclosure and Barring check
- Successfully completed HWW Enter and View training – including an assessment of suitability against the Enter and View Volunteer Activity Profile

4. Process used to identify the preferred provider

The project plan for Enter and View identified that HWW would put out a tender to identify the preferred provider for Enter and View Training. Satisfactory completion of the training is a requirement of becoming an Enter and View authorised representative. The following process was used:

- Tender documentation drafted – this consisted of the Invitation to Tender; tender submission documentation and tender evaluation forms which included “model” criteria against which to evaluate the tenders
- Draft circulated to Directors and Enter and View Task and Finish Group for comment
- Revised tender sent to 7 training providers identified through Healthwatch networks; distributed via ACT who have a network of over 90 registered trainers working in the care sector; and posted on Find it in Worcestershire portal
- We received 5 completed tenders
- These were evaluated individually by a Director, Task & Finish Group representative and a staff member
- Evaluation meeting held to sum the scores and discuss the tenders
- Two highest scoring tenders were invited to interview
- Age UK Herefordshire and Worcestershire identified from this process as the preferred training provider

5. Enter and View Training

Assuming that Directors agree the recommendation to agree Age UK H&W as the preferred provider it is planned to put in place the first Enter and View training course for mid-October 2014. This is a tight timescale but we are hopeful that this can be achieved.

So far approximately 13 people have expressed an interest in carrying out Enter and View activity. Not everyone has completed the volunteer recruitment and induction phase, some are doing this at the moment. We do anticipate that the first training course will be full, and a further course will be run early in 2015.

6. Recommendations

- a. Directors are asked to approve the Enter and View Policy and Process attached as Appendix One
- b. Directors are asked to agree Age UK Hereford and Worcestershire as the preferred provider for Enter and View training for Healthwatch Worcestershire (HWW)