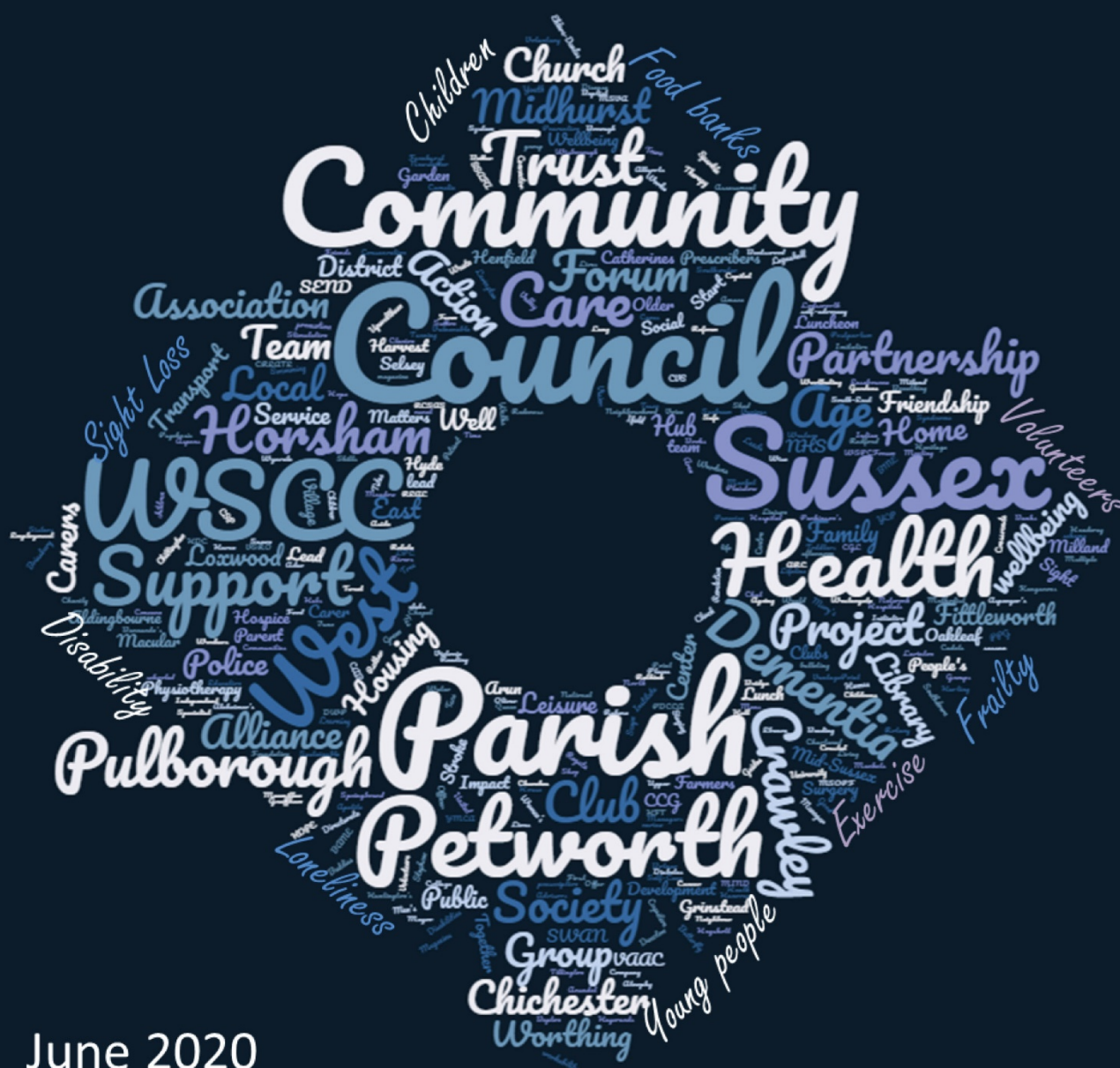


Community Partnerships Strengthening West Sussex



Introduction

Recognising the crucial role that community and voluntary sector groups and organisations of all shapes, sizes and focusses play, Healthwatch West Sussex took the decision in 2018 to fund greater community collaboration and partnership. **Working together with others allows us to reach and support more people.** We use what we hear to enable the improvement of health, social care and wellbeing for individuals, families and communities throughout West Sussex by working with the NHS and Local Authorities.

This report gives a flavour of just some of the work that we have done with the 230+ community organisations who have already joined activities as community partners. It is hoped that it gives a taste of the breadth of skills and experience from professionals and volunteers working every day to improve peoples' lives. **We want to raise awareness, share ideas, inspire and invite others to get involved if they aren't already, because together we are strong and resilient communities.**

Building on first year successes, by 2019 we were delighted that the West Sussex County Council Communities Team matched the funding our board contributed to allow this powerful Community Partnership work to continue for a further year 2019-2020, ensuring the highly effective and cohesive work to continue to grow, dovetailing alongside the core role of Healthwatch and helping to develop the relationships that give such strength to our communities. This short report shares just some of the uplifting work and links to lots more.

“

'We are proud to have played a part in this shared endeavour, enabling a flourishing network of community organisations to grow. We acknowledge the value of working in partnership and recognise the immense effort of local communities and voluntary and community sector partners support the health and wellbeing of our communities across West Sussex.'

With new challenges on the horizon we recognise that by working together we can take positive action to tackle inequalities and continue to strengthen community partnerships.'

”

Duncan Crow - Cabinet Member for Fire & Rescue and Communities
Amanda Jupp - Cabinet Member for Adults and Health
Jacquie Russell - Cabinet Member for Children and Young People
Emily King - WSCC Communities Director

The current Covid-19 pandemic has often highlighted health inequalities in society. However, it has also reinforced the need for all parts of our communities to work together. Despite the difficulties that individuals, carers, families and all aspects of our societies are facing, we are seeing an uplifting drive to extend working together to find solutions. Schools, businesses, authorities, voluntary and community groups are innovating. By listening to people and looking at their lives in a wider sense - “the wider determinants of health” - we will be able to move closer towards the vision of a truly Integrated Care System. This is why from 2020 Healthwatch West Sussex has extended Community Partnership working across our entire breadth of work.

Who do we work with?

Our Community Partnerships Lead has worked to reach, engage and include people of all ages and backgrounds across West Sussex and already this has:

- developed partnerships with 236 Community Organisations
- engaged with 3180 Individuals beyond those we would have reached with statutory work alone
- captured insight from an additional 2000 separate experiences and stories

The range of community and voluntary sector organisations we have active collaborations with show our thriving and diverse communities. They provide a real richness to our work and ensures that the widest breadth of West Sussex voices help to shape and influence those who commission and deliver health and social care at this challenging time of transformation and change. Despite difficulties, there are exciting opportunities.



Cheryl, our Community Partnerships Lead with Mayor of East Grinstead, Danny Favor

How does a partnership with Healthwatch help?

We live in a large and complex county with a diverse population with different needs. When we set up this project there were limited pockets of partnership working which made it difficult for the voluntary sector to be heard. This is now noticeably improving with Health and social care working much more closely together. We also observed that the NHS didn't always understand the work of the voluntary sector and struggled to see how it could add value to their work. In both of these areas, we feel Healthwatch was able to use its unique position across the health and care system to strengthen relationships. Recent changes are focussed on simplifying things and giving consistency in health with a single CCG but primary care is just starting radical change and social care hasn't got an overarching structure so varies enormously so there is still much for us to do together.

A large number of small voluntary organisations are not formally connected to the health and social care system, therefore not sharing their insight.

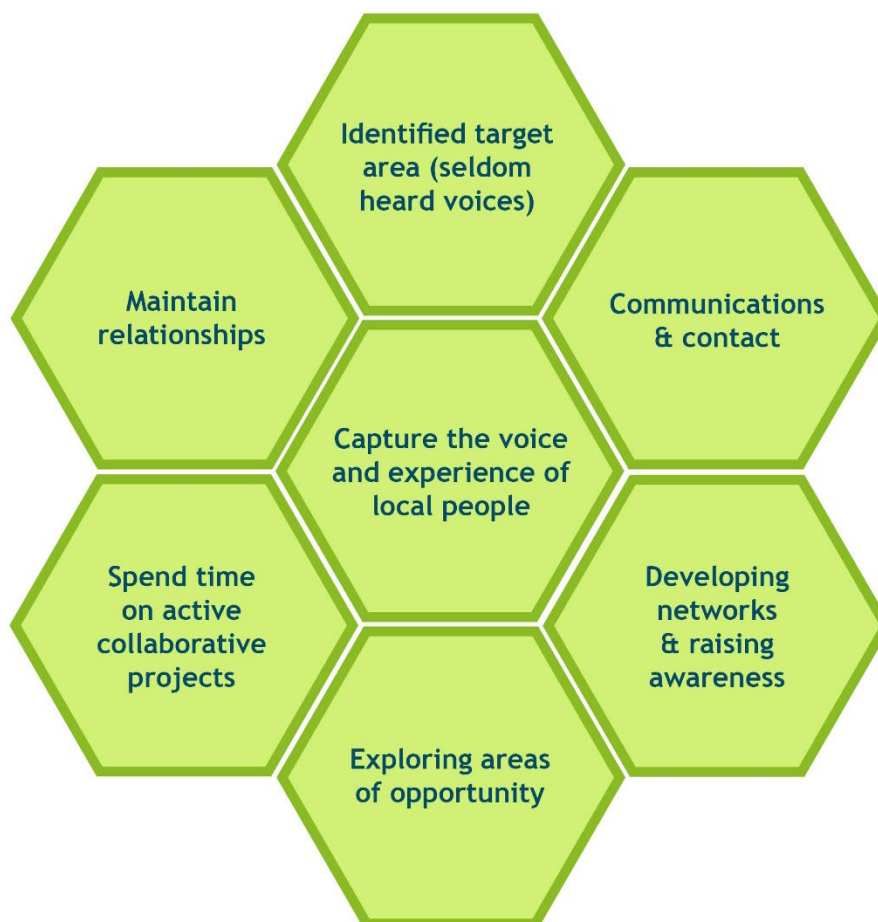
For other smaller or specialist groups and organisations, they only link to specific parts of our health and care system (if at all) so their voices and experiences aren't always heard.

People don't like telling their stories multiple times - they have trusting relationships with community and voluntary organisations they deal with regularly and don't want to/feel comfortable repeating themselves and having to explain their background again and again.

It's not just about not being heard, it's the synergy of sharing resources/expertise, avoiding duplication so all organisations can be as efficient with their resources as possible - over the last decade they have all had to become very lean and focus on their core purpose so don't always have the time or skills for networking and influencing strategically.

Size doesn't matter

Our partnership approach works for all community and voluntary groups and organisations regardless of size, purpose and geographical reach.



Working together has mutual benefits for the people they work with whether they are referred to as members, patients, clients, the public, carers, family or friends. People trust their established relationships with groups and organisations and don't need or want to repeat their stories and experiences multiple times.

Together, we have been able to raise awareness of services, needs are greater and clearer, access to services is timelier and more appropriate.

Trusted Communications - greater impact, positive outcomes

The benefit for Healthwatch West Sussex of developing partnerships is Common Purpose - the shared vision on what is needed and how to achieve this. Examples include joint engagement, joint reports, shared endorsements, and greater reach for publications on webpages and databases, joint social media, joint delivery of projects and events.

Partnership working does not necessarily mean finance but does need to have a degree of control and influence for mutual benefit. Not only do we deliver agreed projects, but we ensure that communicating the impact and outcomes of the work back to partners and stakeholders takes place to share best practice across our West Sussex communities and nationally where appropriate.



Our objective is to have a robust and up to date breadth of understanding of what matters to local people to help shape and support how we influence and advise. This approach has been demonstrated through the following:

Healthwatch West Sussex Community Fund

This independent fund for local community and voluntary groups was launched June 2018 funded by the Healthwatch West Sussex Board reinvesting income generated through social enterprise work above and beyond our statutory role. The aim was support greater community cohesion, networking and better health and social care outcomes for individuals, families and carers as well as to gather wider insight into people's health and social care experiences. Awards of up to £500 have been made with a simple one page application process, so that all organisations are able to apply and awards can make a difference to local people quickly.



All applications have been judged on their own merits and in relation to how they contribute to improving people's health and wellbeing experiences. We included independent support in award process, to show due diligence, and are thankful for the support of Rachel Carruthers, Household Waste Prevention Officer, Waste Management Services, West Sussex County Council, for her time and for being an impartial critical friend to the process.

The Community Fund was promoted through the West Sussex Community and Partnership teams, District and Borough Community teams, Voluntary networks and local publications covering the whole county including Village Tweets, Sussex Local, RH20, Community Works and community e-bulletins and webpages, in all a circulation to over 142,000 homes, and local radio, who's support we are truly grateful. Monthly notification of awards were published in board papers, Heads-Up e-bulletin, social media and [webpages](#).



Community Partnership Projects funded:

We received 42 applications for funds and 30 awards have been made:

Organisation Award made to and project outline	Amount awarded £
Age UK East Grinstead - raising awareness and capturing insight project	£169.00
Self-Care Event in partnership with Age UK East Grinstead	£50.00
Arundel Surgery Community Association - engagement, capturing experiences from attendees of the public meeting.	£300.00
Cognitive Stimulation Therapy in Crawley - Raising awareness and capturing insight project	£350.00
COPD Support Group East Grinstead - capture insight from those who attend. (2 awards)	£260.00
Crawley Indian Heritage Association - raising awareness and capturing insight at a traditional event	£500.00
Crawley Town Community Foundation - awareness and capturing experiences for attendees of Crawley Town Football Club Move the Goal Post project	£400.00
Community Event - Bentswood Community event.	£57.50
CREATE - young people connecting with the wider community and to identify the needs of young people in the Aldwick, Pagham and Bersted areas.	£300.00
Friends of Henfield Surgery - capture insight from Henfield Mental Health and Wellbeing Event	£300.00
Home Start Arun, Adur and Worthing - engaging with mums with children under 5 years.	£406.00
Horsham Scouts: collaborative sustainability and wellbeing event	£250.00
HOPE Charity - emotional wellbeing for young people and their families capturing insight project	£300.00

HOPE Sparkle Groups - raising awareness and insight	£300.00
Impact Initiatives - Workability - insight and awareness	£200.00
Juno Project - awareness raising of mental health support via the 'This Is Me programme'	£300.00
My Granddad's Front Room: NHS long-term plan focus group and on-going support for our work.	£500.00
My Sisters House - 'Mothers Apart' project.	£500.00
Phoenix Stroke Club - engagement, awareness and insight.	£300.00
Rivers LPC event - Crawley Community Event for Women.	£110.00
Rustington, East Preston, Angmering and Littlehampton areas (REAL) Patient Group - engagement with attendees of two public meetings in October 2018 and March 2019 = 2 awards.	£400.00
Selsey Community Forum - capturing experiences	£250.00
Southwater Methodist Church - capture insight from those who attend the Happiness Course.	£150.00
Sunbeam Swimming Club - engagement, awareness and insight.	£300.00
Sussex Ehlers-Danlos Syndromes (Crawley and Mid-Sussex) - raise awareness of SEDS and to enable people to come together and share experiences so that together they have a louder voice.	£300.00
UK Harvest - Surplus Suppers events, engagement, awareness and insight	£500.00
Westergate Leisure Centre - capturing experiences and awareness with the Cardiac Rehabilitation project	£300.00
My Care Matters: My Care manual.	£500.00

Small investments with big and lasting outcomes

Lasting Impact

Of the 30 projects that the Healthwatch West Sussex Community Fund has funded, 26 have completed and 4 are ongoing. The impact of these projects has enabled us to engage with 1952 people and capture 1321 pieces of insight which have been included in Healthwatch reports. [Over 50 Spotlight case studies have been developed and published](#) these have proved extremely helpful for the organisations with regards to connections and raising awareness.



Community Partnerships: Pregnancy Options

The Pregnancy Options Centre provides free, non-directive counselling and support to women and men, aged 14 upwards, facing unplanned pregnancy or struggling following a pregnancy loss.



Community Partnerships: Sussex Community NHS Foundation Trust Carers Health Team

Find out more about Sussex Community NHS Foundation Trust Carers Health Team, and how they can help you.



Community Partnerships: Mycarematters

Mycarematters is a not-for-profit social enterprise with a mission to improve the experience of care in any care setting for people with communication challenges.

The simple application process was easy for applicants whilst still allowing effective for oversight. Throughout the project, the Community Partnership Lead was available to answer questions and provide support. Numerous additional projects have taken place that didn't require direct funding but were instead in need of professional support and services from our team and other community partners and system stakeholders.

In many instances, initial projects led to sharing ideas and future or ongoing work and relationships.



Project working

Highlights of collaborative partnership work showcasing the ‘Community in Action’ include:



Development of our “Youth Pack” in association with schools, National Citizens Service and numerous youth organisations. [This is now available to download free from our website.](#) A formal launch event is being postponed until the Covid 19 pandemic is over and schools are back in action. We are keen to secure funding for hard copies.



Community Engagement events at The Bridge Leisure Centre, this was our second event, the first much smaller in March 2019 and in October 2019, we had 32 statutory and community organisations attend.

[A video of the event](#) is available from our website and gives a strong feel for the energy and enthusiasm for community collaboration. In March 2020 we held an event specifically for Children and Young People. 20 statutory and community groups supported the event to provide information and activities.

The event was also a ‘very good way for us to network with other similar organisations youth and community groups.’





As part of Self-Care Week an Information and Awareness event was held in partnership with Age UK East Grinstead, where over 40 local people attended. This work has been submitted to the Self-Care Forum for an Award.

An outdoor, interactive collaborative Sustainability, Health and Wellbeing Event with the Horsham District Scouts. This was a partnership project between: Healthwatch West Sussex, West Sussex Waste Partnership Team, UK Harvest and Horsham Matters Food Bank. Attended by 150+ young people and their families.



Healthwatch has supported Dr Emma Woodcock, and NHS colleagues, by attending public meetings about the creation of an innovative **Integrated Health Hub** to serve the communities of Rural North Chichester (including Pulborough, Midhurst and Petworth which have a particularly

older and often rurally isolated population). This type of hub would bring a multi-disciplinary team together in one location so that people (particularly those who are frail) are able to access a breadth of health and care services in one place rather than have repeated journeys for multiple appointments.

We have provided independent community engagement and communication which has been used to update the Task and Finish Meetings and to inform local residents.



Regular update videos of Dr Woodcock talking about the project have been created and two reports have been published to ensure as many residents as possible are aware of this innovative and important project. This has been shared with the National NHS review of patient transport. We have been part of a collaborative bid in May to the Kings Fund in relation to Community Transport.



Working in partnership with West Sussex County Council's Library Services, we have been **"Popping Up" in Libraries** across the county over the past 12 months. This engagement approach has been found to be very beneficial in capturing insight from local residents and goes from strength to strength.



We are also happy to share our events with local community groups for example the [Fibromyalgia Support Group](#) joined us recently in Horsham.

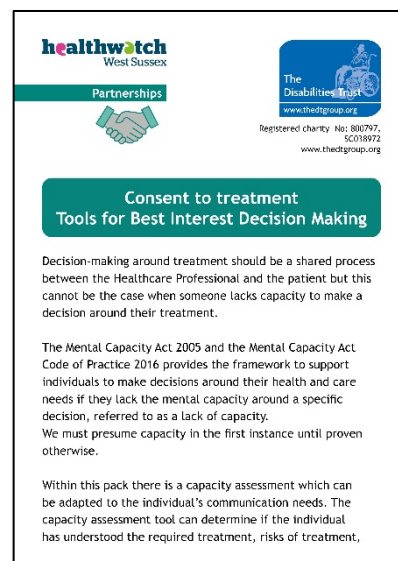


Co-production with the Disability Trust Working with the Disabilities Trust to develop a Best Interest Decision Making toolkit for use by Health and Social Care professionals working with vulnerable people who lack capacity to

make their own decisions about medical care or who are at risk when needing medication or surgical procedures.

The toolkit has been made free to anyone to use and is shared as best practice by Healthwatch England. In October the project was presented to the members of the **West Sussex Partners in Care** and the tool was used immediately. We received some strong examples of the difference this has made to individuals receiving care, families and carers and health professionals.

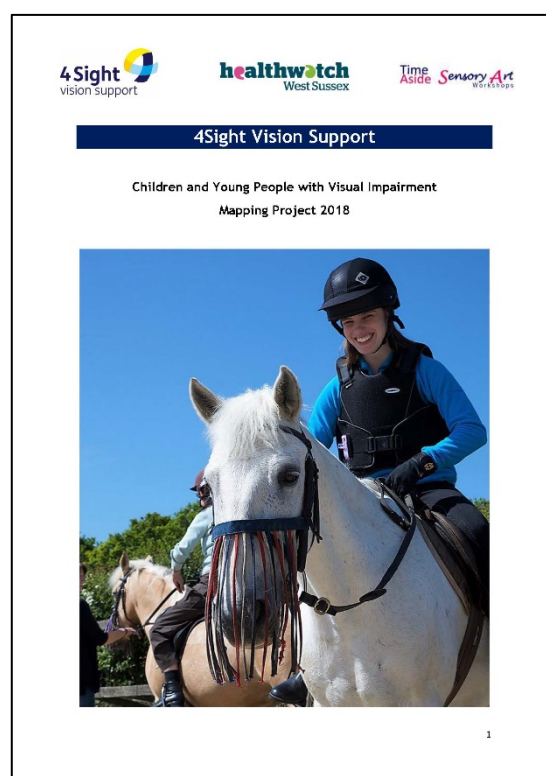
The toolkit was presented at the 2019 national **Healthwatch England Conference**. We are now actively liaising with NICE to endorse the toolkit as part of their resources for the Mental Capacity Act.



Children and Young People with Visual Impairment Mapping Report - A joint report with 4Sight Vision Support working with Healthwatch West Sussex and Time Aside Sensory Art.

The Report was based on our initial research carried out in 2018 that sought to identify what service provision is currently available for visually impaired children and young people in West Sussex and also to help identify gaps or duplication in services.

As a result, 4Sight Vision Support and Blatchington Court are now working together to provide free Visual Impairment Fun Days for 0 to 30-year olds living with sight loss and their families.



Examples above are just some of the collaborative community partnership activities and projects from the last year or so. You can find out more about other community and voluntary groups and organisations we have been working together with through the Spotlight case studies we put together with them.

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Our partnership working also encompasses work of other partners and health and care system stakeholders for example:

VCS Alliance - representing a huge range of community and voluntary groups of all shapes and sizes from all over the county. Working with them to survey members and gain more community insight.

Visiting **Men's Sheds** to capture the voice of attendees.

ADVICE AND INFORMATION

Attending conferences for example [Crawley Dementia conference](#) on the benefits of physical activity. [Chichester University on Facing Death and Bereavement](#).

Attending the WSCC & Districts [Community Transport](#) engagement and this links into our work with the Rural North Chichester Integrated Health Hub.

[NHS England Patient Transport Review](#) Round Table Event - which has helped to share the feedback from the North Chichester Integrated Health Hub work.

Working with the [WSCC Learning and Development Care Manager](#) to develop an e-learning module for the Discussion Toolkit our work with The Disabilities Trust.

Sharing partner information in our monthly *Head's Up*, e.g. [MS Society](#) engagement reports.

[UK Harvest](#) surplus food distribution and outreach cooking lessons for schools and vulnerable families. Working with food banks, schools, youth groups and community projects including [Chichester Theatre](#). Included influencing opportunities with local leaders and politicians.

Presenting for example at [Healthwatch England](#) conferences, [WSCC Learning Disabilities Forum](#), [West Sussex Partners in Care](#).



[Southern Water](#) communities' team to enable them to better support local residents.

[Sussex MS Centre](#) evening exhibition - they provide oxygen therapy for people with MS and other conditions.

Supporting all [Social Prescribers](#) across the County to help raise awareness of local networks and services and support establishment of their local Community and Voluntary Sector knowledge and network of contacts.

Take a look at just a few of our [Spotlights](#):



[MyCareMatters](#) - care in any care setting for people with communication challenges.

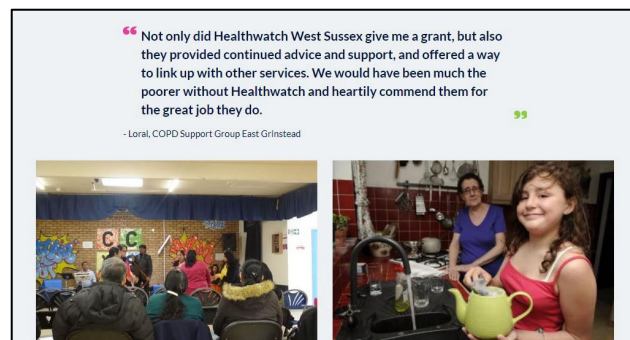


[WorkAid](#) - Part of Aldingbourne Trust - Supported Employment support for individuals with learning disabilities or autism spectrum conditions living across the county.

Working with the core Healthwatch Engagement Team

Community Partnership projects and activities work proactively and seamlessly with the core Engagement Team to ensure that as wide and diverse range of voices as make up our communities are part of our work. We welcome all opportunities and look forward to working with even more community and voluntary organisations on future projects. As one of the outcomes from Community Partnerships for our engagement team is the opportunity of meeting with local support groups or providing presentations, capture stories and insight and raise awareness of our **Information, Advice & Guidance Helpdesk**, and **Advocacy services**.

Our [Community Partnership webpages](#) reflect our integrated community based way of working.

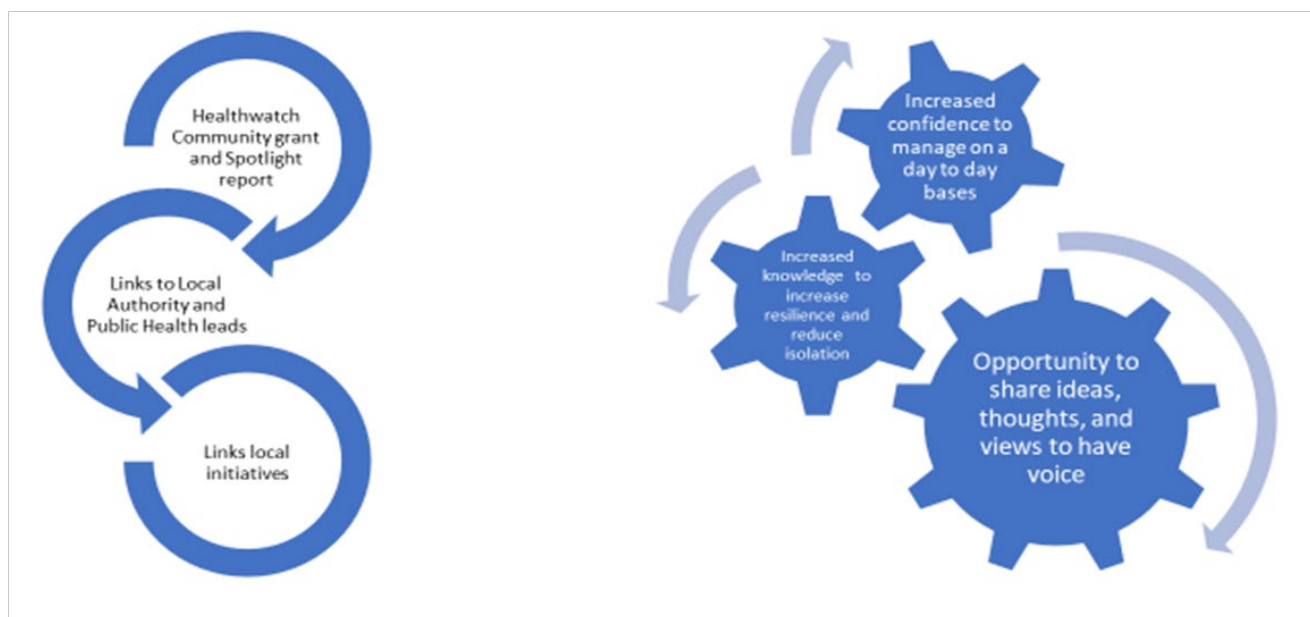


Community Partnerships enable us to forge links with community and voluntary groups, the NHS, Local Authority, Schools, Businesses of any size. Sharing knowledge and contacts enables us to work collaboratively to ensure that the voices of West Sussex residents and their communities help shape all of our work and is heard by those who shape and commission health and care services to make them as effective as possible. This interconnectedness supports the community and voluntary group as well as statutory.

The Power of Community Partnerships

Links forged from a Community Fund project

Increased positive outcomes for local people and communities



In turn this helps us to shape and influence those who commission, deliver health and social care to be innovative, creative and transformative in this time of change, challenge and opportunity as our Integrated Health and Care system evolves. We will continue to adapt and develop our approach as appropriate over the next year so that our impact continues to grow for the greater good of West Sussex residents.

Get involved

If you would like to learn more or get involved in our community partnership activities we are keen to hear from you. Please contact Cheryl Berry, Community Partnership Lead, email: cheryl.berry@healthwatchwestsussex.co.uk

How do we use what we hear?

We anonymise everything we hear and then share insight, trends and issues with the local NHS, local Government and other health and care providers to help them understand where things are working well and services are adapting to meet peoples' needs, and to help them identify any gaps. Where we are able to make recommendations, we do so.

We use our statutory responsibilities and seats on the West Sussex Health and Wellbeing Board, Health and Social Care Scrutiny Committee, Safeguarding Adult Board, Sussex Cancer Board and numerous other bodies to influence for positive change.

For help, advice and information or to share your experience

We are the independent champion for people who use health and social care services. We're here to find out what matters to people and help make sure their views shape the support they need.



We are here to help people find the information they need about health, care and community and voluntary health and care support services in West Sussex.



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Supporting everyone. Working together to shape health and social care
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