

Community Partnerships Q4 update

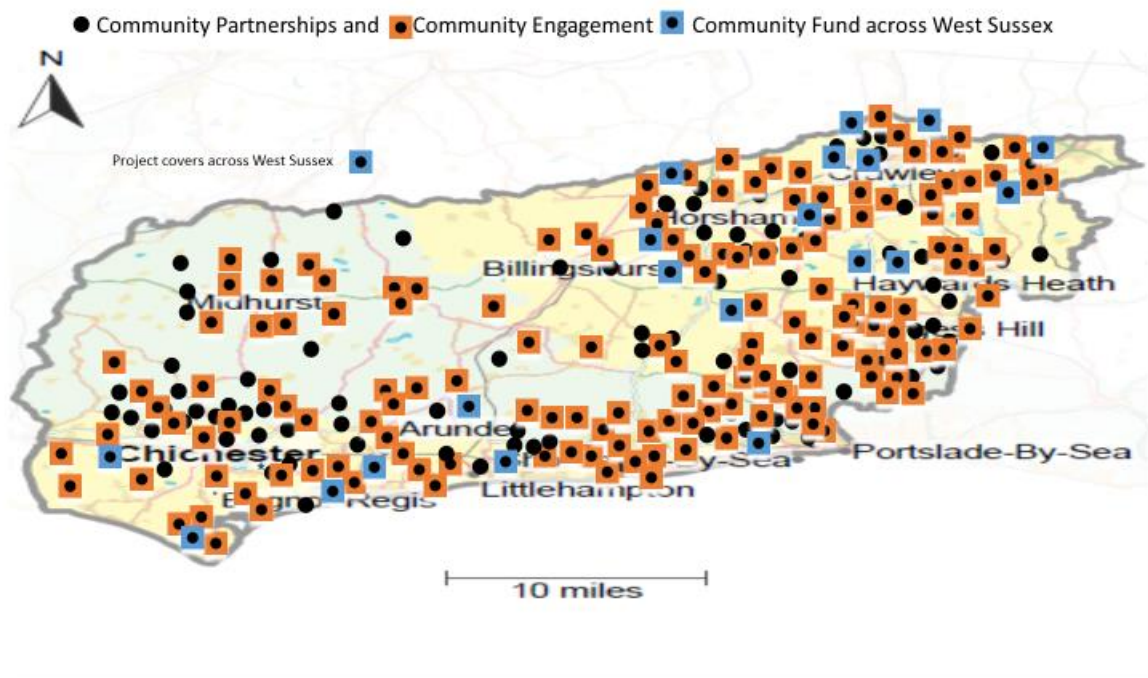
In addition to our Core Local Healthwatch work, our board took the decision in 2018 to fund greater collaboration on Community Partnerships as a means of reaching more people across West Sussex. We are delighted that the WSCC Communities Team have matched the funding our board has contributed from our Social Enterprise work to enable our Community Partnership work to continue for a further year to 31 March 2020 ensuring this highly effective and successful work can continue, dovetailing alongside the statutory role of Healthwatch.

Between January to March 2019 our Community Partnership Co-ordinator met with 24 leaders from various community and voluntary sector organisations and Local Authorities. Our focus is to continue to develop more collaboration and joint working, ensuring that as many voices as possible from across our West Sussex communities form part of our work and can help shape and influence those who commission, deliver health and social care at this time of transformation in the NHS and our Local Government.

During January and March 2019 our Community Partnership Co-ordinator increased our impact by:

- meeting with 24 community and voluntary group leaders
- engaging with 490 residents at various events
- capturing 110 pieces of insight/personal stories and experiences.
- Managing the 23 community fund grants running across the county

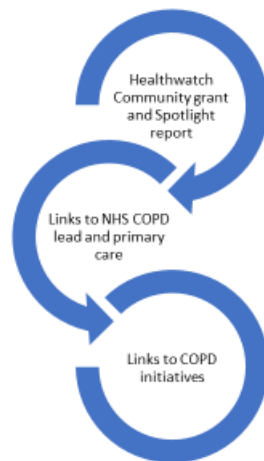
The range of community and voluntary sector organisations we have started to work with shows a thriving and diverse community. This sector in West Sussex provides a real richness to our work. The map below shows where our Community Partnership, Community Engagement and Community Fund work has engaged across the county in the past 12 months.



One of our aims in 2019, is to raise awareness of the amazing work that community and voluntary sector organisations provide. We have now published 15 [Community Spotlight case studies](#) to shine a light on some fantastic groups with great ideas that could be adopted or adapted in other areas in West Sussex. We recognise that these extensive local networks and relationships between communities are the ‘glue’ that hold services and communities together. To this end we have been linking up community organisations for their mutual benefit with new ways of working such as Social Prescribing. Just one example of this is shown with our work with the COPD Support Group East Grinstead.

The connectedness of COPD Support Group East Grinstead

Links forged as part of Community Fund grant



Outcomes for people living with COPD who attend the support group



Community in Action

The Bridge Leisure Centre, Broadbridge Heath Community Event

The Bridge Leisure Centre project began in February 2019, a jointly hosted event between Places Leisure and Healthwatch West Sussex. The aim was to hold a small event for members of Places Leisure to find out more about the services in the local area. On the 23rd March, 11 statutory, and community organisations, and an information area with details about wider local community groups, came together - very much Community in Action. Throughout the morning 180 leisure centre members and participants attended the stands. 44 people completed the Healthwatch NHS long-term plan survey sharing their vital views to help shape the future of the local NHS.

Community Groups feedback:

‘interesting conversations with the public...some interested in volunteering opportunities, and health and wellbeing services.’

‘Fantastic event, busy all morning.’



We will be planning another larger event later in the year. We would like to thank all statutory and community organisations who supported this event.



Community in Action - Information Event

On the 5th March Bentswood Community Partnership and Healthwatch jointly hosted an event in Saltworks Community Hub (supported by Sussex Clubs for Young People, and Clarion Futures). Ten organisations were represented who provided support, advice and chatted with members of the Bentswood community. A lovely lunch was prepared by UK Harvest (an organisation that rescue surplus food that would otherwise end up at landfill). We were able to provide detailed information to local residents and we hope that the next event will attract even more local people.

Photograph below of Sue Edgson Mid-Sussex Voluntary Action and Cheryl Berry Healthwatch West Sussex.


Information Event

On the 5th March 2019 Bentswood Community Partnership and Healthwatch jointly hosted an event in the Saltworks Community Hub (supported by Sussex Clubs for Young People, and Clarion Futures).

The **Healthwatch West Sussex Community Fund** was launched in June 2018, and we have been able to support 23 local community groups with awards made to:

Age UK East Grinstead - raising awareness and capturing insight - Chair base exercise project.

Arundel Surgery Community Association - community engagement, capturing experiences from attendees of the public meeting.

Cognitive Stimulation Therapy in Crawley - Raising awareness and capturing insight project.

COPD Support Group East Grinstead - capture insight from those who attend this new Support Group.

Community Events -raising awareness and capturing insight at three Mid-Sussex community events during 2019.

Crawley Indian Heritage Association - raising awareness and capturing insight at a traditional event.

Crawley Town Community Foundation - awareness and capturing experiences from attendees of Crawley Town Football Club Move the Goal Post project.

CREATE - young people connecting with the wider community to identify the needs of young people in the Aldwick, Pagham and Bersted areas.

Friends of Henfield Surgery - capture insight from attendees of the Henfield Mental Health and Wellbeing Event.

Home Start Arun, Adur and Worthing - engaging with mums with children under 5 years.

HOPE Charity - emotional wellbeing for young people and their families capturing insight project.

HOPE Sparkle Groups -raising awareness and capturing insight project.

Impact Initiatives - Workability - capturing insight and raising awareness project.

Juno Project - awareness raising of mental health support via their 'This Is Me Programme'.

My Sisters House - for the project 'Mothers Apart'. (peer support sessions).

Phoenix Stroke Club - engagement, awareness and capturing experiences project.

Rustington, East Preston, Angmering and Littlehampton areas (REAL) Patient Group - engagement with attendees at the public meetings in October and March.

Selsey Community Forum - capturing experiences project - 'Selsey Care Shop'.

Southwater Methodist Church - capture insight from those who attend the Happiness Course.

Sunbeam Swimming Club - engagement, awareness and capturing experiences project.

Sussex Ehlers-Danlos Syndromes (Crawley and Mid-Sussex) - raise awareness of SEDS, enable people to come together and share experiences, so that together they have a louder voice.

UK Harvest - 'Surplus Suppers' events, engagement, awareness and capture experiences project.

Westergate Leisure Centre - capturing experiences and awareness from those who attend the Cardiac Rehabilitation project.

At the end of March 2019, seven projects have completed, and these projects engaged with 1003 people and captured 721 stories/insight which all help Healthwatch West Sussex influence future health and social care service provision and developments.

The community grant fund has a very simple application process and has made a significant impact on the range of voices we hear from in West Sussex. Contact our Community Partnerships Coordinator to find out more.

Photographs from some of the Community Fund projects.



Healthwatch Engagement Team

During quarter four we have continued to actively work with a wide range of health conditions organisations. This has offered the opportunity to meet and work with committed professionals passionate about supporting their local community. We welcome all opportunities and look forward to working with even more community and voluntary organisations on future projects. We are delighted to be able to report that we are already seeing positive outcomes from these meetings for our engagement team who are now meeting with local support groups to provide presentations, capture stories and insight and raise awareness of our **Information & Advice Helpdesk**, **Advocacy**, and **#ItStartsWithYou** project. Our [Community Partnership webpage](#) has been updated to reflect this.

If you aren't already working with us, why not? Please do contact us and we can explore partnership working during 2019.

Looking forward:

During April to June our Community Partnership Coordinator will be attending community events with information and presentations such as:

- NHS Horsham and Mid-Sussex CCG public event to promote the NHS long term plan
- Faith in Action Horsham
- Dementia Action Arun Professional's Day
- UK Harvest Gala evening
- BAME Worthing
- Living Well Day K2 Crawley



Carers Support West Sussex - we continue to work collaboratively on several topics including our listening tours and events. This is having a positive impact on the number and quality of stories we collect.



Community Based Solutions Consortia - Healthwatch West Sussex are part of a consortia of Community Organisation Chief Execs (including Aldingbourne Trust, 4Sight, Independent Lives, Age UK West Sussex, Carers Support, Sussex Oakleaf, Independent Lives). The agreement of the **West Sussex County Council Voluntary Community [Partnership Principles](#)** has been agreed. Following a successful “Strong and Vibrant Communities event in November 2018, we are working collaboratively with WSCC to develop a social value framework for future procurement.



Midhurst Parish Church -are also a satellite of the Chichester District food bank and we have published a short case study in our new Community Spotlight.



Pathfinder West Sussex (Mental Health Alliances) continues to develop. The Healthwatch West Sussex People with Lived Experience have now completed their involvement and provided Pathfinder’s leaders with formal, written feedback and some recent “mystery shopping” to support ongoing development of the service. We are keen to continue to support the vital work of this partnership as it continues to evolve.



West Sussex 4Sight Vision Support- During 2018 we worked in partnership together with Chichester University Interns to study the quality of patient experiences as they journey through the Eye Clinics in St Richard’s and Worthing Hospitals. Consumer feedback highlights this is an ongoing area of concern. A report of the findings and recommendations for the future will be published soon.

Better Births Programme

Having been invited to take part in a System Leadership project led by The Kings Fund, we continue to support the Better Births Local Maternity System (LMS) programme and are seeking to work more closely with the Maternity Voices Programme.



The Disability Trust - A project to develop co-produced Health Discussion Aid Tools will be published soon.



Places Leisure - The Bridge Leisure Centre - working together to host community information events.

Raising Awareness Partnerships - Working Age.

South Downs Leisure: Our Raising Awareness Lead has been working with South Downs Leisure, the charity who run leisure centres across Worthing including Worthing Leisure Centre, Splashpoint, Field Place, Davison Leisure Centre and the Fitness Centre at Worthing College. South Downs Leisure have a strong focus on outreach and inclusion, alongside well-being for both their 450 strong staff and visitors to the site. An article about Healthwatch has been included in their staff newsletter and work is being done to maintain awareness of Healthwatch across the staff team, working with HR with their Health and Wellbeing sub-group. Healthwatch information has recently been taken to their Board as evidence of supporting staff in their Time to Change pledge.

South Downs Leisure will be displaying Healthwatch Posters across all sites and Healthwatch leaflets will be available in community info areas. They plan to share information across Facebook group and social media.

Future events allowing partnership work between Healthwatch West Sussex and South Downs Leisure include a Disability Day, attendance of the Phoenix Club coffee mornings and a presentation at Speakers Lunch. Healthwatch have also been given an open invite to have a physical presence at the Leisure Centre sites to promote any campaigns.

Southern Water: Work is underway to create a partnership with Southern Water who employ over 2000 people. Healthwatch West Sussex have visited their Worthing office to raise awareness, and shared information with approx 200 people. Further meetings are being arranged to discuss working alongside their Wellbeing teams. Southern Water is planning to share Healthwatch information on their staff Facebook pages and have information available on their notice boards.

During our visit, team leaders were keen to take Healthwatch information to help support their colleagues.

The Dome Cinema: The Dome Cinema, Worthing is a busy independent cinema on Worthing seafront. It has 3 screens, ranging from to 500 seats and shows approximately 8 to 10 screenings a day. These screenings include regular Parent and Baby, Disability Friendly and Subtitled screenings.

Staff at The Dome Cinema are very supportive of Healthwatch West Sussex. They have supported the Premiere of our Youth Engagement Films and are showing a Healthwatch West Sussex advert during the pre-show slides of all their screenings. Healthwatch information is available in their entrance and we are welcome to use their foyer space for raising awareness promotions.

Sussex Oakleaf: We met with Sussex Oakleaf several times during the Burgess Hill Listening Tour and their staff are interested in using Healthwatch information to support signposting their clients and including Healthwatch in events.

Raising Awareness Partnerships - young people.

Chichester College: Chichester College is a college of further education, age 16+ in Chichester, West Sussex, England. It has a second, campus at Brinsbury, near Pulborough. It is a member of the Collab Group which represents the largest colleges in England. The Chichester Campus has a large international student programme and the Brinsbury Campus has a significant number of students with Special Educational Need.

After meeting their CEO, Shelagh Legrave at a Chichester Chamber of Commerce meeting, Healthwatch West Sussex were invited to attend their three Fresher's Fairs. These events provided a good opportunity for raising awareness of Healthwatch with students but also proved very useful for networking with other organisations and the teaching staff as well as forging partnership links between Healthwatch West Sussex and Chichester College.

Various College Departments will use Healthwatch information as part of their displays to support students. These includes the Beauty Department, English Department, The Farm and the College Counselling Service.

Healthwatch information slides will be displayed on the College information screens and Healthwatch posters will be displayed around the College sites.

National Citizen's Service (NCS): Work is ongoing in building partnerships with the National Citizen's Service across West Sussex. The National Citizen Service (NCS) is described as an essential experience for 16-17 year olds, providing an opportunity to build skills for work and life while taking on new challenges. In West Sussex, NCS is divided into three areas, Bognor, Littlehampton and Chichester, then Crawley, Haywards Heath and East Grinstead, and Mid-Sussex.

Healthwatch West Sussex is working on developing a resource pack that can be used in NCS Social Action programmes.

We welcome partnership working with any **community and voluntary organisation and businesses of any size to raise awareness of the information and advice available and to hear and amplify local voices, in relation to Health and Care. Working and sharing together makes our community stronger and individual voices louder.** To find out more about our Community Partnerships work please contact:



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