

Members of the Board are asked to:

- Approve the project mandates and agree to proceed to project initiation

The Board has identified four research priorities for 2016–17 based on trends in the information received by Healthwatch Newcastle, national and local issues and events, and on the outcome of voting on priorities at our conference:

1. Care homes
2. Children and young people with special educational needs and disabilities
3. Intermediate care
4. GP urgent care

Intermediate care requires some further discussion with local authority and clinical commissioning group partners to work out what the scope of this research might be.

Steph is currently in discussions with Newcastle Gateshead CCG about the potential for funding to be provided to support the GP urgent care work as the CCG is the key beneficiary of the research.

Two project mandates are attached for each of the remaining research projects. The project mandates outline the work to be completed and, where it is known, the scope and costs of the project. If they are approved, these will become the basis of the larger project initiation document that will include a project plan, risk assessment and benefits analysis.

The team, Board members and research champions have been invited to a development session on 16 June to look at these projects in more detail. We hope to develop further the expected output of the project, possible risks, etc.

Project mandate

Project title	Care homes	Project manager	Lyndsay Yarde	Date	June 2016
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How has the project been identified

This year Healthwatch Newcastle has chosen care homes as one of our priority areas. We have decided to focus on how care homes involve residents in decisions about both their own care and general service delivery and improvement issues. We have chosen to focus on this area for the following reasons:

1. Healthwatch Newcastle currently has limited knowledge about care homes and this will be an opportunity to increase our organisational intelligence
2. We believe research in this area will complement and add to information already gathered by the CQC and Newcastle City Council's Adult Social Care. This is especially relevant for the council as they plan to re-tender care home provision and will be asking about involvement as part of their 'light touch' tender
3. It will provide an opportunity to share best practice and the most recent research in this area
4. We know involvement is a good indicator of overall quality
5. Our key remit is to ensure that service users and the public are involved in their care

Eligibility criteria

Does it meet one of the following; review in line with project management decision making framework

Strategic objectives	<input checked="" type="checkbox"/>
Statutory obligation	<input checked="" type="checkbox"/>
Income opportunity	<input type="checkbox"/>
Research opportunity	<input checked="" type="checkbox"/>

Benefits

What benefits will be realised

Tangible - contributes to one or more of the objectives above and easy to measure	<input checked="" type="checkbox"/>
Intangible - meets one or more of the objective above, difficult to measure	<input checked="" type="checkbox"/>
A benefit that a monetary value can be achieved	<input type="checkbox"/>

Resources

Identification of resources to deliver project (approximate):

Staff time	No additional cost
Volunteer time & expenses	£30.00
Resources for care home visits (marketing & refreshments)	£50.00
Report printing costs	£125.00
Survey printing & postage (minimal) costs	£50.00
Total	£255.00

Can this project be delivered using the project resources in the service (Y/N) Yes

Will additional resources be required (If yes what?) No

Approval

This project is

Approved
Rejected

Chief Executive signature:

Date:

Inform originator if applicable of outcome:

Date:

Lyndsay Yarde

Project mandate

Project title	SEND	Project manager	Luke Arend	Date	02/06/16
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How has the project been identified

Children and young people with special, educational needs and disabilities (SEND) was chosen as a priority area for Healthwatch Newcastle in the 2016 annual conference. The reasons we intend to undertake a project focussing on the views of the SEND community are:

1. Children and young people with SEND are vulnerable group with high health and social care needs
2. Children and young people with SEND have diverse needs and their views are not well represented
3. We know from a recent SEND listening event and meeting the SEND Forum that there are a number of 'hot' issues facing the SEND community at the present time
4. Recent Newcastle City Council cuts are impacting social care and having service user's input into service choices.
5. The SEND reforms, which aim to make significant changes to the support provided to people with SEND, began to be implemented in 2015; there is an opportunity to influence how this process continues in Newcastle
6. This is a cross-cutting issue, where a lack of integration of service provision is negatively impacting people with SEND, and is a key part of the SEND reforms; Healthwatch Newcastle has an opportunity to advocate for the changes wanted by the SEND community to the various providers to improve the service for the SEND community.
7. Healthwatch Newcastle has little knowledge of the views of the SEND community

The aim of this project is to systematically gather the views and priorities of people with SEND across Newcastle. This will be by interviews, focus groups and a survey. The findings and recommendations will be presented to service providers where we will advocate for recommendations to be adopted.

The exact scope of the work has not yet been defined and further focus groups will be held

to determine this.

Eligibility criteria

Does it meet one of the following; review in line with project management decision making framework

- Strategic objectives
- Statutory obligation
- Income opportunity
- Research opportunity

Benefits

What benefits will be realised

- Tangible - contributes to one or more of the objectives above and easy to measure
- Intangible - meets one or more of the objective above, difficult to measure
- A benefit that a monetary value can be achieved

- Although we cannot know at this stage what will be the key issues uncovered from a survey, we would expect to influence Newcastle City Council and local health providers

Resources

Identification of resources to deliver project

- | | |
|---|--------------------|
| • Staff time | No additional cost |
| • Hosting four listening events (inc. travel reimbursement) | £500 |
| • Report printing costs | £125.00 |
| • Survey printing & postage (minimal) costs | £50.00 |

Total £675

Can this project be delivered using the project resources in the service: Yes

Will additional resources be required (If yes what?) No

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Approval

This project is

- Approved
- Rejected

Chief Executive signature: Date:

Inform originator if applicable of outcome: Date:

Luke Arend