

AGENDA

HEALTHWATCH HAVERING GOVERNANCE BOARD

1 PM – *please note earlier start time*
TUESDAY, 20 JANUARY 2026
TO BE HELD AT THE OFFICE

1 Apologies

2 Declarations of interest

To receive any declarations of interest in the business before the Board (that have not already been declared).

3 Minutes of meeting held 11 November 2025, and any matters arising

Attached.

4 Finance Reports

(a) November

The report is attached.

Expenditure for the month was £6,290, which was below the current monthly average, and brought the average monthly spend this year to £8,553.

The lower expenditure was the result of the inadvertent pre-payment in October of rent for the office and pension contributions that would have been due in November.

Bank balances at the end of the month were:

Current - [REDACTED]
Reserves - [REDACTED]

£2,400 was transferred to the reserves (Savings) account on 1 December, bringing them to [REDACTED].

(b) December

The report is attached.

Expenditure for the month was £8,117, which was below the current monthly average, and brought the average monthly spend this year to £9,406.

Interest of £65 was paid to the Reserves on 8 December.

Bank balances at the end of the month were:

Current - £ [REDACTED]

Reserves - £ [REDACTED] (including the Fourth Quarter payment of £29,340, received early).

£ [REDACTED] was transferred from the reserves (Savings) account on 2 January, to fund expected expenditure in January. If spending in January is higher than expected, a further transfer will be made in month (but at the time of writing, that is not anticipated).

(c) Employment Allowance

The rebate of employer's National Insurance Contributions (NICs) is almost exhausted and, from next month, payments to HMRC will resume.

5 Future of Healthwatch - national position

The current indications are that the Parliamentary Bill for the new legislation required to implement the government's proposed changes in Healthwatch services is unlikely to be available before Easter time at the earliest. It will be a (small) part of a Bill for the reorganisation of the NHS.

In the meantime, the majority of the Healthwatch network is continuing to press for changes to ensure that an independent voice for patients and service users is retained.

6 Havering Place-based Partnership (HPbP)

As part of the overall reorganisation of the NHS – see agenda item 8 following – the structure of the NHS locally is changing as the ICB's role changes and more responsibility is delegated to local levels ("Neighbourhoods").

7 NHS North East London/North East London Health and Care Partnership

Zina Etheridge has now left NHSNEL as Chief Executive, and the Interim CEO is Ralph Coulbeck.

A formal staff consultation on the proposed new organisational structures for NHSNEL is running until 21 January, and a separate clinical consultation is also running until the same date. No final decisions will be made on the new structures until the consultations have ended and all feedback and suggestions have been carefully considered.

A voluntary redundancy scheme was also opened, with staff able to make applications until 4 January.

These actions are in response to the government's intention of "slimming down" ICBs across the country as the 10 Year Plan for the NS is implemented and their focus changes to "strategic commissioning", leaving more responsibility to be taken at local ("Neighbourhood") level and by provider Trusts, such as BHRUT and NELFT.

8 Live Well booklet – legal disclaimers

At the Awayday in December, during the presentation about the Live Well Havering scheme, a question was raised about whether the various organisations mentioned in the Live Well booklet had been "vetted" to reassure users that they were genuine and unlikely to place service users at risk.

In response, Live Well have advised as follows:

"The Live Well booklet (and its associated website) include a disclaimer:

The Council makes no recommendation, representation or endorsement or any warranty whether express or implied as to the quality, fitness for a particular purpose, non-infringement, compatibility, security or accuracy of any referrals for any services on this website and the Joy directory.

It is for the user to make all necessary checks and to seek medical advice from a GP as appropriate.

To the extent permitted by law, the Council shall not be liable for any indirect or consequential loss or damage whatsoever arising out of or in connection with the use of the Joy directory.

Safeguarding disclaimer

The Council makes no recommendation, representation or endorsement or any warranty whether express or implied as to the quality, fitness for a particular purpose, non-infringement, compatibility, security or accuracy of the safeguarding practice of any services on the Live Well Havering website and Joy directory.

It is for the user to make all necessary checks to make sure that the right safeguarding is in place. You may wish to consider these guidance documents: (then follow references to two websites)

Live Well add that:

The Safeguarding Board agreed that it would be a greater safeguarding risk to attempt to vet and quality assure services and not do it properly (due to lack of resourcing to achieve this - it would require a team of people to effectively achieve this). If something were to happen, the Council would then be liable.

As a result, we ask that residents and colleagues do their own due diligence before engaging with a service provider.

It is only the Community Chest funded projects [<https://www.livewellhavering.org.uk/article/community-chest-2025/>] that we have vetted as we fund them directly.

If a safeguarding concern is raised about an organisation on our platform, they will be instantly removed pending an investigation.

Many of the services in the booklet and on the Joy app are indeed provided by the NHS, Public Health and nationally known voluntary organisations.

9 Safeguarding and Quality - update

To receive an oral update from Ms Old.

10 Engagement projects - update

- **Long COVID**

- Funding has been approved for the development of the existing Long COVID Cafés organised by Everyone Active into a more supportive, clinically supported activity. Two café sessions will be held, in January and March, following which they will be formally evaluated to ascertain whether the programme should continue.

- **Enter & View visits**

- A visit was carried out at the Eastbrook Surgery (formerly Rush Green surgery – Dr Polo) in December. A visit to Romford Care Centre due in January had to be postponed as a number of residents were infected with 'flu and other winter ailments.
- Visits to the Oak Road Surgery and follow up visits to The Paddocks and Cherry Tree (ELIFAR) are being planned.

- **Defibrillators in Havering**

- The report is being finalised.

- **Public transport services to St George's Health and Wellbeing Hub**

An approach to Transport for London about improving public transport links to the St George's Hub is in hand. Following the rejection of the proposal for an alternative route for Superloop Bus service SL12.

- **Safer Surgeries**

- There has been no further update about this project.

- **Wards providing care of the elderly**
 - This project, organised by HW Redbridge, which we are supporting, has been postponed until March.
- **Maternity Services review**
 - The Review Team have been provided with details of some local organisations with which we have worked in the past to enable them to make contact

11 Any other business

Other matters (if any)

12 Next meeting

The next meeting is on 17 February 2026, at the office. There is no meeting in December.

13 Havering Contract for provision of Healthwatch Services

To consider the separate, confidential report.