



**Healthwatch City of London  
AGM report  
4 October 2018**

## 1. Introduction

Healthwatch City of London held its annual general meeting in the Livery Hall, Guildhall, in the City of London, on 4 October 2018. Forty-two City residents and workers took part in the event which included six presentations on a range of topics including rough sleepers and the new City of London corporate plan.



Healthwatch City of London interim chair Gail Beer opens the AGM

## 2. General feedback

Healthwatch employees collected demographic information on attendees and asked them to complete an evaluation form. Overall, the event received positive feedback. Attendees were pleased with the food, presentations and the location.

Some people raised concerns about the venue, stating the Livery Hall was hard to find and that the building itself was not particularly accessible. Attendees also noted that the event was 'presentation heavy' with not enough time for questions, comments, and discussion.

### **3. What did we learn?**

This section covers questions and comments raised by attendees in response to the presentations and feedback from the breakout sessions.

#### **Presentation 1: What could be done better?**

- Healthwatch needs a physical presence in the City so citizens do not have to travel to Hackney to meet staff
- Healthwatch needs more visibility: meetings, packs for new residents, forums
- Current communication strategies are not working
- Can the remit of Healthwatch be expanded to include City Living Well, pharmacy, and dentistry?

#### **Presentation 2: Improving health services for rough sleepers**

- Safeguarding needs to be the primary concern
- A multidisciplinary approach to prevention is necessary to help those teetering on the edge of homelessness (eg No First Night Out)
- Outreach during evenings and weekends is necessary
- More guidance for residents on how/if to approach rough sleepers and how to help them
- A one-stop-shop for washing, laundry, healthcare, advice, and housing would streamline and simplify processes for helping rough sleepers
- Can outreach teams help to deliver toiletry packs and necessities to rough sleepers?
- Can rough sleepers register with a GP? What should the services look like? Should care be specialist or universal?

## **Neighbourhood Model**

- Healthwatch City of London needs a physical location hub for people to find out about all available services
- Ward communication needs to be improved
- Communication from Healthwatch needs to be more accessible; more kinds of communication in multiple languages
- More services related to wellbeing and mental health
- Better help for isolated and unwell City residents
- Another GP practice in the city is needed urgently

## **Q & A with board members**

- Is there a central point of contact for services? Can Healthwatch and Toynbee Hall coordinate services for signposting?
- Healthwatch CoL should be involved in City of London's strategy development involving carers and the Kings Fund
- More health services are needed in the City so lower paid workers can easily access healthcare
- Healthwatch needs to take over services in the City to address rising levels of isolation and loneliness

## **Responses from City of London on issues raised**

### **Housing**

Q: Has the City dropped its housing target? Had heard target has been scrapped but no reason given.

A: We have not abandoned our plans to deliver 3,700 homes. We are progressing plans to deliver 700 new homes on our existing estates by 2025. We are exploring a more transformative approach for some estates that could yield a greater number and range of homes. Outside of our existing housing estates, we are exploring other major sites that could make a significant contribution to our commitment to deliver 3,000 mixed tenure homes. The complexity of these is such that we now recognise that they will not deliver by 2025. However, we remain committed to bringing these forward as soon as we can.

### **One-stop-shop**

Developing a 'one-stop-shop' is a priority for the City of London Corporation's communications strategy.

### **Next steps**

We will share the questions and comments raised at the AGM with our partners. We will also use the AGM feedback to inform our work for the coming year including a communication and engagement plan that effectively connects with Healthwatch City of London residents.

We will use your evaluations to improve next year's AGM so that it offers the best possible opportunity for City of London residents to learn about the impact of our work over the previous year and influence future priorities.