

Impact & Performance Report

We are here to listen to the issues that really matter to local communities and to hear about experiences of using health and social care services. We are entirely independent and impartial; this provides the user with the confidence that any information shared with us is confidential.

This quarter we report on our engagement through community collaborations.



January – March 2023 (Q4)

At a Glance



Making a difference to care

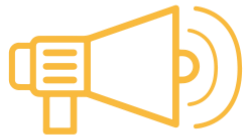
Looking at NHS dentistry

People continue to contact us for help in finding an NHS dentist which mirrors the national picture. On 25th April, Chris McCann from the Healthwatch England leadership team gave evidence to MP's and stated that Dentistry access made up around 20% of all feedback shared with Healthwatch across England, compared to 5%, pre-pandemic. She stated that the NHS dental crisis was also a social justice issue, exacerbating inequalities.

Reaching out

Working with people and communities

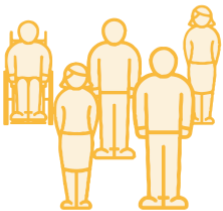
Our Community Partnership Lead has joined numerous webinars with the Local Community Networks across West Sussex. Local Community Networks (LCN's) are multi-agency partnerships covering each district and borough area. They focus on tackling local health inequality priorities such as access to primary care, cancer screening, young people's mental health and the current cost of living crisis.



Providing support

Providing valuable information

We have used feedback to better understand the challenges facing the NHS and other care providers in West Sussex, to assist in making sure these experiences improve health and care services for everyone. We have shared information to help people make the right decisions for and to get the support they need.



Impact: Making a Difference

At the start of this report, we highlight some of the areas/topics where we've had the most impact in the last quarter. Healthwatch work has included:

Healthwatch teams respond to the Parliamentary Inquiry into dentistry.

- Healthwatch teams in East and West Sussex and Brighton and Hove submitted a joint response to a Parliamentary Inquiry into dentistry. Read the report [here](#).
- Launching the inquiry on 8 December 2022, committee chair and Conservative MP Steve Brine, referenced Healthwatch analysis
- "People resorting to DIY dentistry, even taking out their own teeth without anaesthetic or medical care are stories that should belong to another era yet such events are reported to be happening here today," said Mr Brine.
- "Perhaps it's not surprising when research shows that some parts of the country have become dental deserts and 90% of dental practices have turned away adults wanting to sign up for NHS services."
- The inquiry is a great example of how the collective strength of the Healthwatch network in highlighting people's problems can get politicians to take notice and act.
- Healthwatch teams in West and East Sussex and Brighton and Hove have all been actively listening to your concerns and we submitted a joint response to the Inquiry in January 2023. Our response was accepted by the Inquiry and published on 7 March 2023.

People's Experiences of Long COVID in Sussex

Long COVID is a legacy of the COVID virus for many people in the UK including Sussex, impacting on their day-to-day lives, as well as their physical and mental wellbeing.



We captured the views of 94 people, contributing additional insight that will support Healthwatch as well as local decision-makers and providers in understanding and responding to Long COVID locally.

We wanted to know whether people are being offered support that meets their needs, both with health and the wider effects of Long COVID, or whether they can find their own solutions. We also asked how people would like to be supported moving forwards.

Our recently published joint [report](#) highlights our findings and recommendations, together with a response from the NHS in Sussex (who funded the research) clarifying the

range of steps being taken to support people with Long COVID in Sussex, both now and moving forwards.

We heard:

- Long COVID symptoms vary widely, and many people experience more than one symptom. Fatigue/extreme tiredness was the most common severe impact, making it difficult or impossible to do normal activities.
- The mental health of four out of five of our respondents was affected by Long COVID, with a third of these reporting a severe impact. The most common effects were low mood, anxiety and insomnia.
- Nearly half of the people we heard from (46.8%) reported a severe impact on their quality of life because of Long COVID symptoms.
- The Post-COVID Assessment and Support Service (PCASS) delivered by the NHS in Sussex is viewed as helpful by a majority of those referred to it, but public and practitioner awareness of it needs to be raised, as does Long COVID more generally.
- The three changes most respondents wanted to see were a dedicated Long COVID clinic, improved information for health professionals and improved information for the public about Long COVID.

Dr Dinesh Sinha, Chief Medical Officer for NHS Sussex, said:

We understand the impact that Long COVID is having on many people in Sussex and are working alongside East Sussex Healthcare NHS Trust and Sussex Community NHS Foundation Trust to develop and deliver the Post COVID Assessment and Support Service (PCASS).

Since opening in 2021, PCASS has provided care and rehabilitation for Long COVID to more than 3,300 patients. The service has been continuously developing and is now able to offer initial assessments as well as a wide range of therapies to help patients with Long COVID symptoms. We welcome the findings of the Healthwatch report and are now working closely with our partners to further develop and raise awareness of the service. We want to continue our progress and we will be working to further increase and develop peer-to-peer support by working with patients with lived experience of Long COVID, as well as making sure everyone has access to this help and support across all of our communities.

We are also working on new digital solutions, including an app, to help patients with symptoms and access up-to-date personalised information. We would encourage anyone who has experienced COVID symptoms for longer than 4 weeks, to please contact your GP practice or visit our webpage for more information: [Long COVID Support Service - Sussex Health and Care \(ics.nhs.uk\)](https://www.ics.nhs.uk/long-covid-support-service)

Our recommendations

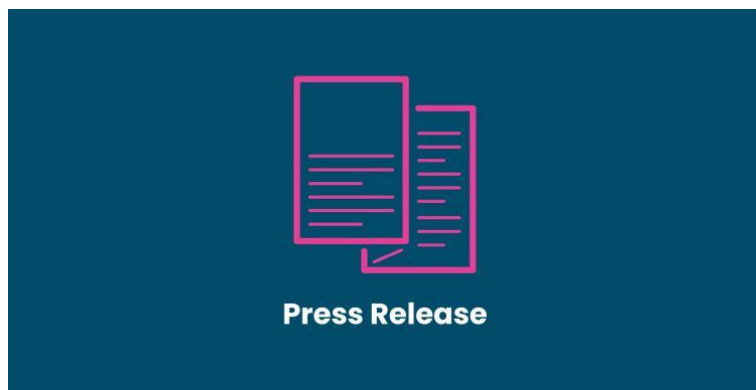
Healthwatch in Sussex are calling for:

- Enhanced monitoring of the prevalence and nature of Long COVID within the Sussex population to support NHS commissioners and providers in tailoring support to appropriate communities and socio-demographic groups.
- Ongoing awareness raising of the Post-COVID Assessment and Support Service (PCASS) offer amongst the public and health and care practitioners, especially in primary care.
- A 'lay review' of the public-facing information on the PCASS service should be undertaken to assess its quality, clarity and accessibility.
- Further exploration of the responses to Long COVID, including peer support and self-help, especially at the local (Primary Care Network) level.
- A central repository of robust, accessible and appropriate information on Long COVID, including to non-health related support and advice e.g. benefits, debt advice, employment etc.
- Exploration of the potential for a Public Health 'deep dive' into Long COVID in Sussex with the goal of better understanding its symptoms and impacts at a local level and informing the provision of appropriate responses.

Healthwatch in Sussex will continue to work closely with the NHS in Sussex to follow up on our recommendations, monitor how residents are affected by Long COVID and share the feedback we receive on the services they use.

Healthwatch GP Access Survey 2023

Healthwatch in Sussex heard from 851 people across Sussex about their GP access following the COVID crisis. 56% of these people delayed making a GP appointment, even though they needed to do so.



Amy Galea, Chief Primary Care Officer at NHS Sussex

“We are committed to ensuring that people across our communities can get the help and support they need. Our key message to the public is that no-one should delay coming forward and accessing NHS care if they are concerned about their health. In terms of access to GP services, we recognise how important this is and we have been working with our GP practices to make improvements and this week ‘further increasing access to GP services’ was announced as one of four top priorities for the NHS in Sussex this year. We invested more than £3million over the winter to support practices and will continue to drive forward plans which include increasing the range

of health professionals at GP practices, supporting practices to offer evening and weekend appointments, and working with GP practices to improve their phone systems. We know that phone lines have been an issue for patients, and some practices have now introduced a new system where incoming calls to practices are via the internet rather than by a phone line, which means it will be easier to get through to your practice. Call back options are also now in place in many practices, so this will mean less waiting in telephone queues. We welcome the insight from this Healthwatch report and will make sure it informs the work we have planned for this year, and how further improvements can be delivered.”

The Healthwatch survey provides comparative results with a similar survey from June 2020, identifying some trends:

- The proportion of people delaying a GP appointment has increased from 37.4% in June 2020 to 56.3% in December 2022
- 38.6% of people had used an online GP booking system but a notable 58.8% had not
- People with disabilities and younger people were more likely to have delayed an appointment with a GP since the pandemic
- Percentage of people who said that their 'day-to-day activities are limited as a result of a health problem or disability which has lasted or is expected to last at least 12 months has increased from 39.2% in 2020 to 53.7% in 2022

- A preference to see a GP as soon as possible had increased significantly between 2020 and 2022
- Most people had not heard of enhanced access to GP practices.
- Older people were less likely to use an online booking system or remote appointments.

Why did people delay?

- 42% were put off by waiting times
- 32% felt they could wait

Where did people go instead?

- Used the NHS App
- Called NHS111
- Visited Accident and Emergency
- Visited Urgent Treatment Centres or the Minor Injuries Unit

Remote or face to face appointments

- By far the most popular medium was a mixture of remote and face-to-face depending on condition (65.1%).
- Of the alternatives, people generally preferred phone over sending photos (39.9% and 34.9% respectively), appointment by video (34.8%), and other online means (28.9%).
- Around 1 in 6 people objected to all remote options and preferred exclusively face-to-face appointments.

GP websites

- Knowing who to contact when the surgery was closed and how to make appointments were the most heavily rated in terms of importance (78.7% and 78.1% respectively rated these as 'very important').
- Indications of importance, perhaps less expected, were support for mental health issues (71.6% rated as 'very important') and concerns over data security (68.6% rated as 'very important').

[Read the full report](#)

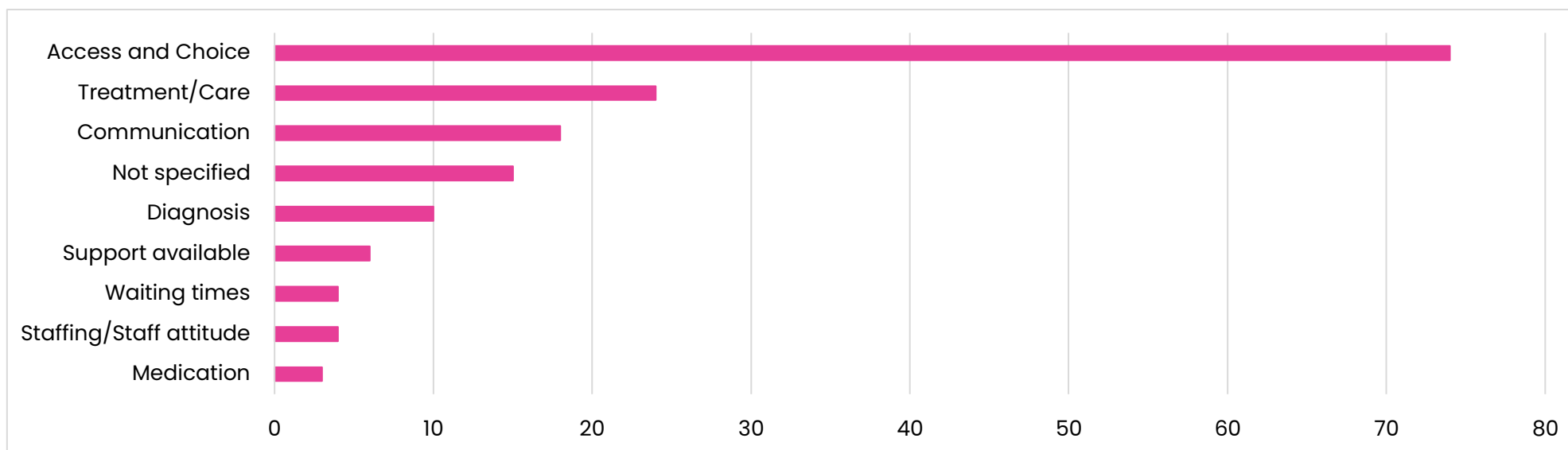
What people are telling us?

This section shares the insight from people who contact our Helpdesk for information, signposting and advice.

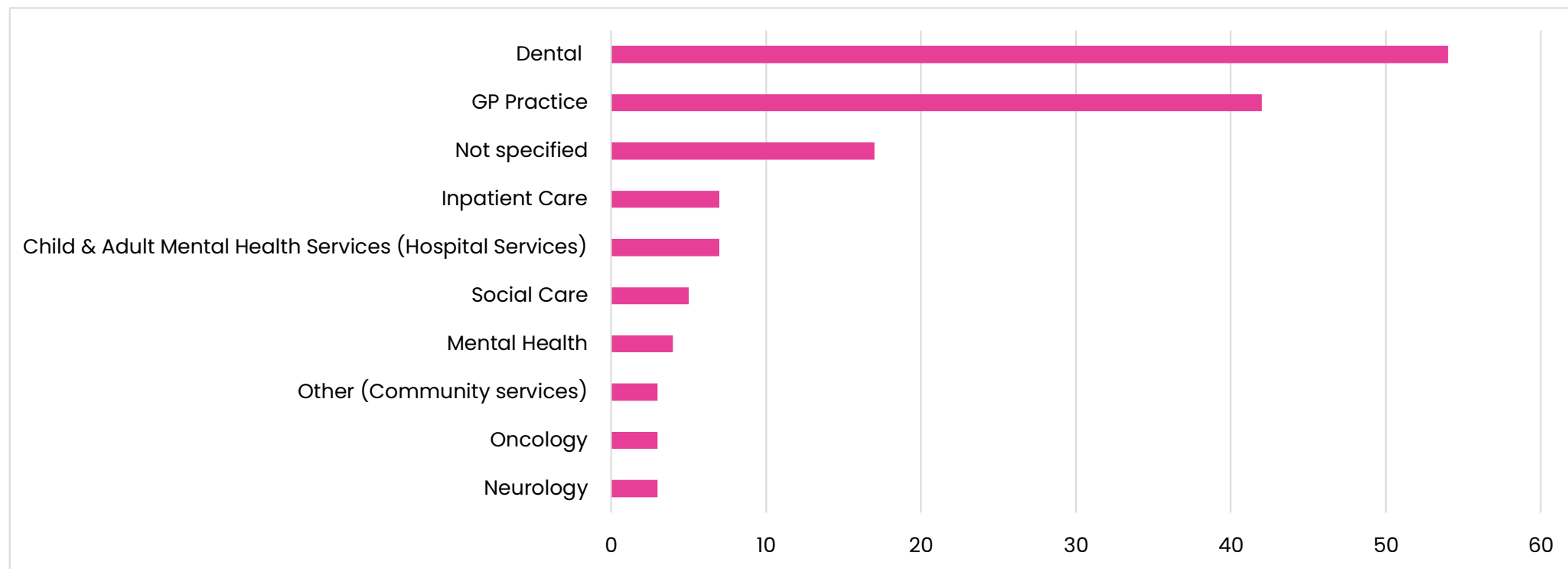
The total number of interactions logged by the Helpdesk for all Healthwatch services for West Sussex were 208, of which 51 were via telephone and 110 via email and 47 from the contact form on our website. The average time spent on recorded calls, including research was 39 minutes, the longest time spent dealing with a call was 130 minutes.

The total number of interactions logged by the Helpdesk for all services in West Sussex: 208 (previous quarter was 176.) 50 out of the 74 access and choice theme calls relate to dental care, with the next care area being GP Practices (n14).

The graph below shows the top themes from the direct enquiries. *Access and choice* remain the outstanding theme.



The most spoken about enquiries were dental and GP-led care, which has remained the case for all of 2022-23. The GP-led care themes were widespread, and not just about access. Communication and care plus treatment featured.



Case Study

Spoke to WK and they first wanted to know more about what we do and how we differ to PALS. Shared that we provide signposting and that we record feedback.

They have already made a complaint to PALS and are waiting for a response back. I asked if they wanted share what was going on for them – they stated their difficulties in getting a formal diagnosis for their young son. CAMHS are not able to help support, and the feedback is that there is not enough support for children and families seeking a diagnosis. They also felt that if families came from other backgrounds how much harder it would be for them to see support and help. I asked WK if I could have consent to send the TL Survey feedback and they said yes. We agreed that I'd send a follow up email and they will come back to us should they require further signposting. They thanked me for listening.

Supporting response email:

Thanks for taking the time to talk to me today. I am sorry to hear of your experiences as a parent, and the whole thing sounds frustrating. As per our call, we talked about how your current complaint is with PALS. We also explored what we do at Healthwatch West Sussex. I hope that you get a full response back from PALS, and should you require Signposting or wish to leave further feedback in the future, please do get back to us via email or telephone.

I have also looked into some other organisations, that may be able to offer further support to you as a family.

Please click on the links below:

[Reaching Families](#)

[West Sussex Mind](#)

[NHS Sussex Community](#)

[West Sussex Local Information](#)

I hope that the information above is of help and please do get back in touch with us, should you have any further questions.

Case Study

**'You are the first person to see this from my point of view'. 'Thankyou you have given me first sign of positivity'.
Contacted IHCAS for a call back request.**

The caller was referred by NHS England to IHCAS

She shared that she is 89 and for many months, some over a year, has been having various symptoms including blood in faeces, incontinence, instability, irregular blood pressure and severe constipation. She was treated and prescribed medication for all of these individually. She was eventually referred to the hospital with potentially having colon cancer. After various tests it emerged that the cause of all of these symptoms were the side effects of her anti-depressant medication. She has since halved the dose and her symptoms have disappeared. The caller shared that she didn't want to make a complaint, but she felt that the GPs are refusing to take responsibility for not picking up that her symptoms were caused by medication side effects, seeming to imply that the MH team were at fault. She shared how difficult it has been, especially the wait she had to see if she had cancer.

Advised I would refer to IHCAS. Desired outcome would be "that they acknowledge and take responsibility."

Caller thanked me for listening and felt I was the 'first person that's allowed me to talk' instead of feeling as though I was going through a tick box exercise as happens when calling other services. Acknowledged that at Healthwatch we do listen.



Progressing our Priorities

You can find details of our 2022-2023 priorities [here](#).



Update on adult social care priority

An independent report commissioned by the Association of Directors of Adult Social Services (ADASS) was published in April 2023, with proposals for transforming adult social care. The report's authors, Kate Joplin and Dr Anna Dixon warn that with waiting lists for care growing, more people living without support means that carers and staff increasingly experience burn out. They are proposing improvements across 10 key areas in the next 10 years:

- Reimagining care and support with people who draw on it
- Improving assessments and care planning to put people in the lead
- Increasing community capacity for wellbeing and prevention
- Ensuring more people live at home or in a place they call home
- Improving support for carers
- Joining up care and support for fulfilled lives
- Making care more accessible and affordable for everyone
- Developing diverse and sustainable providers who are focused on outcomes
- Harnessing the potential of digital technology
- Redesigning and rewarding the workforce

The West Sussex Adult Social Care Strategy – The Life You Want to Lead is available [here](#).



Community collaborations

Local Community Networks

Throughout the last quarter, our Community Partnerships Lead has strengthened our relationship with Local Community Networks (LCN's) across West Sussex. Local Community Networks are community and neighbourhood focussed, multi-agency partnerships, looking at and supporting the health and wellbeing of their local populations. Led by local authority health & wellbeing teams, there is an LCN in each district and borough area.

Each LCN has a different list of priority themes and topics, depending on the needs of their population, but they all share an ambition to work collaboratively in tackling local health inequality priorities such as access to primary care, cancer screening, young people's mental health, cost of living crisis.

LCN's have been in development since before the pandemic but are now really starting to make an impact. Local Healthwatch have, and continue to have, an active involvement in a number of sub-groups which support this work.

Why is Healthwatch supporting the LCN's?

We believe that by being involved in these groups and recognising the crucial role that the community and voluntary sector plays, we are in a great position to support greater community collaboration and partnership. Working together in this way enables us to reach and engage with more people, providing the core Healthwatch services of Advice and Information as well as collecting valuable insight and evidence for our influencing work.

We know, through listening to local people, that the NHS hasn't always understood the work of the voluntary sector and has sometimes struggled to see how the voluntary and community sector could add value and support the delivery of their strategic plan. Our work with LCN's and with our Integrated Care System partners, clearly demonstrates how Healthwatch can use its unique position across the health and care system to strengthen relationships, supporting meaningful engagement and ultimately, better outcomes for local people.

Engagement

Events

- **Crawley Older People's Directory** - engagement, networking and promotion.
- **Chichester University Students Union** (x2 - Chichester & Bognor sites). - engagement, networking and promotion.
- **Crawley Library Pop-Up** - Engagement and promotion. Partnership event with Marie Curie. We had some good conversations, '... I'm surprised that the GP service is still running!' '... I have received excellent service from my GP practice in Ifield.'
- **Midhurst Drop in** - Engagement & promotion. Partnering with the MIND multiagency drop in.
- **Swanfield Chichester, Community Event** - Engagement, networking & promotion. A multi-agency event around cost-of-living issues.
- **Haywards Heath Library Pop-Up** - Engagement & promotion. Feedback included; 'The maternity services at Princess Royal were excellent' and 'I feel isolated and alone since the pandemic as activities have not yet returned as they were before'
- **Selsey Community Event** - Promotion
- **Tea Pot café in Pagham Warm Space** - Engagement & promotion
- **Horsham District Voluntary Sector Support Networking Event** - Networking and promotion
- **Southwick Library Pop-Up** - engagement and promotion. Key themes included '... poor communication.'

Healthwatch in Sussex

Local people are at the heart of our work, both in terms of listening to their experiences and our influencing role.

We have been sharing peoples' voices into our local strategic health and care system in order to support the NHS Sussex Delivery Plan in the following areas:

- Ophthalmology Steering Group for cataract and glaucoma services.
- Non-Emergency Patients Transport Task and Finish.
- MSK Sussex Model online workshops.
- NHS Sussex strategy – Growing and Developing Our Workforce.
- NHS Consultation for Stroke Services webinar and survey.

Future events planning

We are working on a number of multi-agency events for Q1 '23-'24

- **Working with People & Communities and Primary Care – to ensure the patient's voice is at the centre of services – Workshop Event** 24 May at Billingshurst Centre, hosted by Healthwatch West Sussex, in collaboration with HW across Sussex and NHS Sussex.
- Working in partnership with **Places Leisure, Kings Centre, East Grinstead** to hold a multi-agency event on Thursday 12th June, as part of Loneliness Awareness Week.
- Working in partnership with the **Alzheimer's Society and Places Leisure for Dementia Action Week** with the theme around 'prevention'. The event will be on Monday 15th May at The Bridge Leisure Centre, Horsham

Our Community and Partnership Lead [Blog](#): **How Community Power strengthen our work at Healthwatch West Sussex.**



Looking forward



NHS dental care

Our volunteers have been looking at NHS.uk to see if local NHS dental practices are keeping their information updated, in line with new guidance issues in November 2022.

Which is detailed here for information:

- The contractor must ensure that a comprehensive and accurate profile in respect of its practice is provided to NHS England for the purpose of display on the NHS.uk website.
- The contractor must review the information contained in the profile at least once in every period of 90 days from the date the profile is provided.
- If, on such a review, it appears to the contractor that any of that information is inaccurate or incomplete, the contractor must provide NHS England with an updated profile in respect of its practice.



Youth mental health

We are currently awaiting further information on a new post being considered pan Sussex, with a focus on young people's health for the three Healthwatch services.

- Locally we have met with our Youth Volunteers to deepen our understanding of the challenges they and their peers face in accessing health and care services.
- Our team of youth volunteers have contributed to, and continue to support, our youth mental health priority work and the team are pleased that the work they have contributed to has been drafted into a comprehensive report which they hope will be published soon.
- We have visited and spoken to students in local university campuses this quarter. Many of whom visit West Sussex for study but live outside of the county. They are able to share valuable insight on how local services compare to those where they live.

We are committed to public and stakeholder engagement and transparency.

You can find our reports, on our [website](#)

Service and Activities

Information, Advice, Communication & Engagement

We have supported local residents, their family and friends, carers, community partners and system stakeholders, through all of our communications channels:

	Key performance metrics for current and previous quarter	
	Q3 October - December 2022	Q4 January - March 2023
Enquiries to Helpdesk/frontline team through all channels	1158	1068
People signposted to IHCAS for ongoing advocacy support	12	10
Number of people engaged with (all channels)	14,231	13,924
Number of engagement/influencing occasions	586	569
Number of stories/accounts recorded on CRM and surveys by Local Team & through Community Partnerships	608	612
Number of community partners engaged with	986	942
Active community collaborations	37	39
Reports, Spotlights, and case studies	5	4
Website visits	8,043	3,131
Facebook: Followers	992	1,039
& Instagram Posts	35	187
Reach	2,414	8,509
Twitter: Followers	1,792	1,794
Posts	35	96
Impressions	4,300	11,562
Heads Up briefing subscribers	1,260	1,253
External publications (hard copy and digital)	3	0

Involving Local People

Involving local people in designing and delivering our core responsibilities and work is critical to the success of local Healthwatch:

	Key performance metrics for current and previous quarter	
	Q3 October – December 2022	Q4 January – March 2023
Volunteers	58	54
Roles covered by volunteers	98	94
Volunteering interactions (meetings, events)	402	389
Volunteer support hours	486	462
Healthwatch Board Independent Directors	250	250
Estimated value of volunteers **	£30,900	£28,890

** Estimate based on £25 per hour for volunteers who usually work at a high level and £75 per hour for Independent Director volunteers. More virtual meetings reduced the need for travel hours so although a slightly lower number of hours, it reflects increased direct activity.

During this quarter:

We continue to sustain a good level of engagement with volunteers, who have taken part in:

- Collecting and sharing insight from local networks and social media – identifying themes and emerging issues
- Representing Healthwatch and amplifying local people’s voices at committees, forums, networks, and other meetings
- 1:1 and small group volunteer meetings with Volunteer Lead (in person / virtual)
- Three project briefing meetings to advise, instruct and support the team to prepare for delivering project activities
- Co-design meetings to review and plan the relaunch of our regular hospital Enter & View visiting programme – collaboratively with Healthwatch Brighton & Hove to ensure a consistent approach with University Hospitals Sussex NHS Trust

Reports and Publications

Please note that draft reports are shared with our Integrated Care System partners for comment and consideration before publication, this allows us to build on the information and give services the right to reply and respond to any draft recommendations.

Reports in development

There are several Community Partnership reports in development:

- The Arun District Council Community Hubs survey – due to be published Q1 '23-'24
- South Downs National Park Increase Access report – due to be published Q1 '23-'24
- Transport and Access to the National Park, how transport for many is an enabler and crucial for access to help reduce isolation and improve emotional, mental, and physical health – due to be published Q1 '23-'24

Spotlight Reports Published Q4.



Terry's Place

A unique community social care centre in Westhampnett, providing a warm, friendly, safe environment and stimulating activities for older people, their families, and carers. Report [link](#).



TAC Access

Is a new UK-wide directory of professionals offering services for children and young people.

Report [link](#).



Carers Support West Sussex

Carers Support West Sussex offers free support to carers registered with the service.

Report [link](#).



The Sussex Community NHS Foundation Trust's Living Well Programme

Is a free 6-week self-management course for adults living with any long-term physical or mental health condition.

Report [link](#).

Heads Up

Keeping people up to date on health and social care.



[February 2023](#) Heads Up

[March 2023](#) Heads Up

Independent Health Complaints

Our advocates have supported patients, their family, carers and friends and community partners. Also, offered learning to our Integrated Care System stakeholders from experience of supporting people to raise concerns.

	Key performance metrics for current and previous quarter	
	Q3 October - December 2022	Q4 January - March 2023
One off information, advice, and support	44	46
New referrals for support	63	31
People on waiting list	0	0
Advocacy support concluded	25	23
Ongoing advocacy support cases	98	54

Our Helpdesk team are able to triage enquiries where local people are seeking support with making NHS complaints and/or sharing their feedback with services.

This means that the first contact people have with us can often satisfy their need via one off information, advice, and support – as reflected in the figures above.

The winter festive and new year season is often less busy in our advocacy service, whilst the last part of the calendar year is usually very busy – again, this is reflected in our figures.

Our team are finding that when cases are referred to them, they are of an increasingly complex nature and require more resource and time to work through, support and conclude. Our team have been able to use this time, where fewer new referrals are coming in, to focus on their ongoing cases and prioritise concluding and closing cases where possible and appropriate.

This has enabled the team to get to a more manageable caseload capacity for each of the team members.

We are anticipating an increase in NHS complaints in the next quarter, following the publication of the CQC report and rating of our largest local trust – University Hospitals Sussex NHS Foundation Trust.

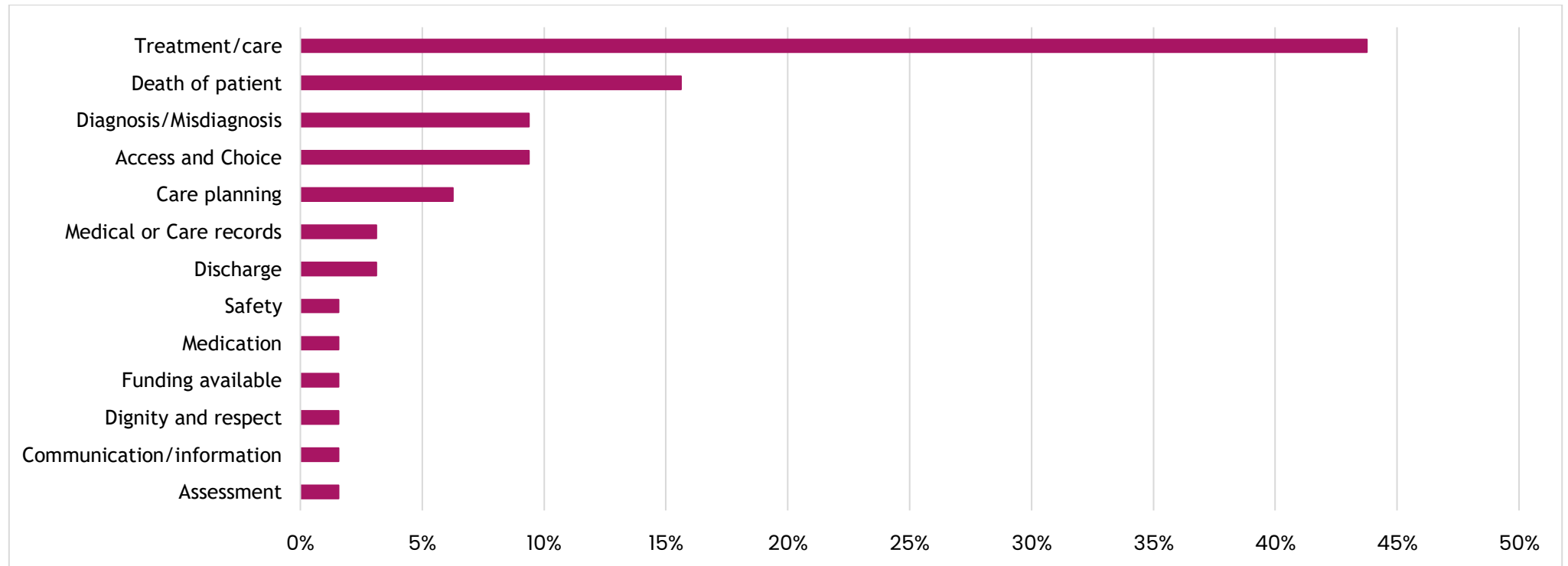
Feedback

'To your organisation and Ben who was professional empathetic and on it... My family and I thank you from the bottom of our hearts - that your organisation and Ben was the ONLY one that did something... and you did good.'

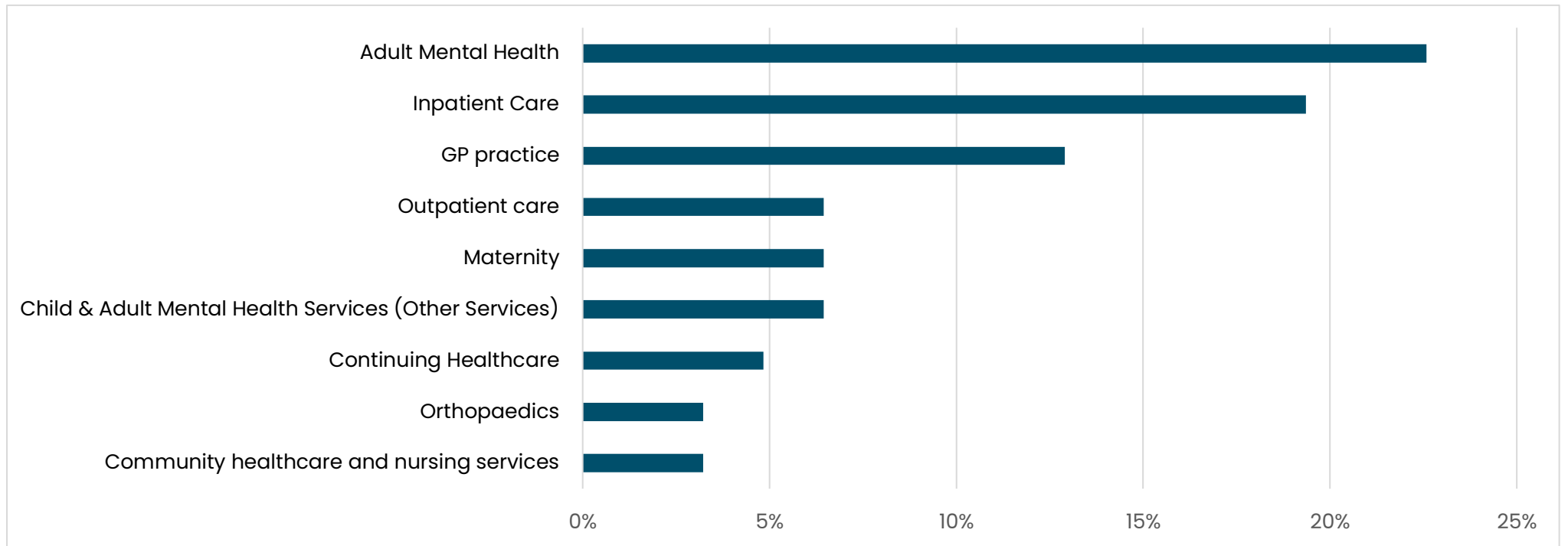
West Sussex Advocacy Partner, Complainant

Understanding the Complaint Themes

Complaint Themes - Open IHCAS Advocacy Support



Top Care Areas



Finance

Finance and Performance Board Sub Committee and Actions

Wherever possible we continue to pursue additional commissioned work and social enterprise opportunities to support us to deliver our work, tackle inequalities and influence to improve health and social care outcomes for people and communities.

The finance subcommittee met on 9th May 2023 in preparation for the Board meeting and approved a new financial breakdown model provided by the Director of Finance at Help & Care.

The team have increased the number of face-to-face and in-person events and meetings they are attending this quarter. Therefore, we see an increase in travel and associated expenses incurred by the team.

In addition, we have also resumed some of our Enter and View activity, which means that our volunteers have also been claiming travel and associated expenses more regularly.

In view of our increased events and engagement activities, the team have co-designed and sourced new promotional materials this quarter. Our limited stocks of existing materials were purchased pre-Covid and before the Healthwatch brand refresh.

We have also purchased some t-shirts and hoodies that were requested by our Youth Volunteers.

Looking Forward

Reviewing our priorities

Our local team need to look at all the insight and data available to us, in order to review and refresh our work plan and the topics and themes that will be our key priority areas of focus for our work. This will be an immediate, key objective for the newly appointed Healthwatch Manager. When setting forward priorities we will be robust in identifying where we can add value to the health and care priorities of West Sussex, and where we may need to work on other themes/priorities that are led by insight from our people and communities.

Healthwatch West Sussex are committed to working in collaboration with key stakeholders and evaluating what is happening pan Sussex to maximise impact. With input from the Integrated Care Board, consideration of the Adult Social Care strategy plus the revised Health and Wellbeing strategy, as well as reference to the new Healthwatch England priorities, we believe that our new priorities will respond to the most pressing needs of the community we serve.

Issues and Concerns

The two main themes from our insight remain access to GP-led Services and dentistry this quarter.

Whilst it is recognised that many of the challenges in these areas can only be addressed nationally, it is important to monitor initiatives and impact from them whilst continuing to amplify the concerns that members of the public raise with us.

Contract: We continue to work with West Sussex County Council to evidence our commitment for achieving the best value return on the contract investment, along with our desire to work collaboratively.

Board meetings

Board meetings are held in public the meetings are hybrid (in person and virtual). Future meeting dates are:

- Wednesday, 23rd August 2023 (Q1)
- Wednesday, 15th November 2023 (Q2)