

Title of Policy: Charging Guidelines	Version Number: 1
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Healthwatch Charging Guidelines

Background

Healthwatch works within the context of a framework as commissioned by the local authority. Within this framework is a contractual agreement and work outside of this contract will be considered as chargeable

The statutory responsibilities of Healthwatch are not chargeable, however all data in relation to these activities is owned by the Local Healthwatch. This data can and should be shared with the public, Healthwatch England, statutory organisations, regulatory bodies and other relevant agencies. It is not a requirement for Healthwatch to make public the outcomes from any activities carried out outside of the contractual arrangements.

Healthwatch are guided by the public, statutory bodies, data and other information sources when decisions are made about the direction of the service and the areas to concentrate on when initiating projects and work plans. Although Healthwatch is mindful of local strategies and changes in local services, it is the views of the aforementioned that guides activities and not necessarily the messages communicated from health and social care providers and services.

Charging Guidelines

1. The following activities should not be charged for:
 - Raising awareness and publicity on the Healthwatch website, including links and redirection functions (Healthwatch will not endorse any adverts)
 - Communications and posts through social media (e.g. Facebook, Twitter)
 - Holding information (leaflets, booklets) at our local offices
 - Putting up posters and advertising events not run by Healthwatch
 - Extrapolating and sending raw data in relation to a specified search criteria (with service and person identifiable information removed)

2. The following activities could be deemed as chargeable:
 - Systematic and thematic analysis of data on the Healthwatch database
 - Conducting interviews and collecting information outside of the scope of the Healthwatch work plan
 - Sending out surveys to Healthwatch members on behalf of individuals
 - Producing reports outside of the contractual requirements
 - Any research related activity outside of the scope of the Healthwatch work plan
 - Information included on Healthwatch newsletters that is outside the scope of the work plan, this is sent to members

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- Any requests for project work unless there are a significant number of concerns raised by the public on a particular issue or it is in line with the Healthwatch work plan.

The above guidelines are not policy led and should be used as a decision making tool in the first instance. Each Healthwatch Board are responsible for determining Healthwatch activities and hence what should or should not be charged for.

The guidelines should be considered in line with Healthwatch local priorities, project/work plans, public opinions, trend analysis and contract performance indicators. A decision matrix has been created to determine the support for each attribute.

Charging Procedure

Decision Matrix

The [decision matrix](#) has been created to support Healthwatch to establish their position in relation to which activities should be charged for. This tool is by no means definitive and should only be used as a way to support the Board in making the final decision.

The decision matrix considers the following attributes:

- Is the activity a statutory requirement?
- Is the activity supported by local public opinion?
- Does the activity fit with local Healthwatch strategic objectives?
- Will the activity require additional resources?

The decision matrix analyses each attribute in relation to the chosen response, this is then allocated a score.

The following responses are available for each attribute:

Attribute	Possible Responses
Is it a statutory requirement?	Yes
	No
Is it supported by local public opinion	Fully supported
	Highly supported
	Supported in part

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	Not supported at all
Does it fit with HW strategic objectives	All
	Many
	Some
	None
Does it require additional resources	Large
	Medium
	Small
	None

The matrix weights each attribute equally and the final score is presented as a decision. The decision options are as follows:

- Activity should be charge for
- Activity could potentially be charged for, Healthwatch Board to determine final position
- Healthwatch has a responsibility to carry out this activity and it should not be charge for.

The decision matrix is programmed to ensure that all statutory activities produce a decision suggesting that the activity should not be charged for.

Examples of the potential outputs from the matrix are detailed below:

Example A) An activity is a statutory requirement, it is supported in part by public opinion, it fits with some Healthwatch strategic objectives and would require a small amount additional resources.

Output: Healthwatch has a responsibility to carry out this activity and it should not be charged for.

Example B) An activity is not a statutory requirement, it is highly supported by public opinion, it fits with some Healthwatch strategic objectives and would require a medium level of additional recourse.

Output: Activity could potentially be charged for, Healthwatch Board to determine final position

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Example C) An activity is ***not a*** statutory requirement, it is ***not supported at all*** by public opinion, it fits with ***some*** Healthwatch strategic objectives and would require ***a small*** amount of additional resources.

Output: Activity should be charged for