**Enclosure 2**

**Report to:** Healthwatch Walsall Independent Strategic Advisory Board Meeting

19 August 2025

**From:** Aileen Farrer, Manager Healthwatch Walsall

**Subject:** Healthwatch Walsall Annual Work Programme 2025/2026

**Purpose:** To provide Board with an update on the Healthwatch Walsall Annual Work Programme for 2025/2026

At the last meeting of the Healthwatch Walsall ISAB held on 25 March 2025, approval was given to two work programme projects for the first half of the 2025/2026 year, as follows:

* Young carers and unmet social care needs
* Barriers to accessing mental health services in primary care for ethnic minorities.

Board will note that it was agreed that additional work projects would be identified on an ongoing basis throughout the year.

Young Carers & Unmet Social Care Needs

The public engagement element of this project has concluded, and this is now in the data analysis, report writing phase.

There was a total of 49 surveys completed along with case studies and intelligence garnered from one-to-one interviews. Feedback and comments were around the following themes:

* Pharmacy services
* Schools
* Emotional help and support
* Transport

Barriers to accessing primary care mental health services (ethnic minorities)

This second work project commenced in July and is looking to examine thebarriers faced by ethnic minority groups in accessing mental health services within primary care settings. A poster promoting this work has been designed and shared with our network of contacts and an extensive effort has been made to engage with the relevant groups across Walsall.

Thanks to the two Board members who have agreed to support this work, they have received the poster with the request to promote the work within their own personal networks and have also offered support with translation, should this be required.

Along with the project work, Healthwatch Walsall will continue to:

* Carry out engagement and outreach to all communities in the Borough of Walsall. Following a team development session, a new approach will be developed and taken forward.
* Carry out a programme of Enter & View visits to care homes and primary care settings.
* Continue to have strategic influencing.
* Undertake the National Adult Social Care Survey for 2025 on behalf of the Local Authority.
* Provide information, advice and signposting to members of the public.
* Continue to increase the number of Healthwatch volunteers.
* Work collaboratively with partners.
* Continue to promote Healthwatch Walsall.

Recommendations

1. Board is asked to note the update on the 2 work projects.

Aileen Farrer

Manager Healthwatch Walsall

July 2025