



Strategic Plan 2014-2016

Service Measures and Outcomes Plan (2014-15)

Strategic Work Plan 2014-2016

1. Mission

- Healthwatch Leicester will be an independent community watchdog and advocate for influencing, scrutinising and improving health, social care and public health provision on behalf of the people of Leicester.

2. Our Vision

- To ensure the voices of all the people of Leicester are heard to enable the best possible health, social care and public health, which is sustainable.
- To work with and challenge health, social care and public health commissioners and decision makers to optimise their skills and expertise to improve the quality and standards of health and social care.
- To champion equality and diversity in health, social care and public health provision in Leicester.
- To gather robust, evidence based local intelligence that helps influence key decision-making for health, social care and public health for the city.

3. Values

High expectations - striving for optimum quality in all health and social care provision and in all we do.

Equity - we believe in fair not uniform provision, that everyone should be treated with dignity and respect.

Action and accountability - make sure we're acting on evidence from community engagement, not just talking about it.

Listening - caring about and hearing what people say and fairly representing community issues and experiences.

Transparency - work to build public trust in what we do

Honesty - we expect honesty from ourselves and all those with who we have contact

4. Our intended outcomes

To fulfil our vision and uphold our values by achieving outcomes in five broad areas and five specific priorities as follows:

1. Governance

- Ensure that all company liabilities, financial and management requirements are fulfilled; that board members are well informed and capable.
- To demonstrate its accountability and transparency through its policies, strategies and procedures.
- To develop a skilled, well managed staff team that works to support the Board priorities.
- To give all active members clarity of role, responsibility and reporting.

2. Membership and Engagement

- To raise public awareness of Healthwatch and its functions through a specific engagement strategy.
- To identify key “Communities of Interest” and develop priority programmes to increase engagement with:
 - Children and Young People
 - Carers
 - Low Income and economically deprived areas of the City
- To be known in, and have the confidence of, communities in Leicester.
- Board directors to be allocated to specific areas to build local and detailed expertise and to be an accessible point of contact.

3. Relationships and Influence

- To achieve trust and respect in all relationships with commissioners, providers and the public that facilitate all Healthwatch functions.
- To ensure Healthwatch utilises its points of influence, effectively.
- To influence health, social care and public health policy on a regional and national level.

4. Operational

4.1. Signposting

- To deliver a signposting service, which is suitable to the needs and demands of its community and is deliverable with the resources available.

4.2. Evidence and Insights

- To ensure all Healthwatch work is evidence based and to commission research as necessary and possible.
- To work with all stakeholders to make best use of the data.

5. Equality and Diversity

- Ensure providers utilise the FREDA framework and Equality Act 2010 in order to set standards to reduce inequalities in health and social care outcomes.
- Understand, support or challenge the role of Health and social care agencies in any new framework tackling Equality and Diversity (i.e. Equality Delivery System 2 - EDS2)
- Ensure all Healthwatch staff and members are able to understand their role in challenging inequality in the provision and delivery of health and social care services
- Ensure that all the aims and outcomes for Healthwatch have championing equality and diversity at their heart.
- To develop a specific equality and diversity strategy for HW

6. Current specific priorities

The following health, public health and social care priorities are ones which currently present to us as priorities as a result of: Engagement and signposting activities 2013/14; the evidence from Health and Social Care reports and organisations in Leicester including the Joint Strategic Needs Assessment, Health and Well being board and the Better Care Together programme board:

1. **Customer Care in Primary Care** - improving access and experience for patients.
2. **Crisis Care** - improving the access, experience and efficacy of service.
3. **Social Care** - Improving assessment in Social Care Services; accessing Social Care Services
4. **Mental Health** including dementia - improving early intervention and prevention services - specifically to more vulnerable groups and new arrivals.
5. **Public Health** - improving engagement at a community level

Due to the different levels of focus by statutory partners on the priorities identified, Healthwatch needs to support each priority in different ways. So the work and resources supporting each priority will be different.

1. Operational Framework

Healthwatch Leicester is rooted in the community it serves, whilst having the benefit of information, guidance from Healthwatch England ensuring a consistent, quality service across the country.

Healthwatch Leicester is a Company Limited by Guarantee, number 8781567

Healthwatch Leicester is part of a national network of Healthwatch organisations.

Healthwatch Leicester will have effective Governance systems in place to oversee the work and ensure it has a robust management and staff structure to deliver the service remit.

2. Financial Profile

In 2013/14, its first year, Healthwatch Leicester had a budget of £235,000. In 2014/15 we will review how that budget is allocated to ensure an effective Healthwatch that offers value for money in meeting its targets and develops strategic direction for the future.

3. Accountability

Healthwatch Leicester is accountable to the people of Leicester. Within this there is also accountability to the commissioning authority, and as current contract holder to VAL (Voluntary Action LeicesterShire), in terms of value for money and contract compliance and to Healthwatch England in terms of quality standards.

4. Transparency

We will ensure transparency by:

- An annual meeting, open and accessible to local stakeholders and partners.
- An annual report.
- Audited accounts available for public inspection.
- Board meetings in public
- Board meeting minutes available on the website.

5. Equality and Diversity

Healthwatch Leicester is committed to reducing the inequalities of health and social care outcomes experienced in some communities. We believe also that Health and social care should be based on a human rights platform.

We will utilise the Equality Act 2010 and The FREDA* principles of the Dept. of Health when carrying out our work and in influencing change in service commissioning and delivery.

** Fairness, Respect, Equality, Dignity and Autonomy*

6. Quality Assurance

We will develop quality assurance processes in line with guidance provided by Healthwatch England. We will have robust monitoring and evaluation systems in place.