

Healthwatch Islington Strategic Plan 2018 - 2020

1. Introduction

Healthwatch Islington is a Charitable Company Limited by Guarantee. It was set up in February 2013. It is led by a Board of Trustees, has a staff team made up of six people and a volunteer team of around 20.

The organisation exists to influence health and care commissioning in and around Islington and to provide local residents with information about local services and their rights to access those. It is part of a network of Healthwatch organisations across England.

We know that there is continuing pressure on resources and potentially growing demand due to a prolonged period of austerity affecting funding for public services, and local residents' benefits and housing access. The organisation has grown despite these pressures.

In 2017 we worked effectively with key voluntary sector partners to extend our reach into the community, making sure we are finding people who may not find us. We have influenced social services, making it easier for residents to access their social workers, and we continue to promote the need for services to use interpreters where appropriate and to implement the NHS Accessible Information Standard. We are now being approached by partner organisations to audit their services and are delivering these paid-for audits for two local organisations. This increases our revenue and our insight.

Challenges ahead include managing reductions to our own resources, and maintaining the high standard of work in a time of increasing need.

2. Vision and Mission

Vision: Healthwatch Islington is working for the best health and social care for you.

Mission

- To collect knowledge that reflects the diversity of needs and experiences within the borough and encourage people to feedback their honest views on services,
- To use the evidence we gather to influence service delivery, provision and commissioning for the benefit of local people to improve their experience.
- To reach out to and empower our local community to be informed about and involved in local services and exercise choice in taking up services.
- To support the independent assessment and audit of local services.

3. Values

Our values were agreed by trustees, staff and volunteers during February and March 2018.

- Inclusive - we will work in ways which encourage participation from people across the borough,
- Influential - we will use evidence from our community and knowledge of key policy to inform commissioning and delivery of services,
- Responsive - we will work with empathy and compassion, we will ensure that we are up-to-date with policy so that our work is relevant,
- Professional - we will work with integrity, treating everyone with respect,
- Collaborative - we will work with others to maximise the impact of our work.

Strengths, Weaknesses, Opportunities and Threats

We will continue to build on our local knowledge and community partnerships. Good staff and volunteer retention rates have helped us to grow and we are now seeking Investing in Volunteer accreditation to ensure that we continue to offer our volunteers a positive and professional experience. We will continue to seek out opportunities for joint working within the borough and across the North Central London region, focusing our energy where we believe we can make the most impact for local people. Sustainability of funding will continue to be an issue and we will seek out a broad base of funding to increase stability.

4. Strategic Goals, Objectives and activities

Strategic aims

Deliver the Healthwatch Islington service for London Borough of Islington, bidding for the next contract in autumn 2018 (assuming the contract value is similar to now).

1. Use digital technology to enable local residents to address some signposting queries themselves.
2. Demonstrate quality by going for the PQASSO quality mark and achieving this by September (in time for the Healthwatch service bid).
3. Include isolation and social prescribing in our work plan as key policy areas on which we can have influence.
4. Dedicate time and resources to bidding to deliver Healthwatch in Islington from April 2019.

2019 and beyond

- Seek out opportunities to extend the digital inclusion pilot from 2018
- Seek out further partnerships to reach the most excluded and people with complex needs
- Seek out opportunities across the Health and Well-Being Partnership and North Central London to ensure we are having influence locally and regionally. Actively aim to sell them our three key products: Evaluation, Consultation and Service User/ Resident Training

2018

Goal	Objectives	Activities
Empower residents to use technology they own to 'self-signpost'.	Residents will have the skills to use IT to look up preventative health and well-being services, use apps and make on-line appointments to reduce pressure on services, voluntary sector and on Healthwatch	Deliver a series of workshops with local partners and Three, Provide follow up support to get people IT savvy, and more active as a result.
Demonstrate the quality of our service	Review existing working practices and governance to ensure that we are offering high quality services and value for money. Obtain Investing in Volunteers status.	Achieve the PQASSO quality mark before we are due to tender, Seek out awards for volunteers and the organisation.
Ensure our 2018/19 work plan is informed by local views.	Deliver a programme of work that can have influence, and that is informed by the community, voluntary sector and commissioners.	Devise a work plan and programme of activities that reflects local need by 1 st Aril 2018. See below.
Prepare a robust, evidence based bid to win the 2018 tender for the Healthwatch Islington service	To ensure that work can continue	Preparing data and other evidence Drafting bid

2018 to 2020

Goal	Objectives	Activities
Extend the reach of the self-signposting pilot to include greater numbers of residents.	Increase the number of residents with knowledge to signpost themselves and their families/ friends/ neighbours/ colleagues	Seek out funding for delivery of a greater number of workshops than in year one.
Increase the longer-term sustainability of the organisation.	Seek out partnerships and funding to support creative delivery.	Continue to work with Diverse Communities Health Voice, Help On Your Doorstep, Elfrida and iBUG Develop stronger links with the voluntary sector, in particular through regular presentations to Manor Garden's Health Exchange (a network of voluntary sector partners).

2018

Signposting: To deliver an effective signposting service	
Objectives	Activities
<p>Deliver self-signposting workshops with older Black and Minority Ethnic (BME) residents with long-term conditions to empower them to access information about their health and care Target: 140 BME residents by December 2018</p>	<p>Series of workshops and follow up sessions working with 6 BME partner organisations</p>
<p>Continue to deliver the existing signposting service to at least 200 residents reflecting the diversity of the borough (success is measured by the diversity of reach not numbers)</p>	<p>Work with Help On Your Doorstep and through our Diverse Communities Health Voices consortia to generate contacts</p>
<p>Inform people with disabilities and family members/ carers of people with disabilities of their rights under the NHS Accessible Information Standard</p>	<p>Visit three key partner organisations between June and October 2018.</p>
To be inclusive in our gathering and reporting of views and to influence commissioning	
Objectives	Activities
<p>Set up a time-limited Mental Health Working Group to Input to the borough's St Pancras Estates Strategy, Day Centre Specification and Procurement and the development at Beaumont Rise. Work with IBUG. Consider how we might support involvement in the Homes First Initiative</p>	<p>Series of meetings, training events and workshops to capacity build participants to have influence on these key areas.</p>
<p>Set up a programme of information stalls targeting people with specific protected characteristics and other</p>	<p>Three stalls in 2018 focusing on accessibility</p>

vulnerabilities to seek out community views on services from those who may be excluded.	
Work with our consortia 'Diverse Communities Health Voices' to gather BME input on primary care and Sustainability and Transformation Planning	Speak to 200 residents and signpost those that need it.
Deliver at two Islington Patient Group meetings on key topics of relevance to residents.	One in June, one in November - with follow up surveys outside of the meetings
Feed in Islington views to the Orthopaedic services review	Work with Healthwatch in North Central London to feed in Islington resident views to the review of these services, spring of these services, spring
Host an event on the planned Green Paper for Social Care funding during the summer 2018 to feed in to this consultation (other topics to follow).	Host three discussion events starting with the Government's Green Paper for Social Care to inform this national consultation.
Gather views and experiences to inform a model for Social Prescribing	Further consideration required before this is finalised.
Monitoring the quality of local services and share this with those responsible for services	
Objectives	Activities
Enter and View Care Homes for older people to find out about resident's experiences of life in the homes	Series of visits in June/ July 2018.
Attend a series of meetings to find out what is happening within local services.	Staff and volunteers will continue to represent Healthwatch Islington at key council and health meetings.

Carry out visits to Moorfields Eye Hospital to review impact of changes made since their CQC visit, and measure responsiveness to patient communication needs. We may replicate this at Whittington Health.	A series of visits in September/ October 2018
Mystery Shop the Carer's Hub and current Advocacy services provider to assess customer support by March 2019	Mystery shopping phone calls
Scope issues for future areas of work	
Objectives	Activities
Developing a dental health project around the relationship between children living in poverty and poor dental health - at this stage, assess reasons for low uptake of varnish	Still in the development stage with Local Dental Committee
Increase access to health checks for Learning Disabled residents and encourage providers to use health passports more consistently	To discuss with partners Elfrida and Mencap.