

healthwatch

Lambeth



Our Strategy

2023-2025

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Foreword

We are living in difficult times; the cost of living crisis and mounting pressures on the NHS are affecting our residents, and people need our support more than ever before.

Our vision is clear: we want a community where everyone in Lambeth has their health and wellbeing needs heard, understood, and met, a future where people are in control of their health and wellbeing, where they have the information they need to look after themselves and those closest to them.

It means individuals getting high quality care when they need it, communities helping to set health and social care priorities, for services to be accountable and to focus on what matters most to people. This is our purpose and we know what we must do to make it happen. Our new strategic programmes focus our work to have as great an impact as possible for the residents who need us.

We need Lambeth residents to know that whatever they are going through, they matter, and we are committed to supporting them.

Our mission has never been more important. We urge you to do whatever you can to join us.



Mairead Healy, Chief Executive



Dr Sarah Corlett, Chair

Our Objectives

With a growing cost of living crisis and ongoing pressures on the NHS, our work has never been more important. With this in mind, we've identified six key objectives within our strategy:

1. Awareness: Lambeth people should have information about services and be supported to access them. We want people to make informed decisions and choices based on the information we provide and have the confidence to contact us for it when needed.

2. Impactful Insights: We produce evidence-based insights and trustworthy, credible recommendations. We want to share these effectively with Lambeth residents, local partners and health and social care decision makers, and ensure we have a good understanding of the needs and experiences of local people.

3. Person-Centred: those we engage with should feel valued, listened to, respected and included in our engagement.

4. Increased consensus and support from local alliances and partners on issues of concern: To build and strengthen relationships with partners, enabling us to address issues of common concern, grow our evidence base and make a strong case for change.

5. Increased reach and inclusivity: To collaborate with a diverse group of people, including those whose voices are seldom heard, ensuring their voice is heard directly or through our networks. This includes guaranteeing that our volunteers are representative of the Lambeth community.

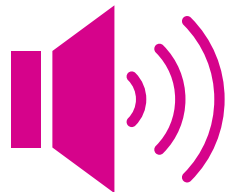
6. Improved public participation opportunities and take-up across the system: For service providers to see us as experts in public participation and to be keen to collaborate with us to improve their skills in this area.



Our approach

As an independent organisation working on behalf of residents, we lead by example and strive to meet the highest standards internally and externally.

We will:



Ensure residents are represented, with a focus on amplifying and prioritising the voices of Lambeth's least asked residents and a commitment to promoting their involvement in leadership and decision making.



Focus on impact. Everything we do must make a difference. We will innovate, reflect on what works and where we can improve, with a focus on continuous learning.



Work in a person-centred way, treating individuals with dignity and respect and placing them at the centre of our work.



Create equity, recognising that there are many barriers that affect people's experiences of health and social care. We will recognise these and help to break them down. We will always speak up when we see inequality.

Our Theory of Change

The problem we need to solve



Not everyone in Lambeth has their health and wellbeing needs heard, understood, and met

To solve this problem we have identified that the following needs to happen



1. People need to feel empowered to access services and know how to challenge them if needed



2. HWL has clear processes for communicating feedback to and from statutory partners



3. Service providers and commissioners respond positively to HWL feedback and recognise the value of public participation

We will address these needs through our three strategic programmes:

1. Health Inequalities

2. Personalised care

3. Access & Improvement

These priorities will help us achieve:



Better experiences of health and social care and services that are shaped by Lambeth residents

In the long term, this will lead to these strategic outcomes:



Awareness: Decision makers better informed about people's experiences of health and social care. ✓

Enablement:

✓ Lambeth people know where to get the care they need, feel empowered to access services and to challenge or complain when needed.

Reach and Inclusivity:

A diverse range of people know about, trust and engage with us, engaging with community networks and having their say. ✓



And we will achieve our mission when:

People have the information they need to look after themselves and those closest to them

People get high quality care that meets their needs, when they need it

Communities help set health and social care priorities

Services are accountable to communities and focus on what matters most to people

Our 3 Strategic Programmes

Looking to the future, we want to ensure we deliver our vision and mission by focusing on the areas which matter most to residents. We will structure our programmes of work based on 3 themes:

1. Health inequalities

We want to understand why some people in Lambeth may not always get the care they need. This means that those people are more vulnerable to certain health conditions or that services are not meeting their needs. To achieve this goal, we will:

- Listen to the public and their experiences, responding to the issues that are important to them and acting on what needs to be improved, prioritising those who are least heard.
- Work with local organisations to speak to and engage with individuals who are seldom asked about their experiences to ensure that their voices are heard.
- Use what people tell us about their experiences to inform health and social care providers so they can improve services.

2. Personalised care

We want to ensure that people have choice and control over the way their care is planned and delivered. This means not asking people 'what is the matter with you' but 'what is important to you'. For example, being somewhere your family can visit you easily or being able to see the same carer as often as possible. To achieve this goal we will:

- Encourage and support health and social care providers to listen to the public's views and involve them in shaping services.

3. Access and improvement

We want Lambeth people to feel more confident to speak up and hold health and social care services and systems to account. To achieve this goal, we will:

- Support people by giving information about local services and how to access them and to raise concerns when needed.
- Inform local services about people's feedback and ask them to address any concerns that have been raised.

How we'll achieve change

We'll focus our efforts in the next 3 years on **enabling** and **influencing**. By working with supporters and partners across the borough, we will improve health and social care outcomes for residents

Do

The specific health and social care issues we focus on will be led by residents and what matters to them—prioritising experiences of those least heard in Lambeth. We will build on organisational strengths, research and outreach to do more to be present in communities and understand their needs.

Our face-to-face outreach is fundamental to what we do and will continue to play a vital role. Not only does it allow us to signpost, but also helps us understand what's happening for Lambeth residents, build our evidence base and underpin our credibility in all that we do.

Influence

Residents want us to improve their health outcomes. Together, we can call for the changes that make this possible. Our success to date shows that when we work in partnership we can achieve system-level change.

Enable

We can't improve health and social care outcomes alone. We're here to enable and support residents and work with others to find ways to do this.

We believe community-based activity creates the most long-lasting 'systems change'.

Residents' concerns, worries and disclosures aren't always recognised, listened to or understood and we want to make it easier for everyone to have their voice heard. This means changing how we collaborate with people in the communities where we work.

Our Values

As we move into this next chapter, our values remain constant and drive us. They define the kind of organisation we want to be. They help remind us what is important and why. They make sure that what makes us 'us' does not get lost in our busy days or in the pursuit of our vision.

Accountable

We will publish our performance against our objectives, annual workplans and the Healthwatch England Quality framework.

Collaborative

We will work with partners all across Lambeth to make things better for Lambeth residents.

Inclusive

We will ensure our work reflects the diversity Lambeth and will actively reach out to groups who are least seldom asked.

Transparent

We will publish all reports and recommendations and identify where we believe there are concerns and failings.

Respect

We will respect each other's value, differences, and contributions.

Credible

All of our work will be evidence based and our priorities will be led by our residents.

Our Principles

Building on our values, we have drawn up principles that demonstrate how we embody our core values, and shape and guide everything we do:

Be inspired and led by our residents and their experiences

We'll involve residents in our work and decision-making through meaningful participation. We'll listen to, learn from and be inspired by them.

Build on our strengths

We're drawing on our experience of Lambeth. We will do the things we do well, do more to understand people's needs and strive to be present in communities in order to shape what we do.

Work in partnership

We'll work with health and social care providers, community groups and the council to bring about positive outcomes for our residents.

Embed equality, diversity & inclusion

We recognise the structural barriers in our society, are committed to reflecting on our own biases, challenging discrimination, and embracing diversity and inclusion in all that we do.

Be evidence & data driven in all our work

We will be evidence-led in our work and speak truth to power when raising concerns identified through data.

How we'll measure progress

Having set out our ambition for the next three years, it's important that we understand how well we're progressing towards achieving these changes for Lambeth residents in the next 3 years. We will track the progress of our strategy in terms of:

1. Whether the changes we want to see are happening

When we produce reports with recommendations, we will assess whether these recommendations are listened to by decision makers and if changes have been made to improve outcomes for residents.

2. Healthwatch Lambeth performance

We will produce publicly available annual reports outlining interaction figures, our impact, and transparent governance in terms of how funds are managed. We will also produce annual assessments of our performance against our objectives and KPIs and will measure our progress against the Healthwatch England quality framework.

3. Your Feedback

We will continually seek improvements from residents who engage with our services on how we can improve and better meet residents' needs. This will continually influence how we deliver our strategy.

Our Enablers

We work strategically towards the achievement of our objectives. The key conditions that we need in place to enable us to succeed are:

People

People are our key resource: Our Board, Advisory Group members, staff and volunteers have the knowledge, skills and support to deliver an effective, consistent Healthwatch service.

Sustainability & resilience

Sustainability & Resilience focuses on a business model that enables us to plan and operate effectively as we adapt to the changing needs of the people we serve.

Leadership & Governance

Leadership and Governance acknowledges the importance of having clear goals and a rationale for our work priorities, which is vital given our wide remit and challenging resources. Strong leadership and governance help us navigate a complex environment whilst maintaining our independence and accountability.

How everyone can get involved

We can achieve so much more for Lambeth residents by working together. Our incredible staff, volunteers and supporters make our work possible. But to make an even bigger leap forward, we need a bigger team.

1. Share your experiences

Sharing your lived experiences helps us improve things for others

2. Volunteer with us

Whether you help us at our outreach events or volunteer for research collection, you help to improve health and social care outcomes for local residents

3. Partner with us

We're proud to work with organisations who share our passion for improving health and social care outcomes for Lambeth residents

healthwatch

Lambeth

Get in touch

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