



## Work Plan 2016-18

Healthwatch develops a work plan based on conversations with local residents, commissioners and providers. This plan covers 2016 - 18, we review the plan each April.

	What we want to achieve	Actions	Completion date	Progress	RAG
1	To measure and demonstrate influence.	<ul style="list-style-type: none"> <li>- Follow up previous recommendations from 2015 - 17.</li> <li>- Use log to approach providers/ commissioners. This is to ensure maximum value for any work we carry out.</li> </ul>	<p>Ongoing</p> <p>Ongoing</p>	Chasing up recommendations with local partners.	
<b>Gather and report views</b>					
	What we want to achieve	Actions			
2a	For views of children and young people to be included in commissioning.	Look for opportunities to work with partner organisations, and ensure that approaches we use are flexible to ensure people of all ages can take part.	Mar-18	This is still fairly ad hoc. We are working with Whittington Health to support their Children and Young People's Forum to include some more strategic involvement.	

2b	To ensure mental health preventative service specification is informed by user needs	Gather views from users of mental health day services about provision	Mar-18	Spoke to 101 residents at the service and 24 residents who were eligible but may not have used the service.	
2c	To assess person-centred nature of re-ablement services	Speak to users of re-ablement services about their experience	Dec-17	Reviewing methodology with service manager in September as service users are finding it difficult to remember their experience.	
2d	To consider how to reduce isolation for older people	Speak to users of day services and potential users about the offer	Jun-18	Drafted desk-based research on isolation. Liaising with LBI to ensure our work adds value.	
2e	To engage parents	Train parent champions to promote Early Years services and mystery shop those services	Dec-17	First cohort trained, recruiting second cohort at present.	
		Work with Bright Beginnings to champion needs of new parents	Mar-19	Auditing the service, and gathering experiences of new parents.	
2f	Support the Islington Patient Group on behalf of the Clinical Commissioning Group	Deliver two meetings and a series of focus groups	Mar-18	Initial round of activity delivered. Next phase in November.	
2g	Maintain a programme of conversations with community members	Need to monitor more closely to ensure diversity, and strong evidence collection	Ongoing	Focussing on BME residents and parents of children aged 5 and under.	

2h	Engage students from London Metropolitan to support our engagement	Their area of interest is older people - to start September 2017	Ongoing	Recruiting at the moment. First cohort due to join us in November.	
<b>Visit services</b>					
	<b>What we want to achieve</b>	<b>Actions</b>			
3a	Assess accessibility for people with Autism	Mystery Shop Accessibility for people with Autism	Dec-17	Working with service users to devise and deliver a mystery shopping programme. Healthwatch Islington is an active member of the Autism Partnership Board and has fed in to their 'reasonable adjustments' work.	
3b	Assess accessibility in line with Accessible Information Standard	Build on the Autism mystery shopping to assess wider accessibility.	Jun-18	To start in Jan 2018	
3d	Support Safeguarding work of LBI	Take an active role in the Safeguarding Board and Safeguarding Reviews where capacity allows.	Mar-18	As well as being an active Safeguarding Board partner our Chief Executive sits on the SAR Board and will chair an initial review this autumn. We are also working with a local befriending organisation to support their volunteers to raise alerts.	
<b>Involve residents in commissioning</b>					
	<b>What we want to achieve</b>	<b>Actions</b>			
4a	To influence commissioning	Ensure that all of our work is reported to relevant commissioners and that we are sighted on the STP	Ongoing	All reports are shared with relevant commissioners, CQC, public health. Measuring success proves tricky but we have set aside more time to follow up on recommendations.	

4b	To influence the development of Care Closer to Home Networks	Ensure that residents voices feed in to this planning and that there is service user engagement	Ongoing	Hosted a discussion on this and shared information with members. Some engagement had to be postponed due to purdah (back in June).	
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**Provide information about services**

	What we want to achieve	Actions			
5a	Continue to deliver 5-day a week signposting service		Ongoing	Uptake of this service remains constant.	
5b	Keep our local community informed of policy relating to local services	Community meetings. Key messages for information stalls. Key messages for specific pieces of engagement work.	Ongoing	Web-site, newsletter and Healthwatch meetings create space for this, as well as the Patient Group we administer for the CCG. Topics include Care Closer to Home Networks and changes at Camden and Islington Foundation Trust.	

**Deliver a quality experience for our volunteers**

6	Complete Investing in Volunteers Quality Mark	Gather evidence of existing practice, assess this and develop areas which could be improved	Feb-18	Action Plan devised	
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