

Healthwatch Islington Plan 2021-22

Theme	Aims of this work	Activity	Partners	Equality, Diversity and Inclusion
Covid vaccine information	Share understanding/ bust myths around vaccination, with a focus on vaccine hesitant groups and the Deaf (sign language using) community.	Virtual meetings, newsletters	Diverse Communities Health Voices (DCHV): Arachne, CLSS, DAI, ECUK, Imece, IBAL, ISC, Jannaty, KMEWO, LAWRS and Choices CIC	Liaise with health and care colleagues to understand priorities and avoid duplication.
Health information workshops (virtual until further notice)	Share information on staying healthy, preventing ill health, managing conditions.	A series of events (virtual for now) with guest speakers, and information on sources of support.	VCS and statutory partners, UCLH researchers	Open access.
Access to services	Understanding of the barriers and implications of longer waits for services across a range of services.	A range of on-line and phone-based activity to gather a picture of service access as lockdowns ease.	VCS and statutory partners	As broad as possible, but particularly those who generally experience more barriers and/or have been shielding, and may be more nervous.
Provide timely, relevant, accurate information about health and care services to local residents.	Deliver phone-based service to at least 200 residents. Develop out-reach programme of presentations to local community groups to a) signpost and b) capacity build partners knowledge. Re-start door knocking with Help On Your Doorstep when this is safe.	Phone-based signposting and series of presentations in a range of settings.	HOYD, DCHV and a wide range of new partners (will develop further partnerships when we recruit)	Open access but focussing on those who would find it difficult to find the information themselves.
Digital Exclusion	Understand the nuances of digital exclusion. Reporting in April 2021.	Report on work to date, and interviews with residents (primarily from BAME backgrounds)	Diverse Communities Health Voices (DCHV): Arachne, CLSS, DAI, ECUK, Imece, IBAL, ISC, Jannaty, KMEWO, LAWRS	Particularly ethnicity and disability.
Digital Inclusion	Continue to increase skills within the local population.	One to one and group activities supporting residents to get on-line safely.	Funding dependent	Demand higher among those who are older, English not as a first language, with a disability
Service visits	Whilst the pandemic requires social distancing to reduce transmission we are not visiting services. We will review this in May.			Service users not connected with other local community organisations or already known to us.
Provide strategic input to Safeguarding Board, Fairer Together Partnership, All Age Mental Health Partnership, NCL Engagement and Equalities group, borough Community Networks and other borough activity as appropriate.				

Continue to seek out opportunities for partnership work to engage with a diverse audience and support the voluntary sector to engage residents around ill-health prevention and health and social care access.