



Strategic Plan 2017-2021

Our Mission

Healthwatch Cumbria is the consumer champion for health and social care in Cumbria. We are working to ensure that people who live in Cumbria have their health and social care needs heard, understood and met.

Our Vision

Healthwatch Cumbria will ensure that people will be listened to and that their experiences of health and care services can help to shape services to the best that they can be.

This means that we will focus on;

- ✓ Empowering and informing people to get the most from their health and social care services, holding them to account and encouraging other organisations to do the same.
- ✓ Working with the Local and National Healthwatch networks to champion service improvement and to empower local people.
- ✓ Listening carefully to people, especially the most vulnerable, to understand their experiences and what matters most to them.
- ✓ Influencing those who have the power to shape health and social care services so that they better meet people's needs now and into the future.

Our Values

Independent and Accountable

- ✓ We are independent of health and social care providers and act on behalf of all patients and users of services.
- ✓ We highlight and report what works well and when things have gone wrong.

Listening, Accepting and Respecting

- ✓ We listen to the experiences of Cumbrian people.
- ✓ We work for people of all ages and circumstance to learn from their experiences.
- ✓ We recognise and make use of experience, capacity and skills of partners.
- ✓ We are responsive and proactive.

Transparent

- ✓ We are open and honest
- ✓ We acknowledge, celebrate and share good practice in health and social care.

Credible and Reliable

- ✓ We are known to provide high quality, credible reports
- ✓ We seek out information and intelligence to inform our evidence.
- ✓ We are innovative and creative to deal with different situations and circumstances.

Inclusive and Collaborative

- ✓ We promote and support the involvement of local people in the monitoring, commissioning and provision of all health and social care services.
- ✓ We work in partnership with the public, health and social care sectors and the voluntary and community sector.
- ✓ We build on what is already known and work in collaboration with others, to develop, improve and share good practice.

Influential

- ✓ We translate what we learn from people into action.
- ✓ We challenge those in authority to design and improve better health and social care services.
- ✓ We contribute to making change happen.
- ✓ We work with the Local and National Healthwatch networks to make an impact both locally and nationally.

Statutory Functions and Corresponding Actions

We have aligned our strategic priorities for 2017 to 2022 with the eight statutory functions set out by Healthwatch England for all local Healthwatch and which are described in detail in the Health and Social Care Act 2012.

Our strategic priorities have also been shaped to ensure that we can meet our contractual agreement with Cumbria County Council and in turn satisfy its statutory requirements to ensure that local Healthwatch is in place in line with the Act.

The Statutory Functions and Corresponding Actions are;

- **Promoting involvement of Cumbrians in the provision and scrutiny of local health and care services by:**
 - Expanding relationships with groups and networks to gather views and concerns.
 - Publicising our activities and reporting outcomes.
 - Promoting dialogue on health and social care subjects.
- **Enabling Cumbrians to monitor the standard of provision of services and how these could be improved by:**
 - Promoting awareness of our roles and functions as consumer champion.
 - Gathering data from a variety of sources and presenting to the public in a clear and understandable format.
 - Gathering real personal experiences from members of the public and sharing as appropriate.
- **Obtaining the views of Cumbrians regarding their needs and experiences**

of local care services by:

- Providing the opportunities and using many and varied methods of engagement to gather and record views and experiences.
- **Making recommendations about how services could be improved to commissioners and providers by:**
 - Using Healthwatch Cumbria data and research to inform reporting to the appropriate bodies.
- **Providing advice and information about local health and care services to enable choices to be made by:**
 - Responding to public requests for health and social care information.
- **Formulating views on the standard of provision and whether or how these could be improved by:**
 - Engaging, monitoring and influencing the regional and local reconfiguration of NHS services.
 - Maintaining the respected and influential status of Healthwatch Cumbria with commissioners and providers.
- **Making recommendations to Healthwatch England to conduct reviews or if justified direct to the CQC by:**
 - Working jointly with the wider local Healthwatch network.
 - Collaborating with the Care Quality Commission to maximise the effectiveness of Healthwatch Cumbria.
- **Providing Healthwatch England with the intelligence and insight it needs to be effective by:**
 - Providing reports to Healthwatch England.
 - Sharing intelligence, reports and trends.

Our strategic priorities, which include transforming local everyday activity through effective relationships into high-level actions, are further informed by local intelligence and data built up during the first four years of operational activity. We carry out a core programme of work with corresponding actions and we also agree a strategic plan of priorities for the next 4 years (see expanded sheet appendix)

About Healthwatch Cumbria

Placing people at the centre was the core ambition of the 2012 Health and Social Care reforms. Healthwatch Cumbria was trusted to achieve this ambition and continues to focus on understanding the needs, concerns and experiences of Cumbrian residents in receipt of these services. Our aim is to ensure that people can help to design and improve better services for themselves and their families now and in the future.

The HWC Board meets quarterly in public and also has regular internal Development Sessions. Papers for the meetings held in public are published on the HWC website a week in advance of the meetings and meetings are held in locations around Cumbria to facilitate attendance by people from different districts. The HWC Board has full delegated authority from the People First Board and thus full accountability for the day to day service delivery of HWC. People First, as the contract holder, is accountable to CCC for the delivery of the statutory functions of local Healthwatch.