

# Strategic plan

April 2013 to March 2016

## Introduction

Healthwatch Southend is part of Southend Association of Voluntary Services (SAVS), independent of the NHS and local authority. This document sets out the strategy for Healthwatch Southend for the three year period commencing April 2013.

The Health and Social Care Act 2012 set out that local Healthwatch would be established in April 2013.

The aim of local Healthwatch is to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality.

Local Healthwatch has a seat on the new statutory health and wellbeing boards, ensuring that the views and experiences of patients, carers and other service users are taken into account when local needs assessments and strategies are prepared, such as the Joint Strategic Needs Assessment (JSNA). This will ensure that we have a role in promoting public health, health improvements and in tackling health inequalities

Local Healthwatch enables people to share their views and concerns about their local health and social care services, and understand that their contribution will help build a picture of where services are doing well and where they can be improved

Local Healthwatch is able to alert Healthwatch England to concerns about specific care providers

Healthwatch Southend provides people with information about their choices and what to do when things go wrong; this includes either signposting people to the relevant provider, or providing support to individuals who want to complain about NHS services.

Healthwatch Southend provides, or signposts people to, information about local health and care services and how to access them

Healthwatch Southend provides authoritative, evidence-based feedback to organisations responsible for commissioning or delivering local health and social care services

Healthwatch Southend can help and support clinical commissioning groups to make sure that services really are designed to meet citizens' needs

Local Healthwatch will have to be inclusive and reflect the diversity of the community it serves. There is an explicit requirement in the Health & Social Care Act that the way in

which a local Healthwatch exercises its functions must be representative of local people and different users of services, including carers.

## Position statement

This paper is intended to serve as a reference point for the work of Healthwatch Southend, but should be considered as a living document that recognises the ongoing development of local Healthwatch.

The strategy is an open and transparent document that will be shared with the community and statutory and other partners, and will serve as a reference point for all our plans and activities until further review.

It should be seen as a reflection of the way we want to serve our community, and as a clear guide to what we shall and shall not undertake in terms of activity over the next period.

It is intended that we will review the document annually to validate its relevance, and update it if necessary.

## Vision

Citizens of Southend on Sea will be able to have their views on health and social care services heard by those who design, commission, deliver and monitor services locally and nationally, and have direct access to person centred information and advice to help navigate their way through the health and social care landscape.

## Mission

To work collaboratively with everyone in Southend to improve the quality of local health and social care services.

## Values

**Independence** - Healthwatch Southend will be a strong, independent voice and consumer champion for the citizens of Southend on Sea.

**Innovation** - Healthwatch Southend will strive to be creative and original in its work.

**Quality** - Healthwatch Southend is committed to promoting best practice and ensuring quality in all areas of performance.

**Diversity** - Healthwatch Southend embraces, encourages and celebrates diversity and strives to be inclusive in all aspects of its work.

**People** - Healthwatch Southend will support its staff and volunteers to help them develop and grow.

# Healthwatch Southend

## Strategic objectives

Strategic objectives: April 2013 - March 2016	
1a	To effectively engage with the people of Southend, including hard to reach groups, in order to represent their interests in the provision of health and social care
1b	To facilitate the engagement of users of health and social care services with the providers of care services, particularly in respect of: <ul style="list-style-type: none"> <li>• commissioning</li> <li>• provision, and</li> <li>• scrutiny of care services</li> </ul>
2	To effectively engage with those bodies responsible for regulating, commissioning and providing relevant local health and social care services in order to represent the interests of the people of Southend and support service improvement
3	To provide a comprehensive and meaningful advice, information and signposting service to enable the people of Southend to access appropriate health and social care services
4	To give authoritative, evidence-based feedback to stakeholders in order to support improvement in health and social care services provided to the people of Southend
5	To provide an independent complaints advocacy service to the people of Southend in respect of health services in order to promote service improvement
6	To provide an effective, economic and efficient local Healthwatch service for the people of Southend