

HWL Workplan 2017-18

No.	Our priorities - what we want to do	Outcome - what we want to happen	Activities - how we will do the work	Measures & Evidence - how do we know and measure what we have done
1.	<p>We will engage and connect with a range of communities and individuals, identifying themes and priorities and raise awareness of these with commissioners and providers.</p>	<p>Local people will feel more able to share their views and experiences, and have a say about any changes to services.</p> <p>Our plans, projects and evaluations will be co-produced with volunteers and others who want to take part in our work.</p> <p>A diverse range of people including those that are seldom heard will feel that their voices can be heard.</p>	<p>We will promote opportunities to have a say through our contacts, networks, website and social media.</p> <p>We will work with commissioners to identify opportunities to engage.</p> <p>We ask for feedback and plans from all commissioners and providers and local stakeholders.</p> <p>We undertake a planning session with our Board.</p> <p>We will undertake an annual 360 stakeholder survey which will ask for people’s views and opinions about key issues and priorities.</p> <p>We will encourage volunteers to get involved in planning and evaluation of all projects.</p> <p>We collect information We review and identify themes and key issues to feedback to commissioners and providers.</p> <p>We will maintain and develop our links to a wide range of groups and communities community events and outreach work</p>	<p>Project scopes and plans will show how local voices have influenced our work and volunteers have been involved.</p> <p>Reports to Board and commissioners summarizing community engagement activity.</p> <p>Updated and accessible website.</p> <p>Volunteer activity records and feedback will show how volunteers have been involved in planning and evaluation of projects.</p> <p>Our monitoring data will show engagement with seldom heard groups</p>

			We will invest additional resource to engage with seldom heard groups.	
2.	We will provide information and signposting to people about choices in their health and care, and options for sharing their voice and experience	<p>Local people will be better informed about their choices and options in relation to health and care.</p> <p>We will continue to raise our profile to ensure we are visible and accessible to local people.</p>	<p>We will continue to provide an information, advice and signposting phone line for the public.</p> <p>We will raise awareness of our information and signposting service</p> <p>We will respond promptly to any requests for information or advice, and ensure that what we provide is current and accurate. Where specialist sources of information exist we will guide people towards them.</p> <p>We will develop our knowledge and maintain and update our advice & signposting handbook for staff.</p> <p>.</p> <p>We will co-ordinate a complaints leads group city wide to promote joint work, review themes, support good practice and enable early identification of concerns.</p> <p>We will maintain a partnership approach for those needing advice or advocacy, connecting people directly if they agree to share their information.</p> <p>We will review our information, identify key issues or trends and share at least</p>	<p>Database monitoring of information, advice and signposting activity. This includes source, number and nature of enquiries.</p> <p>We will collect and report feedback annually and quarterly</p> <p>Shared feedback and joint work with other local advocacy organisations.</p>

			quarterly with commissioners and providers.	
3.	We will deliver a Healthwatch that makes a difference to the people of Leeds	<p>People who come into contact with Healthwatch will feel that it is a helpful and useful service.</p> <p>Health and social care services will improve the way they work as a result of our work.</p>	<p>We will work with providers and commissioners of services to try and ensure that there are actions to any recommendations that we make. We will follow up any actions and impact for all projects.</p> <p>We will focus on impact and outcomes in our widely circulated annual report.</p> <p>We will seek feedback from all stakeholders annually as part of our 360 review. We will adapt and develop our service in response to feedback and the diverse and changing communities of Leeds.</p> <p>We will maintain our role in providing an independent assurance within health and social care, and publish our findings.</p> <p>We aim to identify opportunities where local voices can have an impact and influence the outcome.</p>	<p>Actions and impact of specific projects will be monitored. Quarterly reporting to Board and commissioners.</p> <p>We collect feedback on our work from organisations and individuals through the “Treasure Chest”. We will monitor progress of all work and projects against our annual and strategic plans-.</p>

4.	We will work together to help ensure the best outcomes for people.	Stakeholders in the city will recognize Healthwatch Leeds as a valuable partner, which adds value.	<p>We will develop and maintain our networks both locally and nationally to guide the direction and strengthen the impact of our work.</p> <p>We will work collaboratively to maximise our capacity, explore opportunities for joint work and influence new and emerging models of health and social care.</p> <p>We will provide HW representation to a wide range of strategic Boards and Committees.</p> <p>We will meet Board level Chairs and Directors regularly to maintain links and updates.</p> <p>We will work with local commissioners and providers to check that the voices of local people have been listened to in the planning and delivery of their services. We will challenge to promote good engagement.</p> <p>We will continue to develop meaningful feedback mechanisms and a joint approach to our role among our representatives</p>	<p>Representation levels on strategic boards and partnerships in the city.</p> <p>We will track how local people’s voices have influenced reviews and commissioning.</p> <p>Feedback from stakeholders about our work including via our annual 360 review.</p>

			<p>We will take part and promote good practice in regional and national networks eg. West Yorkshire, regional and national Healthwatch networks</p> <p>We will comment and sign-post to good practice even where we cannot support the actual engagement</p> <p>We will co-ordinate the Leeds wide People’s Voice group to support best practice and information sharing.</p>	
5.	We will support and develop our staff and volunteers	Staff and volunteers will feel they are well supported and have opportunities for development.	<p>We will recruit a sufficient and representative mix of staff and volunteers to help reflect the many communities of Leeds, and work to remove any barriers to involvement.</p> <p>We will offer a wide range of volunteer opportunities and roles.</p> <p>We will ask all volunteers about any support needs and all regular volunteers will be allocated a named worker.</p> <p>All volunteers will have an induction and further training opportunities according to their role.</p> <p>Staff will have bimonthly 1:1 meetings</p>	<p>Feedback from volunteers and staff, including via our annual 360 review.</p> <p>Tracking number of volunteers, individual volunteer activity and time given.</p> <p>Number of training sessions and inductions run and attendance levels. Feedback from training evaluations.</p> <p>Tracking of volunteer destinations following their time volunteering with us.</p> <p>Range of volunteer roles on offer.</p>

			<p>and annual appraisals where any support and development issues will be addressed.</p> <p>We will recognise and celebrate the contribution our volunteers make, both on an ongoing basis and through our annual volunteer thank you event.</p> <p>We will use inclusive processes in both volunteer and staff recruitment.</p> <p>We will seek feedback from volunteers regularly about how we work. There will be opportunities for co-production of events and projects.</p>	
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