



STRATEGIC PLAN 2018 - 2020

**“Your voice for health and social
care in Bedford Borough”**

What is Healthwatch Bedford Borough?

Healthwatch Bedford Borough is the independent consumer champion established to gather and represent the views of the public. It seeks to ensure that the views of the public and people who use health and social care services are always taken into account.

Our vision is that:

Healthwatch Bedford Borough will be:

- *a critical friend in challenging commissioners and service providers to ensure that their processes and services are person-centred and responsive to local community needs.*
- *seeking to empower all people with confidence to make an informed choice about their health and social care needs.*

Our Mission is that:

Healthwatch Bedford Borough will consult, engage and empower the wider community in a fair, transparent and realistic way. It will:

- *provide positive influence and encourage improvements in local health and social care services, acting as a critical friend to both commissioners and service providers and establishing valid outcomes against which changes can be measured.*
- *act as the voice of the public, providing a bridge between the commissioners and service providers of statutory health and social care”.*

Healthwatch Bedford Borough will be:

“A strong voice for local people”

1 Introduction:

Healthwatch Bedford Borough is registered as a Community Interest Company (CIC) Company No 8385413. As part of its company registration it has had to satisfy the CIC Regulator by way of confirming:

- an asset lock - which in essence means the CIC is “owned” by the local community
- a Community Interest Test which means it has to dedicate its services to the benefit of the local community.

The CIC Board consists of five Directors who are the subscribers to the Company, which is limited by guarantee. They are as follows:

Anne Bustin (Chair), Linda Hiscott, Richard Winter, Ashok Khandewal and Laurie Hurn.

The CIC Board is supported by the Healthwatch Reference Group which consists of Healthwatch Ambassadors nominated by respective organisations from within Bedford Borough. See also Section 3 below.

2 Healthwatch Bedford Borough’s functions will be in:

1 Promoting, enabling and supporting the involvement of all local people in:

- commissioning, provision and scrutiny and improvement in the delivery of local health and care services.
- obtaining and making their views known regarding their needs for and experiences of local health and care services.

2 Ensuring that commissioners and providers of local health and social care services are aware that Healthwatch Bedford Borough will act as a critical friend by:

- researching, reviewing and making recommendations about how local health and care services could or ought to be improved.
- providing advice and information to service users about access to local health and social care services.

3 Formulating and providing advice and information to:

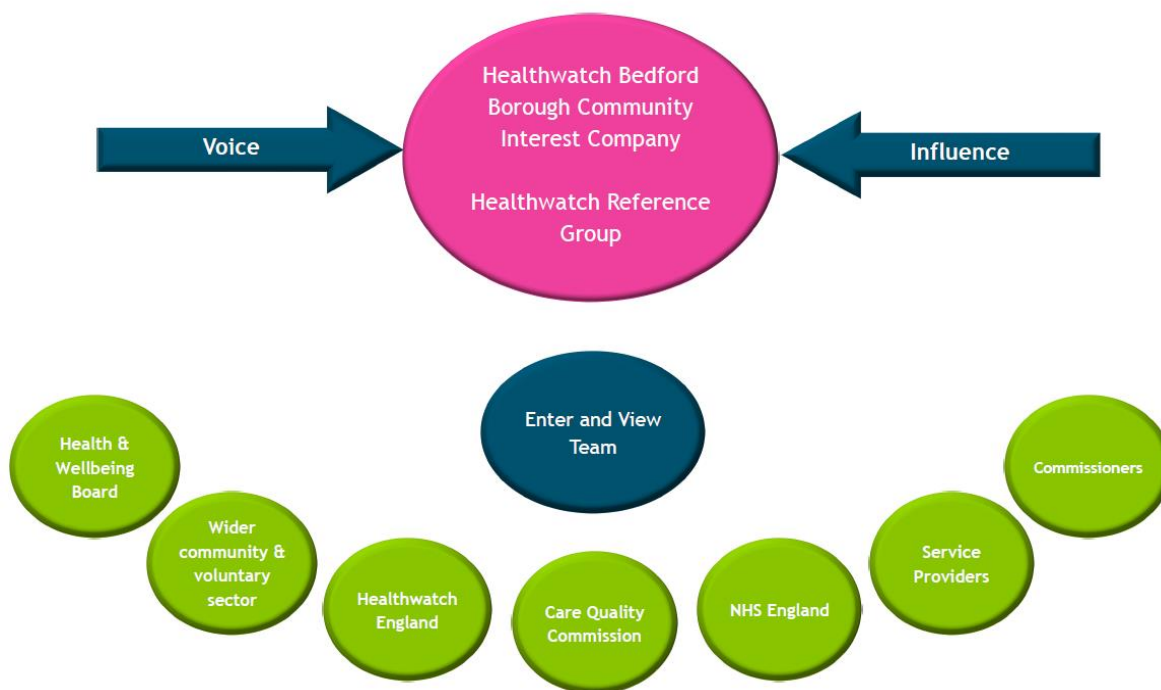
- Healthwatch England.
- Care Quality Commission.
- NHS England.

This is a reciprocal process from which it is hoped that emerging guidance from these bodies will reflect best practice in terms of health and social care services.

4 Having a seat on the Bedford Borough Health and Wellbeing Board. This will ensure that the views and experiences of patients, carers and other people who access services, are taken into account when local needs assessments and strategies are prepared.

5 Being inclusive - people can feel excluded from services and access to health and social care services is not always equal. Healthwatch Bedford Borough will both reflect and engage with the diverse community it serves.

3 The Healthwatch Bedford Borough “Network of Networks” concept is shown here:



The Healthwatch Reference Group is chaired by the Non-Executive Director who then reports directly to the Healthwatch Bedford Borough Board.

The network of networks concept will assist by:

- working to strengthen the collective voice of local people across both health and social care services.
- using collective knowledge drawn from the needs of the local community to help the Board bring influence to bear on local commissioning strategies and delivery plans.

4 Healthwatch Bedford Borough's strategic priorities are to:

SP 1 Promote the role of Healthwatch Bedford Borough as the local consumer champion for health and social care services for adults, young people and children living in Bedford Borough.

SP 2 Campaign for improved health and social care outcomes for adults, young people and children by enabling the views and voices of local people to be heard.

SP 3 Champion the views and voices of the most vulnerable and least heard members of our community by effectively influencing the quality of health and social care for all people.

SP 4 Provide a significant input into any transformation changes to health and social care services. This will include both representing the views of the people of Bedford Borough and ensuring that these views are listened to in the redesign and commissioning of new/ revised health and social care services.

SP 5 Provide a Signposting and Information Service to support patients/public to access health and social care services which are relevant to their specific needs. As part of this support to assist people, where the service provision has fallen short of expectation and guiding them to access the appropriate advocacy agency, where a formal complaint may be the necessary option.

SP 6 As part of their statutory powers under the Health and Social Care Act 2012, HBB can Enter and View (E&V) health and social care services. This can be on an unannounced or announced basis.

HBB regards E&V as a key strategic priority which will assist in ensuring that local health and care services are being delivered in an appropriate manner. HBB has determined that this work will be led and undertaken by staff who have been appropriately trained and accredited as Authorised Representatives.

SP 7 Sustain the capacity of Healthwatch Bedford Borough as a thriving organisation which has a permanent future as the independent consumer champion of health and social care delivering on its vision, values and strategy.

March 2018.

“A strong voice for local people”