

Healthwatch Worcestershire

Social Value Report

2022/23

Healthwatch Worcestershire (HWW) are committed to developing social value as a core function of our work. Through our engagement with people and patients from a diverse range of communities across Worcestershire, we seek to increase social capital by enabling the patient voice to be heard in relation to the improvement of health and care services.

We demonstrate our commitment to improving the social, economic and environmental well-being of the local area in the following ways.

Social

Volunteers

HWW has 20 volunteers who support our work in face to face and online engagement, they also utilise their expertise in specific project work as appropriate. The volunteers are valued and included in:

- Training opportunities with staff and Directors
- Safeguarding training prior to the commencement of specific projects
- Quarterly volunteer network meetings

As part of our plan to diversify our recruitment and involvement of volunteers, we have continued to recruit people to our Community Link role and currently have Community Links representing the following communities:

- People experiencing homelessness
- Children with a disability or special educational need
- Sight impairment
- Transgender
- Rural community in Tenbury
- People living with mental ill health

The Community Links have provided rich feedback about services that HWW have not captured via the more conventional engagement routes.

Consequently, through this role we have strengthened our relationship with people experiencing health inequalities and we are able to share insights with service leads in a timely manner.

In January 2023 HWW volunteers were involved in a mystery shopping exercise to find out how far the Adult Social Care information on the Worcestershire County Council's (WCC) website is answering common questions that people or their relatives may have about a service or situation. This was a follow-up exercise from 2019 when recommendations were made for how it could be improved based on feedback from our volunteers.

The County Council were developing their new website and our shoppers therefore undertook an independent, extended mystery shopping exercise on the WCC Beta site in January, so that the findings could influence the content and design of the new site. A report was written, and recommendations provided which was well received by the County Council. It resulted in a project group within the Council being set up to oversee further review and development of the Adult Social Care content, with our recommendations forming the basis for this review. It will result in significant improvements being made.

HWW also have 4 volunteer Co-opted Board members who represent the following voluntary and community organisations:

- St Pauls Hostel - Worcester
- The Sandycroft Centre - Redditch
- Young Solutions - countywide
- Families in Partnership

Our Co-opted Board members benefit the work of HWW by providing valuable knowledge and understanding of the specific health inequalities experienced by the communities of interest they represent.

In return they are able to engage with the strategic work of Healthwatch which benefits their service users by enabling their experiences to influence service development.

HWW are committed to supporting the health and wellbeing of staff and volunteers and have staff and volunteer handbooks containing relevant information and policies. In January 2023 we held a co-production workshop with our volunteers to refresh how we work with them and to explore how they would like to engage with our work. This resulted in the introduction of quarterly Volunteer Network Meetings and improved communication of the opportunities we have to involve volunteers in our work and to also keep them informed about our work and the difference it makes.

In October 2022 HWW took part in a pilot project with Healthwatch England aimed at trialling a newly developed Impact Tracker. This tool is aimed at helping local Healthwatch identify and capture their impact and thus improve their ability to articulate and communicate it to a variety of audiences. We recruited a volunteer to a the new role of Volunteer Impact Assessor. To date we have been learning

together and the volunteer has been involved in meetings with Healthwatch England and learning has been shared with our wider team.

We have continued to hold our Public Board Meetings via Zoom and it has enabled the CEO's and Directors of Herefordshire and Worcestershire Integrated Care System to attend and engage with members of the public about service provision.

We have held summer and autumn online conferences to ensure members of the public continue to have access to system leaders.

Wellbeing

In 2020 HWW signed up to Time 2 Change and have a live wellbeing project plan which is monitored quarterly to ensure actions are undertaken. This has seen the introduction of Well-being Days twice a year to enable staff to take a little time out to focus on our wellbeing. These days have been held at Wildgoose Rural Training which is a care farm for adults and young people based in the heart of Worcestershire. It offers students an opportunity to learn about working with the land, nature and animals. We have also used their facilities to hold workshops and meetings and introduce more people to the work of Wildgoose and its excellent café.

HWW provide flexible working arrangements and have invested in IT systems to support remote working. This has been invaluable and ensured continuity of service during the COVID-19 pandemic and subsequently supports our new hybrid model of working.

Most Healthwatch employees are residents of Worcestershire and have a vested interest in local health and care services.

Economic

We make a concerted effort to procure locally where possible and have used the services of 26 local businesses including the following:

Attwoods Accountants
Carter Graphics
CQS - Quality Management Company (ISO)
June Mills HR Solutions
Lucid IT Support
Modus - website hosting
PYPLC - meeting room
Sixways Conferencing Facilities - meeting room
Wychavon District Council - Office space/payroll/photocopying/mail services
MS Events-Stall
Bonterre
Worcester City Council-Pitch
Iasme Consortium-Cyber Essentials
Ancora Counselling
Wildgoose Rural Training
Hills HR Consultancy-Recruitment Services
Forward Products-Office Chairs

Worcester Community Trust- meeting room
Action Deafness

During 2022/23 61% of our discretionary spend after staff costs and financial charges was spent with local suppliers.

100% of staff in 2022/23 are Worcestershire residents thus also contributing to the local economy.

Environmental

Office efficiency measures include recycling of:

- glass, plastic, paper and confidential waste via Wychavon DC recycling points

HWW moved to a paper free environment and utilise electronic Board meeting papers. During the lock down period we have become proficient at hosting virtual Public Board meetings via ZOOM and internal team meetings via Microsoft Teams.

HWW have moved Engagement Officers and Business Admin staff onto hybrid working contracts thus reducing the requirement to attend the office every day. This results in a reduction to our carbon footprint by avoiding unnecessary travel.