

**Healthwatch
Rochdale's
Business Plan
2021/2022**

Foreword

By Kate Jones, CEO

Last year was a difficult year with Covid - 19 affecting all aspects of our business. This year Healthwatch Rochdale will continue to fulfil our statutory duties in line with the health and social care act 2012.

Our main ambition is to help create a future where health and social care support works for people - helping them stay well, get the best out of services and support to manage their health and wellbeing ensuring a better health and social experience for all Rochdale residents.

To ensure the public voice is heard, and to deliver what people want, we are transforming our approach. This means making more people aware of how they can have their say and the difference their views are making.

Our purpose is to:

- Gathering views and understanding the experiences of people who use services, carers and the wider community.
- Making people's views known
- Promoting and supporting the involvement of people in the commissioning and provision of local care services and how they are scrutinized.
- Recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC)
- Providing information (signposting) about access to services and support for making informed choice
- Making the views and experiences of people known to Healthwatch England (and to other Healthwatch organisations) and providing a steer to help it carry out its role as national champion.
- Referrals to NHS Complaints Advocacy
- We also have a statutory role on the Strategic Place Board

Our Mission

We are the independent voice of local people in challenging and influencing health and social care provision in the Rochdale borough.

Business Plan Summary

Strategic Aims

Aim 1 - Every voice counts!

Remove barriers so that choices can be made by all residents about their own and family's health and social care needs.

Aim 2 - Deliver innovative ways of working new opportunities, positive outcomes, and value for money.

Work with others to achieve the best outcomes for the provision of health and social care.

Top line deliverables

Every voice counts!

- Public consultations via surveys & focus groups
- Seldom Heard Engagement
- Information, advice, and signposting services

Liaise with local, regional, and national stakeholders:

- 360 stakeholder & resident review
- Partnership working & engagement events.
- Engage with local statutory partners, Heywood, Middleton And Rochdale Clinical Commissioning Group and Rochdale Borough Council
- Work with Healthwatch in Greater Manchester and Healthwatch England

KPI's

15% increase on responses to Survey's

Focus Groups 1 per quarter

Seldom heard engagement sessions 12/1 per month.

1 session per month across the 5 townships (Dependant on Covid restrictions, online

15% increase on responses and event to take place.

Continue to support local stakeholders as and when required.

Continue to attend 90% of statutory partner meetings.

Continue to Support at least 2 Healthwatch England campaigns.

Aim 3-Deliver innovative ways of working new opportunities, positive outcomes and value for money

Deliver innovative ways of working, new opportunities, positive outcomes, and value for money.

Looking after our people:

We value all our people and commit to support, develop and train staff and volunteers to deliver on the core statutory functions of Healthwatch Rochdale

- Develop volunteer strategy to improve process
- Board development sessions
- Staff development sessions

Remain viable and sustainable.

Healthwatch Rochdale will provide value for money and will work effectively within budget. We will look for opportunities for income generation and ensure financial probity.

- Review Organisational structure
- Bid for funding.
- Partnership working

Improving infrastructure

We will review and invest in our infrastructure to ensure continuous improvements so that we can provide an effective service for all.

- Contingency planning
- Implement Finance Strategies

Strategy to be in place for June 2021.

2 sessions per year

3 sessions per year

Annual review with Board

Bring an additional £10000 into the business.

Continue to support local stakeholders as and when required.

Review contingency plan, annually.

Strategy to be in place for June 2021.