



Healthwatch Luton

Annual Report 2016-2017

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Message from our Chair

Phil Turner



2016-2017 has been a year of change and consolidation.

At our Away Day in August 2016, we discussed and set out our plan of workstreams. This together with involvement in those work streams by both the Board and volunteers has allowed us all to contribute to achieving the aims and needs of our Healthwatch brief.

We now have a good structure of operation and focused activity to achieve results. I attend most of the workstream meetings and see both enthusiasm and progress.

The staff have been exceptionally busy and their contribution is greatly appreciated. Engagement with many sectors in the community has enabled a significant increase in feedback and as such our understanding of the issues, both positive and negative, that prevail. Acknowledgment of the dedication and hard work of the

engagement workstream is given in this activity.

Our attendance at several meetings and boards in the Health and Wellbeing sector is now recognised and our input respected. It is now not a 'tick box' exercise to record our attendance but a real recognition of the Healthwatch input and the value the organisation adds to the community.

“We now have good structure and a good understanding of what we need to achieve. None of this would have been possible without the total and high level of dedications by our staff and volunteers.”

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The commencement of the Sustainability and Transformation Plans (STP's) has added a significant volume of activity for all. It is believed that the principles and beliefs of what the STP will achieve can add huge value and benefit to all in the community. Healthwatch Luton have been very active in all of the STP discussions taking place, and this is seen as value in being pro-active in the delivery of improved care rather than reactive after the event.

Our Enter and View programme this period in care homes and dentists has been carried out. This allows us to feed back to providers and address issues that have been raised. Generally our presence has been viewed positively and learnings from the GP's activity previously, which was not well

received, has allowed us to be welcomed into those areas where the enter and view activity has taken place.



As part of the engagement process and other activity, Healthwatch Luton has focused on the seldom heard groups in the local area. Not only has this provided us with valuable information but has also had significant impact on the seldom heard community. It has shown them that people do care and are trying to support them.

There has also been a lot of activity and discussions with Healthwatch England which enables sharing of information and ideas across the country. It ensures that consistency, where possible, is achieved in methods applied.

I have seen a recognition from both service providers and service users of the work carried out by Healthwatch which I believe has been elevated and is respected throughout. We still have a lot of work to do in getting our name and brand out into the

general community but I believe with persistence this will come.

The importance of this is that we are being listened to and our input is respected. We are making a difference, it may not seem so sometimes, but we are.

“Our work and engagement with the seldom heard communities has shown them people do care and are trying to support them.”

In summary, we now have a good structure and a good understanding of what we need to achieve. Our workstreams are working and our focus is delivering results. None of this would be possible without the total and high level of dedication by our staff and volunteers. There are a number of volunteers that live and breathe Healthwatch Luton and as such, provide a massive contribution to our achievements.

My thanks to all for their hard work and I look forward to another year of growing achievements providing improved Health and Wellbeing care in the area.



Message from our Chief Operations Officer

Lucy Nicholson

We have had a hugely exciting and enjoyable year, and have made huge strides in gathering people's feedback, helping their voice be heard and shaping the services they receive.

Healthwatch Luton are a small team, of 3 staff and 10 Champions (volunteers) and 10 dedicated Board Directors and Members. However, our reach and impact is so much more profound, and I am hugely grateful to the staff and volunteers who comprise Healthwatch Luton.

Our team is small but strong, committed, passionate and driven, and we are lucky to have each and every one of them involved with us.

We adjusted our engagement strategy this year, ensuring we partnered with local organisations, getting to the heart of the communities and reaching those who are hard to reach and seldom heard. Through this targeting we have developed strong relationships, and increased our feedback from the Luton community.

This in turn has allowed us to feedback to providers regularly and with more up to date



intelligence on what people are experiencing, as well as produce quarterly Seldom Heard reports for commissioners and providers to understand the needs of the seldom heard communities we engage with.

We also successfully ran a fully funded (Participatory Funding) community event called our Family Cookery Taster Session, a community cohesive event allowing us to gather valuable feedback. We hope to run more of these this year. We also initiated a new Enter and View programme to run each quarter which has had great success and impact.

Our focus for the next year is to continue listening to the people of Luton, to focus on Dental care in Luton with Public Health (East of England) and to develop our focus on Youth Engagement. We will continue to work in partnership to ensure everyone can feedback about their experiences on health and social care to us, and to make it have a difference to the services they experience.



Highlights from our year (2016-2017)

We have on average over 200 people a month visit our website, with over 15,000 page views in the year from returning visitors.

Our social media reaches over 2000 people a month. On Facebook we engage with over 500 people a month on average, and on Twitter we are reaching over 9000 impressions and over 100 profile visits monthly.



Our volunteers help us with everything from engagement with communities to representing us on strategic Boards.

We have over 10 committed, trained and engaged Champions, as well as 10 passionate and dedicated Board Directors.



We've reviewed over 120 health and social care services in Luton in the last 6 months, through over 500 engaged feedbacks.

40% of all the feedback we have gathered has been positive and on our linked Friends and Family Test people are 'likely or extremely likely' to recommend services.

We have signposted nearly 100 people to other services.



We produce Provider Feedback reports quarterly to all services we partner with, as well as to commissioners and providers.

We produce quarterly Enter and View reports on areas we have viewed and quarterly Seldom Heard reports, specific to Luton. All are shared with the CQC, NHS



England and
Healthwatch England

The main area of concern for people in Luton this year (2016-2017) is:

- **Accessing their GP**

Other areas are:

Hospital - Facilities and Referrals

Social Care services - Access and Referrals

Mental Health - Continuity and integration of care

Dental - Understanding costs



We have worked in partnership with over 20 community organisations, allowing us to gather feedback from the most vulnerable.

We have also taken part in over 10 larger events such as festivals, carnivals and community events which has enabled us to speak with more people and help their voice be heard.



Who we are

Healthwatch Luton independently represents your voice on health and social care

We know that you want services that work for you, your friends and family. That's why we want you to share your experiences of using health and care services with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

We are uniquely placed within a national network, with a local Healthwatch in every local authority area in England. We are **Healthwatch Luton** - looking out for the residents of Luton on their experiences of health and care.

Our vision

We are working toward a society in which people's health and social care needs are heard, understood and met.

Achieving this vision will mean that:

- People shape health and social care delivery
- People influence the services they receive personally
- People hold services to account

Our mission

Our mission is to :

- **Listen hard to people** - especially the most vulnerable, to understand their experiences and what matters most to them

- **Influence those who have the power to change services** - so that they better meet people's needs now and in the future
- **Empower and inform people to get the most from their health and social care services** - and encourage other organisations to do the same
- **Work with the Healthwatch network** - sharing best practice and champion service improvement by empowering local people

Our Objectives are:

- To gather people's views
- To represent these community views in order to influence decisions
- To enable people to access advice and information about local services and understand the choices available to them.



Our Principles



The right to essential services - Healthwatch Luton will ensure that the right to a set of essential prevention, treatment and care services, provided at a high standard are the minimum expectation across the whole spectrum.



The right to access - Healthwatch Luton will enable people to access treatment without fear of prejudice or discrimination, when they need them, in a way that works for them and their family.



The right to a safe, dignified and quality service - Healthwatch Luton will ensure that when people are ill or need care, they should expect high quality and safe services which treat them with dignity, compassion and respect.



The right to information and education - Healthwatch Luton will enable people to have correct and clear information that can help them make decisions about health care and treatment. Providing education about how to take care of themselves and what they are entitled to in the health and social care system.



The right to choose - Healthwatch Luton will promote the right to choose from a range of high quality services, products and providers, giving people, wherever possible, the choice about how, when and where their treatment or care is provided.



The right to be listened to - Healthwatch Luton will ensure that any views or concerns are listened to and acted upon. We will support people taking action if they are not satisfied with the service they receive.



The right to be involved - Healthwatch Luton will ensure that, where possible, people are an equal partner in determining their own health and wellbeing. We will empower people to be involved in decisions that affect their lives and those affecting local communities.

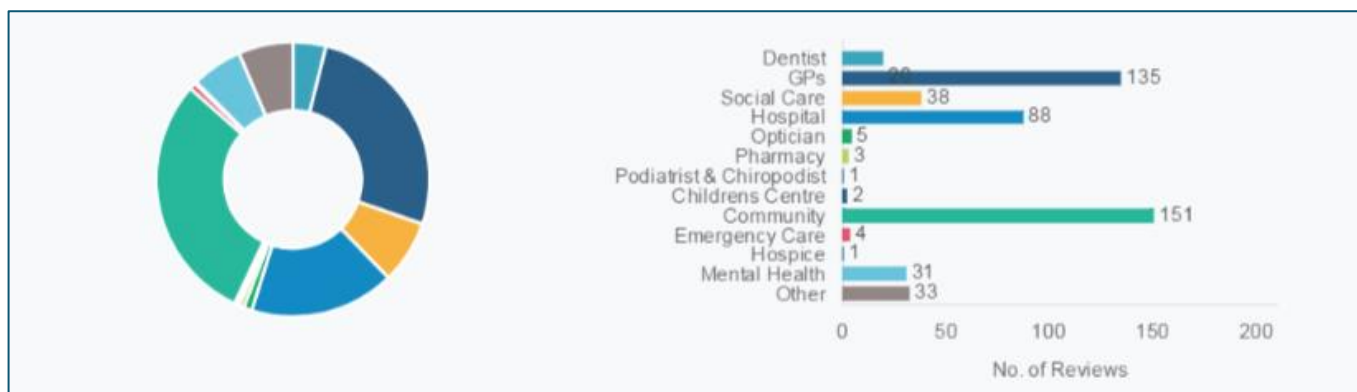


The right to live in a healthy environment - Healthwatch Luton will connect Health and wellbeing to a wider set of economic, environmental and social factors to promote positive health and wellbeing. An individuals' environment should protect their basic wellbeing and encourage good health.





Your views on health and care



Listening to local people's views

- + Over the past year (mainly from September - March) we have spoken to over 500 people on over 120 health and social care services
- + The main areas people in Luton have been telling us about have been:
 - o GP's
 - o Hospital
 - o Social Care
 - o Mental Health services

Overwhelmingly, the main themes on all feedback have been that access and diagnosis has been experienced poorly, and treatment and care and staff have been experienced positively.

GP's - Access, medication and complaints were experienced negatively whilst treatment and care, staff and referrals were experienced positively

Luton and Dunstable Hospital - Diagnosis, Assessments, Facilities and referrals were experienced more negatively than treatment and care, staff and access, which were rated positively

Social Care - mainly Adult Social Care and services at the council - Treatment and care, access, home support and safety were experienced quite negatively, whilst staff and facilities were experienced positively

Mental Health services - mainly ELFT services

Continuity of care, access and diagnosis, and transitions were experienced negatively, with treatment and care, staff and referrals experienced positively

- + We have a website that is dedicated to gathering feedback from the public. Every health and social care organisation in Luton should be there, providing people a quick and anonymous way to share their experiences. Over 200 people a month visit our website as unique users.
- + Feedback into our website feeds our intelligence logs, and how we prioritise our work. We feedback all experiences to the relevant providers, but as trends appear, we monitor and review through our Intelligence workstream, ensuring we

prioritise our work based on what people in Luton tell us about.

We target our engagement based on those seldom heard, and partner with third sector and community organisations to gather feedback from these hard to reach groups

We prioritised this year:

- **Young people**
- **Mental Health**
- **Homelessness**

Due to resources and looking at past intelligence and feedback, we dedicated 2016-2017 to those seldom heard in the groups above. We also spent time with those with Dementia at various café's across Luton

- + Most of our feedback gathered was positive across the year, with the most positive month of feedback was January 2017.
- + All of our feedback shapes the priorities of Healthwatch Luton's workplan

“Healthwatch Luton spoke with over 500 people in 6 months, on over 120 health and social care services”



Enter and View

- + We knew it was important to develop our Enter and View programme, enabling us to visit services in Luton we were gathering feedback on.
- + During September-December 2016 we visited four Care Homes in Luton, based on feedback from the public. We visited the two we had intelligence on, and two rated good by CQC. We shared our reports with Healthwatch England and the CQC and local providers. The recommendations we fed back to the local authority, which fed into the Council's own auditing of these homes.
- + In January-March 2017 we Enter and Viewed dentists in Luton, again based on intelligence gathered. We hope to work with Public Health England East of England in developing further work based on our work with dentists in Luton in 2017-2018.

Our current authorised representatives for Enter and View are:

- + **Lucy Nicholson, Terri Brooks, and Phil Turner**
- + We hope to train a larger team this year and focus our Enter and Views on a more single provider led, intelligence driven focus.

All our reports, including our Provider Feedback reports, Seldom Heard reports and our Enter and View reports, all include recommendations for the providers to consider and respond to.



*Making a
difference
together*

Have you
visited
Care Home
Tel
What was it like?

How your experiences are helping influence change

Gathering experiences from people in Luton is important to Healthwatch Luton. Without the voices of the public telling us what is working well and what could be improved on, we could not influence change.

+ Provider Feedback Reports

Healthwatch Luton produce a selection of provider feedback reports to all health and social care providers where we have gathered enough feedback. We do this on an adhoc basis, but keep it frequent so providers and commissioners can see up to date public voice feedback

+ Seldom Heard Reports

Every quarter we collate all the feedback from those we would call 'seldom heard' or 'hard to reach'. We highlight these reports as they tend to showcase services slightly differently to general feedback we gather - and we want them to be used to help plan commissioning of services for these people. We have been asked by Healthwatch England to present our Seldom Heard reports to the Healthwatch



network which we feel is a huge achievement.



+ Enter and View Reports

Our Enter and View reports highlight recommendations on how services can be improved, based on the experience we have during our visit. This is mainly an observational report but highlights good and poor practice to which we recommend changes. The providers have a duty to respond to our recommendations.

Healthwatch Luton sit on many strategic Health and Wellbeing Boards where we feed experiences back to providers, strategic Boards and scrutiny groups, including the Health and Wellbeing Board, STP Public Voice Partnership, Health and Social Care Review Group, Health Inequalities and Better Together Board and the Luton Adult Safeguarding Board (along with 18 other subgroups or workstreams).

Working with other organisations

Healthwatch Luton feed all the experiences captured from the public to Healthwatch England and the Care Quality Commission (CQC).

Over the last year we have made contact with all our local inspectors and initiated a

first meeting, and plan to hold further meetings in 2017. We do this to ensure our work compliments and supports local CQC monitoring, inspecting and regulatory activity. Along with this, we feed all our intelligence to the CQC and HWE (Healthwatch England) to ensure they have sight of Luton's voice in experiencing services.



We work closely with all Luton service providers and commissioners, and have developed a stronger and closer relationship with our third sector colleagues (community and charitable organisations) who deliver many services to people in Luton.

- + **Healthwatch England** - we feed all our intelligence either directly through our database system, or through our project and quarterly reports. We worked with Healthwatch England on the national Social Care Assessment project which provided a national picture of how social care assessments were being experienced in Luton.
- + **Luton Clinical Commissioning Group** - We have a healthy relationship with Luton CCG and work closely on many facets of health and social care. We provide the CCG a Provider Feedback report and meet regularly to discuss issues or concerns brought to our attention. We aid our CCG with procurements of services by offering that public or service led approach. We also

act as 'a critical friend' to their Equality and Diversity Policy - meeting to discuss areas they can engage with the public better.

- + **Luton Borough Council** - We work with many departments within the council and sit on most health and wellbeing boards, groups and workstreams to ensure the public voice is heard at strategic level. We have fed into the Homelessness/Poverty strategy, as well as working across various projects, including our members and volunteers taking part in the Safeguarding Peer Review in 2016.
- + **Luton and Dunstable Hospital** - We meet with the hospital regularly feeding back our intelligence and findings and discussing ways forward. The hospital is one of the largest bodies we receive feedback on, and we support the hospital with engagement activities.
- + **Other Local Healthwatch** - We work closely with other Healthwatch in our STP footprint, cross border working and meeting regularly to share best practice. We jointly present mainly with Central Bedfordshire Healthwatch where the public cross border either as residents or service users.



How we've worked with our community

This year we have focused our engagement by working in close partnership with the community organisations. This has allowed us to meet and speak with a range of people we could not have contacted via other means such as at the hospital, or the Mall.



In every piece of work we do we ensure we include and involve the public in all our decisions, and in all our work plan activities. We have a Board member and a Champion (active volunteer) on each of our 9 workstreams, as well as hold regular Champions workshops (quarterly) and monthly Board meetings.

- + We encourage our Champions and Board to take part in the procurement and commissioning stages of many health services in Luton, and in the last year our volunteers have supported three procurement processes including the 111 Service (urgent care) and sexual health services.
- + We attend the Health and Wellbeing Board and provide up to date and relevant findings from our feedback. This feeds into other provider presentations and we have secured influence and support at these meetings.

In 2016 we created workstreams within Healthwatch Luton to involve and ensure the public voice was represented on each and

every decision we made as an organisation. Our volunteers and Board attend and direct each workstream.

“The research gathered by Healthwatch Luton has really developed and gives a true picture and representation of the population of Luton, and is now reaching the seldom heard service users, which may not have been heard in the past.”

Board member, Healthwatch Luton



- + **Community Fun** - This workstream directs engagement with health and social care services in Luton, creating brand awareness to our service partners, and offering a new platform in which we can gather feedback and ensure our service partners know about Healthwatch Luton.
- + **Engagement** - Our engagement strategy is to partner with community organisations and reach more seldom heard people in their community settings, in order to gather up to date and hard to reach feedback on services.
- + **Communications** - Our focus this year has been on online communications, setting up our informatics website to enable people to feedback on any health and social care provider in Luton. We

have also managed our social media to increase our digital reach.

+ **National Projects** - This workstream focused on national projects fed from Healthwatch England, mainly through the Department of Health, on capturing the local picture on services. This year we focused on 'Social Care Assessments'. We have also used this workstream to monitor the Sustainability and Transformation Plans, involving volunteers and the Board to focus awareness on progress.

+ **Finance and Income Generation** - This workstream has dedicated time ensuring Healthwatch Luton achieves value for money through all its paid activities, including being a hosted organisation. We have also income generated for the first time to hold a community event in 2016 and hope to develop our income generation this year.

Board Governance - Being set up in 2013 meant there was a lot of work around policies and procedures that needed reviewing, ratifying and developing. This workstream ensures we are working with good governance and are fit for purpose.



Volunteers and Members - Without our Champions (active volunteers) and Board, Healthwatch Luton would struggle to meet its statutory requirements, and

so this workstream dedicates its time developing retention and recruitment activities to ensure our volunteers are trained and retained.



+ **Enter and View** - We developed our Enter and View workstream in 2016 and

ran a series of Enter and Views on care homes and dentists, based on intelligence and feedback we had gathered. We are looking this year to use them on a more reactive basis, particularly on single providers to ensure our reports are relevant and reactive to the feedback we gather.

+ **Intelligence Fed** - Our Intelligence Fed workstream responds to the feedback we gather through our website and our targeted engagement, ensuring any projects we invest our priorities in reflect the needs and experiences of the local population. We waited for 6 months to gather feedback between September and March and now have priorities of:

- **Gathering feedback from the Seldom Heard**
- **Dental Care in Luton**
- **Youth Engagement**

Impact - Making a Difference

Making a difference to people's lives, ensuring that their voices are heard and do make a difference is of upmost importance to Healthwatch Luton. We discuss a few individual cases of impact in our case studies, but we also have impact system wide.

“As a volunteer it is both humbling and fulfilling - especially when we are able to persuade the vulnerable groups that their experiences and views are important - and can make a difference”

Champion, Healthwatch Luton

Our case studies below highlight more impact on individuals and how our involvement can make a difference. We sit on many strategic boards in Luton, ensuring those voices are referenced and referred too when strategic decisions are made around health and social care.

We will look this year to ensure our impact is measured in more detail - highlighting how and where Healthwatch Luton's involvement had made a direct impact and effect on system wide services.

“Without Healthwatch Luton, I think we would still be where we were, with limited support and no equipment. We are very grateful they could help us out”

Service-user, Healthwatch Luton

Impact Table	
ISSUE	IMPACT
HWL were contacted regarding issues around care homes in Luton	Our Enter and Views into Care Homes initiated a council review of the homes we viewed, ensuring training was updated in some homes
HWL gathered experiences of dental care from seldom heard groups and how there was confusion around costs	Our Enter and Views fed into a wider project with Public Health England (East of England) to look at Dental Care in Luton, and highlighting cost confusion leading to lack of dental attendance in some communities
HWL were contacted initially by 5 and then over 30 people regarding closure of a GP	HWL facilitated patients from the closing surgery to meet with CCG and NHS England leads to support the patients through the closure
HWL fed into the HWE call for intelligence on Social Care Assessments	HWL were able to provide a local picture of Social Care Assessments into a national interest project to the Department of Health



*It starts
with you*

#ItStartsWithYou



#ItStartsWithYou is the national campaign for 2017 from Healthwatch England. Without the voice and experiences of the public, Healthwatch can do nothing. Making a difference really starts with the public and having their voices heard.

We will be linking with Healthwatch England throughout 2017 to develop the #ItStartsWithYou campaign to ensure people know who Healthwatch are, and the impact they can have.

Case Study 1: Equipment in Home

We met an elderly couple whilst engaging in 2016. The husband told us how his wife had had a fall 6 months prior, and had been hospitalised. On her release from hospital, a care assessment had been done, highlighting that the couple needed equipment installed in the home to assist his wife with entering and exiting their home.

“To be honest, I wasn’t sure what to do next, until Healthwatch Luton told us they could help”

.....

The husband was concerned for his wife as it had been 6 months since she had been home and recovered, but she was beginning to feel unsteady again, and he was worried she would have another fall.

Healthwatch Luton signposted the husband to the Falls Team at the council, but the husband felt he was unable to chase her assessment plan. After gaining consent, Healthwatch Luton contacted various departments and organisations involved in his wife’s home care. Healthwatch Luton learned due to staff changes and various reasons the couple were not on any lists for equipment to be installed, in-spite of a house assessment being in place.

Within 3 weeks the couple had equipment installed in their home, and the husband felt relieved that his wife was safer, and less likely to fall again.



Case Study 2: Delay in Appointments and Equipment

We met a lady in a local group that provides support and an enabling environment for people who experience social isolation and loneliness.

The lady had a neurological movement disorder - Dystonia Spasmodic Torticollis. The condition is uncontrollable, and often painful through muscle contractions in the

neck which cause discomfort. The lady was struggling in her home, and had regular pain, tiredness and regularly felt unwell, and all of this affected her mental health.

The lady was struggling with various services to help her with various aspects of her condition. She had been waiting months for two appointments, one regarding specialised equipment to make her more comfortable at home, and one appointment from mental health service provider. The lady was feeling ‘very downhearted’ and told us she ‘had given up hope’.



“I now feel more positive about my future thanks to Healthwatch Luton”

Healthwatch Luton contacted the relevant service providers. After weeks of communication from Healthwatch and the service providers (both Adult Social Care, and the Mental Health provider), we were able to confirm appointments with both providers within two months of our involvement. Explaining the ladies condition and vulnerability assisted us in being able to ensure she has received the care and equipment she needs to cope and get better in her own home.

Case Study 3: Dementia Care

We met with one of our members whose husband has dementia. Our member was

struggling to sort appointments at the local hospital.

The member and her husband has been to the hospital for an appointment, a task that was hard work and took a lot of effort and planning. On arrival at the hospital, the clinic had no record of their appointment so they were unable to be seen by the Consultant.

Two further appointments were discussed and scheduled, but were unsuitable times due to other commitments and had been cancelled. When they contacted Healthwatch Luton, they were unable to make a further appointment as they had already cancelled one.

Healthwatch Luton attempted to discuss with the appointments management team, but signposted the couple to the PALS department. The member was feeling exhausted and deflated from all the attempts at making an appointment, so after consent Healthwatch Luton discussed with PALS. The PALS team reacted promptly and forwarded our concerns to the Complaints Team for investigation. An appointment was scheduled within one week of Healthwatch’s involvement.

“We are extremely appreciative and cannot thank Healthwatch Luton enough for all the support offered at a time when we really needed it”



A woman with long brown hair is looking down at a brochure titled "Your voice counts". The brochure is blue and white with a green circular logo. It lists various services and contact information. The background is a blurred indoor setting with other people. There are two large circular overlays: a red one on the left and a green one in the center. The text "Our plans for next year" is written in white on the red overlay.

Our plans for next year

healthwatch
Your
voice
counts

Comments to us at:
01453 5021

Phone Numbers:

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What next?

Using feedback from the past year, Healthwatch Luton have a clear direction on where they will be prioritising their work plan in 2017-2018.

We will be focusing on:

Priority 1 - Engagement

Collecting evidence and experiences helps us inform service providers and commissioners about how their services are being received. We will focus on the BME, Elderly, Carers and men's health over the next year. We will also focus on LGBT groups and Travellers in Luton.

Priority 2 - Dental Care in Luton

Luton has some of the worst dental decay in England, and in particular in the East of England. Through our engagement in 2016, as well as our Enter and Views in 2017 - we will be working with Public Health England (East of England) to look at ways to improve dental care in Luton.

Priority 3 - Youth Engagement

Talking to nearly 100 young people in 2016 highlighted that young people felt that they had experiences to share on health and social care services, but were unsure on where to give these experiences.

Healthwatch Luton have committed to running a series of 'Youth Forums' to gather more feedback and use these forums, and the feedback we already had to look at trends and see how we can aid young people in Luton to share and capture their voice.

We want to spend more time on a focused and targeted communications strategy, ensuring every health and social care setting in Luton has publicity materials on Healthwatch Luton, as well as understanding what it is we do and how we can help the public.

We will also focus efforts on more income generation - funding projects we would like to do above and beyond our statutory functions which will help people in Luton understand what we are.

We are also looking to initiate our volunteer recruitment drive in 2017 - having spent the last 6 months setting up training schedules and job descriptions and policies to retain our current volunteers.

If you are interested in joining Healthwatch Luton as a volunteer, please contact Lisa Herrick for more information on 01582 817 060 or email lisa.herrick@healthwatchluton.co.uk

2018 and Beyond

We are currently a hosted organisation, hosted by Luton Irish Forum, a registered charity in Luton. This contract will end in March 2018 and Healthwatch Luton are already devising our strategy for 2018 and beyond, and looking at ways to ensure our statutory functions are unaffected.

Sustainability and Transformation Plans

This year, NHS England outlined a new approach for health care providers to help ensure that services are planned by place rather than around individual institutions.

To do this, local health and care providers have been asked to work together in regional 'footprints' to produce a

Sustainability and Transformation Plan (STP), showing how services will evolve and become sustainable over the next five years to deliver the Five Year Forward View.¹

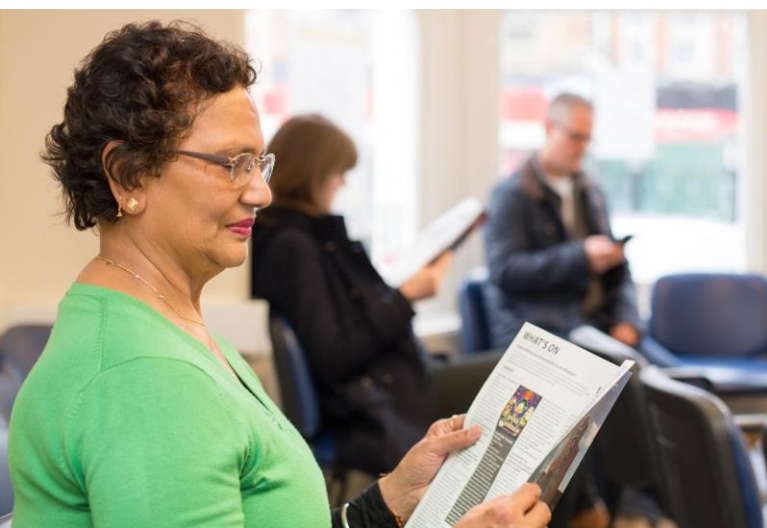
Healthwatch Luton are one of four local Healthwatch in our regional 'footprint', BLMK, which covers Bedford Borough, Central Bedfordshire, Luton and Milton Keynes.

Healthwatch Luton have dedicated one of their workstreams on the STP, to ensure we are kept up to date of evolving changes to services, and to ensure the public are involved and communicated with regarding any changes.

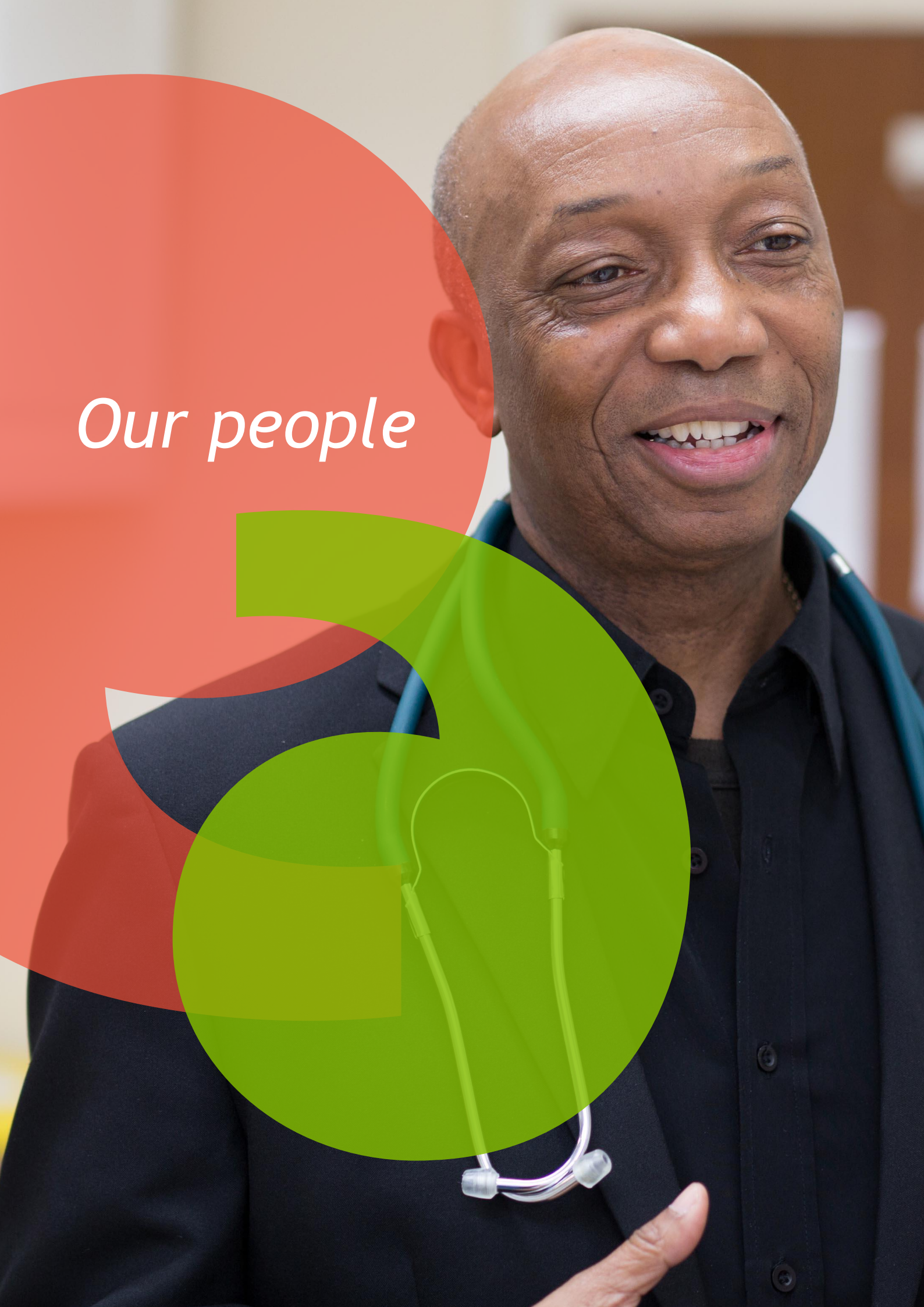
Healthwatch Luton sit on the Public Voice Partnership group with other local Healthwatch and other bodies, and also attend various priority meetings around the STP's. We keep our website up to date of any changes, and have added STP's on to the website to gather adhoc feedback.

For more information please visit

<http://www.blmkstp.co.uk/>



¹ <http://www.blmkstp.co.uk/about/what-is-the-stp/>

A portrait of a middle-aged Black male doctor with a friendly smile. He is wearing a black button-down shirt and a teal stethoscope. The image is overlaid with two large, semi-transparent circles: a red one on the left and a green one on the right, which partially obscure the doctor's face and torso. The text "Our people" is written in white, italicized font within the red circle.

Our people

Decision making

All our decisions regarding our work plan and activities involve the public, through our Board Members to our Champions and Members, both in our operational plans and at our strategic boards.

How we involve the public and volunteers

Healthwatch Luton are made up of 10 Board Directors and Members who assist in the governance of the organisation. They also make decisions about Healthwatch activity and help drive our strategic agenda, based on feedback we have gathered.

We have around 10 active Champions, who are consulted when changes take place, and attend our Away Day to feed into the strategic direction of the organisation for the following year. Our 400 odd Members are informed about our direction and feed into developments.

Healthwatch Luton rely on the skills, expertise, patience, time and efforts of our volunteers in order to run as an organisation. To cover the whole of Luton, with its diverse demographics, its transient population, and all its issues and concerns, three staff members would not be able to do all there is needed to be done.

Our dedicated, caring and professional Champions ensure we capture as much feedback as we can, feeding into wider projects and providing us the ability to have more voices heard.

Our committed and engaged Board ensure our work plan and activities are on time, and on point and relevant to the needs of the population of Luton, providing invaluable

insight and experience into running a successful organisation.

Thank you!

Our Champions and Board Members make it possible for Healthwatch Luton to have a wider reach in terms of ensuring we are attending and present in as many health and social care settings as possible.

We try to provide our volunteers with a training schedule and various workshops and Away Days, as well as working with them as individuals through 1:1's to ensure we are meeting their needs as much as possible.

All our volunteers help Healthwatch Luton attend and sit on over 44 health and social care boards, groups and workstreams, and we are very grateful to have such dedicated people as part of the team.

« At Healthwatch Luton we go out into the community and talk and listen to people who are often 'invisible' to mainstream life »

Part of One Team

We genuinely feel here at Healthwatch Luton that we are all part of one team, with one vision and mission - to ensure the people in Luton have their voices heard. **Thank you to all our volunteers who are part of that team.**





Our finances

Below is a table of basic financial information. Our full accounts can be found on Companies House, or you can contact Luton Irish Forum to see more in depth accounting.

Our funding from the local authority has not changed in the last 5 years, however we did income generate for our Family Cooking Taster Session in 2016 which is highlighted below.

Table heading showing statement of activities for the year ending 31 March 2017

	Restricted 2017	Unrestricted 2017	Total 2017	Total 2016
Income	£	£	£	£
Luton Borough Council	128,876		128,876	128,876
Luton Borough Council (database)	8,400		8,400	8,400
Income Generated		1,108	1,108	435
Total Income	137,276	1,108	138,384	137,711
Expenditure				
Staff	80,166		80,166	77,572
Staff training & travel				826
Recruitment				2,350
Overheads	13,920		13,920	13,920
Premises	9,600		9,600	9,600
Management	17,440		17,440	17,440
Database	8,400		8,400	8,400
Advertising & Marketing	5,785	1,108	6,893	4,522
Meeting & Events	2,098		2,098	1,551
Volunteer Expenses	777		777	535
Volunteer Training	14		14	995
Total resources	138,200	1,108	139,308	137,711
Net income/(expenditure) for the year	(924)	Nil	(924)	NIL
Fund balances brought forward	924	Nil	924	924
Fund balances carried forward	Nil	Nil	Nil	924



Contact us

Get in touch

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Address of contractors:

Luton Irish Forum, 102 Hitchin Road, Luton, LU2 0ES

We will be making this annual report publicly available on 30 June 2017 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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