

# Strategy 2025-2028

## Our vision:

To ensure timely, equitable access to health and social care, that meets the needs of the individual and is delivered with compassion, to everyone in Rutland

## Our values:

- Independent: our work is driven by what local people tell us. We are a critical friend to decision-makers.
- Inclusive: we embrace diversity and equality, reflecting the needs of local people. We Listen to everyone in Rutland especially if they don't always have their voices heard.
- Empowering: Speaking up for local people and enabling them to speak for themselves.
- Evidence-based: Seeking insight from local people and acting on it to drive change and make health and care better.
- Collaborative: partnering with providers of care, commissioners and the voluntary sector to drive service improvement.

## Introduction:

The pressures on the NHS and social care services continue to be intense, the demand for health and social care is increasing, and the COVID-19 pandemic laid out in stark focus, the depth of the health inequalities that impact families and communities.

Against this backdrop, the NHS and local authorities are going through huge structural changes as the Government seeks to improve care, streamline commissioning and deliver value-for-money.

Local Healthwatch organisations were established under the Health and Social Care Act 2012 to act as a local consumer voice for people using health and social care services. Local Healthwatch came into force from April 2013. There are 153 Healthwatch regions in England and a national body, Healthwatch England, which provides advice, guidance and a national profile for Healthwatch.

The Connected Together Community Interest Company (CTCIC) is commissioned by Rutland County Council to deliver the role and functions of Healthwatch in Rutland.

The CTCIC is the responsible body with legal, financial and contractual responsibility for the organisation. The Healthwatch Rutland (HWR) Advisory Board is the public face of

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the organisation and ensures delivery of the agreed vision, values and strategy involving and empowering the local community.

Our strategy is regularly reviewed to respond to external developments and challenges.

### **Our five strategic priorities:**

1. To deliver our statutory functions
2. To champion the views of all people who live in or use health, social or wellbeing services in Rutland including people who do not put themselves forward to be heard
3. To work for improved health, social care and mental health outcomes for all, including adults, children and young people, families, vulnerable people and unpaid carers
4. To work closely with other local partners to identify opportunities for joint engagement, information sharing and representation
5. To be strong, well governed and use our staff and volunteer resources for greatest impact

### **Healthwatch Rutland's five strategic priorities:**

#### **1) To deliver our statutory role and functions**

- Promoting and supporting the involvement of local people in the commissioning, provision and scrutiny of local health and care services.
- Obtaining the views of local people regarding their need for, and experiences of, local care services. We make those views known to commissioners and providers of services, Healthwatch England, and others such as NHS England and the Care Quality Commission.
- Providing high quality advice and information about local services to help people make choices about their health, care and wellbeing.
- Acting as a 'critical friend' to health and care providers and commissioners to contribute to service development by using evidence to raise concerns and, when necessary, using our statutory powers.
- Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively at a national level.

#### *Powers to help us achieve this:*

- We have the powers to refer matters to the Strategic Health Overview and Scrutiny Committee.
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- We have the power of Enter and View to report service user experiences of publicly funded health and care services and premises.
- We have a seat on the Rutland Health and Wellbeing Board that drives Rutland place-based health, care and wellbeing strategy and delivery.

**2) To champion the views of all people who live in or use health, social care or wellbeing services in Rutland including people who do not put themselves forward to be heard**

Healthwatch Rutland will deliver this strategic priority by:

- Ensuring we have effective influence with the ICS Partnership Board, continuing to research and report on patient, service user and carer experiences to help shape the redesign of services.
- Holding ICS partners to account on key principles including person centred services; equity of access; transparency of decision making; consistency and quality; best use of resources; effective joint working and best practice.
- Engaging under-represented groups in Rutland to ensure that their views and experiences of services are captured.
- Continuing to work in partnership with patients and the public, the wider voluntary and community sector, the NHS, Local Authority, social care organisations and other partners to promote new ways of supporting people to manage their health more effectively and use services more efficiently.

**3) To work for improved health, social care and mental health outcomes for all, including adults, children and young people, families, vulnerable people and unpaid carers**

- Ensuring Healthwatch Rutland is effectively influencing decision-making about services through participation in partnership boards and transformation design groups.
  - Improving the way we involve service users and their carers and families so that they are engaged in all areas of our work.
  - Researching and reporting on people's experiences and making recommendations for improvement.
  - Promoting a model of service user, family and carer engagement and involvement that represents best practice and co-design principles.
  - Continuing to develop ways to involve children and young people so their views and voices are heard.
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**4) To work closely with other local partners to identify opportunities for joint engagement, information sharing and representation**

- Maintain close working relationships with other local Healthwatch to enable joint working and to highlight local and regional health inequalities.
- To engage with commissioners and service providers, alongside fellow local Healthwatch, on services used by Rutland residents outside the borders of the county.
- To build partnerships with other engagement professionals in the provider and commissioning groups involved in the Leicester, Leicestershire and Rutland ICS.
- To maintain strong links with voluntary sector organisations in Rutland to raise awareness of our activities and promote joint working on service user engagement.

**5) To be strong, well governed and use our staff and volunteer resources for greatest impact**

- Continue to develop a top performing staff team which strives for excellence in all our work.
- Build on the volunteer base by recruiting, training and developing a Healthwatch Rutland community of volunteers reflecting the diversity of the local population.
- Ensure the Healthwatch Rutland board strives to reflect the diversity and needs of Rutland communities.
- Ensure that the reports and insight we produce is valuable to professionals designing services

This strategy sets out five strategic priorities for Healthwatch Rutland. As well as having clear priorities to focus our work and activity, we will also be an organisation that is responsive and reactive to local issues, so the strategy is not intended to exhaustively include all areas of work.

We regard this strategy as a living document which will require regular review and comment.

Version control:

Draft 1.2 26/06/25

Updated with comments from board meeting 30/6/25

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