

**Local Healthwatch culture and behaviours**

**Suggestions and examples from workshops and network meetings 2024**

| **Values** | **Behaviours (values into action)** |
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| Group of people outline**Equity**Embracing inclusivity and compassion, establishing profound connections with the communities we serve, and empowering them. | * We prioritise engaging people facing the worst health inequalities.
* We ensure our projects include reaching out to and analysing the experiences of people with protected characteristics, inclusion groups and carers.
* We ensure our communications and events are accessible, for example, by providing interpreters for events to ensure that members of the community who attend are not excluded.
* We comply with the Equality Act 2010 in all aspects of staff recruitment and care, collect demographic data, and ensure our staff continue a learning journey on EDEI.
* We proactively support people, particularly those facing health inequalities, to have a voice in the planning and design of services.
* We establish safe, inclusive spaces where everyone can share their views and value and respect the opinions of others.
* We use approaches to support people with sensitivity beyond collecting immediate feedback, e.g. trauma-informed training.
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| Cheers with solid fill**Collaboration**Nurturing both internal and external relationships, fostering transparent communication, and partnering to amplify our impact.  | * We collaborate with all other local Healthwatch within our ICB footprint and offer feedback collectively.
* We work with other local Healthwatch and Healthwatch England on shared projects and priorities.
* We involve providers in projects from the start to ensure their buy-in and give recommendations the best chance of being acted upon.
* We consciously seek out relevant partnerships.
* We bring all relevant organisations together to discuss how to address the key issues our reports raise.
* We recognise and acknowledge the commitment and contributions of others.
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| Signpost outline**Independence**Championing the public's agenda, serving as purposeful and critical allies to decision-makers.  | * We focus on our independent role when feeling pressured by a provider.
* We are committed to speaking up for local people.
* We are always impartial in our reporting when we have gathered conflicting feedback.
* We agree on commissioning principles for any commissioned work.
* We always retain our independence, even when carrying out commissioned work.
* We set our own priorities and make it clear why we do this.
* We balance our critical friend role with being a valued system partner.
* We publish our decision-making process and are clear about the involvement of laypeople and volunteers.
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| Megaphone outline**Truth** Operating with unyielding integrity and honesty, fearlessly advocating truth to those in power.  | * We challenge system and provider messages when they do not align with feedback from local people.
* We make sure all reports and insights have a solid evidence base.
* We never overpromise on what we can deliver.
* We value and champion qualitative data and resident voice.
* We are transparent about any conflicts of interest.
* We operate according to the Nolan Principles of selflessness, integrity, objectivity, accountability, openness, honesty, and leadership, reflected in our governance and decision-making arrangements.
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| Ribbon outline**Impact** Pursuing ambitious endeavours to effect meaningful change for individuals and communities while remaining accountable and holding others accountable. | * We always think about the improvements we can make based on the feedback we receive.
* We track, record and promote outcomes and impact for our work.
* We deliver our findings with a view to potential solutions, encourage decision-makers to hear what the evidence says and work with them to ensure positive outcomes for communities.
* We give feedback on the difference we make to people whose experiences we have gathered.
* We create a mindset for innovative change.
* We plan our work to align with the values and Quality Framework.
* We choose to use our statutory powers when they will have maximum impact.
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