A blue text on a white background

Description automatically generated

**Local Healthwatch culture and behaviours**

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

| **Values** | **Behaviours (values into action)** |
| --- | --- |
| 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. |

| **Values** | **Behaviours (values into action)** |
| --- | --- |
| 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. |

| **Values** | **Behaviours (values into action)** |
| --- | --- |
| 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. |

| **Values** | **Behaviours (values into action)** |
| --- | --- |
| 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. |

| **Values** | **Behaviours (values into action)** |
| --- | --- |
| 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. |