



Healthwatch Islington is looking for a facilitator for our away day

Tuesday 30th November 2021

17:00 - 20:00

VENUE: In person, in Islington, to be confirmed (likely to be Manor Gardens Welfare Trust off Holloway Road, our new offices).

Like most organisations, Healthwatch Islington has been through a period of change during the pandemic. We have new staff and Board members but we've not all come together since February 2019 and it would be good to all sit in a room together to talk about where we are now, and where we'd like to be heading.

We moved to a remote model of delivery for much of 2020. This enabled us to reach new audiences but means there are people we are less able to reach. We're looking to review what we're doing, assess how we could include those we are not reaching and start to consider our strategic direction, though this will be set with engagement of residents and other stakeholders.

[Our strong partnerships](#) helped us to continue to deliver effectively during the height of the crisis and we've continued to build on that, bringing in new partners Disability Action in Islington and approaching Choices CIC who work with Black African Caribbean residents.

Our remote digital offer is recognised as best practice by Digital Unite and we are now moving that back to a Covid-safe face-to-face model where needed. Our work on digital inclusion started back in 2015 in response to resident feedback that they wanted to take control of their health but, despite usually having smart phones, didn't know how to access the internet.

You'll have experience of facilitating strategic thought in the voluntary sector, a strong understanding of equality and inclusion, and partnership working and a knowledge of Islington.

Materials attached

- [Key current projects](#)
- [Annual report 2020/21](#)
- Further examples of our work: <https://healthwatchislington.co.uk/news-and-reports>

Background

Healthwatch Islington is a charitable company limited by guarantee. We exist to strengthen the collective voice of residents across both health and social care. It has to be rooted in communities and responsive to their needs. It will work

collaboratively, operating as part of community networks, drawing on information, trust and local knowledge that already exist.

We are the independent champion for people who use health and social care services in Islington. We are here to make sure that those running services put people at the heart of care.

We know that people sharing their stories has the power to make a difference. The more people share their ideas, experiences and concerns about NHS and social care, the more services can understand what works, what doesn't and what people want from care in the future.

We have been growing each year, slowly increasing turnover and raising our profile. We have developed some strong partnerships and are interested in extending this to new areas of work and new partners.

We have a Board of five trustees (we are currently actively recruiting for new Board members) and a very effective staff team, of five with low staff turnover and funding to extend this to six (or maybe seven with a job share). We have just been awarded funding for a Mental Health Partnerships Co-ordinator role that will sit within the local mental health Trust's Core Team (a multi-disciplinary group of professionals).

Our volunteers report feeling valued and that they are making a difference and we are proud to have been awarded Investing in Volunteer status. We've developed a Theory of Change that has been picked up by our national body Healthwatch England.

Around 65% of our funding comes from a contract with Islington Council to provide the Healthwatch Islington service. We fundraise through statutory and trust funders to increase the reach of our work. The council contract is currently out for re-procurement, we will bid for this but the council won't confirm their procurement decision until December 2021.

Aims of the away day:

1. Be clear about our vision for the next few years,
2. Draft the outline of a strategy for 2022 onwards.

We are planning an away day to consider our three to five year strategy. We want to focus on where we want to be going, and how we are going to get there. But we also want to build in time to talk to each other and get to know each other better (across trustees and staff).

Staff and Board members will attend. Because we will have limited time on the day, it might be useful to speak to some staff and trustees in advance of the day. The idea is for staff to be there for the first two hours and then Board members have an hour to themselves.

Please send a CV and costed outline proposal to Emma Whitby, Chief Executive emma.whitby@healthwatchislington.co.uk / 07984 445 668 by 9th November 2021.