



We're here for everyone

Equalities and Inclusion Approach for 2022
(Our listening and Involvement)

Value:

We recognise the value of listening to people and making sure their voices are heard.

Hosting

We believe that comparing lots of different experiences help us to identify patterns and learning what is and isn't working.

- Surveys and follow-up 1-2-1 conversations
- Webinars
- Promoting Healthwatch England Campaigns
- Polls (Twitter and Facebook)
- Face-to-face (multi-partnership) free events
- (Max two events) - our ask of stallholders will be they provide a summary of what they have heard from event visitors
- Unmanned stands

Where you are

Going where people are, without an agenda to really listen and understand the unique challenges our communities face.

- Virtual group sessions (observational and conversations)
- Attending events to sit down with people (rather than as stand holders)
- Engaging through doing - offering community groups support or an activity so that we can have conversations

Building trust through conversations we will:

- offer access to our hosting
- follow-up to *make voices heard*
- get people involved with their health and their community's health and care.

Hearing

We act on feedback and drive change. Listening has to positively affect outcomes and influence important decisions about people's care.

- Visual/audio, as well as written accounts, to bring out first-person stories
- We will keep learning records to help us inform our own work and others
- Tracking individual insight to get it in to established platforms (committees, forums, etc.), so we can ask if our example is known experiences and what is being done if people tell us things are not working.
- All evidence and learning will be add to our community and partner conversations to enable our health and care to starts with people.