

Impact & Performance Report

January - March 2026 (Q4)

This quarter at a glance



Making an impact for local people

Since we published the Crawley Local Community Network (LCN) Temporary Accommodation report, LCN members have been focusing on the key themes highlighted in the report.

The Cooking sub-group developed the "[How to eat well with limited cooking equipment booklet](#)", a guide to help cook tasty food when money is tight and cooking facilities are limited.



Supporting the needs of people in collaboration with partners

Through networking and other projects, we have developed a strong partnership with Stonepillow and are co-designing and delivering a Lived Experience Project to ensure local people's voices are listened to and valued by system partners.



Reaching out

Our engagement team and volunteers have continued to ensure a strong public presence across the county by attending and supporting a number of community events and activities.



Providing valuable support

Our Information Hub continues to provide free information, advice and signposting.

Supporting local people and their families to understand their rights, navigate health and care services and to find the help they need, when they need it.

What we are hearing



We are hearing from people about Treatment/Care, support available and waiting for appointments or treatment.

Progressing our priorities



You can find details of our 2026-2027 priorities [here](#).

Community collaborations



Our Community Partnership Lead continues to join webinars with the Local Community Networks (LCN), these are multi agency partnerships covering district and borough areas across West Sussex. Healthwatch are actively supporting several of the sub-groups to support the work of the LCN's such as temporary accommodation, mental health, transport, and loneliness.

Reports and Publications



Published 6 Reports.
You can read all the reports [here](#).

Independent Health Complaints



The number of people seeking help with making a complaint and although this is variable, the continued access to information on our website demonstrates the importance of having good quality information available to West Sussex residents.

Continue to maintain a high level of ongoing advocacy support. Complaint resolution continues to take an extended period of time due to the pressure the NHS and complaints departments continue to be under.

The most prevalent theme for complaints is 'Treatment and Care'. [Read the full IHCAS report.](#)

Looking forward



Our next [Board meeting](#) is 10:30am on Wednesday 20th May, 2026 at Billingshurst Community & Conference Centre and online via [Microsoft Teams](#).



Full Quarter 4 Report

This is just a small snippet of all the work we have completed this quarter, if you would like to read the full report, it can be found [here](#).

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Healthwatch West Sussex
works with [Help & Care](#) to
provide its statutory activities