

Annual Business Plan

April 2026 – March 2027

Healthwatch Hertfordshire's key projects in the coming year are underpinned by the following principles:

- **People first**
- **Our independence**
- **Our unique value**
- **Our agility and responsiveness**
- **Quality over quantity**
- **Sharing our insights**

Our work (detailed on pg 2) will leverage and increase the impact of our partnerships with voluntary organisations, the NHS and Local Government.

It will also champion and focus on the experiences of under-served and marginalised voices – those most at risk of health inequalities.

We will use the wealth of evidence and insights gathered through our program of work to shape local decisions and influence system changes.

As a small but powerful organisation, our growing reputation is a testament to the unique impact and value we bring to making people's voices heard in local health and social care.

Championing those at risk of health inequalities

Our research in the coming year will focus on the following:

- Children and young people: Exploring key issues within health and social care for children, young people and families.
- Experiences of social care for Herts residents and carers.
- NHS neighbourhood working and prevention: how do we design a system that meets the needs of all and, in particular, those with long term or multiple conditions.
- Accessibility in healthcare settings for vision-impaired people and those with other sensory needs.

Leveraging partnerships and strengthening people's voices in health and social care.

Our involvement in the following spaces enables us to influence local care and take your concerns directly to decision-makers for action.

- Hertfordshire County Council Strategic Coproduction Board
- Health and Wellbeing Board strategy refresh
- Health and Wellbeing Board community of practice
- Integrated Care Board's Hertfordshire Neighbourhood Delivery Committee
- South and West Hertfordshire Health and Care Partnership Coproduction Board
- Research and Engagement Network Programme
- East and North Hertfordshire Health and Care Partnership Coproduction Board
- Voluntary, Community, Faith and Social Enterprise Alliance – steering group
- Hertfordshire County Council Public Health coproduction groups
 - Drugs and Alcohol service user huddle
 - Make Every Adult Matter: homelessness and health huddle