

# People's voices, local choices: Executive summary

Over 1,700 residents in Hertfordshire and West Essex shared how they feel about their local community, healthcare and the services and support available to them.

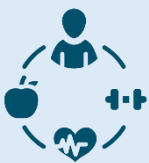


**Priority 1 – Give every child the best start in life:** Around **50%** of parents and carers know how they can support their child's development and where to seek and find that support. However, an average of **a third** of parents and carers needed more information and support.

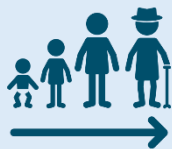


**Priority 2 – Support our communities and places to be healthy and sustainable:** **Over half** of residents knew about and can afford to access local social groups and activities, had opportunities to learn and volunteer, and able to match their interests and skills. However **over a quarter** called for local provisions to be more accessible.

Over **70%** felt safe and part of their community, live in an environment that supports them to be healthy, and consider their home to be appropriate to their needs. **Less than one in ten** felt negatively about their local community.



**Priority 3 – Support our residents to maintain healthy lifestyles:** **More than 80%** were positive about their health and wellbeing, and **over 50%** felt supported to have good mental health, know about and can access health and care services, including digitally. However **one in four** did not feel supported by local community services to stay healthy and change their behaviour for the better.



**Priority 4 – Enable our residents to age well and support people living with dementia.** **Over 75%** know how to plan for their old age, can live independently and feel they are treated with respect by friends, family and carers. **45%** felt they were supported to think about their future, and **39%** felt they would be supported with their end of life wishes.



**Priority 5 – Improve support for people living with life-long conditions, long-term conditions, physical disabilities, and their families:** **One in two** understand their condition, feel in control of their care, and know where to get help. However **50%** do not feel services are joined-up to support them and **one in four** do not see the right professionals, do not feel they work together, and do not feel supported to manage their condition or disability.



**Priority 6 – Improve our residents' mental health and outcomes for those with learning disabilities and autism:** Only **13%** of residents felt supported and understood by professionals and struggled to understand and manage their own needs. Over **50%** are underserved in this priority.

# Recommendations

At the time of engagement, Integrated Care Partnerships existed under the structure of the Integrated Care Systems<sup>1</sup>. The new NHS 10-Year Plan proposes that a neighbourhood health plan will be drawn up by local government, the NHS and its partners under the leadership of the Health and Wellbeing Board. This new approach will replace Integrated Care Partnerships<sup>2</sup>.

We have worked closely with the Hertfordshire Health and Wellbeing Board and received commitment that the findings from the survey will feed into the delivery plan of the Health and Wellbeing Board and the work of individual partners and services.

In addition to this, we ask the Health and Wellbeing Board to consider the following:

- 1. Who would be responsible for addressing the challenges outlined, with a specific focus on priorities five and six, which highlighted worse health outcomes and experiences for people with long-term conditions and/or neurodiversity to ensure they receive the care they need and deserve.**
- 2. How to take this to the next phase and include more targeted engagement with groups who were not represented in the survey, or groups which tended to have poorer health outcomes and experiences. These include: younger and middle-aged groups, those from ethnic minority communities, men, parents/carers and families, and Broxbourne and Stevenage residents.**
- 3. Ensuring any additional engagement undertaken is accessible (for example providing materials in Easy Read, different languages, British Sign Language) to ensure a wider range of communities can share their views.**
- 4. Reflecting on how the insights from this survey can be shared with Hertfordshire residents, highlighting how the Health and Wellbeing Board is listening and acting upon experiences.**

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<sup>1</sup> [Integrated care systems: how will they work under the Health and Care Act? | The King's Fund \(kingsfund.org.uk\)](#)

<sup>2</sup> [Fit for the future: 10 Year Health Plan for England](#)