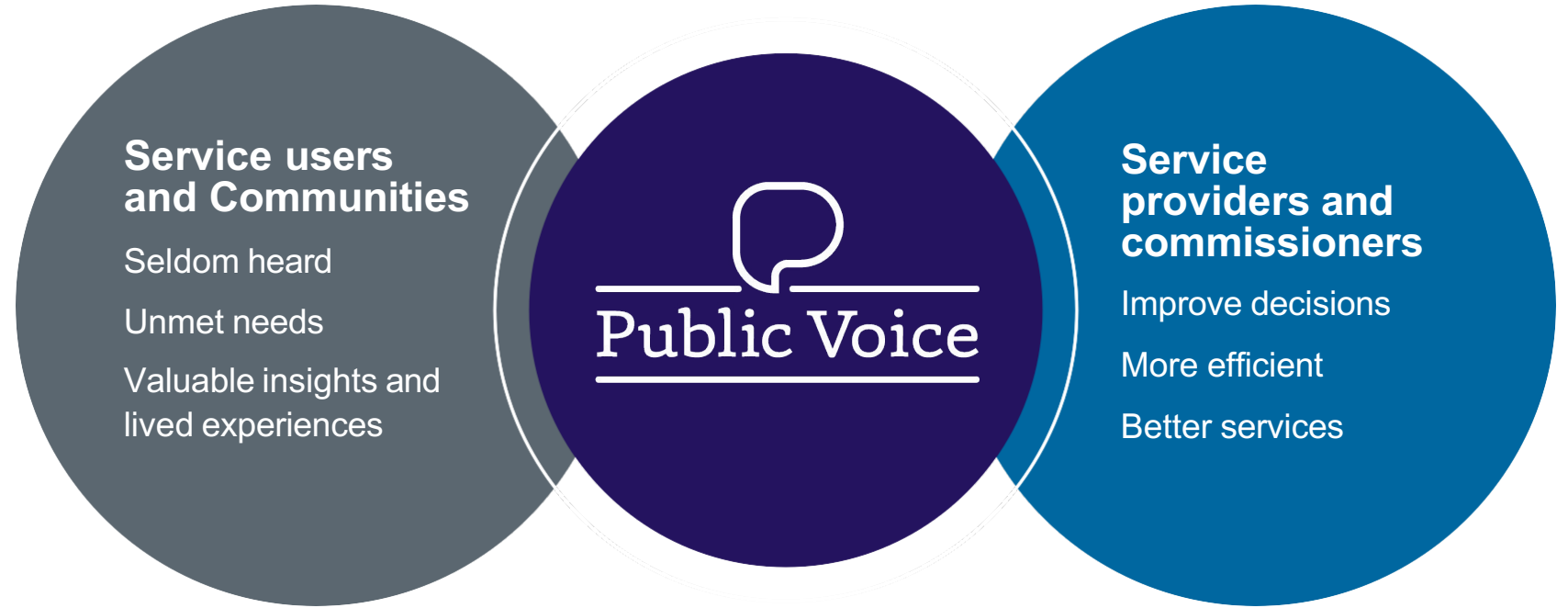


# About us and what we do

Public Voice translates the insights and needs of people and communities into actions to improve public services.

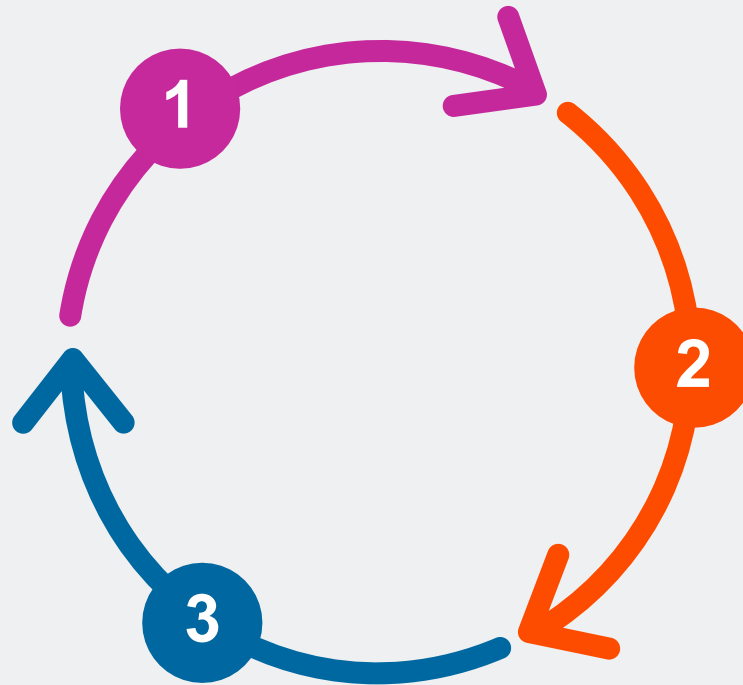


Our co-production expertise, proven engagement methods and knowledge of public services combine to drive better decisions by commissioners and providers, leading to reduced inequalities and improved outcomes for the community.

# Our offer

## Public Voice:

**Understands stakeholders**  
– from service providers and commissioners, to users and communities – particularly the seldom heard



**Interprets**, with a user-centred approach and a co-production toolkit that elicits insights and lived experience

**Designs** innovative solutions and service improvements with all stakeholders. Where needed, Public Voice delivers with partners to address service gaps

## Vision

Our vision is a fair society in which all voices are heard, individuals and communities flourish, and policies and services reflect the priorities of all people.

## Mission

We translate the insights and needs of people into actions to improve public services, leading to reduced inequalities and improved outcomes for the community.

# Values

## Courage

We speak out and show leadership when something needs to change. We believe in the people and communities we work with, and in the possibility of change. We are not afraid to do things differently.

## Collaboration

We are determined to work with others to achieve common goals. We are a trusted and accountable partner for all. We build on collective strengths, and we address weaknesses.

## Integrity

We are honest, and we keep our commitments. We are reflective, constantly learning from the people, communities, and partners we work with. We always ground our work in our knowledge and expertise.

## Inclusion

We value, promote, and celebrate diversity amongst our staff and board, and the people and communities we work with. We put people at the centre of our work, ensuring their priorities direct our decisions.

# Values – guiding principles

**Do what we say** – not overpromising and underdelivering; but following through on what we have committed to do.

**Take pride in our work** – publicising the impact we are making, and celebrating internally when we have made a difference.

**Share information** – ensuring teams are aware of each other's work and services, so they can accurately represent Public Voice's work to the community.

**Pressing for action** – using the voice and position we have to help the seldom heard where we see inequalities (without compromising on 'Do what we say').

# **Our projects and services**





We have been delivering Healthwatch in Haringey since 2013, successfully bringing about lasting and positive change for patients and service users.

This service was set up to collect information and represent the views of health and social care service users in Haringey, and to provide information and guidance when people need it. We're here to make sure health and care service providers and NHS leaders hear the voices of local people and use their feedback to improve services.



The service is funded by Haringey Council, and brings together Public Voice, Mind in Haringey and Vibrance to support Haringey residents who are 50+, at risk of social isolation or who have suffered a recent life event that threatens their wellbeing.

The service is 'light touch' and non-specialist, with a focus on signposting, short term support and workshops / groups to help over 50s in Haringey to build confidence and to achieve their goals.



Haringey Circle is a local, independent membership-based programme open to Haringey residents over 50 and those with learning disabilities who are over 18. The service provides activities and events to help members to connect, get active, keep learning, and to stay independent.

The aim is to increase social connections, reduce isolation and loneliness and improve the wellbeing and self-esteem. Haringey Circle is a Social Enterprise set up as a Community Interest Company (CIC).



Haringey Advice Partnership is a project led by Citizens Advice Haringey in partnership with Public Voice and Vibrance to ensure that people living in Haringey receive the right kind of information, advice and guidance when they need it.

The role of Public Voice is to offer information, guidance and signposting on health and social care.



We have been delivering Healthwatch in Croydon since July 2023, successfully bringing about lasting and positive change for patients and service users.

This service was set up to collect information and represent the views of health and social care service users in Croydon, and to provide information and guidance when people need it. We're here to make sure health and care service providers and NHS leaders hear the voices of local people and use their feedback to improve services.



Our neighbourhoods service provides independent resident advice to tenants and leaseholders living on social housing estates which are going through the process of regeneration. We also offer community engagement services to local authorities, housing associations, architects and developers carrying out regeneration and development, and advice to local authorities and housing associations who are planning to ballot their residents on regeneration proposals.

We currently provide residents with advice and information on regeneration schemes in six London boroughs – Croydon, Hackney, Haringey, Hillingdon, Lambeth, and Sutton.



## **Social Prescribing Link Workers**

We recruit, employ and manage Social Prescribing – Link Workers and one Health and Wellbeing Coach in Haringey. Our team are based in GP surgeries across Haringey.

Social Prescribing was introduced into the NHS in 2019 to support those with long-term health conditions to find extra support and guidance outside of NHS services. Social Prescribing Link Workers address mental and physical health concerns in a holistic way, focussing on the needs of the whole person, and what matters to them.

**healthwatch**  
Haringey

  
Public Voice

**Haringey**  
LONDON

## Joint Partnership Board

We were commissioned by Haringey Council to establish and support the running of the Board and its nine Reference Groups in 2017. The Board ensures that vulnerable groups in Haringey have a voice in the way NHS services and social care are provided for them.

The Board is made up of NHS and Adult Social Care service users, and Haringey Council, NHS, Healthwatch Haringey and Public Voice staff. It meets every two months.





Cancer Community Links is pilot service set up by NCL Cancer Alliance and Public Voice to support the wellbeing of adults living with or beyond cancer in Haringey.

Eligible patients on the cancer register are invited to benefit from the holistic support provided by the service. There are three levels of service: Signposting over the telephone; Face-to-face support, including home visits (brief intervention); Extended (double) brief intervention for more complex cases.



## **Experts by Experience**

We recruit and manage a board of fifteen residents service users across the five boroughs of North Central London to involve them in co-designing new mental health service pathways of the local mental health services.

We facilitate monthly meetings which successfully provide a service user voice in the development of new mental health services. We deliver this project through our Healthwatch Haringey team.



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