

## Navaz joins us as the New CEO to Lead the Charity into a Promising Future



We are delighted to announce the appointment of Navaz Sutton as CEO of HWLincs. Navaz succeeds Sarah Fletcher, who has moved on to a new role after being in the post for 10 years. Navaz, who started in August, has a wealth of experience and knowledge of the local communities, infrastructures, organisations and sectors HWLincs works with.

Navaz has spent two decades working within Lincolnshire and with national charities, from delivery through to strategic leadership roles, as well as being a member of the HWLincs Board of Trustees for three years. He brings a varied and diverse skill set that will support the charity to continue to deliver high-quality services.

"I am truly honoured to join the well-established team at HWLincs as the CEO," said Navaz. "HWLincs has a great reputation locally and with national partners for delivering Healthwatch Lincolnshire and many other contracts, and I look forward to building upon its legacy of excellence."

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Navaz added: "My focus will be to maintain the high standards being set and to work closely with the Board to ensure that the 2023-2026 strategy is delivered. This is extremely important to me as I am passionate about the role HWLincs has within the county to drive change and really make a difference to the people and communities of Lincolnshire, and ensuring they get the services they need and deserve."

HWLincs aims to influence positive change to improve people's wellbeing, and through the strategy has laid out three priorities to maximise the potential for this. The three priorities identified include its people, which draws in the expertise within the team as well as the value in its volunteers. There is the need for financial resilience in these challenging times for charities and HWLincs strives to reach new markets as well as maintain the high standards of current delivery. All HWLincs activities will be underpinned by a more succinct approach to communications, improving awareness and impact.

## BOARD NEWS

### **Michele Duggan appointed as new Chair of the Board of Trustees**

HWLincs is delighted to welcome Michele Duggan as incoming Chair of the Board of Trustees. She takes over the leadership from Maria Prior, who was Chair for the previous four years.

After a 26-year career with a global bank, working in roles across Lincolnshire and the East Midlands, Michele left to complete a HR Master's degree and embark on a second career.



Following a two-year stint at City of Lincoln Council, Michele joined St Barnabas Hospice in 2014 as HR Manager. She then became Director of Income Generation and People, before taking early retirement in 2021.

“At a significant moment in our organisation, I am looking forward to working with our new CEO, Navaz, and the brilliant team of staff, volunteers, and trustees to move forward with our strategic vision,” Michele said. “I hope that my experience of working within both with-profit and non-profit organisations will add value as we continue to grow and expand.”

“We are extremely grateful to Maria for her outstanding contribution as Chair and under her leadership we have seen the charity go from strength to strength. We are delighted that she will be continuing as one of our trustees,” added Michele.

HWLincs CEO Navaz Sutton said: “Michele has been one of our trustees since January 2022 so knows who we are and where we’re going. I’m looking forward to working with her on the next phase of the charity’s development.”

## **Recruitment drive for new Trustees**

HWLincs is currently on the lookout for people to come and join us as a Trustee. Whether you have specific business skills, knowledge of contracting or lots of life skills, we would love to talk to you.

In the first instance please contact Simon Parker Volunteer and Membership Officer at [simon@hwlincs.co.uk](mailto:simon@hwlincs.co.uk) or 07436 581999.

## Visit to Gordon Boswell Romany Museum

The team met at the Gordon Boswell Romany Museum mid-September, for a personal tour of the museum by Margaret Boswell. Margaret shared stories about her late husband and museum founder, Gordon, as well as insight into the history and culture of the Romany community. The team agreed that it's a fascinating place with some amazing artefacts and is well worth a visit.



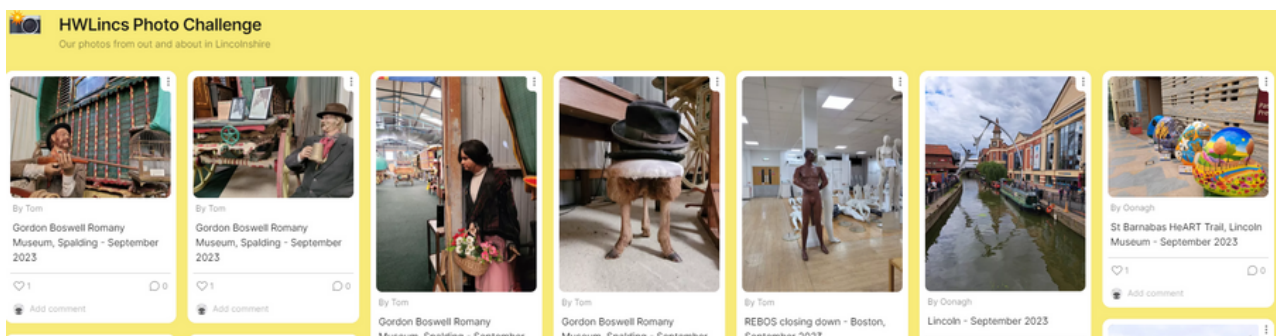
The Gordon Boswell Romany Museum,  
Spalding,  
Lincolnshire,  
PE12 6BL

[The Gordon Boswell Romany Museum](#)

## Lincolnshire Life Photography

We've had lots of new entries to the photo challenge. Check out the gallery, like and comment on the current posts and remember to send your snaps from around the county. Email them across to [tom@hwlincs.co.uk](mailto:tom@hwlincs.co.uk)

Check them out here: <https://padlet.com/HWLinCS/hwlincs-photo-challenge-2sa793dkr1e6a17q>





## Boston to Botany Bay, Australia 20,000 km (approx.)

Hello travellers . . . . . at the start of October we find ourselves in Saudi Arabia. Since the last update, we've walked, swam and cycled 3,842km and have 14,094km left to go. Will we make it there by Christmas? Send your steps, miles and kms to [tom@hwlincs.co.uk](mailto:tom@hwlincs.co.uk) to contribute to the challenge.

**HW Lincs**  
**BOSTON TO BOTANY BAY**

**ANYONE FOR DESERT?**

We've walked, run and cycled a huge 3,824km in September (1,000km more than August!) Today we're in Saudi Arabia, just past the neon oasis of Riyadh.

We've covered 14 countries and we are well on our way Australia.

14 countries visited

14,094 km to go

3 activities  
Walking  
Running  
Cycling

TUWAIQ PALACE HEART TENT WITH A STAINED GLASS EFFECT

CITY SURROUNDED BY SAND RIYADH IN SAUDI ARABIA

THIS MONTH'S PROGRESS

OUR JOURNEY IN FULL

## Wellbeing Walks

These monthly mindfulness walks are scheduled for the last Thursday of the month, 3pm-4pm or 2 pm-3 pm (winter).

## Another busy month for our volunteers

There has been a brilliant amount of HWLincs volunteering across our current contracts. Thank you everyone for your hard work, commitment and time. We appreciate all that you do.

## Activities

Over the last few weeks volunteers have been very busy on various HWLincs projects and contracts. Thank you, Stacey, for proofreading reports - especially when a quick turnaround was needed! Much appreciated.

## YMCA Project

The YMCA tenant survey project was completed with Ruth and Helen supporting Colin to gather feedback from residents about their accommodation. The draft report and findings are now being prepared.

## Healthwatch Lincolnshire

YourVoice at The Store House in Skegness was a great success and well attended by the public and practitioners alike. Thank you Anna, Helen and Ruth for helping on the day.

Thank you Carol for your Newshound reports sent to the team.

Thank you to Michael, Maureen and Julie for attending and gathering feedback from various St Barnabas coffee drop-ins.

Equally, thank you to Alison, Helen, and Carol for gathering feedback from The Sensory Services holding coffee mornings around the county.

Thank you, Helen, and Alison for attending, and collecting feedback from the Louth Community Hub drop-in.

## **Future Activities**

The next few weeks will be busy times for our volunteers will cover more Sensory drop-ins to gather evidence from individuals with hearing and or sight impairment. Volunteers will also attend St Barnabas drop-ins and two flu vaccination days, where we hope to gather evidence and feedback from attendees.

## **Volunteering Hours**

Jan-Aug total: 1,004 hours! That's 182 activities since January. Brilliant!

## **Volunteering Recruitment**

We have now held three recruitment events (Skegness Gainsborough and Louth), with another three to come in the next two months. Once the project is complete, we will analyse how it's gone, what we've achieved and determine anything we can do differently. Thank you to each volunteer that is helping at the venues and to those putting up posters in the area prior to the events taking place.

## **Farewell and thank you!**

After nearly 10 years of volunteering, we say goodbye to Helen Nicholls. Helen has been a stalwart support and will be missed by everyone who has witnessed her dedication of helping Lincolnshire residents to have a voice.

And Vivienne has let me know it is time to hang up her lanyard and stop volunteering. Vivienne joined as a Volunteer in 2018 and has been a real asset to the volunteering team.

We are actively looking for volunteers to join us.

If you want to volunteer but don't know where to start, email Simon, our Volunteers Officer, at [simon@hwlincs.co.uk](mailto:simon@hwlincs.co.uk) for more information.

## Have you helped, supported or cared for someone after they left hospital?

The Lincolnshire health and social care system wants to understand what you think worked well and what needs to be improved. They want feedback on everything from communication and transport, to what it was actually like caring for a loved one once they were home.

Please help the Lincolnshire team make a difference to people's lives by sharing your experience and completing the survey. Your voices help shape the future.

To complete the survey and to hear from the team why sharing your experience is crucial, click the link here:

<https://www.smartsurvey.co.uk/s/HospitalDischargeCarers/>

Thank you to all those who have taken the time to share your experience. Survey closes 15th October 2023

## Involving Lincs

HWLincs is carrying out a survey on behalf of Involving Lincs (IL) to understand the challenges faced by the voluntary and community sector in Lincolnshire.

During the next six months, IL members will share these issues with statutory and private organisations to explore ways of keeping our much needed voluntary and community sector alive by influencing how they engage with and fund localised solutions and collaborative commissioning.

Please help us to help you and our communities by taking part and sharing your top three issues here: [Link to Survey](#). So far, we have heard from more than 230 people. Thank you for taking the time to share your views.



## Community Mental Health

Feedback shared to our Information Signposting team over the past year has highlighted growing concerns around access to mental health services and waiting times. Members of the public have also shared that they have struggled to access support while waiting for their referral to be processed.

Our survey aims to give the chance to share your views and experiences to help us and service providers to better understand what is working and what needs improved with mental health services in Lincolnshire.

### **Survey 1:** Service Users/Carers/Relatives/Friends

We hope to hear from both service users and their carers, parents, relatives, and friends.

We are especially keen to hear about individuals' experiences of transitioning between Child and Adolescent Mental Health Services (CAMHS) and Adult Mental Health Services.

### **Survey 2:** Professionals – both those working in health and social care services and those working in other sectors

Healthwatch Lincolnshire also wants to understand professionals' experiences of signposting or referring people to mental health services in Lincolnshire.

## Healthwatch Lincolnshire Update Report August 2023

Read the latest Healthwatch Update report. This report provides a look back at our work over the last quarter (Apr–Jun 2023) and takes a look ahead of what we have planned.

<https://www.healthwatchlincolnshire.co.uk/report/2023-08-21/healthwatch-lincolnshire-update-report-august-2023>



## Healthwatch Lincolnshire Forward Vision Event

Healthwatch Lincolnshire is pleased to announce that our Forward Vision event takes place on 31st October 2023 in Lincoln. Following a short presentation of the Healthwatch Lincolnshire annual report and plans for the next year, we will again be bringing together Lincolnshire's health and social care leaders to discuss their challenges and the positive work that is being done throughout our county. There will also be an opportunity for the public to ask questions.

This event will be held at Bishop Grosseteste University, with room for stalls where the public can find helpful information and advice.



There will be opportunities to network and meet key service providers in addition to hearing the latest information from the panel of experts.

## Healthwatch Lincolnshire Outreach Clinics

Outreach Clinics offer information signposting around anything related to health or social care. The community has the opportunity for face-to-face and one-to-one support with any concerns they may have and they are provided with contact information on how to resolve their issue. We are there to listen, log and provide information on what the community needs to share. These will be relayed to service providers via our monthly reporting.

The signposting team hope to visit all areas of the vast county of Lincolnshire and provide information and guidance.



### October's Outreach Clinics:

Wednesday 4th: 10 am - 12 noon drop-in, 1 pm- 3 pm appointments.  
Spalding Citizens Advice Council Offices Priory Rd, Spalding PE11 2XE

Thursday 12th: 10 am – 3 pm

Sutterton Childrens Centre, Park Ave, Sutterton, PE20 3JN

Monday 16th: 10 am – 12 noon drop-in, 1 pm– 3 pm appointments.

Citizens Advice, 14 Finkin Street, Grantham Lincolnshire NG31 6QZ

Thursday 19th: 10 am – 3 pm

Sutton Bridge Childrens Centre, Westmere Community Primary School,  
Anne Road, Sutton Bridge, PE12 9TB

Monday 23rd: 10 am – 1 pm

Mablethorpe Coastal Centre, 32 Victoria Road, Mablethorpe, LN12 2AQ

Find out more: <https://www.healthwatchlincolnshire.co.uk/events>

## MAIN CONTACT INFORMATION

### HW Lincs

HWLincs contracts, volunteering, membership or general enquiries:

[www.hwlincs.co.uk](http://www.hwlincs.co.uk)

[enquiries@hwlincs.co.uk](mailto:enquiries@hwlincs.co.uk)

Telephone: 01205 820892

### Healthwatch Lincolnshire

Healthwatch Lincolnshire communications and enquiries:

[www.healthwatchlincolnshire.co.uk](http://www.healthwatchlincolnshire.co.uk)

[info@healthwatchlincolnshire.co.uk](mailto:info@healthwatchlincolnshire.co.uk)

Telephone: 01205 820892

If you want to know more about any of the information in this newsletter, please get in touch with the team using one of the above.

Thank you to the staff that have contributed their 'news' to this edition. If any Trustee or Volunteer would like to contribute to future editions, please send your updates to [enquires@hwlincs.co.uk](mailto:enquires@hwlincs.co.uk)