

Outreach & Engagement	Project Management	Research	Business Support	Comm & Campaign	CEO & Management Team
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	Key Drivers	Driver description	Deliverables	Outreach & Engagement	Project Management	Research	Business Support	Comm & Campaign	CEO & Management Team
1	Contract Delivery	Effective Delivery of HW core contract and all contracts	Deliver contracts within budget (HW core contract , Partnership Boards, MVP and Planned Parenthood, Ageing Well)				✓		✓✓
			Deliver key elements required under contracts	✓	✓	✓	✓	✓	✓✓
			Report regularly to contract managers	✓	✓				✓✓
2	Organisational Effectiveness	Ensuring the organisation is effectively structured and managed to be sustainable	Governance				✓		✓✓
			Financial stability				✓		✓✓
			Strategy 2022-2024	✓	✓	✓	✓	✓	✓✓
			Plan for establishing Trestadow CIO				✓	✓	✓✓
3	Key Focus Areas	Focused areas of work which will be prioritised	End of Life	✓		✓		✓	✓✓
			Mental Health	✓✓		✓		✓	
			ICS lay representation	✓		✓			✓✓
			Dentistry	✓✓		✓		✓	
4	People's Experience	Gathering experiences and identifying issues and trends	HC Volunteer Programme	✓✓	✓	✓		✓	
			Information Line and website submissions				✓✓	✓	✓
			Engagement	✓				✓✓	✓
			Partnership Board Facilitation	✓✓			✓	✓	
			Equal access to services	✓	✓	✓	✓	✓	✓✓
5	Influencing & Impact	Representing people's views at the heart of decision making and contributing to service quality and improvement	Improved Healthwatch Cornwall and Trestadow profile					✓✓	✓
			Communications excellence (web and social)					✓✓	✓
			Stakeholder engagement					✓	✓✓
			Demonstrating impact	✓		✓		✓✓	✓
			Maximising roles across key system and provider boards	✓				✓	✓✓
			Taking forward people's views	✓		✓		✓	✓✓
Partnership Boards – scrutiny of commissioning	✓✓		✓			✓			
6	Research and analysis	Turning information into insight	Covid-19 - phase 2 follow up	✓		✓✓		✓	
			Access to Adult Social Care	✓		✓			✓✓
			Evidence for Carers' Strategy	✓		✓			✓✓
			Responsive projects	✓		✓✓			✓
7	Staff Development	Ensuring key people resource are effectively recruited trained and retained to be sustainable	Organisational structure				✓✓		✓
			Project Management	✓		✓	✓✓	✓	✓
			Training Needs				✓✓		✓
			Staff Health & Wellbeing	✓✓				✓	

Columns above illustrate Lead Role in delivering driver