








Board Meeting – 14 January 2021

Business Plan Dashboard

Q3 2020-21

1	Contract Delivery	Effective Delivery of HW core contract and all contracts	Deliver contracts within budget (HW Core contract, Safeguarding Engagement, MVP)	Green
			Deliver contract KPIs(HW Core contract, Partnership Boards, Safeguarding Engagement and MVP)	Green
			Report regularly to contract managers	Green
			Improved Healthwatch Cornwall profile	Yellow
2	People's Experience	Gathering experiences and identifying issues and trends	Outreach and Engagement programme	Yellow
			Partnership Board Facilitation	Green
			Information Line and website submissions	Green
			Dynamic website and social media	Green
			Bubbling Issues log/ Risk Rating Matrix	Green
			Adult Safeguarding Engagement	Green
			Maternity Voices Partnership	Green
Diversity	Yellow			
3	Influencing	Representing people's views at the heart of decision making and contributing to service quality and improvement	Maximising roles across key system and provider boards	Green
			Taking people's views and concerns to the relevant provider/commissioner and/or strategic board	Green
			Impact of HC input of public voice/influence measured and demonstrated impact to the public?	Green
4	Research and analysis	Turning information into insight	Effective reporting processes with providers	Yellow
			My Life My Death - qualitative carers research	Yellow
			Development of ASK Cornwall, key engagement and research tool with partners	Yellow
			Covid-19	Green
			Mental Health User experience	Green
			Revisit GP Survey Analysis from 2017	Yellow
			Carers Needs at EOL/ Bereaved Carers support	Green
			Development of key relationships with providers RCHT, CPFT, CCG, PHT	Green
			Regular reporting to all service providers RCHT, CPFT, CCG and PHT	Green
			Responsive projects i.e. ophthalmology Report work/ #OneThing	Green
St Austell Healthcare Project Phase 1 and Phase 2 (has become enhanced discharge project)	Green			

5	Key Focus Areas	Focused areas of work which will be prioritised	End of Life		
			Mental Health		
			Demonstrating impact		
			Primary Care Network development		
6	Organisational Effectiveness	Ensuring the organisation is effectively structured and managed to be sustainable	Governance		
			Financial stability		
			Organisational structure		
7	People Readiness	Ensuring key people resource are effectively recruited trained and retained to be sustainable	Consolidate appraisal process and integrate Insights programme		
			Staff skills audit 2018/19		
			Staff training programme (mandatory and developmental)		
			Volunteer programme		
			Staff Health & Wellbeing		

Key driver	RAG	Achievements	Risks/Issues/focus areas	Next steps / actions
1. Contract Delivery		<ul style="list-style-type: none"> Began regular monthly meetings with CC contract manager New digital engagement methods explored CC and MVP KPIs being met within agreed budgets Continued representation on CC recovery groups Continued representation on systems leadership 	<ul style="list-style-type: none"> Profile baseline to be established b/f - not progressed as other communications prioritised Ante natal evaluation work 21/22 MVP contract 	<ul style="list-style-type: none"> Final report for Safeguarding Evaluation project Agree project spec for antenatal education project with CCG Submit final invoices for contracts
2. People's Experience		<ul style="list-style-type: none"> Plan for Ageing Well patient journey work agreed Agreed role in reaching young people with CCG and MHSP Met with NHSESW Regional dentistry lead to progress public concerns All Covid2i survey report recommendations being progressed Agreed steps to progress ToRs for MH CoPro Advisory group 	<ul style="list-style-type: none"> Dentistry continues to be an issue and volume of concerns being raised is growing Progress digital engagement and focussed engagement programme Dentistry 	<ul style="list-style-type: none"> Prepare brief for external evaluation of MVP Consolidate digital engagement plans Implement phase 2 plans for returning to some survey respondents for more qualitative conversations
3. Influencing		<ul style="list-style-type: none"> Worked with ICS Transformation director and CAP chair to develop ideas for ICS lay representation structure Ensured Citizen involvement and inclusivity is part of ICS development submission to NHSEI 	<ul style="list-style-type: none"> ICS CEO recruitment postponed and rescheduled – ensure involvement Capacity for video meetings – lack of f/f contact may make it difficult to establish relationships 	<ul style="list-style-type: none"> Engage VS orgs in plans for PI system development Develop role descriptions for lay representation Chair ICS CEO recruitment lay person stakeholder panel in rescheduled process
4. Research & Analysis		<ul style="list-style-type: none"> Progressed recommendations in Covid-19 report on people's experience during with MH, Community recovery group Ageing Well project scoped 	<ul style="list-style-type: none"> Research Manager returning on reduced hours – consider workload distribution and priorities ASK Cornwall options to be considered by Board. 	<ul style="list-style-type: none"> Progress Ageing Well project Develop resourcing plan to Feb 2021
5. Key Focus Areas		<ul style="list-style-type: none"> Continued chair of CloS EoL strategy board Continued involvement in MH surge and recovery activity Mental health campaign planned to tie with Time to Talk day 	<ul style="list-style-type: none"> EoL Strategy Board – plan involvement with return of Natalie Swann. Clear roles re chairing this group and representing HC on it required given reduced hours. Scope kick off meeting for MH Coproduction Advisory group 	<ul style="list-style-type: none"> Clarify ToRs for Co-production group for presentation and agreement at kick off meeting Work with CYP commissioner on YP and mental health user research
6. Organisational Effectiveness		<ul style="list-style-type: none"> 2021/22 Budget drafted CIO registered Research team management covered in interim Covid risk assessment and guidelines for staff reviewed and updated Lease breakpoint invoked 	<ul style="list-style-type: none"> Secure required new premises from July 2021 Assess IT requirements in light of increased digital operations 	<ul style="list-style-type: none"> Finalise 2021/22 budgets CEO handover Review capacity/flexibility in work plans in light of new longer term lockdown
7. People Readiness		<ul style="list-style-type: none"> Recruited new CEO Internal recruitment process for Project Manager and Project Officer started Run staff survey Progressed HR action plan EVM completed Kings fund programme 	<ul style="list-style-type: none"> Recruit trustees to new CIO Staff skills audit c/f Staff well-being – lockdown pressures combined with home schooling and other caring responsibilities 	<ul style="list-style-type: none"> Refresh ODAG action plan with results of staff survey Complete recruitment of Project Manager and Project Officer Agree HC requirements re volunteer information



Key driver	Deliverable	Commentary on RAG status
1. Contract Delivery	<ul style="list-style-type: none"> Improved Healthwatch Cornwall profile 	<ul style="list-style-type: none"> As yet no baseline benchmarking has been done re HC profile – current Covid restrictions make planned public f/f activity unlikely and priority reduced given requirement for comms around Covid vaccines etc
2. People’s Experience	<ul style="list-style-type: none"> Outreach and Engagement programme Diversity 	<ul style="list-style-type: none"> Some progress on digital engagement programme has been made but we remain reactive during Covid Recent Covid survey response continues to highlight low numbers of men and younger people responding to HC . Begun to address this working with CYP commissioner re mental health and also linking up with NHSE on reaching BAME communities
3. Influencing		
4. Research & Analysis	<ul style="list-style-type: none"> Effective reporting processes with providers My Life My Death - qualitative carers research Development of ASK Cornwall, key engagement and research tool with partners Revisit GP Survey Analysis from 2017 	<ul style="list-style-type: none"> Maintaining dialogue with providers through PEG meetings but reporting understandably limited due to smaller numbers of Have your Says received ASK Cornwall progress delayed and options being considered at next board meeting Revisiting GP Survey on hold due to Covid
5. Key Focus Areas		
6. Organisational Effectiveness		
7. People Readiness	<ul style="list-style-type: none"> Staff skills audit 2018/19 Staff Health & Wellbeing 	<ul style="list-style-type: none"> Skills audit not progressed as other areas including office risk assessments, covid guidelines etc have taken priority Monitoring staff H&W – the covid period is taking its toll. Virtual elevenes etc continue but lower resilience and third lockdown is a concern Further Insights work been held over during Covid and staff changes