

# **Board Meeting – 22 July 2020**








Business Plan Dashboard

Q1 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)	Yellow
			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	Red
			Partnership Board Facilitation	Yellow
			Information Line and website submissions	Green
			Dynamic website and social media	Green
			Bubbling Issues log/ Risk Rating Matrix	Yellow
			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	Yellow
			Revisit GP Survey Analysis from 2017	Yellow
			Carers Needs at EOL/ Bereaved Carers support	Yellow
			Development of key relationships with providers RCHT, CPFT, CCG, PHT	Green
			Regular reporting to all service providers RCHT, CPFT, CCG and PHT	Yellow
			Responsive projects i.e. ophthalmology Report work/ #OneThing	Green
St Austell Healthcare Project Phase 1 and Phase 2	Green			

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

# Business plan update: Q1 2020/21

Key driver	RAG	Achievements	Risks/Issues/focus areas	Next steps / actions
<b>1. Contract Delivery</b>		<ul style="list-style-type: none"> <li>• Constructive meetings held with core contract and safeguarding and MVP contract managers</li> <li>• Operating within budget</li> <li>• Profile raised through the dissemination of Covid Survey</li> <li>• Consistent delivery of updated information on website throughout Covid lockdown</li> </ul>	<ul style="list-style-type: none"> <li>• Continued attention needs to be paid to Partnership Board action plans</li> <li>• Current core contract interim management situation and need ensure continuity</li> </ul>	<ul style="list-style-type: none"> <li>• Share new engagement programme with CC</li> <li>• Establish baseline profile to measure improvement</li> </ul>
<b>2. People's Experience</b>		<ul style="list-style-type: none"> <li>• Website HYS have continued to be submitted and over half of survey respondents driven from social media</li> <li>• Bubbling issues log integrated into prioritisation process</li> <li>• Adult Safeguarding project delivered strong progress report</li> </ul>	<ul style="list-style-type: none"> <li>• Managing the volume of data from &gt;1800 survey responses with 24 open questions   Extensive but rich source of insight to determine future work in Q3</li> <li>• Visiting policies during Covid at RCHT for End of Life and Maternity have been causing public concern so we have focused on these</li> </ul>	<ul style="list-style-type: none"> <li>• Review PB action plans</li> <li>• Establish refreshed engagement programme for post pandemic environment</li> <li>• Establish clear timelines for analysing and producing Covid-19 research report and Phase 2</li> </ul>
<b>3. Influencing</b>		<ul style="list-style-type: none"> <li>• Navigating the new world of response and now recovery cells leading to key representation on various ones additional to ICS roles and H&amp;WB</li> <li>• Annual Report 2019/20 produced demonstrating impact</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding the move from response to recovery structures and finding HC's most impactful place within it</li> <li>• Capacity for video meetings – lack of f/f contact makes it more difficult to understand the subtleties</li> </ul>	<ul style="list-style-type: none"> <li>• Assess opportunities for influence in new arrangements</li> <li>• Work with ICS to support lay members on ICA boards</li> <li>• Delivering webinar with Healthwatch Warwickshire on influencing</li> </ul>
<b>4. Research &amp; Analysis</b>		<ul style="list-style-type: none"> <li>• Development, dissemination and co-ordination of Covid survey - 1800 responses excellent partnership working with public health</li> <li>• Continued reporting into Quality Surveillance Group</li> </ul>	<ul style="list-style-type: none"> <li>• Capacity may be an issue so ensuring contingency plans in place.</li> <li>• Two pieces of commissioned work via HE – discharge during Covid and NHSE – Public Participation during Covid</li> </ul>	<ul style="list-style-type: none"> <li>• Progress NHSE Public participation research</li> <li>• Progress Covid survey analysis and report,</li> <li>• Develop plan for Phase 2 Covid survey research work</li> <li>• Work with CCB to deliver people's perspective through patient journey work</li> </ul>
<b>5. Key Focus Areas</b>		<ul style="list-style-type: none"> <li>• Lead role in establishing one bereavement line and website for CloS during Covid through excess deaths cell</li> <li>• Roles in county Covid structure on Mental Health and Suicide Prevention cell and surge planning group</li> <li>• Responding to 24/7 MH support line with mystery shopping experience</li> </ul>	<ul style="list-style-type: none"> <li>• Delays in re establishing End of Life Strategy Board and pulling together county wide developments and practice</li> <li>• Surge planning work on MH and understanding role request for Co-production group</li> </ul>	<ul style="list-style-type: none"> <li>• Using covid survey analysis determine MH work for autumn</li> <li>• Chair county wide EoL reset meeting</li> </ul>
<b>6. Organisational Effectiveness</b>		<ul style="list-style-type: none"> <li>• New admin officer in post and providing support to PB and MPV</li> <li>• Protocol and summary developed for prioritisation</li> </ul>	<ul style="list-style-type: none"> <li>• Prioritisation &amp; Planning – develop “plan on a page”</li> <li>• Financial reporting</li> </ul>	<ul style="list-style-type: none"> <li>• Embed use of Prioritisation and overview documentation</li> <li>• Implement monthly management financial project reporting framework</li> </ul>
<b>7. People Readiness</b>		<p>Mandatory staff training schedule / matrix set up ODAG Action Plan updated, policy review schedule in), forms now in a controlled format Staff Covid-19 survey to understand staff pressures, hopes and concerns Specified budget for staff well-being</p>	<ul style="list-style-type: none"> <li>• Staff well-being</li> <li>• Feeding appraisal training needs into annual plans</li> </ul>	<ul style="list-style-type: none"> <li>• Diversity – to develop Action Plan following review of E&amp;D policy at Board meeting in July</li> <li>• Assess how we manage home-working over mid- and long-term as likely to change</li> <li>• Staff skills Audit</li> </ul>



Key driver	Deliverable	Commentary on RAG status
<b>1. Contract Delivery</b>	<ol style="list-style-type: none"> <li>1. Deliver contract KPIs(HW Core contract, Partnership Boards, Safeguarding Engagement and MVP)</li> <li>2. Improved Healthwatch Cornwall profile</li> </ol>	<p>The cancellation of the face to face engagement has meant that we have been unable to deliver KPIs for these contracts however this has been mitigated by agreeing adaptations with contract managers.</p> <p>We are making good progress with the development of our social media following but as yet are unable to quantify this.</p>
<b>2. People's Experience</b>	<ol style="list-style-type: none"> <li>1. Outreach &amp; Engagement Programme</li> <li>2. Partnership Board Facilitation</li> <li>3. Bubbling Issues log/ Risk Rating Matrix</li> <li>4. Diversity</li> </ol>	<p>Commentary above is relevant here re changes to engagement methods and new ways of engaging are being explored and a new programme scoped.</p> <p>We are making good progress on the way in which we can now evidence actions taken in relation to feedback we receive and how priorities are set.</p> <p>We are conscious of the need to improve our consideration of equality &amp; diversity in daily activities.</p>
<b>3. Influencing</b>		
<b>4. Research &amp; Analysis</b>	<ol style="list-style-type: none"> <li>1. Effective reporting processes with providers</li> <li>2. My Life My Death – Qualitative Carers research</li> <li>3. Development of ASK Cornwall, key engagement and research tool with partners</li> <li>4. Mental Health User Experience</li> </ol>	<p>Reporting has reduced as we are receiving very limited number of Have your says as drop ins have not taken place Apr – June</p> <p>Much work has been put on hold during covid as we focused on how we could be of greatest benefit to Cornwall during this time.</p> <p>We are in ongoing discussions regarding the nature of mental health user research.</p>
<b>5. Key Focus Areas</b>		
<b>6. Organisational Effectiveness</b>		
<b>7. People Readiness</b>		