

Board Meeting – 20 October 2020








Business Plan Dashboard

Q2 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	Yellow
			Partnership Board Facilitation	Yellow
			Information Line and website submissions	Green
			Dynamic website and social media	Green
			Bubbling Issues log/ Risk Rating Matrix	Green
			Adult Safeguarding Engagement	Yellow
			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	Green
			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 (has become enhanced discharge project)	Green			

5	Key Focus Areas	Focused areas of work which will be prioritised	End of Life		Green
			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		Yellow

Business plan update: Q2 2020/21

Key driver	RAG	Achievements	Risks/Issues/focus areas	Next steps / actions
1. Contract Delivery		<ul style="list-style-type: none"> New engagement framework in development CC and MVP KPIs being met within agreed budgets Representation on CC recovery groups 	<ul style="list-style-type: none"> Profile baseline to be established b/f No contact with contract manager this in Q2 – need to 	<ul style="list-style-type: none"> Arrange contract meetings with CC, LMC Scope potential antenatal education project
2. People's Experience		<ul style="list-style-type: none"> PB Action plans reviewed Themes developed from Covid survey to prioritise qualitative work on key themes Working with farming health hub to engage farming community in H&SC Introduction of MVP Facebook live sessions 	<ul style="list-style-type: none"> Dentistry continues to be an issue and volume of concerns being raised is growing Consider follow up to recommendations in Covid-19 report 	<ul style="list-style-type: none"> Develop work plan for Covid research Phase 2 Agree ToRs for Mental Health Co-production sub group Agree process for and deliver external evaluation of MVP
3. Influencing		<ul style="list-style-type: none"> Socialised outline of system wide public involvement framework with leadership and CAP Agreed to develop with Transformation Director a paper for system leadership board proposing a plan to develop PI framework 	<ul style="list-style-type: none"> Understanding the move from response to recovery structures and finding HC's most impactful place within it Capacity for video meetings – lack of f/f contact makes it more difficult to understand the subtleties 	<ul style="list-style-type: none"> Engage stakeholders in PI system development Develop role descriptions for lay representation Chair ICS CEO recruitment lay person stakeholder panel
4. Research & Analysis		<ul style="list-style-type: none"> Published Covid-19 report on people's experience during Lockdown and completed HE – discharge during Covid Finalised report on co-production and public participation in CloS H&SC system during Covid in collaboration with Co-create 	<ul style="list-style-type: none"> Capacity may be an issue so ensuring contingency plans in place. Progressing ASK Cornwall development as currently no staff dedicated to this 	<ul style="list-style-type: none"> Research & engagement team to work together and draw up delivery plans for phase 2 covid-19 survey Progress Ageing Well project Develop resourcing plan to Feb 2021
5. Key Focus Areas		<ul style="list-style-type: none"> Planned and chaired CloS EoL reset meeting Regular attendance at MH delivery and surge planning boards Provided data for PH re mental health questions in Covid-19 survey 	<ul style="list-style-type: none"> Delays in re establishing End of Life Strategy Board and pulling together county wide developments and practice Surge planning work on MH and 	<ul style="list-style-type: none"> Clarify ToRs for Co-production group Scope mental health user research (may be part of above)
6. Organisational Effectiveness		<ul style="list-style-type: none"> Prioritisation & Planning framework in use across team Project financial reports established Covid risk assessment and guidelines for staff reviewed and updated 	<ul style="list-style-type: none"> CIO registration to be progressed as a priority Interim cover of staff management in research team Monitor org performance with continued office closure 	<ul style="list-style-type: none"> Draft 2021/22 budgets CEO handover Review capacity/flexibility in work plans where there is staff absence
7. People Readiness		<ul style="list-style-type: none"> Consistent monitoring of staff wellbeing BSM on System OD Group enabling wider knowledge of an input to System planning and integration EVM on Kings fund course (both this and above training funded by statutory partners) 	<ul style="list-style-type: none"> Staff skills audit c/f Staff well-being Feeding appraisal training needs into annual plans Recruitment of CEO and project manager 	<ul style="list-style-type: none"> ODAG – staff survey ODAG staff wellbeing ODAG action plan



Key driver	Deliverable	Commentary on RAG status
1. Contract Delivery	<ul style="list-style-type: none"> • Deliver contract KPIs(HW Core contract, Partnership Boards, Safeguarding Engagement and MVP) • Improved Healthwatch Cornwall profile 	<ul style="list-style-type: none"> • Although core contract KPIs are being met we haven't had a meeting with contract manager this quarter. PB, SE and MVP projects have had their challenges • As yet no baseline benchmarking has been done re HC profile – current Covid restrictions make planned public f/f activity unlikely
2. People's Experience	<ul style="list-style-type: none"> • Outreach and Engagement programme • Partnership Board Facilitation • Adult Safeguarding Engagement • Diversity 	<ul style="list-style-type: none"> • Progress on engagement programme has been made – yet to be completed • Some partnership boards have met but LD is difficult to do digitally • Safeguarding engagement is taking time to generate volume of responses • Recent Covid survey response continues to highlight low numbers of men and younger people responding to HC . Now linking up with NHSE on reaching BAME communities
3. Influencing		
4. Research & Analysis	<ul style="list-style-type: none"> • My Life My Death - qualitative carers research • Development of ASK Cornwall, key engagement and research tool with partners • Mental Health User experience • Revisit GP Survey Analysis from 2017 • Regular reporting to all service providers RCHT, CPFT, CCG and PHT 	<ul style="list-style-type: none"> • EoL work has been on hold throughout Covid – this may combine with qualitative carers research during phase 2 of survey work. • ASK Cornwall progress delayed as no dedicated staff since August • MH work progressing at rate enabled by MH strategy board • New reporting frameworks will be developed alongside any merger of CFT & RCHT if this progresses
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 as working from office/home guidelines change – the covid period is taking its toll on staff. We have held some staff virtual socials and elevenses etc continue