








Board Meeting – 22Jan 2020

Business Plan Dashboard

Q3 2019-20

1	Cornwall Council Contract (s)	Effective delivery of core contract - HC must meet contract requirements	Finalise 5 year contract	Green
			Deliver contract within budget	Green
			Deliver Contract KPIs	Yellow
			Improved Healthwatch Cornwall profile	Yellow
2	People's Experience	For HC to deliver its services we must gather experiences and identify issues and trends	Outreach and Engagement programme - based on research evidence	Green
			Partnership Board Facilitation	Yellow
			Maintain and develop information Line	Green
			Dynamic website and social media	Green
			Improve diversity to be more representative of Cornwall demography	Green
3	Influencing	To impact on service quality and improvement HC must represent people's views at the heart of decision making	Maximise roles within AHSCOSC, Health & Wellbeing, Safeguarding, End of Life and Mental Health Delivery Boards	Green
			Take people's views and concerns to the relevant provider/commissioner and/or strategic boards	Green
			Maintain effective involvement in quality monitoring	Green
			Utilise campaigns to promote uptake of particular service or activity	Yellow
			Utilise evidence from HC activities to support Comms activities	Yellow
4	Research & Analysis	To enable solutions HC must turn information into insights which can be utilised in system planning	Develop and maintain effective reporting processes with providers	Yellow
			My Life My Death - scope and deliver carers research	Yellow
			Review GP Access recommendations and assess progress	Yellow
			Mental Health - Deliver Appreciative Inquiry report (staff)	Green
			Mental Health User experience - define scope and deliver research	Yellow
			Deliver responsive projects determined by prioritisation criteria	Green
5	Key Focus Areas	For maximum impact HC has identified focus areas in 2018-2020 strategy	End of Life - define and deliver year 2 objectives linked to EoL Strategy Board	Green
			Mental Health - define and scope further activity based on AI findings	Green
			Actively contribute to Shaping our Future	Green
			Develop and deliver a framework to demonstrating impact of HC activity	Yellow
6	Organisational Effectiveness	Ensuring the organisation is effectively structured and managed to be sustainable	Maintain good governance	Green
			Maintain financial stability	Green
			Keep under review organisation structure to ensure its fit for purpose	Green
7	People Readiness	Ensuring key people resource are effectively recruited, trained and retained to be sustainable	Build on existing appraisal system to include 360° feedback (removed from plan)	Green
			Undertake staff skills audit 2018/19	Yellow
			Develop and implement personal development and team building programme	Green
			Evidence core training programme	Green
			Develop an organisation wide volunteer programme	Yellow

Business plan update: Q3 2019/20

Key driver	RAG	Achievements	Risks/Issues/focus areas	Next steps / actions
1. Cornwall Council Contract (s)		<ul style="list-style-type: none"> Contract report template now received and June – Nov report completed. Continue to operate within budget Successful oncontract review meeting held. 	<ul style="list-style-type: none"> Focus area – Partnership Board contract needs project plan to deliver milestones and ensure progress No baseline for public profile which would enable us to measure improvement 	<ul style="list-style-type: none"> Develop PB project plan to progress delayed activity Develop plan for awareness measurement
2. People's Experience		<ul style="list-style-type: none"> EPIC recruited as first ASK Cornwall Special interest partner and RCHT developing plans for 20/21 role as Special Interest partner EPIC feasibility report produced and being submitted to One Vision Board in Q5 Continued programme of engagement events - hospitals, leisure centres and libraries 	<ul style="list-style-type: none"> Reviewed public face to ace engagement plans in light of one engagement officer internal secondment to research – some work picked up through extra hours Develop 2020 plan for ASK Cornwall and monitor recruitment 	<ul style="list-style-type: none"> Working with CFT on developing Patient Leader Programme ASK Cornwall Recruitment campaign Secure place at Royal Cornwall Show
3. Influencing		<ul style="list-style-type: none"> Continued involvement with system leaders board Co-Chairing End of Life Strategy Board Vice Chairing Cornwall Quality Surveillance Group Responses to questions over transition of sexual health and contraception services 	<ul style="list-style-type: none"> Development of Patient Engagement work with CFT Focus – linking in with phase 2 of EMBRACE Be conscious of meaningful input into Embrace re engagement – don't spread too thinly 	<ul style="list-style-type: none"> Pick up membership of ASC modernisation Board (3Ps modernisation programme) Deliver Enrich – public engagement conference Meet with new MPs
4. Research & Analysis		<ul style="list-style-type: none"> HYS backlog cleared Seconded engagement officer to cover Research Manager maternity cover Produced specialist dentistry report 	<ul style="list-style-type: none"> Develop risk stratification so regular reporting can prioritise issues and offer consistent level of reporting across system. Embed new leadership and way of working in research team 	<ul style="list-style-type: none"> Scope working with new EoL volunteer on research into carers Develop qualitative piece with St Austell Healthcare around patient discharge journey
5. Key Focus Areas		<ul style="list-style-type: none"> End of Life Charter shared across system Developing role in end of life strategy Continue liaison with mental health commissioners and public health to determine future work 	<ul style="list-style-type: none"> Mental Health strategy launch delayed due to external pressures – need to maintain momentum of HC involvement 	<ul style="list-style-type: none"> Carer research to be agreed and scoped Mental Health user research to be agreed and scoped
6. Organisational Effectiveness		<ul style="list-style-type: none"> New Business Support Manager and Communication & Campaigns Manager recruited Notice served on premises Fibre broadband installed Business continuity plan completed 	<ul style="list-style-type: none"> Develop finance systems and internal reporting for growing number of projects 	<ul style="list-style-type: none"> Premises search around Truro Review telephone provision as now out of contract Progress CIO registration
7. People Readiness		<ul style="list-style-type: none"> New BSM started Secondment for remaining maternity cover Staff attended HE conference 	<ul style="list-style-type: none"> Induct new staff and set clear objectives Predominantly new team – focus on team building Complete staff skills audit 	<ul style="list-style-type: none"> Management Insights training Wider staff team insights Exploring funding for development of Primary Care Network based Citizen Ambassadors



Key driver	Deliverable	Commentary on RAG status
1. Cornwall Council Contract (s)	<ol style="list-style-type: none"> 1. Deliver contract KPIs 2. Improved Healthwatch Cornwall Profile 	<ol style="list-style-type: none"> 1. PB contract delivery is delayed due to staff sickness and slow progress with identification of CC leads for this work. A clear project plan is being written and agreed with contract manager to recoup delays in activity and therefore progress. 2. There is a need to establish a benchmark to measure this – will be planned into 2020/21 now Comms manager coming into post
2. People’s Experience	<ol style="list-style-type: none"> 1. Partnership Board Facilitation 	<ol style="list-style-type: none"> 1. Delayed as per 1. above
3. Influencing	<ol style="list-style-type: none"> 1. Utilise campaigns to promote uptake of particular service or activity 2. Utilise evidence from HC activities to support Comms activities 	<ol style="list-style-type: none"> 1.Both these areas have been delayed while Communication & Campaigns and Business support manager recruited – expected to come on line over next 3 months
4. Research & Analysis	<ol style="list-style-type: none"> 1. Develop and maintain effective reporting processes with providers 2. My Life My Death - scope and deliver carers research 3. Review GP access 4. Mental Health User experience - define scope and deliver research 	<ol style="list-style-type: none"> 1. Working on refining reporting with risk stratification and developing a single system facing report shared with all providers and commissioners 2. EoL carers research yet to be scoped as other work was prioritised 3. Slow progress with reviewing GP access work – focus on PCNs 4. Mental Health scoping has been delayed due to external leadership absence
5. Key Focus Areas	<ol style="list-style-type: none"> 1. Develop and deliver a framework to demonstrating impact of HC activity 	<ol style="list-style-type: none"> 1. Impact is now being reported more effectively. As we introduce the model of identifying outcomes sought at the outset of work we will be able to be more consistent in our impact reporting.
6. Organisational Effectiveness		
7. People Readiness	<ol style="list-style-type: none"> 1. Staff skills audit 2. Organisation wide volunteer programme 	<ol style="list-style-type: none"> 1. Audit not yet conducted due to capacity – will be planned in for Q1 2. Volunteer training programme is being established