

Board Meeting – 22 April 2020

Business Plan Dashboard

Q4 2019-20

BUSINESS PLAN 2019-20



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Business plan update: Q4 2019/20



				Cornwall
Key driver	RAG	Achievements	Risks/Issues/focus areas	Next steps / actions
1. Cornwall Council Contract (s)		 Contract meeting held PB project plan actioned Continue to operate within budget Increased social media activity during March 	Inability to deliver some contract KPIs due to lockdown as all engagement activity ceased Agreed changes to focus with Cornwall Council	 Continue to drive engagement through social media Contract manager changing so establish relationship with new appointee
2. People's Experience		 Begun working with CFT on Patient Leader programme Begun working with Age UK to promote Cornwall Link and Ask Cornwall together Stand at RCS secured and deferred to new date Supported HIoS and HE in IoS contract negotiations 	Reviewed public face to ace engagement plans in light of isolation – consider how to engage as we emerge from lockdown Monitor IoS contract extension and planned proposal	 Develop 2020 plan for ASK Cornwall and monitor recruitment Develop plans for how best to ensure people's experience influences any changes made to services in the longer term following Covid-19 changes
3. Influencing		 Role defined in new governance structure Taken lead to set up single Covid-19 bereavement line Supporting through VERA the effective co-ordination of voluntary sector support of system Supported ASC in scenario planning for Covid-19 	Conference postponed to 1 October – monitor situation in relation to lockdown Establishing best area of activity where we can make a difference in a fast moving environment Maintaining role in system leadership and ensuring HC input into "recovery phase" as we come through the Covid-19 period	 Maintain role in Voluntary Sector Alliance and End of Life pathway Explore role in Mental Health Covid-19 group Maximise ASK Cornwall for feeding public view up to leadership Maintain role in system leadership
4. Research & Analysis		 Established qualitative research project with St Austell Healthcare around patient discharge journey – now on hold Developing survey with HE around Covid-19 Maintain regular reporting schedule 	 Normal focus of work ie feedback has ceased. Refocusing team on Covid-19 HE/HC survey development and delivery Pulling together Annual Report information and impact 	 Scope learning project with Plymouth Uni around Covid 19 and changes to system working Deliver Covid-19 survey
5. Key Focus Areas		 Driven set up of single Bereavement line for Cornwall re Covid-19 Membership of Mental Health Board and working with MH commissioner to determine greatest area of impact for future MH User research 	Mental Health strategy launch delayed due to external pressures – need to maintain momentum of HC involvement. Ensure user experience of current MH service changes through Covid-19 input into 2 weekly operational meetings	Maintain input of user view and HC expertise into new groups being developed as a result of Covid-19 pressures: mental health and EoL operational planning groups
6. Organisational Effectiveness		 New Business Support Manager and Communication & Campaigns Manager started Premises search underway Agreed focus for work during Covid-19 period New systems set up for finance payments etc 	Premises: requested 6 month extension to facilitate premises move as search cannot continue during lockdown Fortnightly Zoom team meetings set up to maintain shared knowledge in fast moving environment	 Premises search around Truro Review telephone provision as now out of contract Progress CIO registration
7. People Readiness		 Managers have completed Insights training and shared profiles with each other and their teams All staff moved to home working effectively Completion of all mandatory training priority for staff wfh 	 Maintaining staff morale and focus during isolation elevenses calls introduced Complete staff skills audit to facilitate "understudy" resource should staff go off sick 	 Set new date for whole team Insights training Exploring funding for development of Primary Care Network based Citizen Ambassadors Volunteer survey revisit Volunteer development plan

resource should staff go off sick



BUSINESS PLAN - AMBER RAG: Q4 2019/20



Key driver	Deliverable	Commentary on RAG status
1. Cornwall Council Contract (s)	1. Deliver Contract KPIs	Unable to gather public feedback at normal levels currently. Contract manager agreement to reprioritising work gained and we are in line with HE guidance
2. People's Experience	 Outreach and Engagement programme - based on research evidence Partnership Board Facilitation 	 Wide ranging cancellations due to lockdown including drop –ins, conference and Royal Cornwall Show. The two events have been rescheduled and we driving feedback through website and phonel ine. One PB meeting cancelled due to lockdown and contract manager leaving so action plan to be reviewed with new commissioner when in place.
3. Influencing		
4. Research & Analysis	 Develop and maintain effective reporting processes with providers My Life My Death - scope and deliver carers research Review GP access Mental Health User experience - define scope and deliver research 	 Refining reporting with risk stratification all providers and commissioners Mindful that there will be very limited feedback to report on over coming months. EoL carers research on hold due to Covid-19 activity: to be rescheduled Slow progress with reviewing GP access work – on hold now due to Covid-19 response Mental Health scoping has been delayed due to Covid-19 response
5. Key Focus Areas	Develop and deliver a framework to demonstrating impact of HC activity	Impact is now being reported more effectively and is a key focus for the development of the 2019/20 Annual Report. 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	 Staff skills audit Organisation wide volunteer programme 	 Audit not yet conducted due to capacity – will be planned in for Q1 Volunteer training programme is being established