

# **Board Meeting – 29 April 2021**

Business Plan Dashboard

Q4 2020-21

# Rag rating on deliverables

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	Green
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	Yellow
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	Red
			Covid-19 Survey	Green
			Mental Health User experience	Green
			Revisit GP Survey Analysis from 2017	Yellow
			Development of key relationships with providers RCHT, CPFT, CCG, PHT	Yellow
			Responsive projects i.e. ophthalmology Report work/ #OneThing	Green
St Austell Healthcare Project Phase 1 and Phase 2	Red			
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	Yellow
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	Yellow
			Staff skills audit 2018/19	Yellow
			Staff training programme (mandatory and developmental)	Green
			Volunteer programme	Green
			Staff Health & Wellbeing	Green

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Key Drivers	Driver description	Achievements	Risks, Issues, Focus Areas	Next Steps
Contract Delivery	Effective Delivery of HW core contract and all contracts	<p>CC and MVP KPIs being met within agreed budgets, SAB report completed</p> <p>Regular monthly meetings with CC Contract Manager -new CEO has established relationship</p> <p>Continued representations on CC Recovery Groups and Systems Leadership</p> <p>New Digital engagement methods explored and website traffic doubled</p>	<p>Profile baseline to be established b/f - not progressed as other communications prioritised</p> <p>Ante natal evaluation work 21/22</p> <p>MVP Contract funding 21/22 to be established</p> <p>Establish next steps for Partnership Board consolidation/development</p>	<p>Safeguarding Evaluation report to be presented to SAB</p> <p>Finalise project spec for antenatal education project with CCG</p>

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People's Experience	Gathering experiences and identifying issues and trends	<p>Plan for Ageing Well patient journey work agreed</p> <p>Developing relationships with key stakeholders in the NHSESW Regional dentistry team ensure public concerns are considered in the Oral Health Needs Assessment/dental reform work plan</p> <p>All Covid19 survey report recommendations being progressed</p> <p>Agreed steps to progress ToRs for MH CoPro Advisory Group</p>	<p>Dentistry continues to be an issue and volume of concerns being raised is growing</p> <p>Progress digital engagement and focused engagement programme</p>	<p>Prepare brief for external evaluation of MVP</p> <p>Consolidate digital engagement plans</p> <p>Plan next steps for engagement work following MH survey, children and young people engagement, hospital discharge follow up, plus targetted under-represented groups by developing VCSE links.</p>
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Influencing	Representing people's views at the heart of decision making and contributing to service quality and improvement	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	ICS CEO recruitment postponed and reschedule - ensure involvement Capacity for video meeting - lack of f/f contact may make it difficult to establish relationships	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
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Research and analysis	Turning information into insight	<p>Reporting established for some providers, further reports to be developed &amp; with wider stakeholders My Life My Death qualitative carers research moved to 2021 Q3/4</p> <p>ASK Cornwall Decision to terminate approved by Board</p> <p>Progressed recommendations in Covid-19 report on people's experience with MH</p> <p>Followed up individual stories following MH survey</p> <p>CCG carried out own report. Will review HE report to look at recommendations for GP access.</p> <p>Reporting largely positive, and steps taken to improve reporting to CPFT</p> <p>Rheumatology paused due to covid recommencing April 21.</p> <p>St Austell work paused due to Covid</p>	<p>Research Manager returning on reduced hours - consider workload distribution and priorities.</p> <p>Gaps in reporting i.e. GP services, care homes and care sector. Lack of feedback to share due to engagement prog pause.</p> <p>Consider balance of resources/capacity of existing team for new commissioned project work.</p>	<p>Progress Ageing Well project</p> <p>Develop resourcing plan to Feb 2021.</p> <p>Review CRM and data management &amp; reporting/development of reports. Progress responsive projects: Discharge 2 Assess, Rheumatology etc, publish MH survey and create action plan. Build relationships to develop feedback from care sector. Consider how impact can be built into project planning.</p>
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Key Focus Areas	Focused areas of work which will be prioritised	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	EoL Strategy Board - plan involvement with return of NS. Clear roles in charing this group and representing HC on it required given reduced hours Scope kick off meeting for MH CoPro AG	Clarify ToRs for CoPro AC for presentation and agreement at kick off meeting Work with CYP commissioner on YP and mental heath user research
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Organisational Effectiveness	Ensuring the organisation is effectively structured and managed to be sustainable	2020/21 accounts within budget 2021/22 budget drafted with core income protected and discrete budgets for separate projects CIO registered IT upgraded in light of increased digital operations New CEO onboarding completed, new PM appointed	Premises lease to remain throughout 2021/22 Financial arrangements for new CIO to be established	Approve 2021/22 budgets Complete on-boarding of new Project Manager
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People Readiness	Ensuring key people resource are effectively recruited trained and retained to be sustainable	100% appraisals completed aligned with Business Plan Mandatory training identified and completed Staff survey completed and HR action plan progressed EVM completed Kings Fund programme	Insights training postponed due to Covid Recruit trustees to new CIO Staff skills audit c/f Staff wellbeing - lockdown pressures combined with home schooling and other caring responsibilities	Implement appraisal/TNA timeline Complete volunteer development plan Prepare for return to office in safe and timely manner
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