

Key Drivers		Driver description	Deliverables	Outreach & Engagement	Research	Business Support	Comm & Campaign	CEO & Management Team	1	2	3	4	5	6	7	8	9		
1	Contract Delivery	Effective Delivery of HW core contract and all contracts	Deliver contracts within budget (HW Core contract, Safeguarding Engagement, MVP)			✓		✓✓	•	•	•	•	•				•		
			Deliver contract KPIs(HW Core contract, Partnership Boards, Safeguarding Engagement and MVP)	✓	✓	✓	✓	✓✓	•	•	•	•	•	•				•	
			Report regularly to contract managers			✓		✓✓	•	•	•	•	•	•				•	
			Improved Healthwatch Cornwall profile	✓	✓		✓✓	✓	•	•	•	•	•	•				•	
2	People's Experience	Gathering experiences and identifying issues and trends	Outreach and Engagement programme	✓✓	✓		✓		•	•	•								
			Partnership Board Facilitation	✓✓		✓			•	•	•	•							
			Information Line and website submissions			✓✓		✓	•	•	•								
			Dynamic website and social media	✓			✓✓	✓	•	•	•	•		•	•	•	•		
			Bubbling Issues log/ Risk Rating Matrix	✓	✓✓			✓	•	•									
			Adult Safeguarding Engagement	✓✓			✓												•
			Maternity Voices Partnership	✓					✓✓										
			Diversity	✓	✓	✓	✓	✓✓											
3	Influencing	Representing people's views at the heart of decision making and contributing to service	Maximising roles across key system and provider boards				✓	✓✓				•	•	•	•	•	•		
			Taking people's views and concerns to the relevant provider/commissioner and/or strategic board		✓		✓	✓✓					•	•	•	•	•	•	
			Impact of HC input of public voice/influence measured and demonstrated impact to the public?	✓	✓		✓✓	✓						•					
4	Research and analysis	Turning information into insight	Effective reporting processes with providers		✓✓			✓		•		•	•	•	•	•			
			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	✓	✓✓		✓					•							•
			Carers Needs at EOL/ Bereaved Carers support	✓	✓✓			✓		•	•		•						•
			Development of key relationships with providers RCHT, CPFT, CCG, PHT	✓	✓✓				✓	•	•								
			Regular reporting to all service providers RCHT, CPFT, CCG and PHT		✓✓				✓	•	•								
			Responsive projects i.e. ophthalmology Report work/ #OneThing	✓	✓✓				✓	•	•	•	•						•
St Austell Healthcare Project Phase 1 and Phase 2	✓	✓✓				✓	•	•	•	•	•					•			
5	Key Focus Areas	Focussed areas of work which will be prioritised	End of Life	✓	✓		✓	✓✓									•		
			Mental Health	✓✓	✓		✓									•			
			Demonstrating impact		✓✓		✓	✓				•							
			Primary Care Network development	✓	✓			✓✓											•
6	Organisational Effectiveness	Ensuring the organisation is effectively structured and managed to be sustainable	Governance					✓✓	•	•	•	•	•	•	•	•	•		
			Financial stability					✓✓	•	•	•	•	•	•	•	•	•	•	
			Organisational structure					✓✓	•	•	•	•	•	•	•	•	•	•	
7	People Readiness	Ensuring key people resource are effectively recruited trained and retained to be sustainable	Consolidate appraisal process and integrate Insights programme			✓✓		✓	•	•	•	•	•	•	•	•	•		
			Staff skills audit 2020/21	✓	✓	✓✓	✓	✓	•	•	•	•	•	•	•	•	•		
			Staff training programme (mandatory and developmental)			✓✓		✓	•	•	•	•	•	•	•	•	•	•	
			Volunteer programme	✓✓			✓		•	•	•	•	•	•	•	•	•	•	
			Staff Health & Wellbeing			✓✓		✓	•	•	•	•	•	•	•	•	•	•	

2018-2021 Priorities

- Gathering and reporting insights
- Representation within decision making systems
- Research into areas of public interest
- Shaping Our Future (Citizen's Advisory Panel, workforce and public engagement)
- Quality of Health and Social Care Services (Quality Assurance Input)
- Partnership Boards (Autism, Carers, Learning Disabilities and Older Persons)
- Mental Health
- End of Life Care
- Demonstrating Impact

Columns above illustrate

✓✓	Lead Role
✓	Involved in/livering role

Columns above illustrate

which objectives each driver contributes to delivering.
They are not indicative of level of importance.