



HE Quality Framework Action Plan

Anne Oliver

April 2022

Why the Quality Framework matters

- Tool to demonstrate our effectiveness
- Commitment to HE to complete by March 22
- Informs current commissioners and potential commissioners
- Involves all of us – Board, staff and volunteers
- Aligned to external verification standards as Trusted Charity mark



Plan on a page

Context	Healthwatch are operating in very different environments and this will affect their ability to make a difference for local people		
Enablers	Leadership and Decision-making		
	<ul style="list-style-type: none"> • What is your approach to strategy and business planning? • What is your approach to the decision-making process? • How do you demonstrate your independence and your ability to hold health and social care services to account? • How would you describe your governance processes? 	<ul style="list-style-type: none"> • How does the Board/Advisory group oversee your effectiveness and management of resources? • How does your Healthwatch approach safeguarding, confidentiality and data security? • What is your approach to your equality duty? 	
Approach	People	Sustainability and Resilience	
	<ul style="list-style-type: none"> • How do you ensure staff and volunteers understand your approach and what people should expect from you? • To what extent do people understand their roles and responsibilities in the organisation and feel supported and valued? • How do you recruit, induct, support and develop your staff? • To what extent do volunteers feel supported, valued and involved in your work? 	<ul style="list-style-type: none"> • How do you understand and engage with the commissioning process? • How do you develop and sustain relationships with key individuals? • How do you monitor your finances? • How do you consider potential changes in relation to your sustainability? • How do you provide a suitable working environment for staff and volunteers? • If you generate additional income, how do you plan, manage and account for it? 	
Core work	Collaboration		
	<ul style="list-style-type: none"> • How do you prioritise and work with key local and regional partners? 	<ul style="list-style-type: none"> • How do you collaborate with other Healthwatch? • How do you work with Healthwatch England and CQC? 	
Purpose	Engagement, Involvement and Reach		
	<ul style="list-style-type: none"> • How do you understand, prioritise and reach different sections of your community? • How do you gather the views of local people? 	<ul style="list-style-type: none"> • How do you involve local people in the work of Healthwatch and support partners to involve local people? • How do you provide local people with the Healthwatch statutory advice and information they need to navigate and access health and social care services? 	
	Influence and Impact		
	<ul style="list-style-type: none"> • To what extent are you known and trusted as a credible voice on behalf of local people? • To what extent would stakeholders in the local health and care system recognise Healthwatch as a system leader and credible partner? • How do you help local people and stakeholders understand what Healthwatch does and the value you bring? • How do you know whether you've had an impact? 		



Lead Managers

Theme	Overall lead
Leadership & Decision Making	Mario Dunn
People	Anne Oliver
Sustainability & Resilience	Sue Dobson
Collaboration	Stephen Jobling
Engagement, Involvement & Reach	Jody Wilson
Influence & Impact	Natalie Swann
Overall co-ordination – Helen Newton (Admin Officer)	



Timetable

Period	Target
Q1	Agree process and prepare paperwork for overall leads and co-Ordinator; with BSM as Project Manager reporting to and seeking support from ODAG as required.
Q2	Overall leads to identify what we have in place and provide evidence, rag rate accordingly, identify sub leads and support required
Q3	Overall leads to provide full Action Plan for areas where we need to improve
Q4	Completed Framework, majority rag rated green and clear proposals for any rag rated yellow or red



Progress so far

- Lead directors met with lead managers
- “must do” policies approved at January Board
- Overall plan updated with work completed and next steps
- Positive review meeting held with Healthwatch England in March 2022
- Management and staff updated at team meetings
- Action Plan updated for 2022/24 to link with Work Plan with SMART objectives



Balanced Scorecard

