

# HE Quality Framework Action Plan

## Anne Oliver

9<sup>th</sup> July 2021

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



## 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)	



## Next steps

Lead managers to have individual spreadsheet to complete for their designated theme - summary tab for rag rating overview and detail tab to provide context and evidence (see example on next slides).

Points we will be considering at our Managers' development day:

1. What do we have already and where are the documents that provide the evidence
2. What actions can we take to improve the position we are in?
3. Who will take the lead on those actions?
4. Who do they need to help them?
5. When will they report back?
6. How will they report back (to whom)?



# Summary tab for Collaboration

COLLABORATION	We benefit the people we serve by working collaboratively and in partnership with others	OVERALL LEAD - STEPHEN JOBLING		
Question	Statement	Rating	Lead	Support
How do you prioritise and work with key local and regional partners?	We have identified partners to help us deliver our strategy and business/work plan. The staff and volunteer team at all levels build effective and collaborative relationships with partners			
	We develop relationships and collaborate with other organisations such as universities, Academic Health Science Network, voluntary and community groups etc., where this will lead to better outcomes			
	We are sought out by statutory and voluntary sector organisations for joint working and/or guidance or support			
How do you collaborate with other Healthwatch?	We set joint priorities and work with other Healthwatch where this will produce better outcomes.			
	We work with other local Healthwatch to manage our collective resource to engage effectively with wider partnerships			
	We play an active role in the Healthwatch network, learning from and sharing good practice and impact with partners			
How do you work with Healthwatch England and CQC?	We have effective methods of sharing information and collaborating with Healthwatch England			
	We contribute to Healthwatch England national initiatives when this adds value locally as well as nationally, and make maximum use of the support offered by Healthwatch England			
	We share our intelligence with CQC to inform their activities			



## Example of detail tab

Question	These prompts will help you decide on your RAG rating	Rationale	Examples of evidence to illustrate that your organisation meets the prompt criteria	Your approach, evidence and examples
How do you prioritise and work with key local and regional partners?	We have identified partners to help us deliver our strategy and business/work plan. The staff and volunteer team at all levels build effective and collaborative relationships with partners	Collaboration and partnership working is a key way in which organisations achieve their objectives. Working collaboratively can achieve things that can't be achieved by working alone.	Evidence of collaboration and partnership working leading to positive outcomes	
	We develop relationships and collaborate with other organisations such as universities, Academic Health Science Network, voluntary and community groups etc., where this will lead to better outcomes			
	We are sought out by statutory and voluntary sector organisations for joint working and/or guidance or support			



# 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 (no red!)

