

Appendix 1 - Proposed HealthWatch Performance Indicators

Outcomes and Impact Development.

1. Governance

OUTCOMES	ACHIEVEMENT	SUCCESS
MISSION		
Local Healthwatch understands its purpose and communicates this widely; external stakeholders understand the purpose of local Healthwatch.	Review mission statement with deepened involvement - e.g. stakeholders help develop proposals. Undertake awareness-raising exercise with local communities.	Wider communities can explain the purpose of local Healthwatch and know how to contact it (identified through survey or similar exercise). More people who contact local Healthwatch show understanding of its role.
FOCUS ON PRIORITIES		
Local Healthwatch is seen as a credible and effective organisation by partners in local authorities, the NHS and other statutory and voluntary organisations.	Undertake exercise such as survey or 360 degree feedback to find out how local Healthwatch is viewed by partner organisations.	Results of exercise are positive. Action is taken to learn from feedback.
BOARD SKILLS AND KNOWLEDGE		
Local Healthwatch is trusted by people who use health and social care services and by the public.	Consultation on external perception of local Healthwatch amongst communities, users, carers and patients.	Results of consultation show majority trust and value local Healthwatch and believes it operates independently.
INVOLVING LOCAL COMMUNITIES		
Healthwatch City of London is trusted by people who use health and social care services and by the public	Consultation on external perception of Healthwatch City of London amongst communities, users, carers, patients and the workforce.	Results of consultation show majority trust and value Healthwatch City of London
ROLE OF VOLUNTEERS		
Volunteers bring a wide range of perspectives and skills to local Healthwatch. Volunteers feel valued by the organisation.	Regular oversight, support and celebration of volunteers takes place. Volunteers involved in training sessions with staff.	Retention of volunteers Range of volunteers. Volunteer satisfaction.

2. Finance

OUTCOMES	ACHIEVEMENT	SUCCESS
TRANSPARENCY AND HONESTY		
Local Healthwatch financial information is accessible to the public and other interested parties.	A board member or senior officer is responsible for accounting for local Healthwatch finances, reporting to local Healthwatch board. Board papers relating to finance are publicly available.	Annual accounts are approved in line with regulations covering the local Healthwatch organisation. Annual accounts are publicly available on the website when approved by the board. The local Healthwatch annual report includes information about the amounts spent by the organisation in its local Healthwatch capacity and what these were spent on; applies also to any local Healthwatch subcontractor.

3. Operations

OUTCOMES	ACHIEVEMENT	SUCCESS
EASE OF ACCESS		
Local Healthwatch understands its purpose and communicates this widely; external stakeholders understand the purpose of local Healthwatch.	Develop outreach programme in collaboration with volunteering partners. Supplement website, phone line and shop front with sessions in accessible community venues (eg schools, GP surgeries, day centres, churches/temples/mosques, libraries, pharmacies, supermarkets).	Record and evaluation of contacts in community venues. Survey to establish community knowledge of local Healthwatch, how it can be contacted and how accessible and welcoming it is. Survey of venues' perception of accessibility.
INFLUENCING HEALTH AND WELLBEING BOARD		
Local Healthwatch is a	Develop clear procedures	Increased patient, service-user

<p>respected voice on HWB and HWB members have a greater understanding of consumers'/service users' experiences of local health and social care services.</p>	<p>for feeding into and back from the HWB and meetings with health and social care commissioners. Begin to collect, record, analyse and present robust data about users' experiences of health and social care, identifying gaps in intelligence and influencing the system to fill them.</p>	<p>and public involvement in work of HWB, advised and supported by local Healthwatch. HWB has an engagement strategy involving local Healthwatch representatives. Local Healthwatch service user analyses routinely discussed and drawn on in HWB deliberations. Evidence of raised awareness among HWB members about the importance of engaging with communities and the expertise and value that VCOs can bring to discussion and decision making.</p>
<p>CONSUMER RIGHTS</p>		
<p>People understand the options that are available to them and their right to make choices, if they want to, about how they receive care and support.</p>	<p>Produce easy-to-understand documents explaining options (and constraints on them) and how to exercise choices. Support or signpost individuals to support in understanding options and making choices. Links on website to qualitative information about providers of health and social care services (eg to CQC reports, surveys and reviews).</p>	<p>Increasing evidence (e.g. from GPs/social services) that people are exercising their rights to access and choose between service providers and that they are using signposting and support services to help them make informed choices. Monitor inquiries and advice on access and choice to ensure the most disadvantaged are receiving information to make informed choices.</p>
<p>REPRESENTATION</p>		
<p>Local Healthwatch has a work programme for systematically seeking views of diverse communities and individuals on key health and social care issues and services and presenting these to commissioners and service providers to influence their approach. Local Healthwatch shows people that it values their views and feeds back on how it uses the information</p>	<p>Work with VCOs to produce effective and robust community-based and action research. Develop methodology for "virtuous circle" of gathering views, presenting them in forums where they will have most influence and feeding back to consumers and communities on their impact.</p>	<p>HWB and commissioners respond to views presented by local Healthwatch in developing JSNA, JHWS and commissioning plans. HWB and commissioners seek advice of local Healthwatch and VCS partners on improving their own community engagement.</p>

they provide and what impact it has had.		
RESEARCH, INTELLIGENCE GATHERING AND INFORMATION FEEDBACK		
The quality of care improves overall and issues of dignity and respect are prioritised in response to highlighting and evidence from local Healthwatch.	Satisfaction surveys CQC and Healthwatch England reports.	More positive results from surveys and CQC assessments. Findings of improvements by dignity champions, young people's champions. Surveys of VCOs representing particular groups and conditions, asking whether consumers'/service users' views have been respected and dignity addressed.
CONCERNS AND COMPLAINTS		
Patterns of complaints and issues raised by individuals influence services for the better.	Analyse the use made of statistics collected by local Healthwatch and complaints advocacy service.	Services de-commissioned/recommissioned in response to concerns/complaints, health scrutiny reviews arising from local Healthwatch referrals, action taken by CQC.

4. Relationships

OUTCOMES	ACHIEVEMENT	SUCCESS
CONSUMERS AND COMMUNITY		
Local Healthwatch is fully embedded in the community, is recognised as a key element in the voluntary and community sector infrastructure and is trusted by and engaged with a diverse range of people. The public and VCS use local Healthwatch as a means to put forward their experiences, views, concerns and ideas in relation to improving health	Diverse groups involved at different levels of engagement in work of local Healthwatch across the full range of its activities. Priorities and work programme driven by input from service users and communities. Local Healthwatch input to development of JSNA, JHWS, commissioning and delivery of services.	Information about local Healthwatch reaches people from a range of channels such as from the local VCS. Diverse profile of volunteers involved in local Healthwatch engagement and reporting activities, including outreach to seldom heard groups. Diverse profile of volunteers involved in local Healthwatch engagement and reporting activities,

<p>and wellbeing in the local community.</p>		<p>including outreach to seldom heard groups. Evidence that signposting and information service is supported and used by diverse range of users. Evidence from use of website and social media by consumers/service users. Annual report shows a wide range of engagement across all user groups. Stories from individuals and groups about how they have made a difference through engagement with local Healthwatch. Analyse changes in JSNA, JHWS, commissioning and delivery and able to point to specific examples where local Healthwatch has made a difference through gathering and presenting service users' experiences and community views.</p>
<p>CHILDREN AND YOUNG PEOPLE</p>		
<p>Children and young people are actively involved in the development of local Healthwatch priorities and vision.</p>	<p>Ensure local Healthwatch skills and experience enable it to understand the priorities of children and young people and to engage with local organisations already engaged with children and young people. Form working partnerships with VCOs working with children and young people. Set up a sub-group of Board, working group or task group of children and young people to advise Board on priorities. Recruit, induct and train children and young people as volunteers (e.g. to develop use of social media, signposting).</p>	<p>Able to point to influence of children and young people on vision, priorities and work plan. Profile of volunteers includes children and young people.</p>
<p>OLDER PEOPLE</p>		

<p>Local health and social care services more responsive to the needs and wishes of older people because of local Healthwatch's involvement. Greater integration across health, care and other services (e.g. education, leisure) for older people because of local Healthwatch's involvement. More age proofing of universal services and specialist services not targeted specifically at older people because of local Healthwatch's involvement. More support for older carers and co-carers because of local Healthwatch's involvement.</p>	<p>Demonstrate the influence of local Healthwatch's engagement with older people on services. Greater awareness among commissioners and providers of experiences, needs and wishes of older people. Involvement of local Healthwatch older volunteers in cross-sectoral age proofing projects and dignity champions network. Local Healthwatch involvement in work around older carers and co-carers. Cross sectoral prioritisation of dignity and respect.</p>	<p>Surveys of older service users/consumers and older carers about their perception of local Healthwatch. Surveys of commissioners and providers about their understanding of needs and wishes of older people, issues of dignity and respect and the role local Healthwatch has played. Case studies of changes in services influenced by input of local Healthwatch. Individual stories gathered from and presented by older people about their engagement in changing services for the better through their involvement with local Healthwatch. Outcomes from dignity champions' network or working group.</p>
SAFEGUARDING		
<p>Local Healthwatch is seen as key champion and community voice on safeguarding issues. Local Healthwatch's assistance is sought by partners in engaging with different groups within the community on safeguarding issues. Dignity and respect are seen as key components of safeguarding and of engagement.</p>	<p>With relevant partners, follow up local Healthwatch enter and view visits, reports and recommendations with a safeguarding component. Assess impact of local Healthwatch referrals with a safeguarding component. Overall local prioritisation of dignity and respect.</p>	<p>Analysis of local Healthwatch reports and recommendations shows they have influenced partners to make improvements in relation to safeguarding issues. Analysis of referrals shows they have drawn attention of partners to issues and cases they might otherwise have missed. Increasing dignity and respect by engaging and empowering service users increasingly recognised in partners' vision statements and work programmes.</p>
HEALTH AND WELLBEING BOARD		
<p>Local Healthwatch is central to developing the community engagement strategy of the HWB and advises the HWB on innovative forms of</p>	<p>Work with HWB colleagues to develop community engagement strategy. Make evidence-based presentations to HWB on needs and wishes of</p>	<p>Community engagement strategy is welcomed by the wider public and service users and results in active engagement among diverse groups. Surveys of HWB</p>

engagement in its work.	consumers/ communities and SMART recommendations about how they can be met. Contribute to development of JSNA and JHWS. Make proposals on innovative forms of engagement.	members and/or 360 degree appraisal process indicate high opinion of local Healthwatch contributions.
COUNCIL		
Council as commissioner of public health and social care services	Make presentations to council Executive and other meetings. Local Healthwatch demonstrates it can contribute to improving council's own objective of meaningful engagement with service users, carers and communities. Council social care representatives involved in local Healthwatch training for board, staff and volunteers.	Council social services and other departments ask for local Healthwatch assistance in developing and deepening their public engagement activities.
CLINICAL COMMISSIONING GROUPS		
CCG(s)' public and patient engagement strategy is developed and implemented.	Assist CCG(s) to develop public engagement strategy. Work with CCG(s) to develop innovative forms of engagement.	Local Healthwatch invited to participate in development of CCG commissioning strategies.
ADVOCACY AND COMPLAINTS SERVICE		
Local Healthwatch has a good knowledge of local advocacy and complaints services and how people can access them.	Co-training with complaints advocacy staff. Develop a system for feeding back to complainants on progress of their issues.	Successful first-time referral and useful analysis of complaints referrals.
HEALTHWATCH ENGLAND AND CARE QUALITY COMMISSION		
There is mutual trust between local Healthwatch and CQC representatives. Through information brought together on the Healthwatch Information Hub, local Healthwatch are enabled to network together, sharing each others' information.	Local Healthwatch and CQC work collaboratively on their respective activities. Develop working relationship with neighbouring local Healthwatch to aggregate and share information. Ensure information is regularly uploaded to	CQC's willingness to work collaboratively. Effective, evidence-based reports with evident contribution from local Healthwatch.

	Healthwatch Information Hub.	
HEALTH AND SOCIAL CARE PROVIDERS		
Concerns about services highlighted through engagement activities, intelligence on users' experiences, Enter and View visits and local Healthwatch service monitoring are addressed by providers.	Well-planned, evidence-based engagement activities, intelligence gathering, Enter and View visits, reports and recommendations on services users' experiences by suitably trained and skilled local Healthwatch representatives and volunteers.	Timely and positive response by providers to reports and implementation of a significant number of local Healthwatch recommendations.

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