PERFORMANCE FRAMEWORK REPORT Q2 2020/21

Healthwatch City of London

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Introduction

This report provides an update on the Quarter Two (July-September 2020) performance of Healthwatch City of London (HWCoL) against the key performance indicators laid out in the Performance Framework 2020/2021. Following a review of Q1report with the commissioner, additional indicators were added to the Performance Framework to provide further information on the support that HWCoL provides to City of London residents.

The COVID-19 pandemic continues to impact on delivery, largely through the restriction on face to face activity including Enter and View. Activity continues to be delivered digitally where possible.

To increase participation in meetings held in public, residents can now use their telephone. HWCoL will collate the number of times residents have joined meetings by phone and report back in Q3.

A key challenge going forward will be to ensure public engagement and public scrutiny of the changes in the delivery of Health and Social care post Covid19. HWCoL continues to review its engagement activities to maximise HWCoL's reach and understanding of residents needs.

Performance highlights

Of the 26 KPI's where HWCoL have a met or exceed target in 17 an improvement on the Q1 report of three. KPI's that are now meeting target are:
- A Business plan was produced for the remaining years of the current contract.
- A workplan for this financial year and workplans for the final years have been produced. The work plans will be updated regularly.
- Completion of Healthwatch's Quality Framework.
- Website – Numbers of visitors.
- Website Numbers of pages visited.

Other highlights include, increased production of newsletters and bulletins to weekly, improving the provision of advice and guidance to residents. Communications delivered via Mailchimp maintained an open rate of 49.65%, Q1 was 51.4%, nearly double the industry average of 25%. The newsletters and bulletins are sent out via the Barbican estate newsletter, the City internal comms team, the City communities team, the City Business Healthy team and in addition are now posted on the Golden Lane website to increase reach. Work continues to ensure that the newsletters and bulletins are available in on-line communications run for residents in the east of the City. HWCoL revised its communication strategy in September using lessons learned from our COVID-19 communications strategy a further revision is being carried in response to the second wave of COVID-19.

A report from HWCoL's first three digital surveys has been produced. Respondents reported that:
- there was enough information about COVID-19 but were concerned about lack of information on other conditions and support available during the pandemic.
- NHS 111 was an excellent service.
- Eighty nine percent of respondents used the Neaman Practice, but 75% found the Neaman Practice website difficult to use.

The reports' conclusions were fed back to the CCG and will be followed up at the quarterly meetings with the Neaman practice and the CCG. The report was also shared with Healthwatch England, contributing to their understanding of the impact of COVID-19. The report is available on the HWCoL website. Further surveys were carried out in Q2, but a report has yet to be published. Surveys continue to form part of the work plan. Our latest survey on the mental health impact of COVID-19 had 15 responses.

During the Q2 HWCoL raised a safeguarding alert regarding a resident of the CoL.

Areas of under performance

Since the last report there has been a reduction in the number of underperforming KPIs from ten to six.
The following KPI has moved from meeting target to under-performing:

- Number of board associates-reduced by one.

The following KPI's are rated amber and are subject to remedial action or are due for completion by Q3. These include:

- A month-long recruitment plan for Trustees; the highest priority. Work is currently being carried out to identify local voluntary organisations in the east of the City to approach for support in recruitment of Trustees and Board Associates.

- Number of trustees on HWCOL board.

- The Twitter analytics demonstrated a slight improvement in signed up numbers. This was a result of implementing our Communication and Engagement strategy. We saw profile visits to the HWCoL account up 133.3% with 42 profile visits in September.

- On-line Board meetings in public continue to challenge HWCoL's ability to reach the annual target. HWCoL has carried out a concentrated effort to increase the number of attendees for the Annual General Meeting.

Areas of significant under performance

There are three red rated targets. These include:

- Facebook followers: during September HWCoL increased the amount of Facebook specific content resulting in page views rising by 50% and post reach by 20%.
- Subscribers to HWCoL email bulletins-now recorded as an area of significant under performance. The target was raised to 150 (previously 116) due to over achievement in Q1.
- Enter and View; activity remains suspended and it is unlikely to resume before March 2021. In response HWCoL is carrying out mystery shopping to assess the performance of service providers.

Performance Table

Indicator name/Description	Reporting period	HWE QF	CoLC Outcome	Annual Target	Quarterly Performance 2020-21		Annual Total to date	Progress	Comments on performance and progress update
				2020-21	Q1	Q2		(RAG)	
Number of local people trained and supported to actively participate in decision making.		*People*	A, B, C						
Number of trustees on HWCOL board.	Quarterly	People		5	4	4	4		Formal interview with potential trustee to take place early November. The Board audit analysis identified targeted Board recruitment in the east of the City as an action. Chair to contact CC members to identify potential Trustees. Advert on website.
Number of associate board members.	Quarterly	People		4	4	3	3		Advertising for Associate Board members from City residents.
Number of volunteers attending decision-making committees.	Quarterly	People		3	3	5	5		In Q2 volunteers attended a number of additional meetings including the CCG's Patient and Public Involvement Committee and CoL's Adult Safeguarding Sub-Committee.
Production of annual work plan, regular progress reporting against milestones.		Influence and Impact	A, B, C, D, E						

Produce a three-year workplan with an annual workplan, detail objectives and actions that meet contractual requirements and objectives.	Annual	Influence and Impact			1		1	1	Business plan completed and is out for public and stakeholder insight until the 16/10/20. The Business plan includes a three-year workplan.
Produce Annual Work Plan produced. To reference Performance Framework, Quality Framework, and Business plan.	Annual	Influence and Impact			1		1	1	Annual work plan is included within the Business plan.
Completion of Healthwatch's Quality Framework.	Annual	Influence and Impact			1		see note		The Quality Framework consists of six domains with additional prompts. HWCoL is required to provide evidence of compliance with these prompts. A gap analysis was completed in Q1 identifying twelve prompts where additional work is required. Five of these have now been addressed. An action plan has been agreed to address the remaining seven prompts. HWCoL have met with Healthwatch England on the next steps for implementation.
Healthwatch City of London Board is representative of the City of London population.		People	B						

Number of times HWCOL publicised board and associate board opportunities - during an annual month-long campaign. [HWCOL will review Board annually as part of Business plan and work plan.]	Annual	People		1	see note			Audit of skills, gender and ethnicity of Board members completed. BAME community and City workers identified as underrepresented. There is no SEND representation. Further work is being carried out to engage with community groups and particular residents in the East of the City. HWCoL has advertised Trustee opportunities on its website and through its newsletters and bulletins. Guildhall School of Music has been contacted.
Regular (frequency to be determined) survey of residents and stakeholders undertaken to determine the levels of awareness and engagement with Healthwatch City of London.		Engagement, Involvement and Reach	B, C, D					

Design and disseminate annual survey of residents and stakeholders. [Annual survey - reviewed and analysed and used as part of our plans for the next year -annual report, business plan and workplan.]	Annual	Engagement, Involvement and Reach			1		see note			The key dates for the annual survey are included within the annual work plan. The survey will be designed in Q3 and carried out in Q4. Collation and interpretation of data will also be carried in Q4.
Evidence of active and increasing engagement with the public on social media (e.g. through number of website hits etc).		Engagement, Involvement and Reach	D							
Email bulletins – numbers of subscribers.	Quarterly	Engagement, Involvement and Reach			150	129	132	132		The target was raised to 150 (previously 116) due to over achievement in Q1. Numbers have grown by three since the last report. Regular sign up details for the newsletters and bulletins added to Facebook and Twitter posts.
Email bulletins sent.	Quarterly	Engagement, Involvement and Reach			12	9	13	22		HWCoL has produced a newsletter or bulletin every week in the last quarter. Positive feedback has been received including from the Health and Well-being Board.
Mailchimp email bulletin open rates.	Quarterly	Engagement, Involvement and Reach		25% aver - industry standard	51.40%	49.65%	49.65%			The open rate has dropped 1.75% but still remains double the Industry average. The click rate was 16% dropping from 18.9% previously, this is still above the Industry standard of 13%.

Twitter - numbers of followers.	Quarterly	Engagement, Involvement and Reach		650	604	607	607	A revised Communications and Engagement strategy was agreed at Septembers Board meeting. Profile visits to the HWCoL account up 133.3% with 42 profile visits in September. The plan includes increased activity with, for example, four tweets in the last week of September. The Twitter analytics show that HWCoL's top tweet was on HWCoL's mental health campaign.
Facebook – number of followers (new account).	Quarterly	Engagement, Involvement and Reach		50	7	7	0	An advert for a volunteer Communications and Digital support assistant included in August newsletter. There was no interest shown and a different approach is being considered. Possibly through London Metropolitan University. Facebook specific content is now being generated. Facebook page views are up 50% and post reach is up 20%.
Website – Numbers of visitors.	Quarterly	Engagement, Involvement and Reach		1000	135	1044	1044	In Q2 HWCoL's website had 972 users. In July, the number of visitors was 380, August 266 and September 403. The site was visited by 972 different visitors during the quarter.

Website Numbers of pages visited.	Quarterly	Engagement, Involvement and Reach			1200	456	2826	2826		In Q2 the number of visitors to the website generated 1,377 sessions averaging 1.41 sessions per user. The number of pages visited was 2,826 with an average of 2.05 pages per session and a bounce rate of 60.6%.
Number of volunteers trained to carry out an 'enter and view' visits and number of visits.		People	C							
Number of volunteers trained to do an Enter and view visit.	Quarterly	People			6	0	0	0		Enter and View is suspended due to continuing COVID-19. Restrictions on activity has led to a rethink with regard to training volunteers. We are currently preparing training for Q4 with a target to recommence E&V in May if agreed.
Number of Enter and View visits. Carried out Either by HWCoL or in partnership with other Healthwatch.	Quarterly	People			4	0	0	0		As HWCoL's activity continues to be restricted due to COVID-19 engagement and scrutiny has shifted to Mystery Shopping. A Mystery shop of providers of the Flu vaccine was carried out in September. Twenty-eight Pharmacies were surveyed with the results published in the September 24th Newsletter. The next Mystery Shop exercise will be carried out on hearing aid suppliers.
Number of Tempo Time Credits volunteers are eligible for.	Quarterly	People			40	121	97.5	172.5		Included in Q2 are volunteering hours for mystery shop of Flu providers, policy research on Neighbourhoods and, the provision of and NHS digital appointments.

Healthwatch representative at Health and Wellbeing Board and identified relevant meetings and events.		Leadership and Decision Making	A, B						
Numbers of HWBB board attendances.	Quarterly	Leadership and Decision Making		6	1	1	2		Only 1 HWBB has taken place in this quarter.
Other board attendances (e.g. CCG governing body, ICB, NEL governing body, Health and Social Care Scrutiny, events etc).	Quarterly	Leadership and Decision Making		40	20	17	37		Incudes City & Hackney CCG Boards, Integrated Commissioning Board, Integrated Commissioning Communications & Engagement Enabler Group, Equality Working Group, North East London Governing Body, CoL's Adult Safeguarding Sub-Committee, Neighbourhood conversations and Neighbourhood delivery group.
Events hosted by HWCOL: quarterly focus group discussions, one of which is the Annual Public Meeting.	Quarterly	Leadership and Decision Making		4	1	1	2		Online Carer's listening event. Other listening events planned for Quarter 3, e.g. mental health round table discussion.
Volume of activity (feedback from local people, attributes of those feeding back, number of volunteers, members, outreach events, updates to community, complaints).		Engagement, Involvement and Reach	A, B, C						

Number of responses to surveys - responses referenced in report - along with demographics, when these have been obtained.	Quarterly	Engagement, Involvement and Reach			60	35	14	49		One new survey published in the quarter bringing the total number for the financial year to five. A report has been produced outlining the results of the first three surveys. HWCoL participated in Healthwatch England's survey on hospital discharge during COVID-19.
Complaints and views (about others' services) – published in annual report.	Annual	Engagement, Involvement and Reach			4	1	3	4		
Number of members of public at HWCOL board meetings.	Quarterly	Engagement, Involvement and Reach			100	9	3	12		Board meeting in Public in Q2. Members of the public were able to phone in as well as join online.
Recruitment and training programme in place which enables more people to participate in co-production of services.		Collaboration	B, C							

Report on training completed (Healthwatch England training, and training completed from City of London, voluntary sector, etc.)	Annual	Collaboration		1	5	4	9		Training completed: Communications strategy workshop, engaging with the digitally excluded, Healthwatch Post Lockdown: Safe Working, Volunteering and Engagement.
Areas of HWCoL work that although not included as part of the Performance Framework, it has been agreed that they should be reported on for a better understanding of the work of HWCoL.									
Number of safeguarding alerts raised by HWCol in the quarter.	Quarterly					1	1		
Number of complaints HWCoL received about their service.	Quarterly					0	0		