

## Performance Management Framework - Outcomes for Healthwatch Kent

June 2016

### A. Making a difference locally

Outcome	Statutory Function	Examples of Good Outcomes/ Outputs	Evidence	Demonstrable Social Impact/ Added Value
1. Local Healthwatch investigations bring added value through the incorporation of strong public voice - particularly from seldom heard people and communities.	Make reports and recommendations about how local health and social care services could or ought to be improved. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England.	<p>Evidence of where an organisation/service has made changes in response to Healthwatch Kent recommendations</p> <p>At least 24 Enter &amp; View visits carried out each year</p> <p>Every HWK project incorporates the views of seldom heard groups</p> <p>Projects incorporate feedback from Public Voice and Information and Signposting</p> <p>Action plan is produced and monitored quarterly with organisation</p>	<p>Project reports</p> <p>Enter &amp; View reports</p> <p>Equality Impact Assessment for Project</p> <p>Action plans</p> <p>Notes of meetings with organisations</p> <p>Review report of changes to services and other outcomes achieved after 6 or 12 months</p>	<p>Facilitating networks around public voice/ engagement, creating resilience in the community and increasing levels of engagement</p> <p>Kent County Council Social Value Framework Priority; Community Development</p>
2. Captures the experience and aspirations of local people in its investigations and reports	Make reports and recommendations about how local health and social care services could or ought to be improved. These should be	<p>At least four project reports per year</p> <p>Reports have a robust methodology</p>	<p>Project reports</p> <p>Enter &amp; View reports</p>	

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in a way that is appropriate and ethical.	directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England.	<p>Reports have comprehensive stakeholder mapping and engagement</p> <p>Reports have an accessible summary</p>		
3. Investigates, where appropriate, producing recommendations for change that are heard and responded to by relevant decision makers.	Make reports and recommendations about how local health and social care services could or ought to be improved. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England.	<p>Reports are well received by stakeholders</p> <p>Stakeholders provide feedback to be incorporated into the published report</p> <p>Action plan is produced and monitored quarterly with organisation</p> <p>Review report of changes to services and other outcomes achieved after 6 or 12 months</p>	<p>Project reports and responses from organisations</p> <p>Enter &amp; View reports and responses from organisations</p> <p>Action plans</p> <p>Notes of meetings with organisations</p> <p>Review reports</p>	
4. Healthwatch investigations and reports are critical, independent and clear about the rationale for the evidence used.	Make reports and recommendations about how local health and social care services could or ought to be improved. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England.	<p>At least four project reports per year</p> <p>Reports have a robust methodology</p> <p>Reports have an accessible summary</p>	<p>Project reports</p> <p>Enter &amp; View reports</p>	

## B. Strategic Context, Relationships and Influence

Outcome	Statutory Function	Examples of Good Outcomes/ Outputs	Evidence	Demonstrable Social Impact/ Added Value
<p>1. Ensures local people help develop priorities based on the experience and concerns of the public, whilst recognising the local health and social care context and priorities. Systematically uses the intelligence it gathers to inform its priorities.</p>	<p>Promote and support the involvement of local people in the commissioning, the provision and scrutiny of local care services</p>	<p>3 projects are driven from issues identified by the public</p> <p>Volunteers are involved in developing potential list of priorities</p> <p>Wider public are involved in deciding final list of priorities</p>	<p>Prioritisation Process Workplan DaDs minutes IGG minutes External rep feedback monthly summary Process for agreeing priorities</p>	<p>Impact on developing best practice mechanisms used by organisations to support community engagement / consultations</p> <p>Kent County Council Social Value Framework Priority; Community Development</p>
<p>2. Has trusting collaborative relationships with key local decision makers and providers through regular formal and informal meetings where its role as a critical friend is understood.</p>	<p>Make reports and recommendations about how local health and social care services could or ought to be improved. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England.</p>	<p>HWK influence decisions by commissioners and providers</p> <p>Contributes agenda items and feedback on issues at Kent &amp; Local HWBB</p> <p>Regular meetings with: Adult Social Care Commissioning Team KCC Portfolio Holders</p>	<p>List of meetings agreed to attend Meeting notes Action plans with providers and commissioners</p>	

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	<p>In relation to Quality Accounts - A Quality Account is a report about the quality of NHS services provided by an NHS healthcare provider. Under the regulations each provider has a legal duty to publish reports annually and make these available to the public. Service providers must send local Healthwatch a draft version of their Quality Account by April 30th. Healthwatch Kent produces a statement based on the views of consumers and other information we have access about the provider, whether the report is a fair reflection services provided. This statement is included in the Appendix of the Quality Account.</p>	<p>KCC Policy, Childrens Services, Mental Health &amp; Learning Disabilities and Older People Depts Clinical Commissioning Group Accountable Officers and Patient &amp; Public engagement Depts Hospital and Community Trusts Senior Managers and Patient &amp; Public Engagement Depts</p> <p>Healthwatch feedback is published in the quality accounts of acute hospital trusts and community trusts</p> <p>Although not a requirement, Healthwatch Kent has input in the KCC Local Account</p>	<p>Quality accounts from Trusts Local Account from KCC</p>	
<p>3. Plays a clear and distinct role in key local decision making structures (going beyond its formal position on the Health</p>	<p>Promote and supporting the involvement of local people in the commissioning, the provision</p>	<p>Engagement and consultation has improved because of early input from Healthwatch Kent</p>	<p>Consultation and engagement working group minutes</p>	<p>Empowers local people to better scrutinise and</p>

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<p>and Wellbeing Board) and contributes to better local decision making. Contributes to the development and, where appropriate, delivery of the local architecture for local decision making on health and wellbeing</p>	<p>and scrutiny of local care services</p> <p>In relation to Health and Wellbeing Boards - legislation gives Healthwatch Kent equal status and Healthwatch Kent is a proactive participant at the Kent wide and local health and wellbeing boards.</p> <p>In relation to Overview and Scrutiny - Healthwatch Kent can escalate matters to the overview and scrutiny committee where we feel it necessary to do so. The overview and scrutiny committee must acknowledge receipt and keep us informed of any action they take.</p>	<p>HWK has acted as critical friend in specific consultations and either influenced the process or provided lessons learned for further consultations</p> <p>Volunteers are supported to influence local Health &amp; Wellbeing Boards</p> <p>HWK influence discussions and decisions by commissioners and providers</p> <p>No of External reps Escalations to HOSC</p>	<p>Contributions to Kent HWBB Contributions to local HWBB</p> <p>Details of meetings attended/monitored Volunteer Update report Input into HOSC</p>	<p>hold services to account</p> <p>Kent County Council Social Value Framework Priority; Community development</p>

## C. Community Voice

Outcome	Statutory Function	Examples of Good Outcomes/ Outputs	Evidence	Demonstrable Social Impact/ Added Value
<p>1. Has a clear action plan to support local people to share their experience and opinions of local services, ensuring engagement with seldom heard communities.</p>	<p>Obtain the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known</p>	<p>Increasing numbers of Kent residents have heard of Healthwatch Kent from a range of communities</p> <p>8 visits per District- 1 district per month</p> <p>At least 2 visits to seldom heard groups</p> <p>Increasing number of Community Champions from seldom heard groups</p>	<p>Statistics on Reach Browsealoud stats</p> <p>Public Voice process - evidence of locations visited and numbers contacted</p> <p>Community Champion process - evidence of feedback, numbers and retention</p>	<p>Upskilled &amp; trained volunteers</p> <p>Kent County Council Social Value Framework Priority; Local employment</p> <p>Volunteers work across other community projects / initiatives- wider capacity building</p> <p>Kent County Council Social Value Framework Priority; Community development</p>
<p>2. Provides pathways for local people to become involved informally and formally in contributing to the delivery of the local Healthwatch service.</p>	<p>Promote and supporting the involvement of local people in the commissioning, the provision and scrutiny of local care services</p>	<p>Recruitment and retention numbers</p> <p>Case studies of achievements by volunteers</p> <p>Volunteer profile reflects the population of Kent</p>	<p>Volunteer processes, retention and recruitment</p> <p>Report of utilisation of volunteers</p> <p>Volunteer Update Report</p> <p>Volunteer Coordinator workplan</p> <p>DADS minutes</p> <p>IGG minutes</p> <p>Comms with volunteers- newsletters etc.</p> <p>‘Recovery star’ based measure of personal development</p> <p>Review / case studies of impact of HWK work on volunteers- annual report at Xmas</p>	<p>‘Recovery star’ based measure of personal development</p> <p>Review / case studies of impact of HWK work on volunteers- annual report at Xmas</p> <p>Kent County Council Social Value Framework Priority; Good Employer</p>

## D. Informing Local People

Outcome	Statutory Function	Examples of Good Outcomes/ Outputs	Evidence	Demonstrable Social Impact/ Added Value
1. Provides the public with accurate, reliable, relevant and useful information about local services, when they need it, in a format that meets their needs.	Provide advice and information about access to local care services so choices can be made about local care services	95% of contacts are responded to within 1 working day 95% of emails are responded to within 3 working days 90% of telephone and email information requests (who respond to a request for feedback) report that the information service has met their needs.  Audit of Information & Signposting service by peer organisation shows service is accurate.	Information and signposting stats and feedback  Feedback from annual peer audit	A diverse range of communities are empowered to access local services, reducing social isolation
2. Considers the needs of easily ignored and marginalised group in the design, focus and delivery of the service.	Provide advice and information about access to local care services so choices can be made about local care services	Service is fully accessible	Range of individuals contacting the Helpline. Promotional materials in a range of languages and formats and locations. Language line stats. Browse aloud on website stats.	
3. Has a clear map of signposting services and refers members of the public to appropriate services or to places they can access appropriate information/signposting services.	Provide advice and information about access to local care services so choices can be made about local care services	The directory of county-wide services is regularly updated.  Networking with local organisations to increase Community Champions.	Information and signposting stats and feedback  Community Champion directory activity process	
4. Provides members of the public with appropriate advice and support if they need to raise a	Provide advice and information about access to local care services so choices can be made about local care services	95% of service users are satisfied with the information and support given about making a complaint	Information and signposting stats and feedback Numbers referred to SEAP	Public are empowered to give feedback to improve their local services

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complaint about any part of the health and social care system.		and/or about the referral to an advocacy service.		
5. Is delivered to high standards through the quality of information and advice provided, referral to other providers, and the way in which personal information is recorded and used.	Provide advice and information about access to local care services so choices can be made about local care services	90% of service users are satisfied  Mystery shopper exercises evidence high standards	Information and signposting stats and feedback  Feedback from customer satisfaction survey  Feedback from annual mystery shopper exercise	

## E. Relationship with Healthwatch England

Outcome	Statutory Function	Examples of Good practice/ Outputs	Evidence	Demonstrable Social Impact/ Added Value
1. Learns from and shares their learning with other local Healthwatch.	Provide Healthwatch England with the intelligence and insight it needs to enable it to perform effectively	Working practices are updated based on good practice from other local Healthwatch	Peer Review Notes of SE Network Meeting	National policy is influenced by local findings  Kent County Council Social Value Framework - concept of social value's creative potential to drive strategy /work and change lives in Kent
2. Consistently shares the views and experiences of local people with Healthwatch England to be reflected in national work.	Provide Healthwatch England with the intelligence and insight it needs to enable it to perform effectively  Obtain the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known	Feedback from the public, enter & view and project reports are shared with HWE	Use of CRM Share project reports Share enter & view reports	
3. Has given consideration to getting involved with national pieces of work, identifying the relevance of this work for their locality.	Make recommendations to Healthwatch England / Care Quality Commission to conduct special reviews or investigations	HWK undertakes a project or enter & view which contributes to a piece of national HWE work	Escalations to Healthwatch England Involvement in national work	
4. Focus on CQC relationship	Make recommendations to Healthwatch England / Care Quality Commission to conduct special reviews or investigations	CQC report a good working relationship HWK information is incorporated into CQC inspections	CQC meeting notes Info sharing Escalations	