1 CONTACT INFORMATION   **HwH-03**

If you would like to see the figures held within the table of this document please email:
info@healthwatchhertfordshire.co.uk stating the meeting date and name of paper and these will be sent to you

Name of your service:	Healthwatch Hertfordshire
Address of your service:	1 Silver Court, Watchmead, Welwyn Garden City, Hertfordshire
Postcode	AL7 1LT
Your name:	Nuray Ercan
Your job title:	Head of Governance and Operations
Your phone number:	01707 275 978
Your Email address:	nuray.ercan@healthwatchhertfordshire.co.uk
Your website address:	www.healthwatchhertfordshire.co.uk
Month return made:	January 2020 for Quarter 3 (October - December 2019)

2 COMPLIMENTS

Number of compliments received in the past 3 months	35

3 COMPLAINTS

Number of complaints received by the service in the past 3 months	0
- From service users/carers/volunteers	0
- From staff/others	0
Summary of complaint(s) and key actions & learning undertaken as a result of complaints (please set out below):	

4 SAFEGUARDING ADULTS

	Number of adult safeguarding referrals made in the past 3 months	NA
	Number of adult safeguarding investigations started in the past 3 months	NA
Key actions & learning undertaken as a result of safeguarding referrals / investigations (please set out below):		

5 STAFFING *(WTE = Whole Time Equivalent - e.g. full time member of staff)*

	Number of managers (WTE) directly involved with delivering this service	3
	Number of staff (WTE) directly employed in delivering this service	8.2
	Number of employed staff	10
	Number of volunteers	41
	Number of volunteering hours	293
	Number of joiners (staff) in the past 3 months	0
	Number of leavers (staff) in the past 3 months	1
	Number of joiners (volunteers) in the past 3 months	0
	Number of leavers (volunteers) in the past 3 months	1
	Number of staff and Volunteers (if any) referred to the ISA Barred List in the past 3 months	N/A
	Have you had any change in Manager in the past 3 months?	N/A

6   OCCUPANCY AND UTILISATION

Please enter data in the individual sheets (click on each box to go to those sheets).
The data you enter in these sheets will automatically be pulled in to this table.

6a	Total number of Service Users and/or Carers who have been provided with a service within the past 3 months broken down by - geographical area - age - gender - disability - ethnicity - sexual orientation - religion/belief - pregnancy/maternity - gender reassignment - marriage/civil partnership; and - (for cared for) their care group – e.g. learning disability, mental health, dementia. (click here to go to sheet '6a' to provide breakdown of service users and carers)	3991
6b	NOT USED	n/a
6c	Total number of referrals received in the past 3 months broken down by referral source (click here to go to sheet '6c' to enter the data)	0
6d	Total number of Initial Assessments and Reassessments/Reviews undertaken by the Service Provider in the 3 months (click here to go to sheet '6d' to enter the data)	n/a
6e	Total number of Outreach sessions in the past 3 months (click here to go to sheet '6e' to enter the data)	13
6f	Total number of Telephone Support Service in the past 3 months (click here to go to sheet '6f' to enter the data)	89
6g	Total number of Signposting to other organisations/services in the past 3 months (click here to go to sheet '6g' to enter the data)	69

6h	Total number of Referrals to other organisation/services in the past 3 months (click here to go to sheet '6h' to enter the data)	n/a
6i	Total number of Referrals to the Council's Health and Community Services in the past 3 months (click here to go to sheet '6i' to enter the data)	n/a
6j	Total number of Activities delivered in the past 3 months (click here to go to sheet '6j' to enter the data)	5
6k	Total number of Counselling sessions plus numbers of people received counselling in the past 3 months (click here to go to sheet '6k' to enter the data)	n/a
6l	Total number of refusals and the reasons for refusal in the past 3 months (click here to go to sheet '6l' to enter the data)	na
6m	Total number of cases closed (click here to go to sheet '6m' to enter the data)	89
6n	Total number of people who are currently waiting for a service and he reasons why they are waiting (click here to go to sheet '6n' to enter the data)	na

6p	Total number of Carers Breaks and Carers Breaks hours delivered in the past 3 months (click here to go to sheet '6p' to enter the data)	n/a
6q	NOT USED	n/a
6r	NOT USED	n/a
6s	Cancelled service appointments / sessions in the past 3 months and the reasons for the cancellation. (click here to go to sheet '6s' to enter the data)	na
6t	NOT USED	n/a
6u	Total number of carers by care group they care for in the past 3 months (click here to go to sheet '6u' to enter the data)	na
6v	NOT USED	n/a

7   ACCIDENTS

	Number of accidents in the past 3 months	0
	Please provide details below:	
	Number of accidents reported under RIDDOR in the past 3 months	n/a
	Please provide details below:	

8   OTHER INSPECTIONS (if not applicable please enter N/A)

Details of any Fire inspections in the past 3 months
n/a
Details of any Environmental Health inspections in the past 3 months
n/a
Details of any Health inspections in the past 3 months
n/a