

Contract Monitoring Cover Note

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Purpose of the paper

This quarterly paper is provided to Board for information and assurance that we are meeting our reporting duty to our commissioners. The paper provides the information we submit (or report) to our commissioners, for the purposes of their monitoring of our contract.

This paper pack contains Healthwatch Hertfordshire's contract monitoring submission for quarter 3, October – December 2025.

Context

We met with our commissioner at Hertfordshire County Council (HCC) on 3rd February to discuss our contract monitoring submission for Quarter 3. We submit documents on a quarterly basis, as an illustration of successfully meeting (and frequently exceeding) our agreed KPIs in our contract.

Monitoring documents include the following:

- Our performance indicators containing measures and targets for good governance and values & behaviours – these are RAG (red, amber, green) rated to monitor progress and is intended provide assurances to Board against our strategic objectives and KPIs
- A project activity document, outlining the details behind all the key functions we hold, from research and engagement, comms, quality monitoring and holding to account conversations with the senior-most decision-makers in our county.
- A compliments list, which tracks feedback from those who work with us, and is only a small snapshot of the positive support and influence we have in the local system.

In addition there is the PIR, taken in part 2 of the Board Meeting, which contains information on contacts to our signposting service, case studies and staffing. This paper taken in the closed/private part of the meeting as it includes anonymised personal information within the 'signposting' section.

When looking at the information presented it would be useful for Trustees to think about any trends or patterns observed, and if the information aligns with insights from Trustees' networks/meetings attended.

What we are asking Board to do

Board is asked to note the papers and the contents therein, and raise any concerns, questions or reflections with the staff team to address.