Organisational Performance Monitoring and Indicators

Rag rate: **GREEN** – on target, **AMBER** – in development, **RED** – under target

Objective	Measure	Target / Benchmark	Quarter 3: Oct - Dec 2025 Update
Good governance	Meeting legal requirements	All reporting deadlines met no responses from auditors	Exception reporting
	Effective meetings	Positive ratings through self-assessments	After each meeting
	Monitoring staffing and other resources to manage and run the business	Board aware of capacity and demand issues and provide extra resource if appropriate	Report under HR at BAC – Recent items at both the BAC & Board meetings
	Effective support for Board operation and development	Positive ratings through self-assessments & 1:1 feedback	Board 1:1s complete in Dec 2024-Jan 2025
	Effective risk management	Though reviews of risk log which combines likelihood & impact [note, frequency of review changed from annual to quarterly]	Reviewed at each Board meeting - done in November
	Effective Health and Safety management	Annual audit of Health and Safety, policies and procedures, majority of scoring 6 out of 6 and no score under 4	Audit complete in May 2025 scoring 6 out of 6 in all areas bar one area which scored 5 (PAT testing)

Please note: Performance Indicators will be updated in line with the new Annual Business Plan, commencing 1st April 2026, with newly defined metrics.

	Effective Business Continuity Planning	Annual review of plan and procedures	Yearly review at BAC – completed in July 2025
Values and behaviours	Built into effective governance	Positive ratings through self-assessments & 1:1 feedback	Feedback received at Board 1:1s in Dec 2024-Jan 2025
	Number of Strategic Boards and Committees attended	Attend all strategic meetings / committees at least once in each quarter (if meetings take place)	Ref to: Projects and Activity document
	Chair and Chief Execs meetings with Trusts and organisations	Meet with each organisation at least twice per year	Ref to: Projects and Activity document
	Case Studies and other evidence	Qualitative	Ref to: Case Studies document
	Number of website visits	3,500 per quarter	2,892
	Increase awareness of Healthwatch Hertfordshire through developing following on social media	FB: 480 'X', formerly Twitter: 2,444 LinkedIn: 0 Instagram: 0 (Benchmark: number of followers on 1st April 2024)	FB: 601 'X': 2,311 LinkedIn: 1,146 Instagram: 451
	Number of newsletter subscribers	3,000 (Benchmark based on rounded subscribers from April 2024)	Digital: 2,216 Print: 1,533 Total: 3,749

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	Number of website articles / press releases / radio appearances	10 per year	Website articles – 5 Press releases – 0 Media interviews - 1
	Signposting analysis report showing impact of signposting including case studies	6 monthly	Ref to: PIR, BAC 6 monthly report October 2025
	Number of signposting calls taken	30 per quarter	123
	Time taken to resolve signposting calls	Quantitative data	106h 30m

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