healthwatch
Hertfordshire

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 4, January – March 2025.

Context

We are currently evolving our way of reporting in partnership with our Commissioners at Hertfordshire County Council (HCC) to align our reporting approach with updates to our Key Performance Indicator (KPI) specifications made when our contract was renewed in 2024. We continue to have helpful conversations about how to take this forward, and future iterations of this paper will look different as a result.

It is important to note that, despite there being some reformatting of the information, we are not 'losing' any crucial data or evidence illustrating our value as a Healthwatch. The depth and breadth of our work will continue to be evidenced in our quarterly reporting to the HCC, but the new format makes it easier for our commissioners to pull common data into a central dashboard across their various contracts. Elements of reporting unique to Healthwatch will continue to be provided, just in different format.

Monitorng documents include the following:
- Projects and Activities document – provides an overview of projects and activities, including communication activity, over the past quarter as well as giving highlights of meetings attended to hold commissioners and providers to account.
- Performance monitoring and indicators – contains measures and targets for good governance and values & behaviours - these are RAG (red, amber, green) rated to monitor progress
- Compliments – a record of compliments received from clients, partners and stakeholders. These are anonymised and broken down into how the compliment was received.

- PIR – contains information on signposting, research, case studies and staffing. This paper taken in Part 2 of the Board meeting as it potentially contains identifiable information within the 'signposting' and 'research' sections.

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.