

**Organisational Performance Monitoring and Indicators**

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

Objective	Measure	Target / Benchmark	Quarter 1: April – June 2023 update
Good governance	Meeting legal requirements	All reporting deadlines met no responses from auditors	Exception reporting – no update
	Effective meetings	Positive ratings through self-assessments	Reviewed after BAC on 25.07.2023
	Monitoring staffing and other resources to manage and run the business	Board aware of capacity and demand issues and provide extra resource if appropriate	Full report given under HR item at BAC
	Effective support for Board operation and development	Positive ratings through self-assessments & 1:1 feedback	Exception reporting through 1:1s to be scheduled date TBC
	Effective risk management	Thorough reviews of risk log which combines likelihood & impact	Reviewed at BAC on 25.07.2023
	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	Reviewed at BAC on 25.07.2023
	Effective Business Continuity Planning	Annual review of plan and procedures	Reviewed at BAC on 25.07.2023
Values and behaviours	Built into effective governance	Positive ratings through self-assessments & 1:1 feedback	Exception reporting through 1:1s to be

			scheduled date TBC
	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: PIR & Projects & Activity Document
	Number of website visits	3,500 per quarter	6,300
	Make public aware of HwH through use of social media	FB: 2,100; Twitter: 2,100;	Facebook: 1,823 Twitter: 2,390
	Number of newsletter subscribers	3,500	Digital: 1,585 Print: 1,692 Total: 3,277
	Number of press releases / radio appearances	10 per year	Press releases – 14 Radio interviews – 0
	Signposting analysis report showing impact of signposting including case studies	6 monthly	Ref to: PIR, BAC 6 monthly report – next due October 2023
	Number of signposting calls taken	30 per quarter	99
	Time taken to resolve signposting calls	Quantitative date	140h 30m