

**Organisational Performance Monitoring and Indicators**

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

Objective	Measure	Target / Benchmark	Quarter 2: July – Sept 2023 update
Good governance	Meeting legal requirements	All reporting deadlines met no responses from auditors	Exception reporting – N/A
	Effective meetings	Positive ratings through self-assessments	After each meeting – N/A
	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	Exception reporting through 1:1s to be scheduled – working to schedule these in Nov/Dec
	Effective risk management	Thorough reviews of risk log which combines likelihood & impact	Yearly review at BAC – next due in July 2024
	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	Yearly audit review at BAC – next audit due May 2024
	Effective Business Continuity Planning	Annual review of plan and procedures	Yearly review at BAC – next due in July 2024

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 53 Groups with a Healthwatch Hertfordshire representative
	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 and Activity Document
	Number of website visits	3,500 per quarter	7,157
	Make public aware of HwH through use of social media	FB: 2,100; Twitter: 2,100;	Facebook: 1,709 Twitter: 2,400
	Number of newsletter subscribers	3,500	Digital: 1,588 Print: 1,669 Total: 3,257
	Number of website articles / press releases / radio appearances	10 per year	Website articles – 9 Press releases – 1 Radio interviews – 3
	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	111
	Time taken to resolve signposting calls	Quantitative data	111h