

### Organisational Performance Monitoring and Indicators

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

| Objective       | Measure                                                                | Target / Benchmark                                                                                                         | Quarter 2: Jul – Sep 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 August                                                      |
|                 | 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) |
|                 | Effective Business Continuity Planning                                 | Annual review of plan and procedures                                                                                       | Yearly review at BAC – completed in July 2025                                                        |

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|-----------------------|----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|
| 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                                                                                                                            | 3,193                                                              |
|                       | Increase awareness of Healthwatch Hertfordshire through developing following on social media | FB: 480<br>'X', formerly Twitter: 2,444<br>LinkedIn: 0<br>Instagram: 0<br><br>(Benchmark: number of followers on 1 <sup>st</sup> April 2024) | FB: 589<br>'X': 2,320<br>LinkedIn: 1,118<br>Instagram: 319         |
|                       | Number of newsletter subscribers                                                             | 3,000<br>(Benchmark based on rounded subscribers from April 2024)                                                                            | Digital: 1,982<br>Print: 1,830<br>Total: 3,812                     |
|                       | Number of website articles / press releases / radio appearances                              | 10 per year                                                                                                                                  | Website articles – 4<br>Press releases – 0<br>Media interviews – 0 |

26.11.2025

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|  | Signposting analysis report showing impact of signposting including case studies | 6 monthly         | Ref to: PIR, BAC 6 monthly report April 2025 |
|  | Number of signposting calls taken                                                | 30 per quarter    | 122                                          |
|  | Time taken to resolve signposting calls                                          | Quantitative data | 102h                                         |