

## Key Outcomes and Performance Indicators

AREA	OUTCOME	PERFORMANCE INDICATOR
<b>A</b> <b>Well managed and organised</b>	<b>A1</b> Evidence of health and social care issues is brought together from the diversity of local networks. It has a focus on partnership, outreach, networking and relationship building.	<b>A1</b> <ul style="list-style-type: none"> <li>• Number of engagement and outreach activities</li> <li>• Number of Healthwatch Champions</li> <li>• Number of community groups engaged segmented by protected characteristics</li> <li>• Number of providers engaged</li> </ul>
	<b>A2</b> People are aware of the signposting service and are able to access appropriate information, advice and advocacy and are helped to find out about the choices available	<b>A2/A3</b> <ul style="list-style-type: none"> <li>• Number of Contacts (information, signposting, comments each month) broken down by:               <ul style="list-style-type: none"> <li>• Method, age, gender, ethnicity, disability cross reference by Local Authority area</li> </ul> </li> <li>• Number/type of recorded issues</li> <li>• Satisfaction with signposting and information service</li> <li>• Case studies providing narrative of issue raised and subsequent change made</li> <li>• Examples of inputting to one-off enquires, Overview and scrutiny, Health and Wellbeing Board, invitations to provide data to commissioners</li> </ul>
	<b>A3</b> Health and social care services are influenced by the views and aspirations of local people, co-ordinated by Local Healthwatch	
	<b>A4</b> Reports and information to accountable bodies are delivered to professional standards  Health & Wellbeing Board members view reports as credible and influential	<b>A4</b> <ul style="list-style-type: none"> <li>• Reflective audit results</li> </ul>
<b>B</b> <b>Well known</b>	<b>B1</b> Local Healthwatch should be visible and ensure people know what it does and know how to make their views known	<b>B1/B2</b> <ul style="list-style-type: none"> <li>• Awareness of Healthwatch Dorset based on e-panels</li> </ul>
	<b>B2</b> Local Healthwatch is a well-known brand championing health and social care issues	

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<p><b>C</b>  <b>Accessible for everyone</b></p>	<p><b>C1</b>  Local Healthwatch should be easy to access across Bournemouth, Dorset &amp; Poole and be truly reflective of collective issues</p>	<p><b>C1</b></p> <ul style="list-style-type: none"> <li>• Number of Contacts (information, signposting, comments each month) broken down by: <ul style="list-style-type: none"> <li>• Method, age, gender, ethnicity, disability cross reference by Local Authority area</li> </ul> </li> <li>• Number/type of recorded issues</li> <li>• Satisfaction with signposting and information service</li> <li>• Case studies providing narrative of issue raised and subsequent change made</li> <li>• Examples of inputting to one-off enquires, Overview and scrutiny, Health and Wellbeing Board, invitations to provide data to commissioners</li> </ul>
	<p><b>C2</b>  Proactive and effective outreach is in place to ensure participation of minority groups, those seldom heard and geographically dispersed communities</p>	<p><b>C2</b>  Number of</p> <ul style="list-style-type: none"> <li>• Engagement and outreach activities</li> <li>• Champions</li> <li>• Community groups engaged, segmented by protected characteristics</li> <li>• Providers engaged</li> </ul>
	<p><b>C3</b>  Local Healthwatch is accessible in imaginative ways that effectively reaches people across Bournemouth, Dorset and Poole</p>	<p><b>C3</b></p> <ul style="list-style-type: none"> <li>• Number of Contacts (information, signposting, comments) each month, broken down by: <ul style="list-style-type: none"> <li>• Method, age, gender, ethnicity, disability, cross referenced by Local Authority area</li> </ul> </li> <li>• Number/type of recorded issues</li> <li>• Satisfaction with signposting and information service</li> <li>• Case studies providing narrative of issue raised and subsequent change made</li> <li>• Examples of inputting to one-off enquires, Overview and scrutiny, Health and Wellbeing Board, invitations to provide data to commissioners</li> <li>• Number of <ul style="list-style-type: none"> <li>• Engagement and outreach activities</li> <li>• Champions</li> <li>• Community groups engaged, segmented by protected characteristics</li> <li>• Providers engaged</li> </ul> </li> </ul>

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<b>D</b> <b>Influential,</b> <b>Independent</b> <b>&amp; Trusted</b>	D1 Local Peoples views are integral to local decision making about health and social care services	D1/D2 <ul style="list-style-type: none"> <li>• Case studies providing narrative of issue raised and subsequent change made</li> <li>• Examples of inputting to one-off enquires, Overview and scrutiny, Health and Wellbeing Board, invitations to provide data to commissioners</li> </ul>
	D2 Bournemouth, Dorset and Poole consumer voice for health and social care is effectively championed at Health and Wellbeing Board meetings	
	D3 Local Healthwatch is recognised as being an independent organisation, representative of local people	D3 <ul style="list-style-type: none"> <li>• Awareness of Healthwatch Dorset based on e-panels</li> <li>• Reflective audit results</li> </ul>
	D4 Expertise and resources of the local community, voluntary and public sectors is harnessed to influence local health and social care services	<ul style="list-style-type: none"> <li>• Case studies providing narrative of issue raised and subsequent change made</li> <li>• Examples of inputting to one-off enquires, Overview and scrutiny, Health and Wellbeing Board, invitations to provide data to commissioners</li> </ul>