

# Healthwatch Cambridgeshire and Peterborough

## Board Development Plan

### Purpose

1. This report presents a Development Plan for the Healthwatch Cambridgeshire and Peterborough Board.

### Key issues

2. The Healthwatch Cambridgeshire and Peterborough Board was established in April 2017, following the merger of Healthwatch Cambridgeshire and Healthwatch Peterborough.
3. At its October development session the Board of Directors received a presentation from one of our Guarantors, Clive Morton. This presentation gave the Board an opportunity to reflect on its work on what improvement could be made.
4. At its December development session Directors considered a draft development plan. Attached at Appendix 1 is a further draft of that plan. More precise timescales and owners of actions now need to be added.
5. The plan will be linked to individual Director development and reviewed in December 2019.

### Action required by the Board

6. The Board is asked to:
  - Discuss, approve the development plan for 2019 and agree ownership of actions.

### Author

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16<sup>th</sup> January 2019

## HEALTHWATCH CAMBRIDGESHIRE AND PETERBOROUGH DRAFT BOARD DEVELOPMENT PLAN 2019

1. Clarity of purpose and values			
<u>What we do well</u> Mission statement, values and objectives are set out clearly in Articles of Association and organisational strategy	<u>What we can improve</u> Assure ourselves that these are meaningful and relevant for local people	<u>How</u> Include questions in 2019 stakeholder survey  Refresh strategy in line with findings  Develop standard script about Healthwatch purpose and objectives for Directors' use.	<u>When</u> January to June  January to June  January to June
2. Improving and learning			
<u>What we do well</u> There are opportunities for learning and shared development	<u>What we can improve</u> Induction pack and mentoring for new Directors  Sharing our insights and intelligence about the health and care system and concerns identified	<u>How</u> Compile packs and identify 'buddy Directors'  Development session discussions, 'hot topics' for Board agenda and whole team events  General Purposes Group to review performance and quality  Review of Community Forums.	<u>When</u> January to March  All year  September to December  September to December

<b>3. Reflecting our communities</b>			
<u>What we do well</u> Fairly good geographical and gender diversity	<u>What we can improve</u> Ethnicity and cultural diversity  Devise ways for young people to influence Healthwatch agenda	<u>How</u> Target specific under-represented groups when recruiting new Directors  Baseline audit for staff, Director and volunteer diversity  Explore possibilities for young people’s input as a part of youth work during 2019  Target youth engagement good practice for AGM.	<u>When</u> Current  March - June  All year  July
<b>4. Achieving our goals</b>			
<u>What we do well</u> Simple internal escalation process with Directors briefed on concerns through monthly briefing and Board reports	<u>What we can improve</u> Review how activity and escalations are reported to the Board	<u>How</u> New format for CEO report  What does a good Healthwatch look like? As part of stakeholder survey.	<u>When</u> January  January to June