

Quality Assurance Framework [QAF] Action Plan – update September 2023

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| Status Code | Ontrack but not yet due | Complete - no monitoring required | Complete to be monitored | Delayed but no risks | At risk of failing to deliver and requires review |
| On track but not yet due | | | | | |

| Indicator | Question | Our approach, evidence and examples [taken from QAF document] | Status | Action | Completion date |
|---------------------------------------|--|---|---------------------------------|---|---|
| Leadership and Decision Making | Our decision-making policy describes a number of methods for involving local people and volunteers | We do not have a formal written policy for this. We need to document and review it. | Completed | We will develop a decision making policy and implement this within Healthwatch Tameside. | April 2023 Completed: March 2023 |
| Impact and Influence | How do you know whether you've had an impact? | We rarely do this - largely due to staff capacity. | Delayed but no significant risk | We conduct a 360 review of Healthwatch Tameside to understand both stakeholders and the public perception of our service. The information collected will support the development of our strategic plan and provide another data set to help us understand our performance from an external perspective. | August 2023 |

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| Impact and Influence | <p>How do you help local people and stakeholders understand what Healthwatch does and the value you bring?</p> | <p>Whilst we understand Theory of Change and Logic Model approaches we do not currently apply these to our work. We have found evidencing impact to be a challenge - especially when it can take several years for a complex system to change. It may be that we have a different interpretation of 'impact' and 'outcome' compared with some other Healthwatch - we have read several 'Impact reports' from other Healthwatch and these appear to be activity reports with less than 5% of their content describing an actual change that has occurred as a result of their work.</p> | <p>On track but not yet due</p> | <p>We will be supported by Healthwatch England to embed the theory of change model into the service. We will track our impact through an impact tracker tool and present the data quarterly through an impact report.</p> | <p>April 2024</p> <p><i>Update: Healthwatch Tameside completed theory of change training provided by Healthwatch England.</i></p> |
| Engagement Involvement and Reach | <p>How do you involve local people in the work of Healthwatch and support partners to involve local people?</p> | <p>We have a small number of active volunteers (plus our Board). We are currently actively recruiting new volunteers. We have role descriptions and a recruitment process that allows both the volunteer and Healthwatch to back out at any stage should there be a mismatch of expectations.</p> | <p>On track but not yet due</p> | <p>We will conduct a review of our volunteer offer which will aid in developing a revised strategy to support our functions around recruitment, retention, communications, training and support. This information will support the development of our revised offer and will be aligned to the work of Healthwatch in Greater Manchester.</p> | <p>December 2023</p> |