

3.1 Demonstrating Outcomes (DRAFT v5)

HWK OBJECTIVES	HWK OUTCOMES	HWK INDICATORS
1. HWK increases the amount of feedback from people about the services they receive	Outcome A: People have their say about health and care services in Kingston.	<ul style="list-style-type: none"> • Number/Age range of contacts expressing views about health and social care to HWK (via online form, telephone, email, letter or face-to-face) • Number/Age range of people attending HWK community engagement events • Number/Age range of people responding to HWK surveys • The proportion/satisfaction level of people attending HWK community engagement events reporting their voices had been heard • Number of reports presented to commissioners and/or providers (including HWK Enter and View reports) • Number of reports from volunteers (Board and Active Affiliates) and HWK staff attending health and social care meetings
2. HWK maintains a comprehensive database of existing advice and information that can be easily accessed online or through personal or telephone contact	Outcome C: People know about health and care services in Kingston, how to access them and how to exercise choice through having easy, consistent and timely information.	<ul style="list-style-type: none"> • Existence of a HWK health and social care advice and information database • Number of HWK website visits and page content viewed • HWK social media activity levels • Number of/reason for enquiries for information and advice to HWK
3. HWK increases the number of volunteers involved in its work, especially those from diverse or seldom heard communities	Outcome D: People from all communities are actively engaged and contributing to Healthwatch Kingston activities as much as they want to.	<ul style="list-style-type: none"> • Number/Age range of HWK Trustees/Board Members • Number/Age range of HWK Active Affiliates • Number/Age range of Active Affiliates/other volunteers involved in HWK Task Groups/other activities • Number/Age range of Active Affiliates trained in Enter & View • Number/Age range of Active Affiliates participating in HWK Enter & View visits • Equality and Diversity data and, through evaluation, the successful inclusion of the above participants
4. Local priority setting and service delivery is shaped by the views of local people	Outcome B: There are improvements in health and social care services as a result of views and feedback from people in Kingston.	<ul style="list-style-type: none"> • Number of/reason for requests to HWK for information/action from commissioners/providers/RBK officers/RBK elected officials • Number of reports with recommendations presented to commissioners/providers (including HWK Enter & View visit reports) • Number of responses from commissioners/providers to HWK reports with recommendations • Number/Age range of HWK representatives (Board/Active Affiliates/Staff) involved in relevant strategic/operational boards, committees, networks, groups and other stakeholder meetings • Number of health and social care strategies and service developments informed by the views of local people via HWK • Number/Age range of local people involved in determining HWK priorities annually (e.g. in the development of the HWK work programme and ongoing through the HWK Task Groups)

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<p>5. HWK influences the planning and delivery of work by service commissioners and providers</p>	<p>Outcome B: There are improvements in health and social care services as a result of views and feedback from people in Kingston.</p>	<ul style="list-style-type: none"> • Number of/reason for requests to HWK for information/action from commissioners/providers/RBK officers/RBK elected officials • Number of/reason for reports with recommendations presented to commissioners/providers (including HWK Enter and View reports) • Number of responses from commissioners/providers to HWK reports with recommendations • Number/Age range of HWK representatives (Board/Active Affiliates/Staff) involved in relevant strategic/operational boards, committees, networks, groups and other stakeholder meetings • Number of health and social care strategies and service developments informed by the views of local people via HWK
<p>6. HWK is valued by stakeholders in the local community and seen to make a difference</p>	<p>Outcome E: People and organisations know about Healthwatch Kingston and proactively engage with it.</p>	<ul style="list-style-type: none"> • Number/Age range of responses to an annual HWK stakeholder health and social care services survey • Number of stakeholders in the local community seeking the involvement of HWK in 'customer voice' activity
<p>7. Healthwatch conducts its business in a professional, efficient and competent manner</p>	<p>Outcome F: Healthwatch Kingston is a credible and well run organisation with the capability to secure improvements in health and social care in Kingston.</p>	<ul style="list-style-type: none"> • Submission of HWK annual accounts/reports to Companies House and the Charity Commission • Number of HWK meeting papers and reports published ensuring accountability and transparency • Annual review of each HWK Policy and Procedure
<p>8. HWK responds quickly to emerging concerns and issues stemming from local, regional or national intelligence</p>	<p>Outcome F: Healthwatch Kingston is a credible and well run organisation with the capability to secure improvements in health and social care in Kingston.</p>	<ul style="list-style-type: none"> • Number of/reason for HWK responses to emerging concerns and issues stemming from local, regional or national intelligence

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<p>9. Kingston's diverse communities are actively engaged and involved in Healthwatch activities as much as they wish to</p>	<p>Outcome D: People from all communities are actively engaged and contributing to Healthwatch Kingston activities as much as they want to.</p>	<ul style="list-style-type: none"> • Number/Age range of HWK Trustees/Board Members • Number/Age range of HWK Active Affiliates • Number/Age range of Active Affiliates/other volunteers involved in HWK Task Groups/other activities • Number/Age range of Active Affiliates trained in Enter and View • Number/Age range of Active Affiliates participating in HWK Enter & View visits • Equality and Diversity data and, through evaluation, the successful inclusion of the above participants • Number/Age range of people attending HWK community engagement events
<p>10. HWK works on increasing public awareness of its work</p>	<p>Outcome E: People and organisations know about Healthwatch Kingston and proactively engage with it.</p>	<ul style="list-style-type: none"> • Number of health and social care awareness campaigns promoted or visible and active presence at outreach and other community events • Number of HWK newsletters or other HWK communications to the public and community groups
<p>11. HWK can show the impact of activity and subsequent influence over decision making and service planning on the part of commissioners and providers.</p>	<p>Outcome B: There are improvements in health and social care services as a result of views and feedback from people in Kingston.</p>	<ul style="list-style-type: none"> • Number of responses from commissioners/providers to HWK reports with recommendations • Number of health and social care strategies/service developments informed by the views of local people via HWK