

<b>Context</b>	Healthwatch are operating in very different environments and this will affect their ability to make a difference for local people		
<b>Enablers</b>	<b>Leadership and Decision-making</b>		
	<ul style="list-style-type: none"> <li>• What is your approach to strategy and business planning?</li> <li>• What is your approach to the decision-making process?</li> <li>• How do you demonstrate your independence and your ability to hold health and social care services to account?</li> <li>• How would you describe your governance processes?</li> </ul>	<ul style="list-style-type: none"> <li>• How does the Board/Advisory group oversee your effectiveness and management of resources?</li> <li>• How does your Healthwatch approach safeguarding, confidentiality and data security?</li> <li>• What is your approach to your equality duty?</li> </ul>	
	<b>People</b>		<b>Sustainability and Resilience</b>
	<ul style="list-style-type: none"> <li>• How do you ensure staff and volunteers understand your approach and what people should expect from you?</li> <li>• To what extent do people understand their roles and responsibilities in the organisation and feel supported and valued?</li> <li>• How do you recruit, induct, support and develop your staff?</li> <li>• To what extent do volunteers feel supported, valued and involved in your work?</li> </ul>	<ul style="list-style-type: none"> <li>• How do you understand and engage with the commissioning process?</li> <li>• How do you develop and sustain relationships with key individuals?</li> <li>• How do you monitor your finances?</li> <li>• How do you consider potential changes in relation to your sustainability?</li> <li>• How do you provide a suitable working environment for staff and volunteers?</li> <li>• If you generate additional income, how do you plan, manage and account for it?</li> </ul>	
<b>Approach</b>	<b>Collaboration</b>		
	<ul style="list-style-type: none"> <li>• How do you prioritise and work with key local and regional partners?</li> </ul>	<ul style="list-style-type: none"> <li>• How do you collaborate with other Healthwatch?</li> <li>• How do you work with Healthwatch England and CQC?</li> </ul>	
<b>Core work</b>	<b>Engagement, Involvement and Reach</b>		
	<ul style="list-style-type: none"> <li>• How do you understand, prioritise and reach different sections of your community?</li> <li>• How do you gather the views of local people?</li> </ul>	<ul style="list-style-type: none"> <li>• How do you involve local people in the work of Healthwatch and support partners to involve local people?</li> <li>• How do you provide local people with the Healthwatch statutory advice and information they need to navigate and access health and social care services?</li> </ul>	
<b>Purpose</b>	<b>Influence and Impact</b>		
	<ul style="list-style-type: none"> <li>• To what extent are you known and trusted as a credible voice on behalf of local people?</li> <li>• To what extent would stakeholders in the local health and care system recognise Healthwatch as a system leader and credible partner?</li> <li>• How do you help local people and stakeholders understand what Healthwatch does and the value you bring?</li> <li>• How do you know whether you've had an impact?</li> </ul>		