

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