# Quality Framework summary

## Enablers

### Leadership and decision-making

- 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 services to account?

- How would you describe your governance processes?

- How does the Board oversee your effectiveness and management of resources?

- How effective is your Board / Advisory Group?

- How does your Healthwatch approach safeguarding, confidentiality and data security?

- What is your approach to your equality duty?

- What is your approach to diversity and inclusion?

### People

- 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 and develop your staff?

- To what extent do volunteers feel supported, valued and involved in your work?

### Sustainability and resilience

- How do you understand and engage with the commissioning process?

- How do you manage your finances?

- How do you manage potential changes to your sustainability?

- How do you provide a sustainable working environment for staff and volunteers?

- If you generate additional income, how do plan, manage and account for it?

# Approach

## Collaboration

- How do you prioritise and work with key local and regional partners?

- How do you collaborate with other Healthwatch?

- How do you work with Healthwatch England and Care Quality Commission?

# Core work

## Engagement, involvement and reach

- How do you understand, prioritise and reach different sections of your community?

- How do you gather the views of local people?

- How do you involve local people in your work and support partners to involve local people?

- How do you provide local people with the advice and information they need to access health and social care services?

# Purpose

## Influence and impact

- 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?