Sustainability

The Sustainability domain focuses on your approach to generating and managing your financial resources and managing organisational risks. This includes how you manage your relationship with your commissioner, how you manage your finances and generate additional income. Here we also look at related aspects that affect your organisations sustainability such as adequate insurance cover, fit for purpose premises and process of identifying and mitigating risk.

Relationship with Local Authority commissioners

Q1.1 To what extent do you understand, feel engaged with the commissioning process and team within your local authority?

* To a great degree
* For the most part
* Somewhat
* Only a little
* Not at all

Q1.2 Please describe your engagement and participation with the Local Authority commissioning and contract monitoring process and describe your relationships with key people.

Q1.3 Please tick all the boxes which you feel accurately reflects your current situation.

* Our commissioner is in regular contact with us and provides feedback on our performance.
* Our contract arrangement and core funding allow us to plan effectively for the medium term and effectively deliver our statutory function
* We have an up to date contract specification with outcome-based indicators (Link to our Commissioners specification guidance)
* We can deliver the outcomes of the contract and provide value for money within the financial resources provided
* Our core funding supports us having a stable workforce with the skillset to deliver our strategy
* We have regular contract monitoring meetings We have good evaluation and reporting mechanisms in place to support contract monitoring
* We submit regular contract monitoring reports on time

Q1.4 Please record plans for future actions in this area and think about what and who you need to help you.

Management of Financial Resources

Q2.1 To what extent do you agree that your leadership and Board/ Advisory Group effectively plans, manages and provides scrutiny of the financial resources in your organisation?

* To a great degree
* For the most part
* Somewhat
* Only a little
* Not at all

Q2.2 How does you leadership and Board/Advisory group develop financial plans, budgets, reporting and scrutiny of your financial resources?

Q2.3 Please tick all the boxes which you feel accurately reflects your current situation.

* The board/advisory group sets, approves and reviews an annual budget.
* The board/advisory group reviews organisational spend on a regular basis
* The board/advisory group is confident that organisational financial procedures follow policy and are fit for purpose.
* The board assures compliance with organisational financial policy including authorisation of spend
* The board/advisory group instructs financial audit or independent verification of accounts annually and reports them to the AGM.
* We are confident that we give value for money

Generating income

To what extent does your organisation plan for and generate income from diverse sources to increase capacity to deliver Healthwatch functions?

* To a great extent
* For the most part
* Somewhat
* Only a little
* Not at all

Q2.4 Please describe how you plan for and generate diverse sources of income for Healthwatch activity (e.g. collaboration with ICS)?

Q2.5 Please tick all the boxes which you feel accurately reflects your current situation.

* We have an income generation plan which states how income generation activity will support us to deliver our overall strategy
* We have clear decision-making processes to ensure income generated does not compromise our independence, create conflict of interest or create mission drift
* We have the skills and experience to identify and successfully generate income from diverse sources
* We are adept at managing restricted and unrestricted income and complying with terms of funding.
* We adequately cost our work ensuring that we achieve full cost recovery from commissioners or funders

Q2.5 Please record plans for future actions in this area and think about what and who you need to help you.

Management of organisational risk

Q3.2 To what extent do you identify and mitigate against actual or potential risk to your organisational sustainability and effectiveness?

* To a great degree
* For the most part
* Somewhat
* Only a little
* Not at all

Q3.2 Please tell us how you identify and mitigate against actual or potential risk to your organisational sustainability and effectiveness?

Q3.3 Please tick all boxes which accurately reflect your position below

* We maintain an organisational risk register which is up to date and regularly reviewed by our Board
* We deliver mitigation plans set out in our risk register
* We carry out horizon-scanning of the external context to identify risks and opportunities
* We stay abreast of and respond to change in, national/local policy and legislation and infrastructure changes to ensure compliance (e.g. charity or HR law)
* We consider infrastructure changes e.g. pension auto-enrolment.
* We ensure that our horizon-scanning includes EDI considerations, for example, changes in immigration or asylum policy or, internally, adjustments to maternity or paternity provisions
* We have Schedule of insurance and dates for renewal.
* We have a current Business Continuity plan

Q3.4 Please record plans for future actions in this area and think about what and who you need to help you.

Managing Health and Safety in the work environment

Q4.1 Your host organisation or you as an employer must protect your workers and others from getting hurt or ill through work. To what extent are you confident that management of the work environment within your organisation is compliant with standards set out by the Health and Safety Executive

* To a great extent
* For the most part
* Somewhat
* Only a little
* Not at all

Q4.2 Please tell us more about you ensure that your staff and volunteers have a safe and suitable working environment.

Q4.3 Please tick all boxes which accurately reflect your position below

* We have a Health and Safety policy
* We appoint a ‘competent person’ and display the HSE poster
* We consult Staff and volunteer e.g. through surveys and supervision
* We provide training and information to our team
* We carry out workplace assessments
* We have adequate facilities for the staff and volunteers
* We have first aid provisions and report illness and injury appropriately
* We discuss and remedy office accommodation issues and this is recorded
* We have a reasonable adjustments policy and examples of adjustments made
* Where all staff work remotely, we have arrangements to ensure that their working environment at home is safe and conducive to work.
* We have effective and reliable IT systems

Q4.4 Please record plans for future actions in this area and think about what and who you need to help you.

Public Sector Equality Duty

Healthwatch has a public equality duty. We want local Healthwatch to have a strong understanding of this duty to ensure your work is framed in terms which could further strengthen your value to the health and care system. Please comment below on how your work embodies this.

Please record plans for future actions in this area and think about what and who you need to help you.