

Quarter 1 Update

1st April – 30th June 2014

Action	Annual Target	Q1 Target	End of Quarter Update
Increase database distribution	Increase membership to 1000	250 Each Quarter	782 on the data base
Recruit new company members	Increase membership to 200	50 each quarter	15 registered company members
Develop a feedback system to monitor the service and access points	Call-back protocol in place and regular reviews on footfall in community locations	Feedback system in place	Call back protocol implemented Signpost database continuously maintained and trend potting established.

Signpost and Information	Establish 5 access points	Stabilise Signpost and Information service and establish outreach posts	<p>Interim Signpost and information employee employed to cover long term sickness (20 hours a week from 10th June).</p> <p>4 community access points established:</p> <ul style="list-style-type: none"> • YSYC • Barbara Castle Way Health Centre • Darwen Library • Darwen Leisure Centre. <p>Signposted local residents to a number of services, including:</p> <ul style="list-style-type: none"> • Disabled support group • CAB • ICA • Carers Service • Dentist • Bowel Screening
Social Media	Update only	Update only	<p>Twitter – 820 followers</p> <p>Facebook – 420 connections</p> <p>Website hits – 546 visits, 425 unique visitors</p>

Stakeholder Engagement	Update only	Update only	<p>Partnership work and Regular updates provided at the following meetings:</p> <ul style="list-style-type: none">• Professional Network meeting• Help Link• CQC• 50+ Partnership• Wellbeing Service• Lancashire LBGT• CCG• Blackburn College• Healthwatch Lancashire• CVS Volunteer service• Health and Wellbeing Board• Lancashire Pharmacy Needs Assessment• ELHT Keogh summit and patient experience group• Presentation delivered at the national Healthwatch England Committee meeting around youth engagement and Health and Wellbeing Board.• Agreed to be the lead Healthwatch for the North West Chairs and chief officers Local Healthwatch forum, with 1 meeting taking place in Warrington.
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Board Update	Update only	Update only	<p>1 Board meeting held in public with 25 attendees</p> <p>1 new Board member recruited</p> <p>Annual Report completed</p> <p>New organisational framework agreed and implemented.</p>
Reports produced	Produce 12 reports	Update only	<p>Annual Report completed</p> <p>LGBT report drafted</p> <p>Young People's perception of local services research completed and presented to 18 Key stakeholders. Report drafted for Q2.</p>
Volunteering	25 Volunteers	Update only	<p>Training day held between staff, board, and LINK volunteers. New organisation structure explained, work plan reviewed, and ideas for training discussed.</p> <p>Volunteer recruitment day planned and advertised for the 2nd Quarter.</p>
Finance	Have an agreed finance plan in place	Update only	<p>Underspend from Carers Federation transferred to Healthwatch BwD Bank Account</p> <p>1ST Quarter funding received 13/6/14</p>