

Healthwatch York: Performance Monitoring / Six Monthly Review

Name of Provider	York CVS
Service Provided	Healthwatch York
Contract Start Date (Service Commencement Date)	01 April 2017
Contract Finish Date (Expiry Date)	31 March 2020

The aims of the performance monitoring / six monthly review process are to:

- *Review the achievements of the Service in delivering the agreed outcomes*
- *Consider how the Service might be developed going forward*
- *Identify how beneficiary needs are being delivered*
- *Establish that the Service is being managed in accordance with the Agreement*

The information contained in this report will be used as a basis for the Annual Service Review, in conjunction with that information provided on a regular basis during each year of the Term.

Six monthly performance monitoring reports will include a mixture of qualitative and quantitative data to ensure that the process is not simply a mechanistic one, but feeds into a continuous cycle of improved performance. Six monthly reports will be presented to Performance Management Group meetings on dates to be agreed.

In addition, a six monthly performance management meeting will be held between representatives of the Council and Healthwatch York. The performance management group meetings will:

- *Agree additional Key Performance Indicators that will constitute six monthly performance summaries*
- *Set annual milestones for each Key Performance Indicator as appropriate*
- *Receive six monthly performance summaries, define any gaps in performance and discuss how these might be rectified.*

In addition to the six monthly reporting process it is proposed that 360 degree feedback on Healthwatch York activity is invited from all key stakeholders annually.

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- Section 1: *To be completed six monthly*
- Section 2: *To be completed six monthly*
- Section 3: *To be completed six monthly*

Signature on behalf of Provider		
Signature <i>Siân Balsom</i>	Name Siân Balsom	Date 03/11/17

SECTION 1: Service Provided 01/04/17 - 30/09/17

What have been the main focus areas of Healthwatch York during the last six months?

Qtr 1

- Published our guide “What’s out there for people with dementia, their families and friends in York”
- Published our report on Appointment Changes at Unity Health
- Published our 4th Annual Report on 30 June 2017

Qtr 2

- In partnership with City of York Council and International Service, ran an event for Co-production week on 5 July 2017 – People and Places: York Goes Global – to encourage greater use of co-production principles in York
- Attended the Healthwatch England conference, where we were highly commended for our advice and information work
- Held our 4th Annual Meeting on 25 July 2017, attended by over 60 people
- In partnership with York People First and York Human Rights City, held an event raising awareness of Health Action Plans and Annual Health Checks for people with learning difficulties
- Hosted the consultation on York’s draft Mental Health Strategy

Key Performance Indicators to include:

- *The impact of Healthwatch activity on community / commissioners / service providers – including progress towards Public Engagement Reports, involvement in key strategic meetings.*
- *Feedback mechanisms used by Healthwatch to inform participants and the wider public on the outcomes of the issues covered by Healthwatch.*
- *Communication and Reach - evidence of public, patient, carer and user-group engagement with / participation in Healthwatch*
- *Financial / Spend monitoring*
- *e.g. The number, frequency and type of methods used by the Host to engage with individuals, organisations and groups. (captured in quarterly Information and Signposting Reports)*
- *The outcomes of any visit to Health and Social Care premises in York.*

What progress has been made during the last quarter in respect of the above? Have you identified any barriers to achievement of agreed outcomes?

Impact of Activity / Public Engagement Reports

Impact of activity:

Our Annual Meeting in July aims to share the impact of our work with interested parties in York. This year, we focused on:

- the difference our work on wheelchair services had made
- our work on Patient Led Assessment of the Care Environment
- how people have helped us make a difference

We also presented our annual 'Making a Difference' awards. These celebrate individuals, teams and organisations that are making a difference locally. This year, we made 19 awards. 12 people collected their awards in person.

The awards were also covered by York Press:

http://www.yorkpress.co.uk/news/15476866.Health_and_social_care_staff_honoured_in_awards/



Between March and June we asked York St John University to complete a stakeholder evaluation, as required by our contract. They provided the following report:

<https://www.healthwatchyork.co.uk/wp-content/uploads/2014/06/Healthwatch-York-Evaluation-June-2017-FINAL-report.pdf>

The key findings from the 27 respondents were positive.

- 74% agreed 'Health care services in York have been improved as a direct result of the work of Healthwatch York'
- 62.5% agreed that 'Social care services in York have been influenced as a direct result of the work of Healthwatch York'.
- 93% agreed that 'Healthwatch York is responsive to the needs of York residents' and
- 89% agreed that 'Healthwatch York understands what is happening in relation to health and social services in York.'
- 89% agreed that 'Healthwatch York speaks up about the provision of health and social care services in York' and

- 85% agreed that 'Healthwatch York uses the reviews, words and stories of service users to show the impact of health and social care services in York.
- 96% agreed that 'Healthwatch York involves the public in the work they do'.
- 92% agreed that 'Healthwatch York involves partners and service providers in the work they do.
- 88% agreed that 'Healthwatch York advocates for people's active involvement in their health and social care

We also ran an awareness survey for members of the public, receiving over 200 responses. Details of this can be found here:

<https://www.healthwatchyork.co.uk/wp-content/uploads/2014/06/HWY-Awareness-Survey-2017.pdf>

This highlighted that the majority of respondents did not fully understand what we do and how we could help them. They were not aware of our information and advice service. They did not know about our feedback centre, although many said they'd be happy to use it. Our most successful marketing tools have been word of mouth and our information events and stands. This has reinforced our determination to establish new information stands across the city.

Between May and August 2017 we reviewed and provided feedback on Quality Accounts/Reports for five local service providers: York Teaching Hospital NHS Foundation Trust, Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV), The Retreat, Yorkshire Ambulance Service, St Leonards Hospice. The impact of this work is in supporting these partners with raising and maintaining quality standards and highlighting areas of best practice.

Through our partnership work with City of York Council within our Care Home Assessment programme, we enhance the quality of City of York Council's reports to care home providers. We also increase the capacity of council staff to consult with local residents.

Public Engagement Report

We have published 1 report during the first 6 months of financial year 2017/18. This can be found here:

<https://www.healthwatchyork.co.uk/wp-content/uploads/2014/06/Unity-Health-Appointment-Changes-a-Healthwatch-York-report-1.pdf>

Key strategic meetings

Through the York Goes Global event, and our continued work with City of York Council around co-production we are supporting increased awareness and use of co-production principles across the health and care system.

The event with York People First and York Human Rights City raised awareness of annual health checks and health action plans for people with learning difficulties. Heidi Chan, York Human Rights City, explained what human rights are, how everyone has them, and our rights in health and social care. Cheryl Lythgoe from Priory Medical Group gave an excellent talk explaining what happens at an annual health check. Karen Murray shared poems which gave insight into people’s experiences. Members of York People First talked through Health Action Plans and why they matter. For more information about the day, you can see That’s York’s TV coverage here:

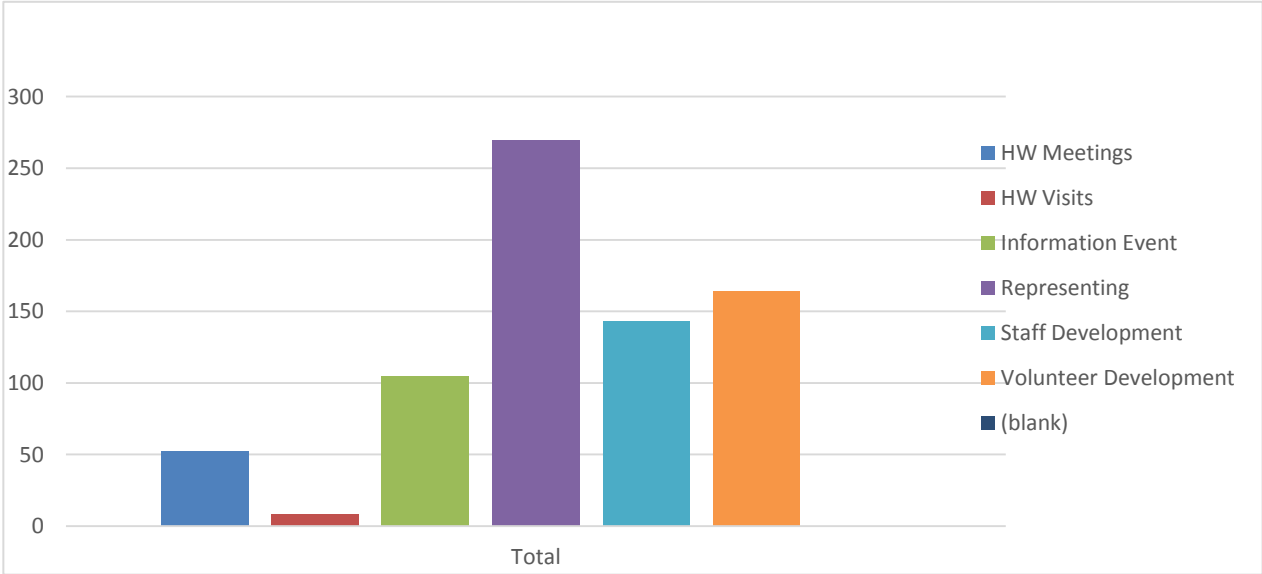
<https://www.healthwatchyork.co.uk/news/thats-tv-york-cover-our-health-event-for-people-with-learning-difficulties/>

We also attended the Healthwatch England conference and ran a session for local Healthwatch about our work on Patient Led Assessment of the Care Environment (PLACE). We believe our approach locally promotes best practice between local Healthwatch and local providers, and we are keen to share this with our colleagues across the network.

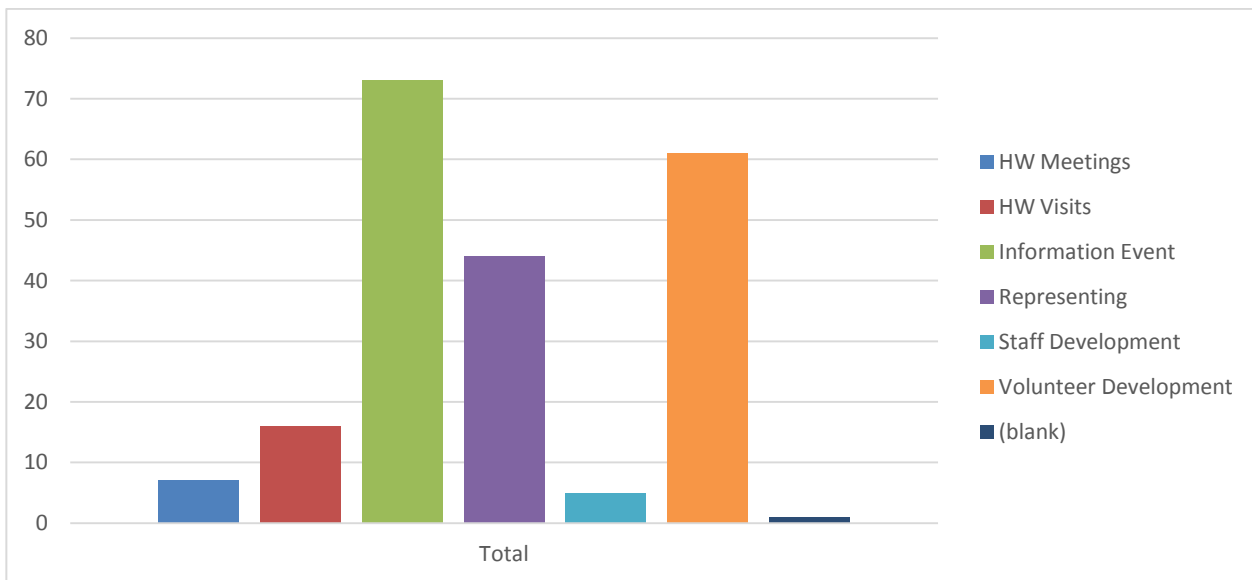
Communication, Engagement & Reach

Staff and volunteer hours by meeting type

Staff hours



Volunteer hours



For more details regarding our engagement work, we are happy to share our engagement calendar, giving details of all events we have held and participated in.

During strategic meetings, both Healthwatch York staff and volunteer representatives complete Reps Reports. These reports are shared monthly by email to partners and volunteers as part of our monthly e-bulletin. We also share the reports via our website, from May as a separate Reports pdf. You can find these here:

April bulletin - <https://www.healthwatchyork.co.uk/wp-content/uploads/2014/10/April-bulletin.pdf>

May reports - <https://www.healthwatchyork.co.uk/wp-content/uploads/2014/10/May-meeting-reports.pdf>

June reports - <https://www.healthwatchyork.co.uk/wp-content/uploads/2014/10/June-reports.pdf>

July reports - <https://www.healthwatchyork.co.uk/wp-content/uploads/2017/07/July-meeting-reports.pdf>

August reports - <https://www.healthwatchyork.co.uk/wp-content/uploads/2017/09/August-meeting-reports.pdf>

September reports - <https://www.healthwatchyork.co.uk/wp-content/uploads/2014/10/September-meeting-reports.pdf>

Outcomes of visits to Health and Social Care premises in York

Our care home visits contributed to and enhanced 15 City of York Council care home reports, having engaged with 85 residents in total.

Readability Work

Our readability volunteers have an interest in supporting local providers and commissioners to improve their patient information. Over this half year we have reviewed 30 documents, 21 for York Teaching Hospital, 6 for City of York Council, 1 for NHS Vale of York Clinical Commissioning Group and 1 for the Public Health Team.

Partner Programme

We have 39 voluntary and community sector organisations who are signed up as Healthwatch York partners, and 2 pharmacy partner organisations. We invite our

partners to our quarterly Assembly, to get involved in conversations about what is happening locally in health and social care. We also work closely with them to progress our work plan reports.

Volunteers

At the end of September 2017 we had 50 volunteers covering a range of volunteer roles. These include Representatives, Community Champions, Enter & View, Care Home Assessor, Research, Marketing and Communications, Readability Panel, Office Support and Leadership Group members, plus our new Ways to Wellbeing (W2W) volunteer role, in partnership with the W2W Co-ordinator at York CVS. We are piloting this role jointly. We believe this has mutual benefits – to bring in additional volunteers who are passionate about supporting people to improve their wellbeing, and to provide a good volunteer recruitment process from existing resources rather than reducing the capacity within W2W.

We continue to support our volunteers with regular meetings, most of which are specific to the roles they carry out. To mark volunteer week in June we presented all our volunteers with a certificate in appreciation of the work they do for us.

In August we ran a volunteer survey to find out what our volunteers feel about volunteering with us, how well they feel we communicate with them and provide them with information. We discussed the results of the survey at the volunteer development day we held in September.

Ways to Wellbeing volunteers – our role / activity to date

We held a training event on 27 September for this new group of volunteers. This was attended by 2 existing HWY volunteers and 3 staff members, alongside the W2W Co-ordinator. We have also signed up 2 brand new volunteers, referred by the W2W Co-ordinator. We are providing this volunteering opportunity as a partnership with W2W.

Engagement

Community engagement has taken place at a variety of events throughout the city.

We have maintained our regular outreach activity, with monthly drop-ins at Lidgett Grove, St Sampsons, Spurriergate Centre, Café Nelli, Fulford Church, Oaken Grove Community Café, Whitworth's Pharmacy and West Offices. This means our volunteers have established a presence within community venues, becoming a familiar, welcome presence. We have also established new regular opportunities at Ellerby's Hub at York Hospital. We are working with Explore York to look at ways to link with their mobile library service.

Sadly, our monthly drop in at Sainsbury's Monks Cross came to an end during this period. They received instructions from head office to limit the number of charities holding stalls at their sites.

We have also had information stands at annual events throughout the city, including Dunnington Information Fair, West Bank Park Summer Fair, Fulford Show, Holgate Residents Celebration, MS Society Fun Day. We were booked to have a stand at

Rowntree Park birthday party but unfortunately the event was cancelled due to lack of funding.

As part of our work on access to NHS dentists in York we ran our dental survey (online and in paper) from mid-July until early October. We received 372 responses, which will be analysed and included in our work plan report early next year.

We have sent out 1 quarterly magazine – Spring 2017 - produced and distributed by post to 332 individuals and 23 organisations and by email to 511 organisations and 516 individuals as well as being available through our website, and distributed at our information stands at community venues. We distributed 750 paper copies in total. We also sent out our Annual Report in July 2017 to 1078 contacts, and by post to 332 individuals and 23 organisations.

@healthwatchyork had 2,026 followers as at 30 September 2017, continuing a steady increase. Over the 6 months from April to September we gained 48,091 twitter impressions, 120 retweets, 196 link clicks and 153 likes. Our most popular tweets were:

April

Stirring stuff from [@RachaelMaskell](#) - “an assault on the liberty and rights of one of us is an assault on us all.” [#yorkhumanrights](#)

2048 Impressions, 20 engagements, 8 retweets, 7 likes

May

We love feedback! Share your views on [@HaxbyGroup](#) and other health & care services via our website [#yorkhealth](#)

<https://twitter.com/HaxbyGroup/status/865162683645128704>

528 impressions, 3 engagements, 1 retweet, 1 like

June

Thanks to [@yorkpress](#) for helping spread the word on our new guide to dementia support in York.

http://www.yorkpress.co.uk/news/15325127.New_dementia_support/ ... [#yorkhealth](#)

1086 impressions, 31 engagements, 14 likes, 10 link clicks, 6 retweets

July

With [@ValeofYorkCCG](#) for one of their public engagement events. Honest conversations about cash and care. [#yorkhealth](#)

1508 impressions, 20 engagements, 4 retweets, 2 replies, 2 profile clicks, 1 like

August

Should we be concerned our local NHS is out of cash? Tune in to [@daviddunninguk](#) on Minster FM at 3 to hear more. [#yorkhealth](#) [#fairshare](#)

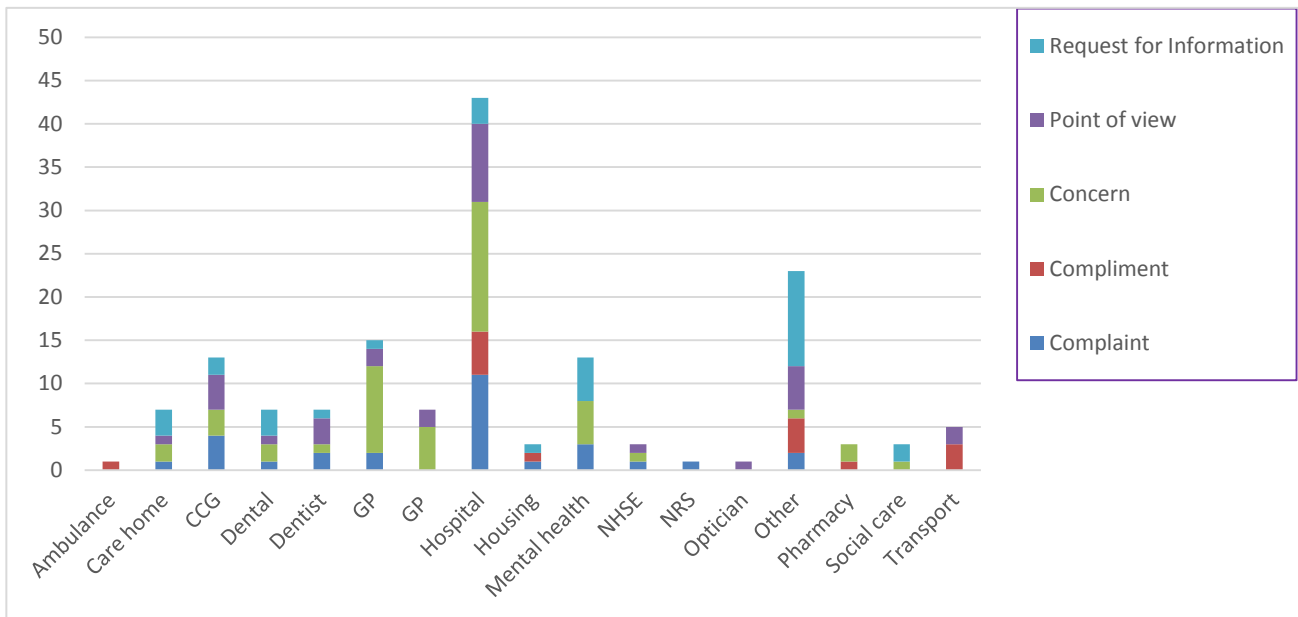
1355 impressions, 19 engagements, 3 retweets, 3 likes, 3 profile clicks

September

Thanks to [@yorkpeoplefirst](#) [@priorymedicalgp](#) [@YorkHumanRights](#) & [@ThatsYork](#) for making [#yourhealthyourcare](#) a success.
https://m.youtube.com/watch?time_continue=344&ebc=ANyPxKpYC-Gpd_XOkcd3XgKDS9wzPNdKBKGxdjDCNACTOzXfXWKU5kJr8AFohhSfexzY1uLZ6-xiA0wNg-pSfest5L3TjcxDXA&v=H-_KSBUn5Jg
 1064 impressions, 19 engagements, 3 retweets, 3 likes, 2 replies

Logging issues

We logged 155 issues. This includes some double counting as people may talk about 2 or 3 different organisations within 1 issue and they are logged against organisations.



Key themes from the reported issues and feedback centre

Access to services

There were a number of issues regarding access to services. A key theme was long waiting times. There were 8 comments about waiting times for dentistry appointments, and 8 comments about waiting times for GP appointments. There were also comments about the waiting times for York Wheelchair Centre assessments and adaptations, and for assessments for services such as Continuing Healthcare and Occupational Therapy services.

There were also records of hospital appointments and operations being cancelled, including the cancelling of operations with little notice for shoulder replacement surgery, knee surgery, and for the removal of a stent, causing the individual bleeding and pain. There were concerns raised regarding how long individuals had to wait to be seen at York hospital, as well as an individual commenting on their experience of rude staff at a blood clinic, and being turned away before closing time.

There was some negative feedback regarding cancelled appointments at the Magnolia Clinic – Imaging Reporting, and the lack of district nurses being able to visit. One individual commented about the negative response from a first response team member at Limetrees Child, Adolescent and Family Unit, who they felt did not take them seriously.

Some services were commented on as being inaccessible due to the distance people had to travel, including accessing NHS dentistry, as well as specialist treatment such as cancer treatment and for lymphedema.

The charges associated with certain services such as having medical questionnaires signed off, the cost of prescriptions, and to get assistance with plane travel for someone with a long term health condition affecting mobility were also raised as a concern.

Care

There were a number of reports of both good and bad care received. These included issues around mental health support from both primary and secondary services, poor care following admission to hospital, including an individual whose diabetes was not dealt with well during a stay in hospital, and end of life care. A number of positive comments were received about services following admission or referral to hospital, including for cancer screening, as well as how staff dealt with the recent IT crash. There were also 4 comments specifically praising the work of Yorkshire Ambulance Service.

Through our feedback centre, we received positive comments regarding care from Yorkshire Ambulance Service, as well as from Magnolia Centre – Imaging Unit, with comments noting the staff being caring, welcoming and professional. A number of GP surgeries were mentioned positively from understanding reception staff to good responses from Doctors calling patients back.

Our feedback centre has also gathered comments about York Hospital regarding good care following operations, and positive experiences going to the Pain Clinic and whilst an inpatient in the Acute Medical Unit. Additionally, the physiotherapy services and the out-of-hours GP appointments at York Hospital got positive feedback about the quality of care. Yorkshire Fatigue Clinic was given very positive reviews from several individuals, with comments about helpful services, empathetic staff team, along with the blood clinic, with comments about the quick service and friendly staff.

Good care was reported at Acomb Garth in association with end of life care. There were also positive comments about the helpful support from Ways to Wellbeing. We also had two positive comments about different dental practices regarding calming patients' fears about visiting the dentist.

Issues with communication was the theme of a number of concerns raised, including with getting mental health support, and in association with cancelling of appointments and operations.

Changes in Provision

Concerns around changes to provision were reported. These included the impact of the introduction of the CCG eligibility criteria for surgery, and the loss of services due to cuts, such as the pain clinic. There was also concerns raised about Healthwatch York no longer being involved with a number of activities in health and social care in the city, including Healthwatch York no longer running the wheelchair forum, the removal of Healthwatch York as a non-voting member of the CCG Governing Body.

Social

There were several reports related to social care, including concern over getting the right placement of care home, quality of home care, and who is responsible for safeguarding the quality of home care, as well as concern regarding cuts to youth provision. We had 2 comments about housing; one positive comment following the quick reaction to get the individual's heating fixed, as well as a negative comment about a lack of resolution following ongoing housing issue.

Signposting and advice

We continue to record signposting activity through the issues log where this is received in the office via phone calls or emails. We signposted 60 people to 73 organisations over the past six months.

We also keep a full log of all signposting contact through community activities and events, much of which is through our Community Champion volunteers. They have been at events attended by over 2294 people, speaking with 845 individuals.

We continue to share details of the "Big 5" signposting agencies (First Call 50+, Family Information Service, York CAB, York Carers Centre, York Advocacy) – for example, we provided 27 people with details of York Advocacy over the six month period, and 31 people took information about York Carers Centre. We also distributed 465 copies of our major publications (the Directory, Mental Health Guide, dementia guide, Magazine and our leaflets), and 62 other leaflets covering mental health, dementia, older people's services, caring, young people and public health.

We continue to find that our guide to mental health and wellbeing is very popular. We understand these are being used by a number of GP practices, pharmacies, and City of York Council staff, schools, and other voluntary groups to signpost customers to support. We have now run out of the second edition and are looking to source additional funds to print a 3rd edition.

We also published our guide to dementia support in York this half year. We had 1,000 copies printed, and have distributed all of them over the past six months. We are now looking for further funding to support a second edition. We have been told that the hospital alone can distribute over 60 per month to people newly diagnosed with dementia.

We were highly commended at the national Healthwatch Network Awards in July for our work in providing accurate, reliable, relevant and useful information for people about local services.

Future Developments

What future improvements or developments do you expect/hope to implement in the next six months?

Our reports on Child and Adolescent Mental Health Service (CAMHS) and Home Care Services will be presented at the Health and Wellbeing Board meeting on 8 November 2017.

We have been part of the working group preparing for the CQC Local System Review being held in York from 30 October to 3 November 2017. We hope to be part of the plans to address any recommendations made.

We will be working with colleagues at City of York Council to publish a report about our Care Home Assessor programme. We believe this demonstrates best practice working between a local Healthwatch and Local Authority, and wish to share our work more widely with the Healthwatch network and beyond. We are also working with CYC to expand the scope of this work to sheltered housing with extra care. Linked with this, we have secured funding through City of York's Safeguarding Adults Board to prepare an information guide for people about care homes. This will provide details of where to find out more information, how to know what good looks like, signs of neglect, and how to provide feedback and raise concerns.

We will be writing a report about our work on PLACE, to raise awareness of our work in this area. We will also be delivering a session about PLACE for South Tees NHS Trust and liaising with Healthwatch South Tees about how they can take this work forward in future.

We will be writing up our findings on access to dental services in York. This report is expected to go to the Health and Wellbeing Board in March 2018.

Barriers

We have been working with City of York Council officers around the monitoring of action taken against recommendations made within our reports. As we are a small Healthwatch with limited capacity to follow up on reports once published, the lack of a clear process has been a barrier to understanding the impact of our work. It has been suggested that where updates are not forthcoming, we add this information into our routine reporting to the Health & Adult Social Care Policy & Scrutiny Committee, where potential actions to take can be considered. We began implementing this approach in March, and have seen some partners respond, but there are still considerable gaps and progress against recommendations remains unclear in a significant proportion of areas.

We have seen a significant rise in the number of organisations who can no longer routinely provide printed copies of their own publicity materials. This includes voluntary organisations, for example Citizens Advice York and York Advocacy, but also includes private providers delivering services commissioned by statutory bodies. We are already concerned about access to information in a 'digital-by-default' society, and it presents particular challenges for us as a signposting, information and advice service.

We have not yet identified further funding to produce a third edition of our mental health guide, or a second edition of our dementia guide. Tees Esk and Wear Valleys NHS Foundation Trust funded the second edition of the mental health guide, and funding from Joseph Rowntree Foundation covered the first edition of the dementia guide, but these were not recurring funding sources. Feedback received through a

number of forums, including the recent CCG events, confirmed how valued these guides were,

SECTION 2: Staff training and development / Healthwatch Volunteers			
<i>Details of all training courses undertaken in the last six months:</i>			
Course title	No's Of Staff / volunteers Attended	Refresher	
		Yes	No
• Introduction to advocacy training	4S		✓
• Safeguarding training	4S, 9V (May) 1V (June) 5V (4 August) 1S 1V(14 August)	✓	✓ ✓ ✓ ✓
• Volunteer Induction	(23 May) 4V (23 June) 5V		✓
• Disability Awareness Training (part 2 induction)	(23 Jun) 1V (20 Jul) 3V		✓
• Ways to Wellbeing training	3S, 5V		
• Mental Health First Aid training	1V		✓
• Autism Reality Experience	1V (Sep)		✓

- *Please provide a brief update on the roles / achievements of staff and Healthwatch Board members during the last quarter.*

Carol Pack, Information Officer, has led on our information work, including our quarterly magazine and our monthly volunteer and partner bulletin. This involves significant amounts of work to very tight deadlines. Carol also leads our Care Home Assessor programme, including training volunteers and accompanying them on their first visits. She has established quarterly meetings for this role, increasing information sharing, and helping resolve any issues or concerns volunteers have. In addition over this period she has produced our Annual Report (published in June) and our guide to local services for people with dementia, their friends and families (published in May). The guide, which was produced with funding from the Joseph Rowntree Foundation, is available to download from our website. Carol has also been working with facilities staff at York Hospital to design and plan a joint training session on PLACE (Patient Led Assessment of the Care Environment), which will be delivered in November.

Helen Patching, Project Support Officer, provides administrative support for volunteer meetings, and our quarterly assembly. She leads the Readability programme, sending out documents to volunteers and collating responses. She also provides administrative support around the care home assessment programme.

Siân Balsom, Manager, attends a wide range of strategic meetings, maintaining the Healthwatch presence at Health and Wellbeing Board and other partnership boards within the City of York area. She has also led our work with the council and other partners around co-production. She also worked closely with York Human Rights City and York People First to run the 'Your Health, Your Care' event for people with learning difficulties.

Carole Money, Project Support Officer, has worked with the Community Champion volunteers' co-ordinating the regular events around the city and organising new activities at Ellerby's Hub at the hospital and Acomb Library. There have been discussions with York Explore about working with the newly launched Mobile Library service next year.

Abbie Myers, Business Admin Apprentice, joined our team in August 2017. She has been learning about our work, and has taken on most of our social media work. She has attended a number of information events, taken notes at meetings, and helped our volunteers prepare for events. She is doing brilliantly at settling in to the team, has a positive, can-do approach. She tackles every task put to her, and frequently amazes people when they find out she is only 18. We are now big advocates for taking on apprentices, and love having her with us.

Catherine Scott, Policy and Research Officer, joined our team in August 2017. She wrote up our CAMHS and Home Care report which will be presented at the Health and Wellbeing Board meeting in November. She has taken on responsibility for co-ordinating our Research Volunteers, and is collating the data they have gathered as part of the background work she is doing for our dental services report. She is starting to look at our processes for research and our resources for doing this. She has also worked closely with the University of York around student mental health, and is exploring future research opportunities.

John Clark, our Chair, has continued to chair our Leadership Group meetings, creating a helpful and supportive environment within which to discuss the challenges of delivering a successful Healthwatch. He is also now our substitute on the Health and Wellbeing Board, as well as attending the Voice and Involvement Group meetings co-ordinated by City of York Council. He also chairs our Assembly meetings, making sure volunteers, partners and key stakeholders have opportunity to debate key issues in health and social care, and raise matters of concern or interest.

Staff Support	
<i>How often are staff meetings held?</i>	We have recently implemented monthly team catch ups, to help us better plan and co-ordinate our work. In addition, we have held development days for the staff and volunteers this half year. We also attend the weekly York CVS start the week meetings.
<i>How often do staff receive supervision from a senior?</i>	At least every 8-12 weeks.
<i>How often are staff formally appraised?</i>	We have completed annual appraisals in the past, and are currently reviewing our systems.
<i>Number of staff appraised in last period:</i>	0
Complaints/Commendations about Healthwatch York	
<i>How many informal complaints have been received?</i>	0
<i>How many formal complaints have been received?</i>	0
SECTION 3: Additional Comments	
<i>Please list any additional details/comments/recommendations that you wish to make.</i>	

Draft finances (Apr-Sep)

	CYC budget	CYC only	Total
Staff costs (salaries & expenses)	£39,975	£39,975	£41,191.14
Volunteer expenses	£1,500	£1,500	£1,507.28
Local Administration	£11,350	£11,303.26	£11,303.26
Other	£5,935	£5,981.74	£19,310.19
Total	£58,760	£58,760	£73,311.87

Please note these figures are unconfirmed, and may be subject to change.