

To: Luminus CIC Board

From: Sam Botsford, Healthwatch Surrey Contract Manager

Date: 20 January 2026

Healthwatch Surrey Contract Manager's report

Summary of the last quarter Q3

October to December 2025

Highlights

This quarter we have launched 2 new research projects. As part of our Social Care/Public Health priority, Katharine Newman is exploring people's attitudes to prevention, in line with the priorities of the Surrey Health and Wellbeing Strategy and Hannah Gilmour is exploring men's experiences of community inclusion and emotional wellbeing and mental health to support the work of the Neighbourhood Area Committee pilot.

We have continued to publish our shorter community engagement based reports which have been designed to be particularly relevant to system partners but demonstrate the breadth of our remit and skills and our reach across a number of topics and communities.

As both the NHS and local authority embark on significant change, remaining consistent in our approach has been important to us this quarter, ensuring that people's voices are not lost amidst the reorganisations.

We have also started to explore how we can work more closely with providers and are developing plans to support their patient experience requirements.

Challenges

The looming backdrop of uncertainty regarding the future of Healthwatch continues to play a significant role, demanding significant time from the CEO and Contract Manager. Also, the freeze on the vacant posts has meant that the demands to achieve the KPIs has been a challenge this quarter.

The uncertainty of relationships within the NHS in particular also remains a challenge, meaning areas of influence are also in flux.

Finances: Q3

Healthwatch Surrey Expenditure April to December 2025	
Category	Expenditure
Staff Costs	£286,409
Direct Delivery Costs	£41,276
CIC Costs	£38,400
Health Complaints Advocacy	£72,957
Total	£439,041

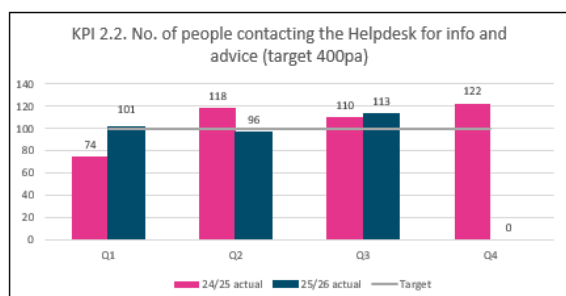
Performance on KPIs

We continue to perform well against our KPI's and are largely on track to meet or exceed our performance targets. We are performing particularly well in regards to the number of people sharing their experiences with us – over 1800 vs 1600 for the whole of 2024/25. This is despite the engagement team being reduced by 2 members of staff since the summer. The success of our surveys to complement our community engagement is helping deliver this.

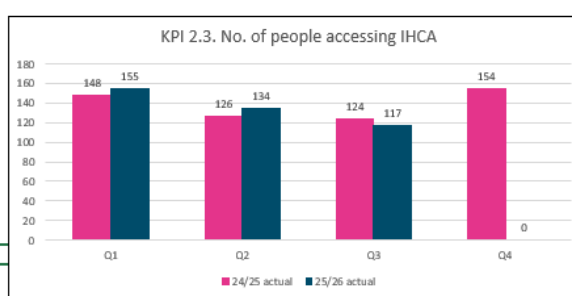
KPIs: Q3

KPIs for 2025/2026									
Link to mission/vision	KPI No.		Lead	24/25 Figure	Q1	Q2	Q3	Q4	Cumulative total to date
1. Healthwatch Surrey is the respected, trusted and credible champion of the consumer for health and social care in Surrey.	KPI 1.2.	The proportion of reasonable responses received to escalations and project recommendations (80%)	SB	Non-contract KPI. Definition and process reviewed by LHW/AG					
	KPI 1.3.	Reflective Review - number of responses received and satisfaction levels	LS	Reported biannually					
2. Healthwatch Surrey's role, function and services are known, understood and valued by consumers and therefore they readily contact us.	KPI 2.2.	The number of people contacting the Helpdesk for information, advice or to share an experience(400 PA)	Helpdesk	424	101	96	113		310
	KPI 2.3.	The number of people accessing the Independent Health Complaints Advocacy service	IHCA	552	155	134	117		406
	KPI 2.4.	The number of new cases managed by the Independent Health Complaints Advocacy service (30 per quarter)	IHCA	112	26	19	21		66
	KPI 2.5.	Service user satisfaction with the Helpdesk and Independent Health Complaints Advocacy service	AR	Testimonials reported quarterly in influence and impact report					
3. Our influencing is based on sound evidence, knowledge and insight	KPI 3.1.	The number of people sharing experiences with us	SB	1612	1023	348	497		1868
	KPI 3.2.	The number of outcomes achieved (4 PA min)	AR	Highlights reported quarterly in influence and impact report					
	KPI 3.3.	Project and outreach reports (4 PA min)	YR	32	18	9	10		31
	KPI 3.4	The tracking of engagement and insight shows we are hearing from a wide range of communities (activity plan and demographics collected)	SB	RAG	G	G	G		RAG
5. We exist to empower communities and we do this by recruiting and empowering volunteers to enable us to hear more and share more.	KPI 5.1.	The number of hours our volunteers have contributed	HG	1306	302	233	311		846
	KPI 5.2.	The number of new volunteers per quarter (5 PQ)	HG	27	4	3	6		13

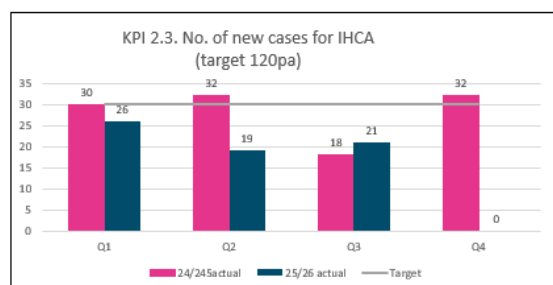
KPI Graphs



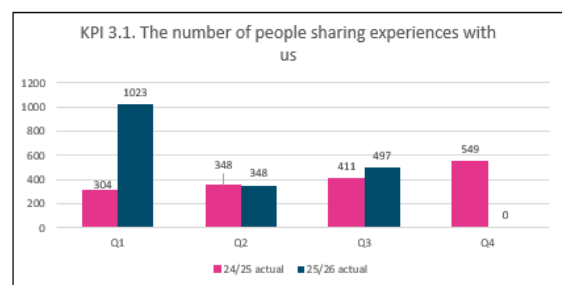
Helpdesk contacts	Q1	Q2	Q3	Q4	Total
24/25 actual	74	118	110	122	424
25/26 actual	101	96	113	0	310
Target	100	100	100	100	400



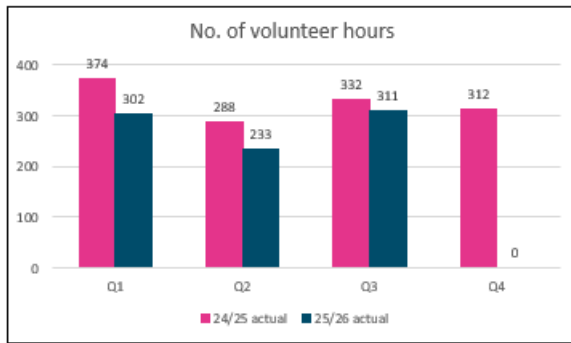
IHCA access	Q1	Q2	Q3	Q4	Total
24/25 actual	148	126	124	154	552
25/26 actual	155	134	117	0	406



IHCA referrals	Q1	Q2	Q3	Q4	Total
24/25 actual	30	32	18	32	112
25/26 actual	26	19	21	0	66
Target	30	30	30	30	120



No. of useable exp	Q1	Q2	Q3	Q4	Total
24/25 actual	304	348	411	549	1612
25/26 actual	1023	348	497	0	1868



No. volunteer hrs	Q1	Q2	Q3	Q4	Total
24/25 actual	374	288	332	312	1306
25/26 actual	302	233	311	0	846