

Maturity Matrix TI Trust and Confidence Self-Assessment and Evidence **Overall Score Level 1 Basic, Feb 2020**

Criteria	Evidence	Outcomes and Measures	Self-Assessment Score and Comments
Patient and Public Engagement and Involvement	<ul style="list-style-type: none"> Facebook Q&As on specific topics New programme of public engagement launched, focused on listening – Let's Talk Conversation café Improving Maternity Together events Dedicated engagement email address set up as single point of context for engagement Regular organisational (A&E) updates on CTM website with Q&A based on public questions and feedback Thematic analysis being undertaken on public events to inform work-plan Offers of meetings being made to key community figures to discuss key issues 	<ul style="list-style-type: none"> Level of involvement in online Q&As Attendance at events Feedback provided during events – how useful people found it, what they got out of it Number of emails received and responded to for dedicated email Actions identified and achieved as a result of thematic analysis work Public feedback information 	Level 1 Basic
Staff Engagement and Involvement	<ul style="list-style-type: none"> Regular CEO message to all staff Let's Talk with the Execs in place – mixture of drop in's and formal briefings Suggestion box in place CTM engagement email goes out to staff inviting ideas and suggestions Specific staff events around service change are in place Staff only Q&A on Facebook Let's Talk Culture workshops and surveys continuing 	<ul style="list-style-type: none"> Level of involvement in online Q&As Attendance at events Feedback provided during events – how useful people found it, what they got out of it Number of emails received and responded to for dedicated email Actions identified and achieved as a result of thematic analysis work Survey responses – level of involvement and results 	Level 2 Early Progress

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Partnership Engagement and Involvement	<ul style="list-style-type: none"> • Regular quarterly briefings • Regular meetings on key issues • Open doors policy • Written briefings and verbal update • Attendance at the stakeholder meetings 	<ul style="list-style-type: none"> • Press releases and statements and social media posts indicating a tone of trust and confidence • Attendance at events • Supporting statements made at public meetings • Number of written and verbal briefings provided 	Level 1 Basic
Promoting the Work of the Organisation	<ul style="list-style-type: none"> • Positive new stories are promoted across the website's channels and to the media • Regular conversations with the media to rebuild relationships • Social media is used frequently to promote work • Media training has been booked in 	<ul style="list-style-type: none"> • News stories are balanced and informed • There is coverage of positive news • Levels of engagement with social media posts on our work • Media briefings and proactive interviews • Media training has been booked 	Level 1 Basic