

Healthwatch County Durham Recruitment Pack

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Dear Applicant

Thank you for expressing your interest in joining the Healthwatch Board. We hope that the information in this pack will give you a feel for work of Healthwatch and the role that you could play as the Chair or as a Board member.

From 1st July 2016 a newly formed consortium comprising of the Pioneering Care Partnership (PCP), Durham Community Action (DCA), and Citizens Advice County Durham (CACD) will deliver Healthwatch in County Durham and we are keen to ensure that the Board is representative of the communities it serves.

Healthwatch is the local, independent consumer champion for health and social care, providing a focus for the voices of citizens and ensuring that local people and communities have a stronger influence and challenge on how health and social services are commissioned and provided in County Durham.

Healthwatch will be representative of the diverse communities served by health and social care services. It will provide intelligence - including evidence from citizen's views and experiences - to influence the policy, planning, commissioning and delivery of publicly-funded health and social care services. It will also provide information and advice to help people access and make choices about services.

Healthwatch County Durham will be an equal, robust and credible player in the local health and social care economy through its place on the Health and Wellbeing Board and by demonstrating that it has the appropriate level of skills and competencies required to deliver its contracted functions to the highest possible level with the support of commissioners and other stakeholders. It will build the trust of the general public as well as other health and social care stakeholder groups by being responsive and acting on concerns when things go wrong.

This is an exciting opportunity to build on the work of the previous provider, if you want to play a leading part in shaping the future of Healthwatch in County Durham, then we would be delighted to hear from you.

Yours faithfully



Carol Gaskarth
On behalf of Healthwatch

What is Healthwatch?

The Government's health and social care reforms were underpinned by the principle "no decision about me, without me", meaning that service users and the public must be at the heart of all health and social care service delivery.

The Health and Social Care Act 2012¹ required each local authority area to set up a local Healthwatch by 1st April 2013, stating:

'Healthwatch will be the independent consumer champion for the public - locally and nationally - to promote better outcomes in health for all and in social care for adults. Healthwatch will be representative of diverse communities.

It will provide intelligence - including evidence from people's views and experiences - to influence the policy, planning, commissioning and delivery of health and social care. Locally, it will also provide information and advice to help people access and make choices about services as well as accessing independent complaints advocacy to support people if they need help to complain about NHS services.

Healthwatch will have credibility and public trust through being responsive and acting on concerns when things go wrong, and operating effectively and efficiently.'

How it will work

- It will develop and build on relationships with local voluntary and community groups, networks and organisations.
- It will use these networks of members, partners and supporters to share information about Healthwatch and to find out what matters most to people living and working in County Durham.
- It will ask local partners with the right skills, knowledge and experience to help it find out what people want from their health and social care services now, and in the future.
- It will respect and promote volunteer involvement in clearly defined roles.
- It will be representative of, and accountable to, the communities it serves and will champion those communities in County Durham who are most vulnerable and hardest to reach.
- It will build and sustain positive relationships with all its members, partners and supporters.
- It will be expert, skilled and evidence based in its approach to its work.

¹ <http://www.legislation.gov.uk/ukpga/2012/7/contents/enacted>

Healthwatch County Durham (HWCD)

HWCD will engage with the wider community, so as to understand the range of issues and concerns that people have in relation to health and social care services. We will have a particular focus on those communities whose voices are seldom heard and we will aim to complement the engagement work already undertaken by other organisations and networks in the County. We will use the information that we gather to work with commissioners and service providers to promote service improvement.

The vision for Healthwatch County Durham is:

“To empower and communities to improve health and social care services together. Leading to County Durham Healthwatch being recognised as an equal, robust and credible player in the health and social care economy.”

We will achieve this through:

- Ensuring that people are at the centre of Healthwatch
- Increasing the membership and reach to be representative
- Driving a greater volume of contacts
- Drawing on partners vast experience & knowledge
- Engaging with a representative cross section of communities
- Populating the work plan using intelligence gathered
- Considering other local/regional/national benchmarking data

Healthwatch County Durham values and principles

The way that we work is important if we want to make a big impact. Everything we do is underpinned by the Nolan principles of public life, and therefore we ask that all Board members commit to, and demonstrate, the following:

Respect

Respect the reputation of Healthwatch and treat fellow members and any other person with respect, courtesy and in a collegiate manner. Accurately representing the differing views of Healthwatch members and the wider community when speaking on the Healthwatch's behalf.

Openness and accountability

Be fair and open in all dealings as a Healthwatch Board member and be accountable for personal decisions and actions.

Honesty

Act honestly and withdraw from involvement in any business of Healthwatch where there may be a conflict of interest or where there could be benefit financially or preferentially.

Integrity

Ensure there is no obligation, financial or otherwise to a person or organisation that may influence decisions or actions as a Healthwatch member.

Best interests and objectivity

Act only in the best interests of Healthwatch and its membership, promoting public confidence in Healthwatch and taking decisions on merit and in the public interest. Not pursuing a single agenda at the expense of other Healthwatch priorities

Leadership

Take responsibility for promoting and exemplifying these principles and leading by example in order to maintain and strengthen the public's trust and confidence in the integrity of Healthwatch County Durham in conducting public business.

The approach to delivering Healthwatch County Durham

A unique partnership comprising of three credible, experienced and knowledgeable local organisations (Pioneering Care Partnership (PCP), Durham Community Action (DCA), and Citizens Advice County Durham (CACD)) have been commissioned deliver a robust, highly visible credible Healthwatch County Durham.

The Healthwatch County Durham will be in line with the aims/powers set out in the Health & Social Care Act 2012 and ensuring Healthwatch is:

- Independent, free from external influence thereby gaining the confidence of local communities, users of health and social care services, commissioners and providers
- A membership body, representative of, inclusive of and accountable to all sections of County Durham's diverse communities
- Client-focused championing the voice of users and carers
- Effective in promoting openness transparency and equality of access
- Accountable; working to clear quality standards and seeking feedback to inform development
- Competent, skilled and evidence based in the approach to the delivery of Healthwatch
- Successful at building positive working relationships with commissioners and providers facilitating both constructive challenge and collaborative working.

PCP, DCA and CACD see the commissioners as key strategic partners in the overall success of Healthwatch County Durham and commit to working with Durham County Council in an open, transparent and inclusive manner in order to best serve the population of County Durham.

PCP will manage the contract for Healthwatch County Durham on behalf of the partnership. They will be responsible for commissioner relationships and monitoring contract performance and will oversee the budget.

Quarterly relationship meetings with the commissioner, Chair and Manager will be held, outside of any contract monitoring, similar meetings will also be established with the CCGs.

Board members will be accountable to the membership and will be recruited from the communities of County Durham including voluntary and community sector (VCS) networks and patient groups. The Board will ensure they represent communities and patient and carer groups and not purely their own interests.

The Healthwatch Programme Manager will work closely with the Chair and Board to ensure quality, accountability and most importantly local people's understanding of Healthwatch. The Manager will support and develop the competency of Board and ensure that the Board priorities are based on intelligence and maintain clear stakeholder communication.

The Healthwatch County Durham Board

Healthwatch County Durham will recruit a diverse Board to provide a credible, expert voice, which will represent Healthwatch County Durham on key partnerships. The Board will be small, agile and strategic in focus. We aim to engage and maintain 8-10 Board members, others with specialist knowledge may be co-opted on a time limited basis as required.

The Board will work closely with the staff team and direct their work through an annually reviewed work programme. The Healthwatch Programme Manager will be the main support mechanism for the Board and together they will:

1. Ensuring Healthwatch operates in line with legislation and is accountable to the community
2. Escalating issues to relevant bodies e.g. Healthwatch England (HWE), the Health & Wellbeing Board (HWBB), Care Quality Commission (CQC)
3. Development of work plans, priorities and reports, based on intelligence gathered
4. Monitoring Healthwatch performance against the work plan and targets.
6. Supporting the direction of the staff team, based on the work plan
7. Sharing best practice/issues with commissioners
8. Ensuring high quality and equality standards
9. Representation on scrutiny committees, partnerships and networks.
10. Promoting the work of Healthwatch in County Durham and beyond, including approval of the Annual report.

All Board members will sign up to the Healthwatch County Durham Code of Conduct including the Nolan Principles of Public Life.

Recruitment to the Board will be via an open, transparent process. Board members will be recruited using role specification criteria outlined in this document. This will be followed by an interview.

The interview process will assess skills & experience against:

- Good knowledge of local communities, networks and services
- Broad understanding of health and social care structures/services
- Strong communication skills
- Ability to effectively participate in discussions and represent service users/carers views.
- An understanding and commitment to equality and diversity policies/practice

Board members will receive an induction programme to support them in their role, all Board member roles are voluntary and unpaid. Reasonable out of pocket expenses will be reimbursed in line with policies.

Role Description for Healthwatch Board Member

- 1. Provide strategic direction to Healthwatch County Durham**
 - a. Work with the Chair in establishing and operating to its agreed values, principles and strategic priorities.
 - b. Support the Chair and other board members to ensure clear lines of accountability, representation and feedback and in relationships with external partners and stakeholders.
 - c. Assist in identifying key priorities and issues to inform the work Healthwatch as well as agree the Healthwatch work plan.
 - d. Support the recruitment of appropriately skilled 'Enter and View' volunteers to ensure Healthwatch executes its statutory role.
- 2. Represent Healthwatch County Durham**
 - a. Uphold the reputation of Healthwatch and demonstrate its values and principles at all times when representing Healthwatch.
 - b. Build and maintain positive working relationships with key stakeholders, including the public, service users, carers, the wider voluntary sector, NHS and Council funded service providers, Durham County Council, the Clinical Commissioning Groups, Healthwatch England (HWE) and the Care Quality Commission (CQC).
 - c. Act as an ambassador and champion for Healthwatch, promoting its achievements and vision widely and proactively.
 - d. Ensure that there is a two way flow of feedback and information Board members, Healthwatch members and the networks/groups they represent.
- 3. Promote good governance**
 - a. Support the Chair to ensure compliance with Healthwatch regulations and legislation and agreed constitution and codes of governance.
 - b. Adhere to the Healthwatch County Durham code of conduct and all relevant policies and procedures.
 - c. Ensure there is a framework in place for identifying, mitigating, managing and reviewing risks for the effective delivery of Healthwatch aims and objectives.
 - d. Support the Chair in ensuring that agreed standards of behaviour and conduct are maintained by the Board and Membership in line with Healthwatch Code of Conduct and the Nolan Principles of Public Life: selflessness, integrity, objectivity, accountability, openness, honesty and leadership.
 - e. Ensure any relevant personal, professional or commercial interest in matters being discussed by the Board is declared.
 - f. Be personally responsible for ensuring issues are discussed in a timely manner.
- 4. Overseeing performance**
 - a. Support the Chair in reviewing the performance of Healthwatch against the agreed work plans and performance targets.
 - b. Ensure the work of Healthwatch to support agreed work plans and priorities is conducted efficiently and effectively through identified leads and regular reporting.
 - c. Oversee the 'Enter & View' activity of Healthwatch and authorise reports and recommendations to be forwarded to relevant agencies.
 - d. Ensure Healthwatch establishes service standards and reviews public, service user and carer satisfaction with its performance against these standards.
 - e. Establish processes to address issues of underperformance of Healthwatch in a timely and effective manner.

Key competencies

1. A collaborative approach to management and ability to encourage and support people to work effectively as part of a team (Chair only)
2. Effective problem solving and analytical skills with the ability to understand and work with complex information.
3. Proficiency at listening to and ensuring that seldom heard stakeholders have the opportunity to contribute.
4. Skilled in building strong relationships and collaborative working partnerships.
5. Ability to provide constructive criticism and learning points in a professional helpful and productive manner.
6. Ability to work as part of a team and enthuse others.
7. Excellent communication and interpersonal skills with the ability to negotiate effectively, challenge positively, influence others and communicate with a wide range of audiences and stakeholders at different levels.
8. Ability to effectively participate in discussions and represent service users/carers views in a clear and professional manner.
9. Ability to use IT and web based applications eg. Microsoft Office and internet.

Knowledge and experience requirements

1. Previous successful experience of leading teams and chairing meetings (Chair only)
2. Good local knowledge of County Durham's health and social care.
3. Strong connections with and knowledge of local communities, networks and services.
4. Experience of working in a collective decision-making group such as a board or committee, or high-level awareness of 'board-level' working.
5. Broad understanding of the health and social care environment both locally and nationally: structures/legislation/functions/commissioning.
6. Demonstrable experience in representing the 'voice' of others.
7. Understanding of the challenges facing the NHS and Local Government which may impact on community health and well-being.
8. Understanding of the Health and Well Being Board, Scrutiny and Clinical Commissioning functions.
9. Experience of working with a diverse range of local partners and networks eg. Voluntary and Community Sector organisations, local authorities, health and social care providers, commissioners etc.

Additional Role Description requirements for Healthwatch Chair

1. **Provide strategic direction to Healthwatch County Durham**
 - a. Establishing and operating to its agreed values, principles and strategic priorities.
 - b. Ensure clear lines of accountability, representation for the communities Healthwatch serves.
 - c. Playing an active role in facilitating work planning and priority setting with the Board.
2. **Represent Healthwatch County Durham**
 - a. Attendance and active participation in the Health and Wellbeing Board, Overview and Scrutiny and other strategic forums as necessary.
 - b. Presenting clear, concise and meaningful feedback to stakeholders in a range of settings.

3. Promote good governance

- a. Ensuring compliance with Healthwatch regulations and legislation and agreed constitution and codes of governance.
- b. Monitoring behaviour and conduct, ensuring that they are maintained to the agreed standards and challenging poor standards as necessary.

4. Overseeing performance

- a. Supporting annual performance and progress reviews in relation to the Board, work plan, quality of reporting and policies.
- b. Ensuring the timely completion and approval of all reports including the Annual report.

Healthwatch Board Expectations

Time Commitment - It is anticipated that each Board member will dedicate 3-4 hours per week to Healthwatch, and the Chair between 4-6 hours. This includes allocating time to reading reports and prepare for Board Meetings, sub-committee meetings and Task and Finish Groups. Board members will also be asked to support with research and lead on some aspects of the work plan.

Board Meetings - Board members are expected to attend scheduled meetings of the Board. Consistency of attendance for decision making is important, if attendance becomes irregular or infrequent a member may be asked to leave the Healthwatch Board.

Working together - Board members will be required to support the objectives and policies agreed by the Board, and to contribute to and share responsibility for the decisions of the Board. They will be expected to work constructively with other Board members and staff of Healthwatch County Durham.

Code of Conduct - Board members will be expected to abide fully with Healthwatch County Durham's Code of Conduct, to maintain high standards of probity and follow the Nolan principles of standards in public life. They must also present a positive image of the Board and Healthwatch at external events at all times.

Training - Specific mandatory training will be offered which is relevant to the role of Healthwatch Board members. Board members will be required to participate in a skills audit and also help to identify any knowledge deficits in the Board.

Sub-committee and Task and Finish Group meetings - Board members may be required to participate in various sub-committee meetings Task and Finish Groups

External Meetings and Representation - Board members will be asked to attend key partnership meetings on behalf of Healthwatch and to participate in events linked to supporting, developing or promoting Healthwatch objectives or work plan. This may from time to time include representing Healthwatch at regional events.

Exclusions

The following are not eligible to apply to become a Board member of Healthwatch County Durham:

- Providers of statutory health or social care services and their employees, where these services are accessed by County Durham residents;
- Employees and Board members of organisations with a statutory role to commission health or social care services for people in County Durham;
- Durham County Council Elected Members or MPs;
- PCP, DCA or CACD Chief Executives and Senior Managers
- Others whom the Partners determine to have a conflict of interest.

If you are from one of the above groups and interested in the work of Healthwatch County Durham we would encourage you to become a member. Please see the website for more details.

Application Process

If you are interested in the role of Board Member, please complete an application form and return it to Kath Ferry marked 'Private and Confidential Healthwatch Board Application'. Applications can be returned via email: kath.ferry@pcp.uk.net or post to:

Kath Ferry
Pioneering Care Partnership
Carers Way
Newton Aycliffe
County Durham
DL5 4SF

Please return your application for Healthwatch County Durham by: **Monday 5th September 2016**