

Healthwatch Cheshire CIC

Board Recruitment

Information Pack



healthwatch

Healthwatch Cheshire CIC is looking to recruit 7 lay people from all communities across both Cheshire East and Cheshire West to become members of the Board.

This is an exciting opportunity to become involved in local Healthwatch as we look to increase our capacity and widen our reach to give more adults, young people, children and communities a stronger voice to influence and challenge how health and social care services are provided within Cheshire.

Healthwatch Cheshire CIC are seeking board members who:

- Will challenge positively, holding others to account for their decisions, actions and behaviours.
- Have experience in building and maintaining positive working relationships with key stakeholders and partners.
- Are excellent communicators, with particularly strong influencing and negotiating skills.
- Understand the local, regional and national health and social policy environment.
- Are passionate about enabling positive change in health and social care service delivery.
- Are committed to ensuring that the views of all stakeholders and all communities within Cheshire are heard by health and social care policy makers.

This pack provides details of the Board membership recruitment, contains further background information on the position and details about how to apply.

If you have any questions or would like further information, please contact us in one of the following ways:

Call: 0300 323 0006 asking for Dave Crosthwaite or

Email: info@healthwatchcheshire.org.uk.

To apply please complete the enclosed application form and send it to:

recruitment@healthwatchcwac.org.uk or post to:

Healthwatch Cheshire CIC, Sension House, Denton Drive, NORTHWICH, CW9 7LU.

Responsibilities of the Board

The key responsibility of Healthwatch Cheshire CIC Board members is to prepare for and attend Board meetings. These occur quarterly in public, and last approximately 2.5 hours plus travel. Two will be held in Cheshire East and two will be held in Cheshire West. Meeting times and venues will be agreed by members to enable best possible attendance and participation, and may be subject to change during the year. Here is a summary of Board member responsibilities:

- Attend at least 75% of Board meetings each year
- Prepare in advance of meetings by reading reports, Board papers and other relevant documents
- Work with the Chair and other Board members to established codes of governance
- Uphold and promote with others the Healthwatch Cheshire CIC Code of Conduct
- Ensure the activities of Healthwatch Cheshire CIC reflect all communities within Cheshire
- Be positive in their approach when representing Healthwatch Cheshire CIC Board.
- Undertake relevant training and development days as identified by Healthwatch Board
- Participate in appropriate task groups as and when required.
- Represent Healthwatch Cheshire CIC at occasional external meetings and events,
- Promote, enhance and uphold the reputation of Healthwatch Cheshire CIC and its work.

About Healthwatch Cheshire

1. Background

Cheshire West & Chester Council and Cheshire East Council jointly commissioned Healthwatch Cheshire CIC to provide the Healthwatch and Independent NHS Complaints Advocacy service within Cheshire from 1st April 2017. Healthwatch Cheshire CIC acts as an umbrella organisation to both Healthwatch Cheshire West and Healthwatch Cheshire East.

'Local Healthwatch' organisations were established in April 2013 under the Health and Social Care Act (2012). The act stipulates the creation of:

- A national body, Healthwatch England (HWE) (instituted in September 2012), which is a committee of the Care Quality Commission - it provides leadership and support to Local Healthwatch and may make recommendations to local authorities
- A local Healthwatch organisation for each local council in England with social care responsibilities.

Healthwatch intends to strengthen the collective voice of users of health and social care services and members of the public, both nationally and locally.

Healthwatch Cheshire CIC is an independent voice for the citizens of Cheshire, helping to shape and improve local health and social care services. This is achieved by collecting the voice and lived experience of people across Cheshire and translating this grass-roots information into strategic intelligence that is capable of influencing the commissioning and delivery of local health and social care services.

Healthwatch Cheshire CIC Board facilitates and enables the involvement of local citizens in Healthwatch. The Executive Management Board consists of eight local voluntary sector organisations committed to ensuring that there is the best possible Healthwatch established across Cheshire. The organisations are:

- Cheshire Centre for Independent Living - lead organisation
- Age UK Cheshire
- Cheshire, Halton & Warrington Race & Equality Centre
- Chester Voluntary Action
- DIAL House Chester
- The Youth Federation
- CVS Cheshire East
- Macclesfield Disability Information Bureau.

2. Overview of the Role of Healthwatch

Healthwatch gives children, young people and adults a powerful voice locally and nationally.

Healthwatch Cheshire CIC works to help people get the best out of their local health and social care services, whether it's improving them today or helping to shape them for tomorrow. It allows local voices to be able to influence the delivery and design of local services, and not just the people who use them, but anyone who might need to in the future.

Healthwatch Cheshire CIC:

- Is a separate legal entity in its own right operating for the benefit of the community, as a Community Interest Company
- Is representative of the community it serves
- Covers both health and social care services for adults and children
- Is a statutory member of both local authority's Health & Wellbeing Boards
- Provides an information, advice and signposting service for the public, including informing people how they can make a complaint if things go wrong
- Has a power to request information from commissioners and providers of health and social care who must respond to its reports and recommendations, and to enter health and social care premises (*except those providing care to children and young people*)
- Can alert the local authority, the NHS, Healthwatch England and/or the Care Quality Commission to concerns about specific care providers and health and social care matters.

Healthwatch Cheshire CIC is an important channel both for gathering information and intelligence about health and social care services, users' experiences and the views of the public and using these to improve services; and also for transmitting information about services, enhancing access and helping ensure that people get good quality services when and where they need them.

3. Vision and Principles of Healthwatch Cheshire CIC

The Vision

"To be an independent voice for the citizens of Cheshire, helping to shape and improve local health and social care services".

Healthwatch Cheshire CIC Core Functions

- Using innovative and creative methods to gather the views and experiences of Cheshire East and Cheshire West patients, service users, carers and the public
- Provide a platform from which diverse and seldom heard voices from across Cheshire East and Cheshire West can be heard.
- Build the capacity and utilise the existing expertise of user-led organisations and voluntary, community and faith sector in Cheshire.
- Set the standard for excellent public engagement.
- Ensure that all citizens of Cheshire have timely and good quality information and advice.
- Work hard to be a respected and credible organisation, working in partnership across all sectors of health and social care.
- Use networks and public engagement to gather meaningful and robust local evidence and intelligence, capable of influencing key decision making in health and social care.
- Be unafraid to challenge service providers and commissioners.
- Use feedback from Patient Advice and Liaison service (PALS) and Independent Complaints Advocacy Service (ICAS) for intelligence regarding patient choices, concerns and complaints advocacy.
- Providing information and signposting about access to services and support for making informed choices including how to get independent advocacy support to make an NHS complaint.

4. Partnership Working

In fulfilling its role, Healthwatch Cheshire CIC works closely with a variety of other organisations. The expertise of the organisations who act as Directors of the CIC, is invaluable in providing connections to all sections of Cheshire's community. As an organisation we aim to represent the views and opinions of the community in an equal and diverse manner, keeping in mind the nine protected characteristics of Equality and Diversity.

Healthwatch Cheshire CIC holds statutory seats on the Health and Wellbeing Board at both Cheshire West & Chester Council and Cheshire East Council to assist in developing the joint health and wellbeing strategies for Cheshire.

Support from Healthwatch England enables Local Healthwatch to inform the development of national policies and strategies.

Healthwatch Cheshire CIC has strong relationships with local health and social care commissioners and provider agencies in the NHS, voluntary and private sectors across both Cheshire West & Chester and Cheshire East. As an organisation we also work closely with local service user groups, community and voluntary organisations.

Healthwatch Cheshire CIC Organisational Chart

- Equally shared functions across both Boroughs
- Cheshire East Based
- Cheshire West Based

Board

- 8 x Corporate Directors – adding Social Value with active, equal community reach across Cheshire East and Cheshire West & Cheshire
- 7 x Diverse Board members with skills and experience, active and involved across Cheshire East and Cheshire West & Chester

CEO
Full-time

Admin & Finance Manager
Full-time

Service Lead
Full-time

Communication & Research Officer
Full-time

Community Engagement & Project Officers
3 x Part-time
1 x Full-time

Volunteer Coordinator & Project Officer
Full-time

ICAS Advocate
Full-time

Volunteers
30+

Volunteers
30+

Cheshire East Residents

Citizen Panel
• Equal representation from diverse communities across Cheshire, with experience of services

Cheshire West & Chester Residents

ROLE DESCRIPTION

JOB DETAILS	
Role Title:	Board Member - Healthwatch Cheshire CIC
Status:	Voluntary
Hours:	Board members will have to commit a minimum of 2 days per month in order to fulfil their role. This will consist of attending 4 half day meetings per year at venues across Cheshire. There will also be a development day for board members to attend. Some of this time may be in the evenings or weekends. Preparation and reading time may be additional.
Reporting To:	Chair, Healthwatch Cheshire CIC.
Term:	Board members will be appointed for fixed terms of between one and three years.

JOB PURPOSE
<p>To work with the Chair to implement the vision, values, principles and priorities of Healthwatch Cheshire CIC.</p> <p>To empower local people to effect change locally.</p> <p>To ensure that Healthwatch Cheshire CIC is embedded into the community and is representative of the local population.</p> <p>To promote community involvement in the commissioning, provision and scrutiny of health and social services.</p> <p>To ensure that an evidence based approach is taken and that the views and experiences of individual service users, as well as information from local voluntary and community groups, are used to improve health and social care services.</p>

KEY TASKS

To work in co-operation with the Chair and other members.

To support the Chair in ensuring that appropriate standards of behaviour are maintained in line with the code of conduct.

Act as an Ambassador for the organisation.

Uphold the reputation and values of Healthwatch Cheshire CIC.

Build and maintain good relationships with key stakeholders, including the public, service users, carers, NHS, Cheshire West & Chester Council, Cheshire East Council, Funded service providers, Clinical Commissioning Groups, Healthwatch England and the Care Quality Commission.

Network and promote the achievements, purposes and benefits of Healthwatch Cheshire CIC.

Represent Healthwatch Cheshire CIC at events and meetings as agreed.

Promote good governance.

Participate in the development, implementation and review of a comprehensive community engagement strategy.

Ensure the involvement of those communities whose voices are rarely heard.

Monitor service providers and commissioners to encourage them to fulfil their duties in relation to public service user and carer involvement.

Help Healthwatch Cheshire CIC safeguard vulnerable members of the community.

A Board member will act as deputy for the Chair on the Health and Wellbeing Board.

The Board will ensure that Healthwatch Cheshire CIC operates independently, constructively and authoritatively; relentlessly representing the voice of local people on what matters most to them.

Support and Training

Board members will receive induction training along with further training and support throughout their appointment in order to enable them to fulfil their role to the best of their abilities.

Members will be expected to commit to undertaking regular training during their time on the Healthwatch Cheshire CIC Board.

There will be a system of regular review and support for all members and volunteers to ensure that Healthwatch Cheshire CIC performs to the highest standards.

Code of Conduct for Healthwatch Cheshire CIC Board Members

Members should not place themselves in situations where their honesty and integrity may be questioned, should not behave improperly, and should on all occasions avoid the appearance of such behaviour.

Members should make decisions on merit, including making appointments.

Members should be accountable to the public for their actions and the manner in which they carry out their responsibilities and should co-operate fully and honestly with any scrutiny processes.

Members may take account of the views of others, but should reach their own conclusions on the issues before them and act in accordance with the Healthwatch Cheshire CIC work plan.

Members should respect the impartiality and integrity of the Healthwatch Cheshire CIC staff team.

Members should uphold the law on all occasions.

Members should do whatever they are able to ensure that resources are allocated prudently and in accordance with the law.

Members should act in a way that secures or preserves public confidence.

Members should be aware of their roles and responsibilities, and work in accordance with both to the best of their abilities.

A member may be asked to stand down if they are seriously failing in their role or in violation of this code of conduct.

A member must not use or attempt to use their position improperly to confer on or secure for themselves or any other person, an advantage or disadvantage.

Members should identify individual learning and development needs and participate fully in training opportunities provided.

Members should be open in all decision making and be prepared to give reasons for their decisions.

In addition, Members should pay regard to the seven Nolan Principles of public office:

1. Selflessness - Holders of public office should act solely in terms of the public interest. They should not do so in order to gain financial or other benefits for themselves, their family or their friends.
2. Integrity - Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might seek to influence them in the performance of their official duties.
3. Objectivity - In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.
4. Accountability - Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.
5. Openness - Holders of public office should be as open as possible about all the decisions and actions they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.
6. Honesty - Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.
7. Leadership - Holders of public office should promote and support these principles by leadership and example.

PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE	ASSESSED BY
Qualifications / Experience	Experience of working as a member of a committee or team or of working collaboratively with others.	Experience of, or good understanding of, working with customer focused organisations and a commitment to high standards of customer care.	A, I A, I
Knowledge	Good understanding of health, social care and wellbeing policy issues/challenges facing the NHS and Local Authorities.	Able to demonstrate good awareness and understanding of the current environment in Cheshire and how local health and social care and wellbeing services are delivered. An understanding and experience of voluntary sector organisations and communities.	A, I, A, I A, I
Skills/Abilities	Strong communication and interpersonal skills, able to liaise effectively with a wide a range of stakeholders and audiences.	IT literate.	A, I
	Listens to others, able to empathise. Able to analyse complex information, demonstrate clear analytical intellect and decision making.		A, I
Other	Support the values, ethos and objectives of Healthwatch Cheshire CIC A commitment to equality and ensuring equal access to health and social care		A, I A, I A, I A, I

	<p>services.</p> <p>Proactively demonstrates strong commitment to equality and diversity.</p> <p>Open to learning and development for self, staff and other voluntary members.</p> <p>Time and commitment to effectively discharge the responsibilities of the post.</p>		A, I
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