

Board Member Recruitment Pack



**enabling people to play an active
part in changing their communities**

Healthwatch Hillingdon Board Vacancies

Healthwatch Hillingdon has established very strong operational relationships with the NHS, Council and Voluntary Sector organisations and are recognised as an equal partner and a valued “critical friend” within health and social care.

These important relationships enable us to have considerable strategic input into the shaping of local commissioning and the delivery of services, and gives our residents a genuine platform to have their views and experiences of care heard by decision makers.

Healthwatch Hillingdon is now looking to build on the success of our first 3 years and are recruiting for additional board members.

This is an exciting opportunity to become involved in one of northwest London’s leading ‘consumer champions’ for health and care, 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 Hillingdon.

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

For an informal discussion about the position please contact Graham Hawkes, Chief Executive Officer on 01895 272997 or email graham.hawkes@healthwatchhillington.org.uk.

We will be considering applications and talking to potential candidates on a continuous basis. There is no current deadline and those with an interest are asked to apply by submitting a copy of their CV, together with a covering letter (maximum 2 pages):

By email to: graham.hawkes@healthwatchhillington.org.uk

Or by freepost to: RTKT-BLRE-BHCX
Healthwatch Hillingdon
20 Chequers Square
Uxbridge
UB8 1LN

If you have any support requirements to enable you to apply, or require this recruitment pack in an alternative format please contact Graham Hawkes.

If you want to play a leading part in changing your community and shaping the future of health and social care in Hillingdon, then we would be delighted to hear from you

Yours faithfully

Stephen Otter
Chair

About Healthwatch Hillingdon

Healthwatch Hillingdon is a ‘local Healthwatch organisation’ established in April 2013 under the Health and Social Care Act (2012). Our role is to act as a local, independent consumer voice for people using health and social care services.

Healthwatch Hillingdon has six Core Functions:

1. Gathering the views and experiences of Hillingdon patients, service users, carers and the public.
2. Making those views known to providers and commissioners.
3. Promoting and supporting the involvement of people in the commissioning and provision of local health and social care services and how they are scrutinised.
4. Recommending investigations or special reviews via Healthwatch England or directly to the Care Quality Commission.
5. 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.
6. Informing Healthwatch England of the views and experiences of people, providing a steer to help it carry out its role as a national champion.

Independent of the NHS and Council, we represent the views of everyone who uses health and social care services in the London Borough of Hillingdon. We make sure that these views are gathered, analysed and acted upon, making services better now and in the future.

We monitor local services to ensure they reflect the needs of the community, and where necessary, use statutory powers to hold those services to account.

We raise awareness amongst commissioners, providers and other agencies about the importance of engaging with communities, and the expertise and value that individuals can bring to discussion and decision making on local and national issues.

We promote community involvement in the commissioning, provision and scrutiny of health and social services, giving people and communities a stronger voice to influence and challenge how health and social care services are provided within their locality.

Healthwatch Hillingdon also provides or signposts people to information to help them make choices about health and social care service.

As part of a network of local Healthwatch from every local authority area in England, we are also uniquely placed to raise issues nationally through Healthwatch England.

To enable Healthwatch Hillingdon to fulfil its functions we have a statutory seat on the Health and Well Being Board. In addition, we have a non-voting seat of the Hillingdon Clinical Commissioning Group (CCG) Governing Board.

For more information about Healthwatch Hillingdon visit:

www.healthwatchhillingdon.org.uk

Our Vision

Our vision is to become the influential and effective voice of the public.

We want to ensure that local decision makers and health and care services put the experiences of people at the heart of their work.

And, give adults, young people, children and communities a greater say in - and the power to challenge - how health and social care services are run in Hillingdon.

This vision is founded on the strong belief that services work best when they are designed around the needs and experiences of the people who use them.

Our Values

- We are inclusive
- We are influential
- We are responsible and accountable
- We are independent
- We are credible
- We work collaboratively
- We learn

Our Priorities

The focus of our work is established after undergoing an in-depth analysis of the data and intelligence gathered from our residents.

The final priorities are agreed by the Board and set out in a published work-plan, which is presented to the Health and Wellbeing Board.

Full details of the Healthwatch Hillingdon Work Plan 2015-2017 can be viewed at:

<http://bit.ly/20QJAcY>

Our Structure

Healthwatch Hillingdon is a Company limited by guarantee and a registered charity:

- Company Number 8445068.
- Registered charity number 1152553.

Led by an independent Chair, The Healthwatch Hillingdon Board can comprise of 5 Directors up to a maximum of 12. Board members are appointed following selection in an Open Recruitment Process.

All Board members act as Directors and Trustees of Healthwatch Hillingdon under the Companies Act 2006 and Charities Act 2011.

A Chief Executive Officer manages a staff team of 4 and a growing pool of volunteers.

The Role, Responsibilities and Liabilities of Directors of the Board and its individual Board Members

Healthwatch Hillingdon requires a Board of Directors that is capable of leading the organisation, providing strategic direction and oversight in all areas, including financial and legal matters, and in ensuring its ambition is achieved.

Each Healthwatch Hillingdon Board member must be eligible under law to be a company director and trustee, and who possesses the key values and skills required to steer Healthwatch Hillingdon to success.

The Board will ensure that it meets the conditions of the contract held with London Borough of Hillingdon.

The Board will be collectively and individually responsible for seeing that:

- Healthwatch Hillingdon is effectively managed and that its affairs are in order.
- That it operates within its objectives and governing documents.
- That it acts at all times in the best interests of the company/charity
- That it acts independently and promotes the voice of patients and the public in Hillingdon.
- Provide strategic direction through annual plans, setting of policy and the development of strategies.
- Support the Chief Executive Officer to manage staff and volunteers.
- Ensure adherence to the law, including company and when relevant, charity law. This includes preparing annual reports and submitting annual return forms and accounts.
- Secure sound financial management, including the meeting of all financial regulation and the auditing of accounts. It also includes ensuring the Board uses its funds and assets wisely to further its aims, and doesn't do anything to put its property, funds, assets or reputation at risk and takes appropriate care and advice when investing or borrowing money.
- Assure itself that the organisation is run effectively, risks are mitigated, that services are delivered to required standards defined by beneficiaries, that there is a continuous improvement in quality and the organisation's reputation is upheld.
- Effectively discharge its accountability duties to patients and the public, Healthwatch England, and other stakeholders. This includes maintaining effective working relationships with partner organisations.
- Maintain effectiveness of the Board itself, including overseeing the establishment of the organisation developing and ensuring compliance with codes of practice and maintaining appropriate standards of behaviour.

Liabilities

Directors of companies have additional statutory duties arising from their status under the Companies Act 2006. HWH is incorporated as a Company limited by guarantee, this protects and limits the Director's liability to £1, except in exceptional circumstances.

Healthwatch Hillingdon has indemnity insurance to indemnify any of the Directors from liability in the course of fulfilling their duties except for failures by the Board that cannot be insured against

such as where a breach occurs resulting in a fine following criminal proceedings or penalty for non-compliance with regulatory requirements. Personal liability of this kind is very rare and Directors who have followed the guidance of the Companies Act and Charities Act will generally be protected.

Time Commitment

It is expected that this role will require a minimum time commitment of approximately 1- 2 days a month, including responding to emails, reading and preparing for monthly board meetings. This could increase to 3-4 days a month for those wishing to take on an executive role, or represent Healthwatch Hillingdon at other workshops, forums and strategic meetings.

Term

Appointments will be for a period of up to 3 years. Members will be eligible for re-appointment to serve a further 3 year term to a maximum of 6 years service.

Remuneration

The role of Board members is voluntary and unpaid. All relevant expenses associated with the role are reimbursed in line with the Volunteers Expenses and Benefits Policy. <http://bit.ly/29mOu12>

Disclosure and Barring Service (DBS)

Healthwatch Hillingdon Board members may need to undergo a DBS check (previously known as a CRB).

Application and Selection Process

Applications are invited from people who are over the age of 18 and who live, or work, in Hillingdon, or who can demonstrate a broad knowledge of the borough and health and social care issues and services.

We welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.

For an informal discussion about the role, please contact Graham Hawkes on 01895 272997.

To apply candidates are asked to provide a copy of their CV together with a personal statement of no more than 2 sides of A4, detailing how they meet the person specification criteria included in this document.

There is no current deadline and we will be considering applications and talking to potential candidates on a continuous basis.

Applications will be assessed by a recruitment panel and candidates that meet the requirements will be invited for an interview.

Applications must be submitted to Graham Hawkes, by either of the following methods:

Email to: graham.hawkes@healthwatchhillingdon.org.uk

Freepost to: RTKT-BLRE-BHCX
Healthwatch Hillingdon
20 Chequers Square
Uxbridge
UB8 1LN

After identifying successful candidates through the recruitment process, Board eligibility will be assessed and references taken up, before formally offering a place on the Healthwatch Hillingdon Board.

Unsuccessful, applicants will be invited to support Healthwatch Hillingdon by becoming a volunteer in an alternative role.

Conflicts of interest

Applicants should make very clear at the time of application whether any conflicts of interest, or potential conflicts of interest, may arise. These might include immediate family's existing roles within Hillingdon's health and social care sector.

Likely conflicts of interests are:

- Health or social care providers and their employees within Hillingdon, or who supply health and social care services to people in Hillingdon
- Providers affiliated with a private company providing goods and services to local healthcare and social care providers
- Commissioners of health and social care services in Hillingdon
- Elected members of Local or Central Government
- Under the Companies Act 2006, anyone who fits one of the criteria below may not be a director:
 - Has been disqualified from acting as a company director (unless the court has given them permission to act for a particular company)
 - An undischarged bankrupt (unless they have been given permission by the court to act for a particular company)

Person Specification

1. Skills and Knowledge

- Members need to be good communicators and be capable of playing an active role at regular meetings and contribute to the discussion informing policy decisions.
- Members will be able to communicate and engage with a range of different individuals from providers and commissioners to members of the public, and to liaise effectively and diplomatically, promoting collaborative working and acting as an ambassador for Healthwatch Hillingdon.
- Members should have good analytical skills and awareness, in order to guide research and identification of gaps in patient and public feedback and the provision and quality of local health and social care services.
- Members will play a lead role in determining Healthwatch Hillingdon's strategy, and how its budget is spent, so it is vital to demonstrate clear analytical intellect and financial awareness to guide rational decision making to do this responsibly.
- Members will also need knowledge of commissioning and procurement to support the provision and scrutiny of local services.

- Members are public representatives so they should have a good idea of what is expected from a position of civic responsibility.
- Members will need to work with health and social care providers to raise awareness of the role of LHW and capture and consolidate existing patient experience feedback.
- Members need to be able to take account of a wide range of views and to effectively represent the views of others.
- Members should have an awareness of health and social care issues and policy and an understanding of the importance of public involvement in these issues.
- Members should have a sound grasp of equality legislation, its relevance and application.
- Members will need to demonstrate a clear understanding of good governance principles.
- Members should have some knowledge of health and/or social care services. This could come from personal experience or a previous paid or unpaid role.

2. Experience

- It is highly desirable for members to have had experience of public representation, particularly in health and social care. This may be as a representative of a service user group, acting as an advocate or previous employment.
- Members will be responsible for overseeing reports and shaping projects so some experience of project management will be useful.
- Members are expected to be active in their community and a track record of public engagement is desirable.
- Members should have experience of working as an effective member of a management board, committee or senior management team, influencing strategic decisions.
- Members should have experience of building and developing successful partnerships, alliances and working relationships, ideally with a range of organisations, stakeholders or communities.
- It is highly desirable for members to have had experience of public representation, particularly in health and social care. This may be as a representative of a service user group or acting as an advocate.

3. Attitude and Approach

- Members are tasked with acting in the public interest, and should therefore be public spirited and committed to the principle of championing the public's interests in health and social care
- Members need to be open-minded and inclusive, as Healthwatch Hillingdon acts as a representative of the entire spectrum of the local population.
- Members need to have an active interest in how public involvement can shape health and social care services and have the desire to promote it
- Members need to have the will and desire to communicate effectively with all stakeholders and partners in fulfilling Healthwatch Hillingdon's role.
- Members should have a commitment to equality for all, including that enshrined within the Equalities Act, to promoting human rights and to valuing of diversity.
- Members must have personal credibility, integrity and honesty with a commitment to probity, to be independent of any special interest.

- Members must have transparency in their own motivation and actions and in supporting transparency in the workings of Healthwatch Hillingdon.

4. Other

- Should live or work in the London Borough of Hillingdon or be a user of local health and social care services, demonstrating an interest in and knowledge of the borough and a commitment to public/voluntary service.
 - Be able to give a commitment of time and be willing to attend some evening and weekend meetings
 - Adhere to the Seven Principles of Public Life, known as the Nolan Principles (listed below), which were defined by the Committee for Standards in Public Life, and are adopted into Healthwatch Hillingdon's code of conduct: <http://bit.ly/29yUb7M>
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.