Healthwatch
Hounslow

Committee Chair
and Vice-Chair
Recruitment Pack

October/November 2018
Thank you for your interest in the role of Chair of the Healthwatch Hounslow. This pack contains information about Healthwatch Hounslow and the roles of Chair and Vice-Chair we hope that it will help you to decide if you are interested in joining us in these exciting roles.

Healthwatch Hounslow (HWH) is the independent consumer champion for people who use health and social care services and was established in April 2013. The aim of Healthwatch is that feedback from local people will contribute to improving local health and social care services for children, young people and adults across the borough.

Healthwatch Hounslow is delivered by Your Voice in Health and Social Care (YVHSC), a Company Limited by Guarantee and Registered Charity which also delivers Healthwatch Ealing, Healthwatch Waltham Forest and Healthwatch Bromley. The YVHSC Board has overall accountability for the delivery of the Healthwatch contracts. It has established local committees to provide strategic direction and oversight to the delivery of the contracts at a local level. A structure chart showing the relationship between YVHSC and local Healthwatch it delivers is attached at Appendix 1.

Our current Chair is standing down in the New Year, and so we are looking for her replacement. At the same time, we are looking to recruit to the new role of Vice-Chair. We see these two roles working closely together to offer direction and leadership to the Committee, scrutiny and oversight of the work of Healthwatch Hounslow and also to represent the organisation on key strategic bodies.

We are looking for two people with the knowledge, skills and abilities to take on the roles of Chair and Vice-Chair of Healthwatch Hounslow. You do not need to have a background in health or social care, but you will need to share our passion for improving local health and care services for local people in Hounslow. We are looking for people with drive, energy and enthusiasm who are willing and able to offer inspiring leadership to the Committee and support to the staff team. You will also need to be able to build strong working relationships with key stakeholders, while at the same time maintaining the independence of the local Healthwatch.

We will offer a full induction into the responsibilities of Healthwatch and the organisation and our current chair has offered to support and mentor the successful applicants as they settle into the role. If you think you have the necessary skills, abilities and enthusiasm for either or both of these roles, we would encourage you to apply.

For an informal discussion about the role, please contact Claire Grainger or Mystica Burridge on 0203 603 2438.

Closing date for applications Friday 30th November 2018
What are local Healthwatch?

Local Healthwatch were established under the Health and Social Care Act 2012 as the local consumer champion users of health and social care services. There is a network of local Healthwatch in all areas of England and Healthwatch England provides a national overview. Local Healthwatch have an interest in all publicly funded health and care services for children, young people and adults in their area and have a range of duties and responsibilities laid down in the Act and supporting legislation.

What does the Legislation say local Healthwatch must do?¹

Local Healthwatch are corporate bodies and within the contractual arrangements made with their local authority must carry out particular activities. A lot of the subsequent legislative requirements are based on these activities which include:

- Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local care services.
- Enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved.
- Obtaining the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known.
- Making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England.
- Providing advice and information about access to local care services so choices can be made about local care services.
- Formulating views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing these views with Healthwatch England.
- Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues.
- Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

¹ Extract from 'A Guide to the Legislation affecting Local Healthwatch' 2016
YVHSC has adopted the Seven Principles of Public Life, known as the Nolan Principles, which were defined by the Committee for Standards in Public Life:

- **Selflessness** - we will work in the interests of Your Voice in Health & Social Care (YVHSC) only: we won’t make any financial gain or other benefits for ourselves, our family or our friends.

- **Integrity** - we won’t place ourselves under any financial or other obligation to outside individuals or organisations who might then seek to influence us in the performance of our role.

- **Objectivity** - in carrying Healthwatch business forward we will make decisions based on merit when making appointments, awarding contracts, or recommending individuals for rewards and benefits.

- **Accountability** - we are accountable for our decisions and actions to the public and will ensure that our performance and finances can be scrutinised.

- **Openness** - we will be open about the decisions and actions that we take and we will give reasons for our decisions.

- **Honesty** - we will declare any private interests that are relevant to Healthwatch and take steps to resolve any conflicts of interest.

- **Leadership** - we will promote and support these principles by leadership and by example.

**The role of the Healthwatch Hounslow Committee**

The responsibility for the delivering of the Healthwatch contract in Hounslow lies with the YVHSC Board, and so matters such as contract monitoring, staffing and finance are not within the remit of the Healthwatch Hounslow Committee.

The Healthwatch Hounslow Committee:

- Decides on Healthwatch priorities and Healthwatch activity such as Enter and View programme, informed by public feedback and consultation.

- Advises the Healthwatch representatives who attend strategic meetings, such as the Health and Wellbeing Board.

- Receives reports on community engagement and communications activity and decides future plans.

- Is consulted by YVHSC on locally-based income generation work to ensure there is no unmanageable conflict of interest.

- Steers and signs off the production of the Healthwatch Annual Report, any Healthwatch response to consultations and Healthwatch reports prior to publication.

- Represents Healthwatch at public engagement and strategic level meetings.

- Follows up on Healthwatch reports to ensure impact.
What we require from the Chair, Vice-Chair and Committee Members

- **Conflict of Interest** - Declare any relevant personal, professional or commercial interests in any matters being discussed by the Committee.
- **Committee Meetings** - Attend all scheduled meetings of the Committee
- **Working together** - Support the objectives and policies agreed by the Committee, and to contribute to and share responsibility for the decisions of the Committee. Work constructively with other Committee members and staff of HWH.
- **Code of Conduct** - Comply fully with HWH’s code of conduct, maintain high standards of probity and follow the Nolan principles of standards in public life. Present a positive image of the Committee and HWH at external events.
- **Training** - Identify personal training and development needs, and seek opportunities for development, attending training events as required.
- **Committee meetings and Working Groups** - Participate in Committee meetings of the Committee, and working groups, as required.
- **Preparation time** - Allocate time for reading reports and preparing for Committee Meetings.
- **Other attendance** - Attend other events and associated meetings linked to supporting, developing or promoting HWH and its objectives, as needed.

What we offer to the Chair, Vice-Chair and Committee Members

- **Induction** - a full induction into the role of local Healthwatch, Healthwatch Hounslow and local health and care services.
- **Training** - access to internal and external training and information to develop knowledge and skills
- **Representation** - the chance to represent Healthwatch Hounslow on strategic bodies, locally, at a North West London level and across London
- **Mentoring** - support and guidance to new members to enable them to fulfill their roles on the Committee and in representing HWH on external bodies
- **Expenses** - These roles are voluntary positions, but all expenses incurred will be reimbursed in line with the YVHSC Expenses policy.
- **Volunteer events** - Committee members are invited to volunteer training and events alongside other HWH and YVHSC volunteers.
Application and Selection Process

Applications are invited from people who are over the age of 16 and who live or work in Borough or who can demonstrate substantial knowledge of the Borough and health and social care issues and services.

The role descriptions and core attributes and skills we require for these two positions are included in this pack. To apply, please provide a copy of your CV together with a personal statement of 2 sides of A4, detailing how you meet can demonstrate the core attributes and skills. Please make it clear in your application if you are applying for both roles.

Shortlisting of candidates will be against the core attributes and skills detailed in this document. Candidates that meet the requirements will be invited for an interview.

The preferred candidates will be asked to provide two referees and to complete a Disclosure and Barring Service (DBS) check.

Conflicts of interest

Applicants should make it clear at the time of application whether any conflicts of interest, or potential conflicts of interest, exist or may arise. These might include your own or an immediate family member’s existing roles within the Borough’s health and social care sector. Likely conflicts of interests are:

- Health or social care providers and their employees within borough or who supply health and social care services to people in the borough.
- 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 the borough
- Elected members of Local or Central Government

Time commitment

We expect that duties of the Chair will take around three days per month and the duties of the Vice-Chair will take 1-2 days per month.

The closing date for applications is Friday November 30th 2018.

Please send your applications

By post to
Private and Confidential
Mystica Burridge
Healthwatch Hounslow
45 St Mary’s Road.
London
W5 5RG

or

By email to
mystica@healthwatchhounslow.co.uk

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Committee Chair
Role description

Background/Purpose

To provide leadership and direction to the Healthwatch Hounslow (HWH) Committee and contribute to the development and delivery of the strategic plan for Healthwatch Hounslow in line with the requirements of the Department of Health and Healthwatch England, through clear and effective strategic planning, and good guidance.

Role Description

1. Oversee the operations of the HWH Committee, working with the members of the Committee and Healthwatch Hounslow staff to ensure:
   • Compliance with the agreed codes of governance, HWH national guidance and delegated authorities;
   • Committee members understand their roles and responsibilities
   • Commitment of Committee members to HWH’s approach to valuing diversity and equal opportunities through its service delivery and employment.
   • Key issues are discussed by the Committee in a timely manner and addressed with an agreed approach.
   • Committee business is conducted efficiently and effectively through a framework of delegation and systems of internal control that also enables the work of HWH to be carried on effectively between meetings of the Committee.
   • The best use of expertise, skills and experiences of Committee members, either in an appointed capacity, or as part of committees/work groups.

2. Chair Committee meetings, and participate in other committees/groups where required, ensuring:
   • Meeting agendas are planned and delivered so that all agenda items are covered in sufficient depth and decisions are made, as needed.
   • Meetings are conducted in a way that all members are given the opportunity to express their views and that appropriate standards of behaviour are maintained in line with an agreed code of conduct.
   • Decisions are delegated through the appropriate procedures.

3. Provide leadership to the Committee and work alongside HWH staff to:
   • Develop the strategic direction and workplan for HWH
   • Use data and evidence collected from local people to identify and develop work programmes for HWH
   • Identify, approve and oversee a range of projects from project initiation through to evaluation of impact and publishing of reports.
4. Monitor the performance of HWH by:
   - Working together to strive for continuous improvement and to drive excellence for HWH and local health and social care services.
   - Contributing to the scrutiny and review of performance and patient, service user, carer and wider community satisfaction with reference to the performance of comparable organisations.

5. Public Engagement
   - Oversee the development of a comprehensive community development strategy to ensure HWH is reaching the diverse communities of Hounslow, including those who are seldom heard.
   - Represent HWH at meetings, Public Engagement events and conferences, demonstrate leadership and take an active role in public and membership engagement.

7. Maintaining good relationships with staff:
   - Build and maintain effective working relationships with the Healthwatch Operations Manager, the staff team and senior staff within other organisations and to work in partnership.
   - Provide appropriate advice and support to the HWH Staff.
   - Work with staff in an overarching guiding capacity, not in a day-to-day line management role.

8. Representing Healthwatch Hounslow:
   - Build and maintain good relationships with key stakeholders, including members of the public, patients, service users, carers, Healthwatch England, the Department of Health, Care Quality Commission, Monitor (Regulator of NHS Foundation Trusts), NHS funded providers, Hounslow Clinical Commissioning Group, Hounslow Health & Wellbeing Board, Hounslow HOSP, and Hounslow City Council.
   - Act as an ambassador and representative for the organisation, upholding the reputation of HWH and its values.
   - Network and promote the achievements, purposes and benefits of HWH.
   - Ensure that HWH is represented on the Hounslow Health and Wellbeing Board and plays a proactive role in decisions relating to the Health and Wellbeing Strategy, planning, commissioning and delivery of health and social care.
   - Ensure representation from HWH is evidence based and supported by data and analysis, not solely personal opinion.
Committee Vice-Chair
Role Description

Background/Purpose

To support the Chair in providing leadership and direction to the Healthwatch Hounslow (HWH) Committee and contribute to the development and delivery of the strategic plan for Healthwatch Hounslow in line with the requirements of the Department of Health and Healthwatch England, through clear and effective strategic planning, and good guidance. To deputise for the Chair in their absence.

Role Description

1. Work alongside the Chair to oversee the operations of the HWH Committee, working with the members of the Committee and Healthwatch Hounslow staff to ensure:
   - Compliance with the agreed codes of governance, HWH national guidance and delegated authorities;
   - Committee members understand their roles and responsibilities
   - Commitment of Committee members to HWH’s approach to valuing diversity and equal opportunities through its service delivery and employment.
   - Key issues are discussed by the Committee in a timely manner and addressed with an agreed approach.
   - Committee business is conducted efficiently and effectively through a framework of delegation and systems of internal control that also enables the work of HWH to be carried on effectively between meetings of the Committee.
   - The best use of expertise, skills and experiences of Committee members, either in an appointed capacity, or as part of committees/work groups.

2. Chair Committee meetings in the absence of the Chair, and participate in other committees/groups where required, ensuring:
   - Meeting agendas are planned and delivered so that all agenda items are covered in sufficient depth and decisions are made, as needed.
   - Meetings are conducted in a way that all members are given the opportunity to express their views and that appropriate standards of behaviour are maintained in line with an agreed code of conduct.
   - Decisions are delegated through the appropriate procedures.

3. Work alongside the Chair to provide leadership to the Committee and work with HWH staff to:
   - Develop the strategic direction and workplan for HWH
   - Use data and evidence collected from local people to identify and develop work programmes for HWH
• Identify, approve and oversee a range of projects from project initiation through to evaluation of impact and publishing of reports.

4. Monitor the performance of HWH by:
   • Working together to strive for continuous improvement and to drive excellence for HWH and local health and social care services.
   • Contributing to the scrutiny and review of performance and patient, service user, carer and wider community satisfaction with reference to the performance of comparable organisations.

5. Public Engagement
   • Oversee the development of a comprehensive community development strategy to ensure HWH is reaching the diverse communities of Hounslow, including those who are seldom heard.
   • Represent HWH at meetings, Public Engagement events and conferences, demonstrate leadership and take an active role in public and membership engagement.

6. Maintaining good relationships with staff:
   • Build and maintain effective working relationships with the Healthwatch Operations Manager, the staff team and senior staff within other organisations and to work in partnership.
   • Provide appropriate advice and support to the HWH Staff.
   • Work with staff in an overarching guiding capacity, not in a day-to-day line management role.

7. Representing Healthwatch Hounslow:
   • Build and maintain good relationships with key stakeholders, including members of the public, patients, service users, carers, Healthwatch England, the Department of Health, Care Quality Commission, Monitor (Regulator of NHS Foundation Trusts), NHS funded providers, Hounslow Clinical Commissioning Group, Hounslow Health & Wellbeing Board, Hounslow HOSP, and Hounslow City Council.
   • Act as an ambassador and representative for the organisation, upholding the reputation of HWH and its values.
   • Network and promote the achievements, purposes and benefits of HWH.
   • Ensure that HWH is represented on the Hounslow Health and Wellbeing Board and plays a proactive role in decisions relating to the Health and Wellbeing Strategy, planning, commissioning and delivery of health and social care.
   • Ensure representation from HWH is evidence based and supported by data and analysis, not solely personal opinion.
Core Attributes and Skills

The Chair and Vice-Chair are expected to demonstrate the following core attributes and skills:

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<th>Core attributes and skills</th>
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| **Strategic and solution focussed** | a) To lead, oversee and shape the strategic direction of Healthwatch and its projects and reports.  
b) To contribute to positive results, clear impact and better outcomes in health and social care, through creative, strategic and forward thinking. |
| **Good communicator and good interpersonal skills** | c) To be capable of taking a leadership role at Committee meetings, and contribute to discussion and decision making.  
d) 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.  
e) To be able to take account of a wide range of views, to enable all parties to communicate to effectively represent the views of others.  
f) To be able to build and develop successful partnerships, alliances and working relationships, with a range of organisations, stakeholders or communities. |
| **Analytical skills and intellect** | g) To guide rational and responsible decision making in determining Healthwatch's strategy.  
h) To guide research and identification of gaps in patient and public feedback and the provision and quality of local health and social care services. |
| **Understanding of health, social care and equality legislation and policy** | i) To understand health and social care legislation and policy and the importance of patient, service user and public involvement.  
j) To understand equality legislation, its relevance and application.  
k) To understand the current challenges and how these may affect people in the borough. |
| **Understanding of good governance** | l) To have a clear understanding of good governance principles.  
m) To have personal credibility, integrity and honesty with a commitment to probity, being independent of any special interest, transparent in their own motivation, and supporting transparency in the workings of Healthwatch. |
| Public spirited                                    | o) To be able to act in the public interest, and be public spirited and committed to the principle of championing the public’s interests in health and social care.  
|                                                  | p) To be open-minded and inclusive; Healthwatch will be tasked with engaging and representing the entire spectrum of the local population.  
|                                                  | q) To have a commitment to equality for all, working within the Equalities Act, to promoting human rights and valuing of diversity. To have an active interest in how patient and service user involvement can shape health and social care services and have the desire to promote it.  
|                                                  | r) To have an active interest in how patient and service user involvement can shape health and social care services and have the desire to promote it.  |
| Email and computer software literate             | r) Be a competent user of IT to enable active participation as a Committee member and undertaking of responsibilities.  |
| Other                                            | Candidates should:  
|                                                  | s) Live or work in the borough or be a patient, service user or carer of local health and social care services, demonstrating an interest in and knowledge of the borough and a commitment to public/voluntary service.  
|                                                  | t) Be able to give a commitment of time and be willing to attend some evening and weekend meetings  |
October 2018
Healthwatch Hounslow and YWSC Structure Chart