Healthwatch Ealing Committee

This pack provides details of Committee recruitment.

This pack contains further background information on the role and details about how you can apply. I hope you will find it both useful and interesting and look forward to receiving your completed application.

For an informal discussion about the positions advertised please contact Tim Spilsbury, Chief Executive of Your Voice in Health and Social Care (YVHSC), on 0203 603 2438 or email info@yvhsc.org.uk

We will be considering applications on a rolling basis. There is no deadline.

Interested candidates are required to submit a CV and covering letter of maximum 2 pages, focusing on their suitability in terms of skills, knowledge and experience, to info@healthwatchealing.org.uk or by post to:

Healthwatch Ealing
Martin House
1 Swift Road
Southall
UB2 4RP

If you have any support requirements to enable you to apply, or require this recruitment pack in an alternative format please contact our office on 0203 8860 830.
Committee Member Recruitment Pack
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About Healthwatch Ealing

Healthwatch Ealing is what is known as a ‘local Healthwatch organisation’. Established 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 Ealing was initially established in April 2013, however in April 2017 a new organisation took over the running of Healthwatch Ealing.

There are 152 local Healthwatch organisations in England and a national body, Healthwatch England, which provides advice, guidance and a national profile for Healthwatch.

In 2017, Your Voice in Health and Social Care (YVHSC) were commissioned by the London Borough of Ealing to deliver the Healthwatch role and functions in the borough. In doing so YVHSC established a Shadow Committee of local people to act as an advisory body for Healthwatch Ealing activities and priorities.

Healthwatch Ealing has six core functions:

1. Gathering the views and experiences of Ealing patients and 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 care services and how they are scrutinised
4. Recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC)
5. Providing information and signposting about access to services and making complaints, and support for making informed choices
6. Making the views and experiences of people known to Healthwatch England, providing a steer to help it carry out its role as national champion

To enable Healthwatch Ealing to fulfil its functions we have a statutory seat on the Health and Wellbeing Board. In addition, we are co-opted members of the Health and Adult Social Services Standing Scrutiny Panel, and we have a non-voting seat on the Ealing Clinical Commissioning Group (CCG) Governing Board.

In carrying out our functions we also have a statutory role, enabling us to ‘Enter & View’ health and social care settings, announced or unannounced, to observe and talk to patients, carers and relatives at the point of service delivery.

For more information on Healthwatch Ealing please visit our website www.healthwatchealing.org.uk
Our approach and model

Our starting point will always be real people – their experience, their needs and their wants. We go out into the community on a daily basis to gather views and we base our work on solid evidence and intelligent analysis.

Our model includes a Patient Experience Officer, whose role is to go out into the community and health and social care services, and gather comments and experiences on our local services. We aim to achieve 1,200 patient experience comments each quarter. These are analysed for themes and trends and reported on quarterly.

Alongside members of the public, we work with local voluntary, community and faith organisations to identify a local picture of the trends and issues that matter most to local people. Our Engagement and Volunteer Officer will work closely with our Voluntary and Community Sector to ensure we have a strong understanding of the issues that matter to their membership, and that through their trusted and established relationships, we can reach some of the most vulnerable and seldom heard communities in Ealing.

In addition to our everyday patient experience work we undertake a number of deep dives or research projects each year. These projects will look in greater detail at particular services, themes or topics. Research topics will be decided based on:

- Our patient experience intelligence
- Guidance from our Committee Members
- Taking into account procurement and commissioning cycles, and timely opportunities to impact

Our model also involves an enhanced Enter & View programme. Enter & View is a statutory power conferred upon Healthwatch by the Health and Social Care Act 2012. It allows our authorised and specially trained Enter & View Representatives to enter and view any publicly funded health and social care services in the borough, to collect the views of service users at the point of delivery, and to collect the views of carers and relatives of service users. These visits can be agreed in advance with the service we are visiting, or can be unannounced spot checks. Our programme aims to visit 2 services a month.

We are ambitious – our role is to say where change is most needed. We will also be realistic – a critical friend with a pragmatic view.
Our principles

The way that we work is important if we want to make an impact and everything we do is driven by our values and principles:

**Selflessness** - we will work in the interests of Healthwatch Ealing 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 Ealing and take steps to resolve any conflicts of interest

**Leadership** - we will promote and support these principles by leadership and by example
The Structure of Healthwatch Ealing, the Committee and YVHSC

Company and business structure
YVHSC is the contract holder for Healthwatch Ealing with the London Borough of Ealing. They are a Company limited by guarantee and a registered charity:

- Company Number 08397315.
- Registered charity number 1154672.

YVHSC Article of Association can be found here

Healthwatch Ealing Committee
The Healthwatch Ealing Committee will comprise approximately 10-12 Committee members.

As the contract holder, Your Voice in Health and Social Care will have a standing seat on the Committee. This is so there are clear lines of communication and reporting.

Whilst it will be best practice for the Healthwatch Ealing (HWE) Committee to reflect the borough’s diverse and geographical communities, it may not be representational - it is felt important to have a Committee that is high functioning and has the required skills to fit the profile and needs of the Committee rather than filling spaces.
The Role, Responsibilities and Liabilities of Committee Members

For all intents and purposes the Committee will operate as a sub-committee of the Board of Directors. The Directors of YVHSC retain overall responsibility and all liabilities rest with them.

The Healthwatch committee does not have formal authority to govern the organisation, that is, the Healthwatch committee cannot issue directives, which must be followed. Rather, the Healthwatch committee serves to make recommendations and/or provide key information. Any recommendations made by the Healthwatch Committee will need to be ratified by the Board of Directors. To ensure this relationship operates efficiently there will be a formal link between the board and the Healthwatch Committee.

The Healthwatch committee plays an important public relations role as well as providing staff with a fresh perspective on local issues. A properly composed and structured Healthwatch committee can be a tremendous complement to the effectiveness of the YVHSC board of directors as it works to carry out a specific initiative.

Since the board of directors has ultimate governance authority for the organisation, the Healthwatch committee is able to focus narrowly on a specific program in order to advise or support the local Healthwatch. The Healthwatch committee may evaluate the performance of a program, review/monitor/assess a specific program, serve as advocates for the organisation to the community it serves, gather input from/serve as a liaison with relevant constituencies, provide feedback to the organisation from the community, provide technical expertise, provide an independent/unbiased sounding board, and assist staff in determining important activities.

Other possible responsibilities of the Healthwatch committee include determining mission and purpose of a program, articulating the goals, means, and primary constituents to be served by a program, ensuring effective planning, monitoring and strengthening of programs and services, and enhancing the organisation’s public standing.

Effective Healthwatch committees have terms of service. Members are appointed by YVHSC to a specific term. The term will usually be not more than 12 months, however members can be reappointed after this period. It is important to ensure the Healthwatch committee has a clear purpose and guidelines for membership. Healthwatch committees are expected to consist of between 10 - 12 members and must be quorum in decision making processes. Healthwatch Committee members will usually be recruited through a formal recruitment process.

How the Healthwatch group contributes knowledge/skills to the larger board of directors should also be formalised as well as how it interacts with the board of directors and members. A representative from the YVHSC Board will have a seat on the Healthwatch Committee in order to ensure links between the two bodies. Healthwatch committees will be bound by the policies and procedures of the governing body - for example:
meeting attendance, decision-making, conflict of interest, and ethics policies. Where necessary YVHSC will develop specific policies for Healthwatch Committees, for example, an Enter & View policy.

Healthwatch committees need a sufficient range of expertise to accomplish the organisation’s mission.

Healthwatch Committee Responsibilities
Healthwatch committees do not have any legal authority; therefore all of their responsibilities are assigned at the discretion of the executive director and/or board of directors. Responsibilities assigned to a Healthwatch committee may include any or all of the following:

Program Creation and Planning
Committee members can provide advice concerning the design and plans for the program. It is easiest to begin with a small Healthwatch committee, for example, four to seven community leaders and community members, during initial stages.

Development of Program Policy
While Healthwatch committees cannot create legally binding policies for the organisation, they can help create guidance that provide direction and support for the program staff.

Planning and Implementing Public Relations
A Healthwatch committee that includes influential community leaders can be effective at spreading the word about program services.

Funding Leadership
Often Healthwatch committees are created specifically to raise program funds. The executive director or the board of directors must grant the Healthwatch committee this authority.

Subcommittees
The Healthwatch committee may develop subcommittees, which have assigned tasks in specific areas. For example, a public awareness subcommittee composed of four members may be responsible for making recommendations about public awareness strategies and resources. These Healthwatch subcommittees are usually short-lived and are disbanded as soon as their specific goals are met.

Other Tasks
It is expected that being a Committee member will require a time commitment of approximately 1-2 days a month, including reading and preparing for meetings, with this increasing to 3 days for those wishing to take on an executive role such as chair.

The times and dates for Committee meetings will be agreed by the Committee.

All relevant and agreed expenses associated with the role will be reimbursed.
Application and Selection Process

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

To apply, candidates are asked to provide a copy of their CV together with a personal statement of 2 sides of A4, detailing how they meet the person specification criteria included in this document. Applications must be submitted by email to info@healthwatchealing.org.uk

Applications will be considered on a rolling basis. There is therefore no deadline. Selection of Committee members is against a standard laid out in the core attributes, key specialisms and person specification sections of this document. Candidates that meet the requirements will be invited for an interview.

After identifying successful candidates through the recruitment process, Committee eligibility will be assessed based on the requirements of the Charity Commission and Companies House and conflicts of interest before formally offering a place on the Healthwatch Ealing Committee.

Unsuccessful applicants will be invited to support Healthwatch Ealing by getting involved in other ways, eg. through alternative volunteering opportunities.

For an informal discussion about the role, please contact Tim Spilsbury on 0203 603 2438.

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

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

All Healthwatch Ealing (HWE) Committee members will need to undergo a Disclosure and Barring Service (DBS) check (previously known as a Criminal Records Bureau check)).
Role outline - Healthwatch Ealing Committee Member

Responsible for*: 
➢ Supporting the staff team and Your Voice in Health and Social Care (YVHSC) to deliver Healthwatch Ealing activities 
➢ Reviewing details relating to HWE and making recommendations regarding this to YVHSC 
➢ Overseeing HWE’s strategic direction, monitoring and advising the progress of HWE against its workplan.

*All governance, finance and contractual obligations rest with YVHSC

Purpose of role
Advisory: To ensure HWE is efficiently guided and effectively delivering against its workplan, in line with its statutory obligations, its code of conduct and best practice.

Main responsibilities and key result area

1. To participate in setting, implementing and monitoring Healthwatch Ealing’s workplan, in line with its statutory core purposes.
2. To promote HWE and its work. To build successful partnerships with key stakeholders and enhance both influence and effectiveness of HWE on behalf of local people.
3. To consider, assess and challenge reports on local health and social care services, and on HWE itself, to ensure that Healthwatch Ealing’s public work and internal decisions are well-founded.
4. To ensure that decisions taken by the Committee are in the best interests of HWE and that its moral responsibilities to the wider public of Ealing are met.
5. To regularly attend Committee meetings, sub-Committee meetings, working groups, and training events as required. To offer advice and expertise to the Committee, and to make well-informed, respectful contributions to discussions and decision making, based on the interests of patients and the public.
6. To contribute to, abide by and take collective responsibility for decisions, publicly supporting any decisions made.
7. To commit to Healthwatch Ealing’s approach to valuing diversity, equality, inclusion and human rights and to ensure that Healthwatch Ealing’s processes, activities and recommendations are inclusive of all Ealing’s communities.
8. To undertake special tasks and/or responsibilities as agreed by the Committee or one of its sub-Committees, including representing Healthwatch Ealing at conferences, seminars, meetings and events.
9. To declare any relevant personal, professional or commercial interests in any matter being discussed by the Committee.
10. To respect the confidentiality of information, where its release would compromise the interest of Healthwatch Ealing.
### Core attributes

All Committee members are expected to demonstrate a number of core attributes and skills. Please refer to these in your application, giving one example of how you have this experience:

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<th>Core attributes and skills</th>
<th>Purpose</th>
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| **Strategic and solution focussed** | a) To lead, oversee and shape the strategic direction of Healthwatch Ealing 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 playing an active role at 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 Ealing.  
   e) To be able to take account of a wide range of views and to effectively represent the views of others.  
   f) Members should have experience of building and developing successful partnerships, alliances and working relationships, ideally with a range of organisations, stakeholders or communities. |
| **Analytical skills and intellect** | g) To guide rational and responsible decision making in determining Healthwatch Ealing’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 Ealing. |
| **Understanding of good governance** | l) Members should have experience of working as an effective member of a Committee or senior management team, influencing decisions and having a clear understanding of good governance principles.  
   m) Members must 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 Ealing |
<p>| <strong>Public spirited</strong> | n) Members are tasked with acting in public interest, and should therefore be public spirited and committed to the principle of championing the public’s interests in health and social care. |</p>
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<td>o)</td>
<td>Members need to be open-minded and inclusive; Healthwatch Ealing will be tasked with engaging and representing the entire spectrum of the local population.</td>
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<td>p)</td>
<td>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.</td>
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<td>q)</td>
<td>Members should 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.</td>
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<td>Members should be competent users of IT to enable active participation as a Committee member and undertaking of responsibilities.</td>
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<td>Other Candidates should:</td>
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<td>s) Live or work in the London Borough of Ealing 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.</td>
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<td>t)</td>
<td>Be able to give a commitment of time and be willing to attend some evening and weekend meetings</td>
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<td>u)</td>
<td>Adhere to the Seven Principles of Public Life, known as the Nolan Principles, which were defined by the Committee for Standards in Public Life. They are:</td>
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<td><strong>Selflessness</strong> 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.</td>
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<td><strong>Integrity</strong> 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.</td>
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<td><strong>Objectivity</strong> 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.</td>
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<td><strong>Accountability</strong> 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.</td>
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<td><strong>Openness</strong> Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands it.</td>
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<td><strong>Honesty</strong> 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.</td>
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<td><strong>Leadership</strong> Holders of public office should promote and support these principles by leadership and example.</td>
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