



Recruitment Information Healthwatch Bucks Board Directors

Last date for applications: 5pm Friday 29 March 2019

6 Centre Parade
Place Farm Way
Monks Risborough
Bucks HP27 9JS

Tel: 01844 348839
Email: info@healthwatchbucks.co.uk

www.healthwatchbucks.co.uk

What is Healthwatch?

The Health and Social Care Act 2012 established local Healthwatch organisations as social enterprises to act as ‘the consumer champion for health and social care’, for both adults and children.

Since April 2013, a national network of 148 local Healthwatch has been established with support from Healthwatch England, the national consumer champion for health and social care, raising issues nationally on behalf of people using services. Local Healthwatch are funded from central government via their local authorities but operate independently.

The role of both local and national Healthwatch is to promote and support people to be more involved in their own care and in how health and social care services are planned and delivered. In pursuit of this aim, local Healthwatch engage in strategic planning of health and social care services in their area with a view to improving local people’s experiences.

About Healthwatch Bucks

As in other areas, Healthwatch Bucks was established on 1 April 2013. It is a company limited by guarantee funded principally by a grant from Buckinghamshire County Council under the terms of a contract which runs until 31 March 2020. Healthwatch Bucks will submit a strong bid for the contract whenever it is put out to tender.

Our vision is that the experiences, ideas and opinions of local people make a positive difference to the way health and social care is provided in Buckinghamshire.

Our mission is to ensure that the collective voice of people accessing health and social care services is heard, considered and acted upon.

Our objectives are to:

- **Listen** to the residents of Buckinghamshire so that we understand what they think about health and social care
- **Influence** the right people so that residents’ views make a difference to health and social care services
- **Change for the better** the way health and social care services are commissioned and delivered.

We always ask ourselves...

“what difference does this make for patients and other service users?”

Priorities

Our priorities guide our focus around key aspects of our activity and are determined each year by the Board of Directors. Our priorities for the current year 2018/19 are:

- Mental health and wellbeing
- Prevention and primary care
- Transition to and within social care.

The way we work

In carrying out our work, we are guided by a number of principles:

- **Independent** - of those who buy, design or deliver health and social care services
- **Listening** - and focused on understanding local people's views on health and social care services
- **Active** - we get out and about make things happen
- **Focused** - and target our delivery on our priority areas
- **Balanced** - we work across the health, wellbeing and social care agendas
- **Volunteer based** - volunteers are at the heart of Healthwatch Bucks
- **Collaborative** - we work with others to extend our reach
- **Signposters** - helping people work out where to go for the services they need.

Our work

Healthwatch Bucks is a small organisation working at the heart of local communities and developing in a fast-changing environment.

We are currently working to a three year strategy 2018-2020 with delivery through an annual operating plan.

We have undertaken excellent engagement work, often in partnership with local voluntary and community sector organisations, with a range of local communities whose views may not normally be heard or acted on. In addition to this targeted outreach work, we have also ensured that we hear from a broad cross-section of people in Buckinghamshire through face-to-face meetings across the county. We also provide prompt, helpful information to individuals trying to navigate the health and care system.

We produce professional reports that are well-received and influential. We have the statutory right to 'Enter and View' and have used that extensively to report on care provision in Buckinghamshire through the three-year 'Dignity in Care' project and other smaller projects.

We contribute to a wide range of strategic boards and committees locally and are members of the Buckinghamshire Health & Wellbeing Board which is the key partnership for promoting the health and wellbeing of residents.

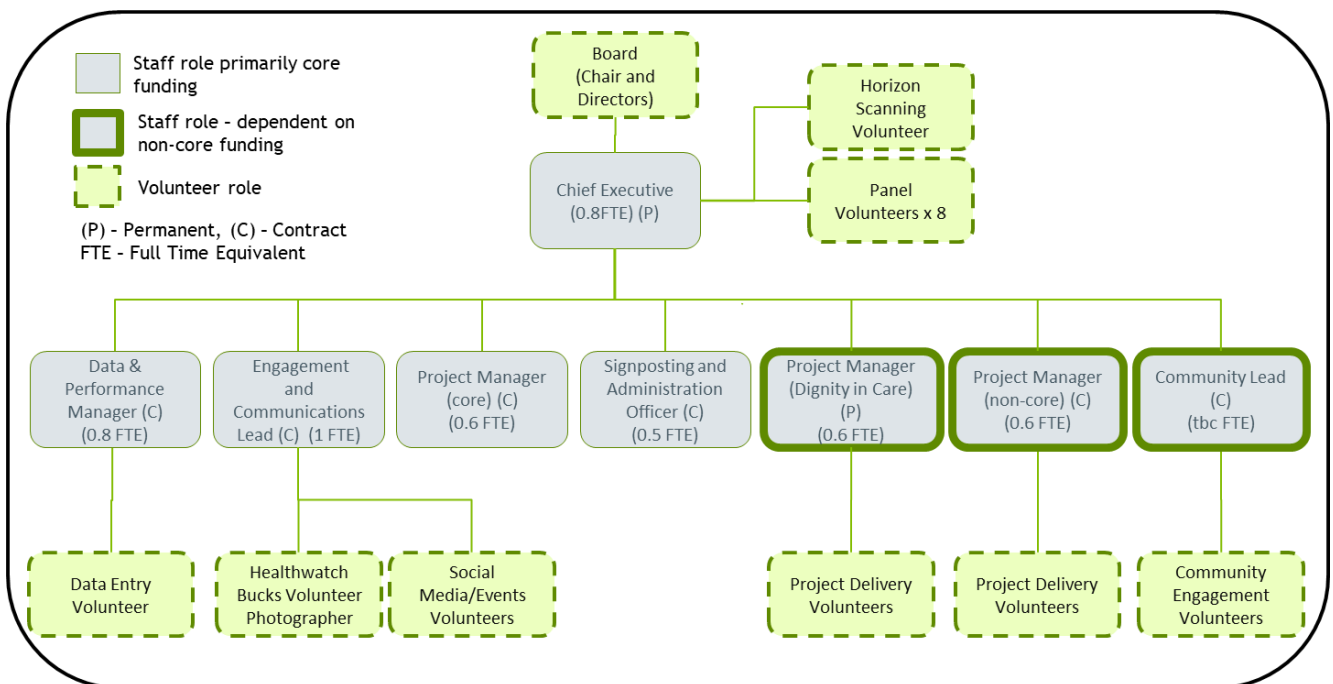
We promote Healthwatch Bucks and engagement with our work and services through our growing network of contacts, including local media, social media, health and social care services commissioners, GPs and local hospitals. We also carry out an outreach programme in local communities, community centres and local voluntary and community sector organisations working in health and social care fields.

The scope of our work and achievements are set out in the reports published on our website at www.healthwatchbucks.co.uk/category/results/

Our people

Healthwatch Bucks is a subsidiary of Community Impacts Bucks, the countywide infrastructure charity for the voluntary and community sector, with which it shares accommodation and some resources at self-contained offices in Monks Risborough near Princes Risborough.

The work is carried out by a small staff team and a group of dedicated volunteers.



The recruitment and retention of volunteers is essential to our work and we have the benefit of an Advisory Panel of experts in a number of aspects of health and social care and a deep understanding of how services are provided in the county.

Role of Board Members

In summary Healthwatch Board members are non-executive directors of Healthwatch Bucks under the Companies Act. The Board has ultimate responsibility for the governance of the organisation and:

- sets the strategic direction for Healthwatch Bucks, defining its vision, values and priorities
- ensures the organisation is well run, achieves its aims and objectives and effectively manages performance and risks
- is fully accountable and maintains a clear public, patient, carer and wider community focus
- ensures that Healthwatch Bucks is governed and run in an inclusive way that benefits the whole community.

Further information on the responsibilities of Board Members is provided in Annex 1.

Directors are also involved in specific areas of activity according to their areas of interest and expertise. These range from representation at strategic external meetings and events to participation in Board committees and working groups to assisting with the drafting of reports and communications. Directors can also actively volunteer in other areas of our operations such as by joining Healthwatch Bucks' 'Enter and View' team after appropriate training.

Board members are asked to commit between 8 and 16 hours each month to Board matters including travelling to different county locations for Healthwatch Bucks' quarterly Board meetings held in public.

Each Director serves for a term of three years from their date of appointment and is eligible to be re-elected to serve for two further terms of three years, whether or not served consecutively.

This is an unremunerated voluntary role but out-of-pocket expenses may be claimed. All Board members are required to adhere to the *Seven Principles of Public Life* as defined by the Committee on Standards in Public Life. These principles are described in Annex 2 to this pack.

Who are we looking for?

Our current Directors have created a sound foundation for Healthwatch Bucks and span a broad range of experiences, skills and backgrounds.

We are now looking for additional members to bring new experiences and perspectives. Ideally our Board members should live or work in Buckinghamshire so that they have a good grasp of the issues surrounding local health and social care and a passion for making those services the best they can be.

Board members will be people with an interest in, or experience of, health or social care and/or service change.

We want to our Board to reflect the diversity of our county and the many different communities which live and work here.

Eligibility

Applicants must be over the age of 18 and eligible to work in the UK. Ideally, they should work or live in Buckinghamshire.

It is important that applicants, or members of their immediate family, do not have any potential conflict of interest through any existing roles in the local health and social care economy.

In addition, under the Companies Act 2006, someone may not be a Director if:

- he or she has been disqualified from acting as a company director (unless special permission has been granted by the court to act for a particular company); or
- she or he is an undischarged bankrupt (unless special permission has been granted by the court).

Person specification for Healthwatch Bucks Director

Essential skills

- Problem solving and analytical skills
- Proficiency at listening to and ensuring that lesser heard voices have the opportunity to contribute
- Skilled in building strong relationships and collaborative working partnerships
- Ability to work as part of a team and enthuse others
- Excellent communication and interpersonal skills with the ability to negotiate effectively, challenge positively, influence others and communicate with a wide range of audiences at different levels
- Ability to participate effectively in discussions and represent people who access services in a clear and professional manner.

Essential characteristics

- Commitment to the aims, objectives and values of Healthwatch Bucks
- Understanding of good governance principles including the legal duties and responsibilities of directorship
- Strong connections with and knowledge of local communities, networks and services
- Experience of working in a collective decision making group or awareness of Board level working
- Experience of management or leadership in the corporate, statutory or voluntary sector.

Desirable knowledge and experience

Healthwatch Bucks Directors should be able to contribute to the effectiveness of the Board in **one or more** of the following ways:

- Good local knowledge of some aspects of Buckinghamshire health and social care environment
- Demonstrable experience of representing the ‘voice’ of others
- Understanding the challenges facing the NHS, local government and the voluntary sector which may impact on local community health and wellbeing
- Professional skills which will enhance the policy setting and oversight capabilities of the Board e.g. legal, financial, human resources, information technology & data management, marketing & communications
- Volunteering, bid writing or business development

Application and selection

To apply, candidates are asked to provide:

- **a personal statement** detailing how you meet the person specification included in this document. Please list each criteria and state clearly what relevant experience or skills you have for each one;
- **a copy of your CV.**

Applications should be emailed by 29 March 2019 to info@healthwatchbucks.co.uk or by hard copy to the address on the front of this pack.

All applications will be considered by comparing the contents of the CV and personal statement against the role and experience requirements. All applications will be acknowledged and shortlisted candidates will be contacted and invited for informal interview.

After identifying successful candidates through the recruitment process, eligibility to act as a Board Member will be assessed (see below), before offering Board membership.

For an informal discussion about the role, please contact our Chair, Jenny Baker, on 0781 8011 891.

Role and responsibilities of Healthwatch Bucks Directors

Essential role of a Healthwatch Bucks Director

To act in the capacity of Director under the Companies Act 2006 ensuring that the organisation achieves its aims and objectives through effective governance, service delivery and management in line with constitutional and statutory obligations.

Directors also ensure that Healthwatch Bucks is inclusive and accountable to local people, making an impact on local NHS and social care service delivery.

Collective responsibilities of the Board of Directors

1. Determine, understand and periodically review the vision, values, aims and objectives of Healthwatch Bucks
2. Engage in strategic planning, establishing the organisation's direction, major goals and performance criteria in the context of the external challenges, opportunities and threats
3. Formulate and review policies and procedures to govern the way Healthwatch Bucks is run, always ensuring that corporate activities and communications satisfy legal, statutory, ethical and other requirements
4. Approve and monitor Healthwatch Bucks' priorities, programmes and services ensuring that the views of stakeholders are sought and represented
5. Ensure adequate financial, human and technical resources to achieve Healthwatch Bucks' objectives within financial restraints
6. Provide effective financial oversight and risk management
7. Select and support the Chief Executive, delegating operational responsibility and reviewing his or her performance
8. Understand and respect the relationship between the Board and the Chief Executive, staff and volunteers
9. Act as a responsible employer through carefully thought out HR and volunteering policies and practices, ensuring safe and healthy working conditions and that appropriate development and succession plans are in place for Board level and senior staff positions
10. Enhance the public reputation of Healthwatch Bucks safeguarding the integrity, reputation and intellectual capital of the organisation as well as its financial and other assets
11. Carefully select and induct new Board Directors and ensure ongoing collective Board development and self-assessment

12. Carry out Board business efficiently

Individual responsibilities of each Director

- Work with the Chair and other Directors in setting the strategic plan and direction for Healthwatch Bucks and in promoting the organisation and its work.
- Set policies, standards and budgets and monitor the performance of Healthwatch Bucks against agreed work plans and performance targets.
- Promote good governance ensuring compliance with constitutional, statutory, regulatory and contractual obligations ensuring that agreed standards of behavior and conduct are maintained and that robust financial systems and internal controls are in place.
- Support the Chair in the appointment and performance management of the Chief Executive.
- Build successful partnerships with key stakeholders and promote the purpose and values of Healthwatch Bucks, enhancing its influence and effectiveness on behalf of local people.
- Consider, assess and challenge reports on local health and social care services to ensure that Healthwatch Bucks' public work and internal decisions are well-founded.
- Ensure that decisions taken by the Board are in the best interests of Healthwatch Bucks and that its legal and moral responsibilities to the wider public of Buckinghamshire are met.
- Attend Board meetings, internal workshops, sub-committee meetings, task groups and training events as required, to enable well-informed contributions to discussions and decision making.
- Contribute to, abide by and take collective responsibility for Board decisions, publicly supporting any decisions made.
- Represent Healthwatch Bucks at health and social care boards, conferences, seminars and events.
- Safeguard financial sustainability by optimising opportunities to generate additional income for Healthwatch Bucks in keeping with its purposes and values.
- Act as an ambassador and champion for Healthwatch Bucks, promoting its achievements and vision widely and proactively and protecting its reputation with all stakeholders and the general public.

Seven Principles of Public Life

The seven principles of public life apply to anyone who works as a public office-holder. This includes people who are elected or appointed to public office, nationally and locally, and all people appointed to work in public bodies including health, education, social and care services. These principles also apply to those in other sectors that deliver public services.

1. **Selflessness:** holders of public office should act solely in terms of the public interest. They must not gain financial or other benefits for themselves, their family, their friends or community.
2. **Integrity:** holders of public office must avoid placing themselves under any obligation to people or organisations that might seek to influence them in the performance of their official duties. They must declare and resolve any interests and relationships.
3. **Objectivity:** holders of public office must act and take decisions impartially, fairly, and on merit, using the best evidence and without discrimination or bias.
4. **Accountability:** holders of public office are accountable to the public for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.
5. **Openness:** holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for doing so.
6. **Honesty:** holders of public office should be truthful.
7. **Leadership:** holders of public office should exhibit these principles in their own behavior and actively promote and robustly support the principles, and be willing to challenge poor behaviour wherever it occurs.