

Your Voice in Health & Social Care (YVHSC)
Rooms 15 & 16
45 St Mary's Road
Ealing
W5 5RG
www.yvhsc.org.uk
0203 886 0830

YVHSC Advisory Committee

This pack provides details of Committee recruitment for our YVHSC run Healthwatch service. Governance for Healthwatch sits with the Your Voice in Health and Social Care (YVHSC) Board of Directors, the contract holder. YVHSC recruits a local **Advisory Committee** for each Healthwatch service to guide and support Healthwatch representation and activities within the remit of the contract, agreed KPIs and deliverables, and the set model of delivery.

This pack contains further background information on the role and details about how you can apply for the YVHSC run Healthwatch Advisory committee. We hope you will find it both useful and interesting and look forward to receiving your completed application.

For an informal discussion about the position(s) advertised please contact either:

Healthwatch Hammersmith & Fulham Operations Manager Ms. Carleen Duffy on 020 3886 0386 or email carleen@healthwatchhf.co.uk
YVHSC Director of Operations for Healthwatch, Jaime Walsh, at jaimewalsh@yvhsc.org.uk
YVHSC CEO, Tim Spilsbury, at tim@yvhsc.org.uk

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

Interested candidates are required to complete an application form, which can be accessed through our Volunteer Hub <http://bttr.im/2sjnr> - if you encounter any issues or require further support you can also email vip@yvhsc.org.uk

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.

Advisory Committee Member

Recruitment Pack

Contents

About YVHSC.....	1
About Healthwatch Hammersmith & Fulham	5
Our Approach and model	6
Our principles.....	7
The structure of Healthwatch xxx, the committee and YVHSC.....	8
The role, responsibilities, and liabilities of Healthwatch Committee	9
Application and Selection process	11
Role Outline	12
Core Attributes	13

About YVHSC

Your Voice in Health and Social Care (YVHSC) is an independent organisation that gives people a voice to improve and shape services and help them get the best out of health and social care provision.

YVHSC specialises in providing Health and Care services that offer effective engagement and involvement that impacts on community wellbeing and development. Using our expertise, we involve people in ways that are both efficient and inclusive, and so can maximise the impact of our engagement.

As part of our commitment to represent communities and provide services that are valuable and required, YVHSC provide Healthwatch services, Carers provision, Advocacy and comprehensive community engagement. Our research and engagement teams support community consultation and deep dive studies across all London Boroughs.

As an organisation, our aim is to empower and represent diverse communities, so as to make every voice count. We strive to understand local needs, experiences and concerns of people who use health and social care services and to effectively to speak out on their behalf.

We build bridges and create partnerships between local people and services, to provide a better future for all.

Our local Healthwatch services are here to engage and involve members of the public in the commissioning of Health and social care services. Through extensive community engagement and continuous consultation with local people, health services and the local authority. Our Healthwatch members of staff and volunteers speak to local people about their experiences of health and social care services.

YVHSC holds contracts for running the following Healthwatch Services:

Healthwatch Hounslow
Healthwatch Ealing
Healthwatch Waltham Forest
Healthwatch Bromley
Healthwatch Lewisham
Healthwatch Hammersmith and Fulham

About Healthwatch Hammersmith & Fulham

Healthwatch Hammersmith & Fulham 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 Hammersmith & Fulham was initially established in April 2020, however in April 2017 a new organisation - YVHSC - took over the running of Healthwatch Hammersmith & Fulham.

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 Hammersmith to deliver the Healthwatch role and functions in the borough. In doing so YVHSC established a committee of local people to act as an advisory body for Healthwatch Hammersmith & Fulham activities and priorities.

Healthwatch Hammersmith & Fulham has six core functions:

1. Gathering the views and experiences of Hammersmith & Fulham patients, service users and public
2. Making those views known to health and social care 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 Hammersmith & Fulham 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 Hammersmith 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 Hammersmith & Fulham please visit our website www.healthwatchhf.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 of service delivery 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 health and social care trends and issues that matter most to local people. We have an extensive volunteer network that allows us to reach our far and wide, including to those that are some of the most vulnerable and seldom heard communities.

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
- Advice from our Committee Members
- Taking into account advice from key partners, local strategic priorities, 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 approximately 2 services a quarter.

We are ambitious and our model of delivery includes clear KPIs and a clear framework for achieving these.

Our principles - YVHSC and our Local Healthwatch Committees

The way that we work is important if we want to make an impact and everything we do is driven by our values, which correspond to the Nolan Principles:

Selflessness - we will work in the interests of Healthwatch 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

A Code of Conduct Policy exists to support this and can be found on the YVHSC website.

The Structure of Healthwatch Hammersmith & Fulham, the Committee and YVHSC

Company and business structure

YVHSC is the contract holder for Healthwatch Hammersmith & Fulham with the London Borough of Hammersmith. They are a Company limited by guarantee and a registered charity:

- Company Number 08397315.
- Registered charity number 1154672.

YVHSC Articles of Association can be found on the website alongside a structure chart. www.yvhsc.org.uk

Healthwatch Hammersmith & Fulham Committee

The Healthwatch Hammersmith & Fulham Committee will comprise approximately 6-9 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.

Within the constraints of the size of the committee, we would seek to reflect the borough's diverse and geographical communities.

The Role, Responsibilities and Liabilities of Healthwatch Committee Members

The Committee will operate as an **advisory** group, advising and supporting the local staff team with projects, within the model and framework of delivery. The Healthwatch committee plays important representational and public relations roles, as well as providing staff and other volunteers with a fresh perspective on local issues and will therefore also play a key role in representing Healthwatch strategically.

Overall governance, responsibility, and all liabilities rest with YVHSC Board of Directors.

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 advise, support and represent Healthwatch strategically within the set model of delivery and contractual KPIs. Where a committee wishes to make a recommendation for a particular direction of travel or deviation from the model and framework for delivery this will have to be ratified by the Board of Directors. Recommendations can be made at any time. In addition, to support and ensure this relationship operates efficiently there will be a formal link between the board and the Healthwatch Committee via a quarterly Chairs meeting for Local Healthwatch Chairs and the Chair of YVHSC.

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 within the context and parameters of the model of delivery.

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 initially 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 - a Terms of Reference exists to support this. Healthwatch committees are expected to consist of between 6 - 9 members and must be quorate when making decisions within their remit. Healthwatch Committee members will usually be recruited through a formal recruitment process.

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 will have no oversight of financial control, governance, service recruitment or contract monitoring.

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 YVHSC 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 a research study, Enter & View program or Patient Experience focus, for example.

Planning and Implementing Public Relations

A Healthwatch committee that includes influential community leaders can be effective at promoting Healthwatch services and securing effective partnerships.

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 developing 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. All members are expected to attend at least $\frac{3}{4}$ of the year's meetings.

The times and dates for Committee meetings will be agreed by the Committee in line with the YVHSC Local Healthwatch Terms of Reference.

Committee members do not receive pay but 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 Hammersmith & Fulham or who can demonstrate substantial knowledge of the borough and health and social care issues and services.

To apply, candidates are asked to complete an application form which can be accessed through our Volunteer Hub <http://btrr.im/2sjnr> - if you encounter any issues or require further support please email yip@yvhsc.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.

Please note that all applications will be considered on their own merit. Currently we are prioritising increasing the diversity of our committee membership. Applications are particularly welcomed from men, those under the age of 40, and individuals from a variety of Black, Asian and Minority Ethnic backgrounds. If you are passionate about improving health and social care get in touch today!

After identifying successful candidates through the recruitment process, conflicts of interest will be assessed, references sought and a DBS completed by our Provider, Know Your People (KYP), before formally offering a place on the Healthwatch Committee.

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

For an informal discussion about the role, please contact either:

Healthwatch Hammersmith & Fulham Operations Manager Ms. Carleen Duffy on 020 3886 0386 or email carleen@healthwatchhf.co.uk

YVHSC Director of Operations for Healthwatch, Jaime Walsh, at jaime@yvhsc.org.uk

YVHSC CEO, Tim Spilsbury, at tim@yvhsc.org.uk

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 hammersmith & Fulham health and social care sector. Each application and conflict of interest will be assessed independently, however, likely conflicts of interests include:

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

All Healthwatch Committee members will need to undergo a Disclosure and Barring Service (DBS) check (previously known as a Criminal Records Bureau check) and will have to provide details of two people who will be approached for references. The DBS check will be completed via our provider Know Your People (KWP). No previously held DBS checks will be considered.

Role outline - Healthwatch Advisory Committee Member (including Chairperson)

Responsible for*:

- Supporting the staff team and YVHSC to deliver Healthwatch activities
- Overseeing local strategic direction, monitoring and advising the progress of Healthwatch against its workplan and within the framework of delivery.

***All governance, finance and contractual obligations rest with YVHSC.**

Purpose of role

Advisory: To ensure Healthwatch 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 workplan, in line with its statutory core purposes, and within parameters of the contract, KPIs, model and framework for delivery.
2. To promote Healthwatch and its work. To build successful partnerships with key stakeholders and enhance both influence and effectiveness of Healthwatch on behalf of local people.
3. To consider, assess and challenge reports on local health and social care services, and on Healthwatch itself, to ensure that Healthwatch's public work and internal decisions are well-founded.
4. To ensure that decisions taken by the Committee are in the best interests of Healthwatch and that its moral responsibilities to the wider public are met.
5. To regularly attend Committee meetings, sub-Committee meetings, working groups, and training events as required.
6. 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.
7. To contribute to, abide by and take collective responsibility for decisions, publicly supporting any decisions made.
8. To commit to Healthwatch approach to valuing diversity, equality, inclusion and human rights and to ensure that Healthwatch processes, activities and recommendations are inclusive of all communities.

9. To undertake special tasks and/or responsibilities as agreed by the Committee or one of its sub-Committees, including representing Healthwatch at conferences, seminars, meetings and events.
10. To declare any relevant personal, professional or commercial interests in any matter being discussed by the Committee.
11. To respect the confidentiality of information, where its release would compromise the interest of individuals, Healthwatch and or YVHSC.

Person specification/skills

All Committee members are expected to demonstrate a number of core attributes and skills.

- Ability to work as a team with other volunteers and staff
- Ability to be creative, strategic and forward thinking
- Effective communication skills and ability to ask questions, listen well and provide challenge when needed and appropriate
- Decision making skills
- Experience of using Microsoft Office, including Word, excel, PowerPoint
- Access to the internet/email
- Be comfortable volunteering from home and using online meeting platforms e.g. Zoom or Microsoft Teams (training can be provided)
- Respect and ability to keep confidentiality
- Ability to represent Healthwatch through membership/participation of relevant local forums

In addition:

- 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.
- Members need to be open-minded and inclusive; Healthwatch will be tasked with engaging and representing the entire spectrum of the local population.
- 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 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.

The following **responsibilities of Chair** of the Healthwatch Advisory Committee are identified in the Terms of Reference:

- Together with the Ops Manager, set the agenda for each meeting.
- Supported by the Ops Manager, ensure that agendas and supporting materials are delivered to members in advance of meetings. (Papers may be delivered electronically or in hard copy)

- Make the purpose of each meeting clear to members and explain the agenda at the beginning of each meeting.
- Clarify and summarise discussions throughout the meeting.
- Keep the meeting moving by putting time limits on each agenda item and keep all meetings to a pre-determined time.
- Encourage broad participation from members in discussion.
- Complete each meeting with a summary of decisions and assignments.
- Follow up members after absence at two consecutive meetings to determine if they wish to continue/discontinue membership. (Exceptional personal circumstances will be taken into consideration e.g. illness)
- Work with the operational team to find replacements, identify gaps within the group and fill new vacancies.
- Agree the establishment of sub-groups as appropriate to progress a given task/project