

Board Recruitment Information

October 2019

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Welcome to Healthwatch Northumberland

Thank you for expressing an interest in the role of Healthwatch Northumberland Board member.

Healthwatch Northumberland is the independent champion for health and social care across the county. Its role is to give a voice to people who use services, encourage and influence positive change to services and help meet the health and social care needs of the population.

Healthwatch was introduced under the Health and Social Care Act 2012 to help ensure that patients and the public are at the heart of health and social care services. Healthwatch Northumberland is part of a network of 152 local Healthwatch, supported at the national level by Healthwatch England.

Healthwatch is working to ensure that people's health and social care needs are heard, understood and met. Achieving this will mean that:

- local people shape health and social care delivery
- local people influence the services they receive personally
- local people hold services to account

We are committed to working in partnership with key decision makers, providers and commissioners of health and social care services.

Healthwatch Northumberland is looking to appoint up to four new Board members who will play an important role in setting and overseeing the county-wide strategy. Board positions are available for independent volunteer applicants.

This information pack is designed to provide prospective Board members with all the information they need, including details on how to apply. Our strategic plan 2017 -2020 is available on our website:

www.healthwatchnorthumberland.co.uk

If you have any questions or would like further information please contact us by calling: 03332 408468 or email: derryn@healthwatchnorthumberland.co.uk

Functions of Healthwatch Northumberland

People want health and social care support that works – helping them to stay well, get the best out of services and manage any conditions they face. We have the power to ensure that people’s voices are heard by the government and those running services. As well as seeking the public’s views ourselves, we also encourage services to involve people in decisions that affect them. Our sole purpose is to help make care better for people.

Our purpose is to find out what matters to the people of Northumberland and to help make sure their views shape the support needed. People’s views come first – especially those who find it hardest to be heard. We champion what matters and work with others to find ideas that work. We are independent and committed to making the biggest difference we can.

Healthwatch Northumberland is delivered by Adapt (NE) and engages with the residents, patients, families and carers of Northumberland to understand their views and use these to influence local services.

Healthwatch Northumberland is based in Hexham and the staff and volunteer team travels throughout the county to meet with and listen to the people of Northumberland.

We work with a range of key stakeholders in the county and beyond sharing the views of the people of Northumberland and working to ensure they are central to all decisions made about health and social care. These stakeholders include Northumbria Healthcare NHS Foundation Trust, Northumberland Clinical Commissioning Group, Northumberland County Council, North East Ambulance Service, Northumberland, Tyne and Wear NHS Foundation Trust and the Care Quality Commission as well as care homes and other organisations such as private companies and charities.

Our Vision

“The health and social care needs of the people of Northumberland are heard, understood and met by those responsible for commissioning and delivering services”.

Our Mission

To ensure that the people of Northumberland are at the heart of all decisions made about their health and social care.

We will achieve this by:

- Listening hard to people, especially the most vulnerable, to understand their experiences and what matters most to them
- Influencing those who have the power to change services so that they better meet people’s needs now and into the future
- Empowering and informing people to get the most from their health and social care services and encouraging other organisations to do the same.

- Working with key strategic stakeholders within health and social care to champion service improvement and to empower local people

Our Values

Everything we do is informed by our values. We are:

Inclusive

- We start with people first
- We work for children, young people and adults
- We cover all health and social care services
- We work for everyone, not just those who shout the loudest
- Collaborative
- We keep the debate positive and we get things done
- We work in partnership with the public, health and social care sectors and the voluntary and community sector
- We learn from people's experiences and from specialists and experts. We build on what is already known and collaborate in developing and sharing new insights

Influential

- We set the agenda and make change happen
- We are responsive. We take what we learn and translate it into action
- We are innovative and creative - we know that we can't fix things by sticking to the status quo
- We work with the network of local Healthwatch to make an impact both locally and nationally

Credible

- We value knowledge
- We seek out data and intelligence to challenge assumptions with facts
- We celebrate and share good practice in health and social care. We hold ourselves to the highest standards

Independent

- We are independent and act on behalf of people who use health and social services
- We listen to consumers and speak loudly on their behalf
- We challenge those in power to design and deliver better health and social care services
- We like to highlight what works well but are not afraid to point out when things have gone wrong

Diversity and Inclusion

Because Healthwatch Northumberland starts with people first, it is essential that all our work is inclusive, accessible and meaningful to everyone. Our work covers the health and social care needs of children, young people and adults and we are committed to working for everyone, not just those who shout the loudest.

Engagement



Healthwatch Northumberland's primary function is to engage with communities and individuals across the county, gathering evidence on people's experiences and views of services, which will then be used to inform and shape services.

Healthwatch Northumberland also engages in strategic county-wide developments. The Healthwatch Northumberland Chair sits on the Northumberland Health and Wellbeing Board, as well as working closely with other sector partners including Northumberland County Council and Northumberland Clinical Commissioning Group.



Healthwatch Northumberland Structure

Adapt (North East)

Adapt (North East) has been commissioned by Northumberland County Council (“the commissioner”) to provide the Local Healthwatch Function for Northumberland. Adapt is a community-based organisation that works to improve the quality of life for those with sensory, physical or learning disabilities, mental health problems, and people who are disadvantaged by living in a rural location. The Director of Adapt (North East) is Liz Prudhoe.

Adapt is accountable to the commissioner to develop and deliver an effective and efficient Healthwatch. All legal liability including employment responsibilities sit with the Adapt Board and Healthwatch Northumberland Board members have no personal liability for Healthwatch Northumberland. A separate agreement sets out the respective responsibilities and working protocols between the Adapt Board and the Healthwatch Northumberland Board.



Healthwatch Northumberland Delivery Team

Healthwatch Northumberland’s day to day work is delivered by a team of 5 people (3.9FTE) based in Hexham and led by Project Coordinator Derry Nugent.

Healthwatch Northumberland Board

The Healthwatch Northumberland Board's role is to provide strategic direction for and oversight of Healthwatch Northumberland's work. So, the board:

- Sets and monitors a Strategic Plan
- Ensures Healthwatch Northumberland is meeting its aims and operates in an inclusive and equitable way using an annual Operational Plan incorporating Engagement, Communications and Marketing.
- Is represented on and receives and responds to reports from Northumberland Health and Wellbeing Board,
- Receives and responds to reports Healthwatch England and other relevant strategic bodies.
- Stays informed regarding strategic developments in health and social care at both a county and a national level.
- Works constructively to improve health and social care services in Northumberland.

More details about the role and function of the Healthwatch Board are covered in the Terms of Reference.



Healthwatch Board Membership

The Healthwatch Northumberland Board will reflect communities and organisations across Northumberland. At present there are 10 members both elected and appointed for a term of three years.

Appointed positions	Number
Chair	1
Individual/thematic	5
Nominated partners	
Adapt (NE)	1
VCS Assembly	1
Patient Advice & Liaison Service	1
Carers Northumberland	1
Total	10

Individual thematic areas

In addition to the personal skills and qualities listed in the person specification, it is important for the Healthwatch Northumberland Board to contain expertise in a range of areas relating to health and social care. We are seeking Board members who have experience and knowledge in one or more of the following individual thematic areas;

- Mental health – children and young people in particular
- Long term conditions
- Equality & diversity
- Children & young people

Board member role and responsibilities

The key responsibility of Healthwatch Northumberland Board members is to prepare for and attend 4 Board meetings per year plus a review day. Meetings take place during the working day, and last approximately 2.5 hours. Healthwatch meetings are held in public. Times and venues (at different locations across the county) will be agreed by members to enable best possible attendance and participation and may change during the year.

Board positions of Healthwatch Northumberland are voluntary and unpaid. However, reasonable expenses are reimbursed.

Here is a summary of Board member responsibilities:

- Attend at least 75% of Board meetings each year
- Prepare in advance of meetings by reading reports, Board papers and other relevant documents
- Participate in appropriate task groups as and when required.
- Represent Healthwatch Northumberland at occasional external meetings and events
- Promote, enhance and uphold the reputation of Healthwatch Northumberland and its work
- Work with the Chair and other Board members to established codes of governance
- Uphold and promote with others the Healthwatch Northumberland Code of Conduct
- Ensure the activities of Healthwatch Northumberland reflect all communities within Northumberland
- Be positive in their approach when representing Healthwatch Board
- Undertake induction and relevant training and development days as identified by Healthwatch Board or Adapt (North East).

Role of the Healthwatch Chair

The Healthwatch Northumberland Board Chair has two key responsibilities:

- To lead the Board in setting and overseeing Healthwatch Northumberland strategy, including chairing all Board meetings.
- To attend high-level external strategic meetings (such as the Health and Wellbeing Board) and to relay the relevant information to the delivery team.

Considering the significant time commitment related to this position (3 days per month), the role of Board Chair is remunerated. This is the only Board role that carries remuneration.

The Chair is appointed through an open selection process. This is the responsibility of the Adapt Board, in conjunction with the commissioner, Northumberland County Council. The Chair is appointed for a period of three years and may be reappointed a maximum of once (i.e. six consecutive years in total). Existing Board members may put themselves forward for appointment as Chair, as may members of the public.

The Chair is accountable to the Adapt Board and must attend Adapt Board meetings quarterly as a minimum and by exception when required.

Application Process

All board members will be lay persons and volunteers as defined by Regulation 34 (Healthwatch Regulations explained, LGA and Department of Health, 2012). Board members will normally be required to reside in Northumberland.

To apply to become a Healthwatch Northumberland Board member please complete the application form addressing the person specification and individual thematic areas.

Applications should be sent to Derry Nugent at either derryn@healthwatchnorthumberland.co.uk

Healthwatch Northumberland
Adapt (NE)
Burn Lane, Hexham, Northumberland, NE46 3HN

All applications must be received no later than **9am on 6 November 2019**.

For applicants for whom a written application may not be appropriate, an interview-only assessment may be carried out. Please contact Derry Nugent at derryn@healthwatchnorthumberland.co.uk

Person Specification

- Awareness of current health and social care policy and initiatives.
- Ability to develop and maintain constructive working relationships with people from a wide range of back grounds and experiences.
- High-level communication skills with the ability to engage in different ways with different groups and individuals.
- Ability to exercise judgement when presented with complex problems, considering all implications.
- Experience of setting and monitoring organisational strategic and operational delivery.
- Relevant experience of working in a collective decision-making group, board or committee.
- Commitment to working towards securing and supporting improvements in health and social care services for service users, carers and the public.
- Ability to treat people with respect, engage in constructive non-adversarial debate and to articulate balanced, objective views.

Selection process

Board members will be selected to provide a wide range of knowledge and experience, detailed in the role and person specification. Applications will be shortlisted based on these criteria.

David Thompson, Liz Prudhoe and Derry Nugent will comprise a panel to consider applications and undertake interviews for selected applicants.

Invitations to interview will be sent out to shortlisted candidates.

At this time, we anticipate the **interviews will be held week commencing 18 November 2019.**

Subject to final selection, new members would be expected to attend a half day induction session in late November and to attend the Board meeting on 17 December 2019.

Feedback

All interviewed candidates will receive feedback promptly after the interview process is complete.

Exclusions

Healthwatch Northumberland will not be able to consider your application if you are disqualified from appointment for any of the following reasons:

- You have an unspent conviction for an offence involving deception or dishonesty;
- You are an un-discharged bankrupt;
- You have been removed from trusteeship of a charity by the Court or the Charity Commission for misconduct or mismanagement; and
- You are under a disqualification order under the Company Directors Disqualification Act 1986.
- You have entered into a composition or arrangement with their creditors which includes an individual voluntary arrangement (IVA), and is currently on the Insolvency Service Register.

Alternative formats

If you require a copy of this pack in an alternative format, please call: 03332 408468 or email: info@healthwatch.co.uk