

Healthwatch Middlesbrough and  
Healthwatch Redcar and Cleveland  
St Mary's Centre  
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Dear

## **HEALTHWATCH SOUTH TEES PARTNERSHIP BOARD MEMBER VACANCY**

Thank you for your interest in becoming a Member of the Healthwatch South Tees Partnership Board. The new Partnership Board has a major role to play in developing our strategy, ensuring work plan objectives are met and that Healthwatch South Tees is representative of the community it serves.

Joining the Healthwatch South Tees Partnership Board provides a great opportunity to promote the voice of the public, support the improvement of services, ensuring the needs of the local community are met now and in the future.

The enclosed recruitment pack should provide you with the relevant information you need. I hope you will find it both interesting and useful and look forward to receiving your completed application.

Please return your completed form to:  
Healthwatch South Tees  
St Mary's Centre  
82/90 Corporation Road  
Middlesbrough  
TS1 2RW

If you would like to apply to be a member of the Healthwatch South Tees Partnership Board, but for any reason feel that a written application form is not suitable for you or if you would like to have an informal discussion, please contact Natasha Judge, Healthwatch South Tees Delivery and Development Manager on 01642 955606.

**The closing date for receipt of applications is 3 April 2018.**

We look forward to receiving your application.

Yours sincerely



# Healthwatch Partnership Board Member

Recruitment Pack



## Background

The Government's Health and Social Care Act (2012) established Healthwatch as the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved and share those views with those with the power to make change happen. We share those views with Healthwatch England, the national body, to improve the quality of services across the country.

Healthwatch is unique in being the only **non-statutory body with statutory powers and duties:**

- The **power to enter and view** premises where health or social care services are provided (this power does not extend to premises that provide social care to children but Healthwatch is expected to **gather views and experiences from children and young people in collaboration with local partners**).
- Service providers and commissioners have a **duty to respond** to Local Healthwatch reports and recommendations within 20 working days -this also applies to providers of children's social care services.
- Local Healthwatch has a **statutory entitlement to a seat on the local Health and Wellbeing Board**.
- Local Healthwatch has a **new duty to provide information about health and social care services**.
- Local Healthwatch can **escalate issues direct** to Healthwatch England (HWE) and through them, the Care Quality Commission (CQC).
- Local Healthwatch can also refer issues of concern direct to the Health Scrutiny Committee.

## Making the Transition to Healthwatch South Tees

We are now in the final stages of our transition to the Healthwatch South Tees model, which will conclude with the establishment of our Partnership Board. We are looking to recruit between six and eight appropriate individuals to join the Partnership Board through this application and selection process.

The Partnership Board will comprise of a maximum of 12 individuals, which will include:

- The former Chairs of Healthwatch Middlesbrough and Healthwatch Redcar & Cleveland Executive Boards.
- Chief Executives of MVDA and RCVDA.
- Those individuals recruited as described above.

## Our work plan so far

There has been extensive work carried out to date during our transition year, which commenced April 2017, this includes:

- Significant engagement with Care Homes in Middlesbrough.
- An investigation into the communication of outpatient appointments at James Cook University Hospital.
- The impact of the Deprivation of Liberties, (DoLs) in Redcar & Cleveland.
- The use of the Eye Clinic Liaison Officer (ECLLO) Service at James Cook University Hospital.
- The use of the School Nursing Service at Redcar & Cleveland.

Current work plan items are:

- Research Project of the inequalities in east Middlesbrough, in a collaborative effort to bring in the necessary additional resources to tackle health, employment, education, green spaces, housing and crime. Work to date has identified challenges around access to primary care and health inequalities and the barriers in accessing health and social care services.
- Dementia: Following the closure of the Guisborough Memory Clinic and relocation to Redcar Primary Care Hospital, we have been made aware of issues with access and lack of provision.
- Sustainability and Transformation Partnerships (STPs): We have commenced collaborative work with other local Healthwatch services across the STP footprint in response to concerns around the lack of patient and community engagement in the significant and planned transformation of health services.
- HWST Young People's Panel: We have undertaken engagement with young people around the potential to establish a young people's panel as part of the governance of HWST. Feedback from young people has been positive and we are currently undertaking analysis of areas of potential focus.
- Independent Complaints Advocacy: We are working closely with ICA to develop better joint working, paying attention to issues with the NHS complaints process.
- Hearing loss: Issues have been raised with Healthwatch regarding the access to primary care services, implementation of the accessibility standards, provision of translating services, both at primary and secondary care and the qualification level of interpreters.

## Key Aims

It is essential that Healthwatch South Tees has the right attributes to be effective and successful. For this to be achieved, the recruitment process for the Partnership Board has three key aims:

1. To create a membership that is from a diverse range of backgrounds and is as representative of (or can represent) the local population as far as possible.
2. To appoint members who have the right skills and experience to be capable and effective in their role.
3. To recruit members who possess an attitude and approach that is in line with the core principles and aims of Healthwatch South Tees.

## Selection

It is important for the success of Healthwatch South Tees that the Partnership Board should have a range of skills and expertise. Board members may be specifically targeted considering demographic need, addressing diversity and ensuring credible representation.

Healthwatch South Tees Partnership Board members will be appointed using criteria designed to achieve the above key aims. It will be an open and transparent process to ensure potential board members and the public have confidence in the development of the Healthwatch South Tees Partnership Board.

The short-listing panel will consist of members of the Healthwatch South Tees Leadership and Delivery Group. This panel will assess email or paper copies of expressions of interest by comparing the completed forms to the role and experience requirements, using a point-based scoring system.

Short listed candidates may be requested to attend an informal interview prior to appointment.

For those applicants for whom an expression of interest form may not be appropriate (for example those with sensory impairment), an interview-only assessment may be carried out.

## The Role of Partnership Board Member

To set the strategic direction of Healthwatch South Tees and ensure its core objectives are carried out in line with statutory requirements.

Partnership Board Members have a significant role to play in ensuring that Healthwatch South Tees adheres to its principles, purpose and vision, legal constraints and duties, and operates in a moral and ethical way to serve the local community.

Partnership Board Members will be able to get involved in other Healthwatch activities such as engagement activities to find out local people's views, representing Healthwatch at events and being an ambassador for positive change to improve health and social care services.

All Partnership Board Members are voluntary positions although out of pocket expenses are covered by Healthwatch South Tees. The initial period for having a seat on the board will be for one year, with an option to extend.

There is an expectation that Partnership Board Members will be able to contribute a minimum of three hours a month, attend Healthwatch South Tees Board meetings quarterly, support with work plan items, read and give feedback on Healthwatch produced reports and participate in discussions and decision making on a regular basis.

All Partnership Board Members are required to adhere to the Seven Principles of Public Life, known as the Nolan Principles.

These are:

- **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.
- **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 conflict of interest and relationships.
- **Objectivity:** Holders of public office must act and take decisions impartially, fairly, and on merit, using the best evidence and without discrimination or bias.
- **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.
- **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.
- **Honesty:** Holders of public office should be truthful.
- **Leadership:** Holders of public office should exhibit these principles in their own

behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviour wherever it occurs.

To find out more about us and our role please visit our websites:

<http://www.healthwatchmiddlesbrough.co.uk/>

<http://www.healthwatchredcarandcleveland.co.uk/>

<https://www.healthwatch.co.uk/>

## Who Might Make a Good Board Member?

The Board would particularly welcome interest from people who would increase the diversity of the Board, successful candidates will be required to have sufficient knowledge and experience to be able to make a positive contribution. It is essential that the Healthwatch South Tees Board ensures that it seeks and represents the views of *all* people across South Tees.

Candidates will ideally represent communities and groups, with links that will enhance the capacity of Healthwatch. As a Partnership Board member it will be important that issues raised through your existing networks can be identified and escalated as appropriate, ensuring the voice of service users can be heard.

It is important that applicants, do not have any potential conflict of interest because of any existing roles in the local health and social care sector. Applicants are likely to be preferred who are *not*:

- 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 South Tees
- elected members of Local or Central Government

## Role Description

**Post Title:** Partnership Board Member of Healthwatch South Tees

**Purpose of the role:** Contributing to the strategic direction of Healthwatch South Tees, ensuring effective independent service delivery, governance and management, in line with its statutory obligations and best practice.

### **Key roles and responsibilities:**

1. To support with setting, implementing and monitoring Healthwatch South Tees' objectives and core values, in line with its statutory purposes.
2. To work with the Chair and other Board Members in setting the strategic plan and direction for Healthwatch South Tees and promoting the organisation and its work.
3. To support the building of successful partnerships with a range of stakeholders, including the local voluntary and community sector, and promote the purpose and values of Healthwatch South Tees to enhance its influence and effectiveness on behalf of local people.
4. To consider, assess and challenge reports on local health and social care services and on Healthwatch South Tees itself, to ensure that Healthwatch South Tees public work and internal decisions are well informed.
5. To ensure that decisions taken by the Board are in the best interests of Healthwatch South Tees and that its legal and moral responsibilities to the wider public of South Tees are met.
6. To contribute a minimum of three hours per month, attend Board meetings and training events as required, and to make well-informed contributions to discussions and decision making.
7. To contribute to the collective responsibility of Board decisions, publicly supporting any decisions made and being an advocate of Healthwatch South Tees.

**Experience:**

1. Experience of working with local communities that may be disadvantaged or have difficulty accessing health and social care services, or other relevant experience.
2. Experience of working as an effective member of a team or committee.
3. Experience of building and developing successful partnerships, alliances and working relationships.

**Knowledge and Skills:**

4. Knowledge of the range of different communities and support groups within South Tees, or other relevant knowledge, such as health and social care services.
5. Strong communications and interpersonal skills, able to liaise effectively with a wide range of stakeholders and audiences.
6. Ability to draw logical conclusions and contribute to rational decision making.
7. Good general understanding of health, social care and wellbeing issues and how these may affect people in South Tees.
8. A good basic understanding of good governance principles.

**Behaviours:**

9. Listens to the views of the public and colleagues and takes a collaborative approach to Board work to achieve the best outcomes for the community.
10. Is innovative and flexible in their thinking.
11. Will be a role model of the behaviours, values and ethics of Healthwatch South Tees.