



Application Pack

Healthwatch Stockport Board of Directors

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Please complete and return your Application Form by **Midnight Friday 3rd November 2023** to:

Healthwatch Stockport
48 Middle Hillgate
Stockport
SK1 3DL

Email: maria@healthwatchstockport.co.uk

For general enquiries, help and support about this post please call Maria 0161 974 0753

1. Introduction

Welcome and thank you for expressing an interest to become part of the board of directors for Healthwatch Stockport. This pack is designed to give you an understanding of the role of Healthwatch Stockport and how you can contribute to its development, sustainability, and credibility.

We are looking for passionate board directors who can continue to build an organisation that is outstanding. Healthwatch Stockport has a role to champion the voice of residents and users of health and care services and take the organisation from strength to strength. As a director you will have a role in helping develop and set the strategic direction and business objectives for the organisation and ensures it does this whilst demonstrating value for money for the public funding it receives.

The posts on the board are voluntary and unpaid but reasonable out of pocket expenses will be considered. If you are passionate about shaping Healthwatch Stockport, then Healthwatch Stockport will be delighted to hear from you.

What is Healthwatch?

Healthwatch is your health and social care champion. If you use GPs and hospitals, dentists, pharmacies, care homes or other support services, we want to hear about your experiences. We seek views from all sections of the community. As an independent body, we have statutory powers to make sure NHS and Care leaders as well as other decision makers listen to your feedback and improve standards of care. We also help people like you to have a voice and get the information and advice you need.

Wherever you live in England, you'll have a local Healthwatch nearby (there are over 150 across the country). We're here to listen to the issues that really matter to local communities and to hear about your experiences of using health and social care services. We're entirely independent and impartial, and any information you share with us is confidential.

Healthwatch is part of a network of local and national independent organisations set up under the Health and Social Care Act 2012 to give people who use health and social care services a powerful voice, locally and nationally. Healthwatch organisations use evidence-based experiences to highlight issues and trends which they raise with local and national service providers and decision makers. Healthwatch organisations are not for profit organisations. The Healthwatch network is made up of local Healthwatch organisations which are linked to individual local authority areas, it has an overarching support organisation called Healthwatch England.

Healthwatch England

Healthwatch England provides leadership, support, and advice to local Healthwatch organisations so they can become strong ambassadors for local people. They gather and analyse information based on real experiences provided by local Healthwatch organisations and others to identify key issues and trends and highlights these at the highest levels.

Through the Healthwatch network, Healthwatch England make sure the voices of people who use health and social care services are heard by the Secretary of State, the Care Quality Commission, NHS England, and every local authority in England.

Healthwatch Statutory Functions

Local Healthwatch organisations are funded by the Department of Health via local authorities but deliver their service independently. All local Healthwatch organisations have a wide range of responsibilities and powers to empower them to deliver their health and social care champion function locally. Local Healthwatch organisations:

- promote and support local people to be involved in monitoring, commissioning, and provision of local care services.
- obtain local people's views about their needs for and experience of local care services.
- tell agencies involved in the commissioning, provision, and scrutiny of care services about these views.
- produce reports and make recommendations about how local health and care services could or should be improved.
- has a seat on the local authority statutory health and wellbeing board. Local Healthwatch will be an important contributor to local work on reducing health inequalities¹
- help Healthwatch England carry out its role as national champion by telling it about the views and experiences of local people.
- support Healthwatch England by recommending how it could advise the Care Quality Commission to carry out special reviews or investigations into areas of concern²
- have the power to Enter and View places where publicly funded health and social care takes place.
- provide the public with information and signposting about how to access health and social care services and their choices in relation to aspects of those services.

¹ These Boards lead the statutory Joint Strategic Needs Assessment and joint health and wellbeing strategies on which local commissioning decisions will be based.

² (or, if the circumstances justify it, go direct to the CQC with their recommendations, for example if urgent action were required by the CQC)

Healthwatch activities are delivered by unpaid volunteers and a small team of support staff.

Healthwatch Stockport Governance

Healthwatch Stockport is governed by a Board of Directors who bring relevant skills and experience to manage and run the business of the organisation. Healthwatch Stockport has a small part time staff team made up of a Chief Officer, a Senior Officer, an Engagement Lead, a Communication Lead, Social Media Officer and an Information and Advice Lead, and office support from a small pool of volunteers.

Healthwatch Stockport supports several work programme areas which enable Healthwatch Stockport volunteers to get involved in and work on particular health & social care issues, at a time right for them. The volunteers for these pieces of work make up the Healthwatch Stockport Strategic Monitoring Group (SMG). The Strategic Monitoring Group has an advisory role and meets monthly to identify and highlight cross cutting themes, share reports and good practice, network and ensure the work of Healthwatch Stockport is of the highest possible quality. Members are appointed through a selection process overseen by existing board and SMG members. Wider volunteer members can and are encouraged to become involved as and when appropriate by participating in external group work, providing feedback, attending network meetings and other events.

2. Roles, Responsibilities and Competencies

Post Title: Healthwatch Stockport Director

Responsible for: Working closely with the Chief Officer and other Board Directors in contributing to the overall strategic direction of Healthwatch Stockport, ensuring necessary financial and human resources are in place for the organisation to achieve its objectives, and devising robust systems of risk control and policy management.

Role Purpose: Acting in the legal capacity of a Company Director under the Companies Act, ensuring that Healthwatch Stockport's aims and objectives are delivered in the best possible way, whilst ensuring that all legal requirements, duties, and good practice are maintained.

Person specification for Healthwatch Stockport Board Director

Expectations, Competencies and Role Description

To ensure the board is effective, Healthwatch Stockport's directors need a range of aligned values, personal competencies and behaviours. As a director you are expected to play an active role and be willing to commit the necessary time to this function. You are expected to prepare for and commit to attend quarterly board meetings, as well as any other meeting which may be called by another board director or the chief officer, contribute to relevant activities between meetings and strategically input to its annual review of the strategic plan. You are expected to become involved in Healthwatch Stockport activities and not just simply to attend meetings.

Values Based Behaviour - Directors are expected to:

- have a sense of social justice and desire to level inequalities.
- be self-disciplined and able to hold themselves to account.
- be committed to ensuring good wider volunteer experience in health and social care.
- be connected to the wider community.
- be principled and ethical.
- be committed to the goals of Healthwatch Stockport and willing to work with others to promote its goals.
- abide by the seven (Nolan) principles of public life (see section 5)

Personal Behaviours and Competencies - Directors should:

- take decisions based on a long-term perspective, where possible.
- help the organisation prioritise work programmes.
- analyse and interpret data (including financial) draw conclusions from a range of information sources.
- be well organised.
- take responsibility for their own performance.
- be committed to their own personal development.
- ensure equality and diversity is embedded in policies and decisions.
- be able to work collectively to achieve a consensus.
- show initiative.
- inspire belief in the work of Healthwatch Stockport.
- be able to actively promote the work of Healthwatch Stockport.
- preferably have knowledge and/or experience of health and or social care services, as a user of services, a carer, or through previous employment.

Director Functions include:

The Boards overall purpose is to ensure Healthwatch Stockport's Objects³ are delivered in the best possible way, whilst ensuring that all legal requirements, duties and good practices are maintained. Its normal functions would include ensuring:

- Healthwatch Stockport's funds are used to the best advantage.
- Healthwatch Stockport has the best possible managerial and administrative support and use of premises.
- Healthwatch Stockport accounts to Stockport Council as to its correct administration, use of public funds and delivery of its statutory functions.
- Healthwatch Stockport is run effectively and efficiently, with direct responsibility for:
 - human resource functions, resource management (premises, equipment)
 - planning functions (ensuring the company has appropriate strategic and business plans)
 - financial scrutiny and control (budget setting, expenditure monitoring and reporting)

³ as set by The Health & Social Care Act of 2012, subsequent guidelines and Company Articles

- legal duties / compliance (linked to equality, health and safety, company, taxation, data protection, freedom of information, the Health and Social care act 2012 and other legislation)
- quality assurance (performance management, staff supervision, kite marks, standards)
- risk management (insurance, health and safety, safeguarding, organisational risks, insurance)
- carrying out the duties and responsibilities of directors⁴

Confidentiality / Declarations of Interest

All Directors must adhere to all Healthwatch Stockport's policies.

Expenses and Costs

All directors are volunteers. As a director you may not incur costs on behalf of Healthwatch Stockport unless authorised by the full board of directors. Reasonable and agreed out of pocket expenses incurred during agreed functions will be reimbursed.

Requirements

Board Meetings – As a director you are expected to attend 60% of scheduled meetings of the board. Meetings will be scheduled with flexibility to try and ensure as many directors can attend as possible. You will be required to support the objectives and policies agreed by Healthwatch Stockport and to contribute to and share responsibility for the decisions of the board. You will be expected to work constructively with other board directors and staff of Healthwatch Stockport.

Code of Conduct – As a director you will be expected to abide fully with Healthwatch Stockport's Code of Conduct policy and maintain high standards of probity. You must also present a positive image of Healthwatch Stockport at external events.

Training – As a director you are encouraged to identify personal training and development needs, and seek opportunities for development, attending training events as required. Relevant training and opportunities to take part in Healthwatch England meetings and webinars will be offered which is relevant to the role of Healthwatch Stockport directors.

Preparation Time – As a director you are required to allocate time for reading reports and preparing for board meetings (and where appropriate other committee meetings and working groups)

Other Representation / attendance – As a director you will be expected to attend other events or associated meetings e.g., attending conferences, away days, seminars and other Healthwatch related events, to increase your knowledge base and share good practice with Healthwatch Stockport.

⁴ This list is indicative and should not be treated as absolute.

3. Appointment Process

The Healthwatch Stockport board of directors has responsibility for appointing new directors. They will carefully consider new appointments to ensure the board composition represents a broad mixture of individual skill sets and previous experience to benefit the wider function of the organisation. The board will shortlist applications for interview.

The interview panel will consist of at least three existing directors, the Chief Officer, and the Chair of the Healthwatch Stockport Strategic Monitoring Group. As good practice we may invite the Healthwatch Stockport commissioning manager from Stockport Council.

The panel will use a scoring sheet which will aid the decision to appoint.

The candidates will be contacted following the decision and be told of the outcome. Successful candidates will be invited to the next Healthwatch Stockport board meeting and the induction process will begin. Successful candidates will officially become board directors at the following directors meeting and on completion of the necessary checks. All directors if not already will need to be registered volunteer members of Healthwatch Stockport.

Applications

People wishing to become Healthwatch Stockport directors will need to complete the **Director Application Form** enclosed. This will provide the current board directors with the information they need to select the candidates they feel will best fulfil the requirements of the board.

Successful applicants must agree to undertake a DBS Check [carried out by Healthwatch Stockport] and provide details of 2 references [outlined in the application form]

The closing date for applications is Midnight **3rd November 2023**. No applications will be accepted after this date.

Applications can be emailed to Maria@healthwatchstockport.co.uk or returned by post to:

Healthwatch Stockport
48 Middle Hillgate
Stockport
SK1 3DL

Eligibility for Directors

Applications will be considered from:

- Anyone who is over the age of 18.
- Individuals, community group / voluntary organisation / faith / social enterprise / local business representatives.
- Please note any person standing to be a director will do so in an individual capacity, and not representing a group to which they belong.
- All nominees must sign up as a registered Healthwatch Stockport volunteer member.
- Applicants who demonstrate they meet the criteria set out in Section 2 above.

Exclusions

For legal reasons and/or for reason of conflicting interests, applications from the following will not be considered:

- Anyone under the age of 18.
- Anyone who has been convicted of an offence involving deception or dishonesty unless the conviction is spent.
- Anyone who is an undischarged bankrupt or is the subject of a bankruptcy restriction order or bankruptcy restriction undertaking.
- Anyone who is under a disqualification order under the Company Directors Disqualification Act 1986 or the subject of a disqualification undertaking.
- Anyone not a volunteer member of Healthwatch Stockport
- Current senior managers from existing providers of statutory health or social care services in Stockport and/or other areas where these services are accessed by Stockport residents.
- Employees of organisations with a statutory role to commission health and social care services for people in Stockport.
- MPs (and their paid constituency staff) who represent the constituents of the Borough of Stockport
- Members of health and social care campaign pressure groups

4. Recruitment Timetable

	Key Milestones	Date
1.	Recruitment period	September - November 2023
2.	Closing date for applications	Midnight Friday 3 rd November 2023
3.	Shortlisting	W/C 6 th November 2023
4.	Interviews	W/C 13 th November 2023
5.	Official confirmation of board appointments	November 2023
6.	First Full Board Meeting following the confirmation	January 2024
7.	Public Announcement/Press release of appointments	December 2023 [subject to the necessary checks and references received.]

5. Seven Principles of Public Life – Nolan Principles

1	Selflessness	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.
2	Integrity	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.
3	Objectivity	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.
4	Accountability	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.
5	Openness	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.
6	Honesty	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.
7	Leadership	Holders of public office should promote and support these principles by leadership and example.

6. Healthwatch Stockport Director Frequently Asked Questions

Q. Who is eligible to apply to become a Healthwatch Stockport Director?

Answer:

- Anyone who is over the age of 18.
- Individuals, Community Group / voluntary organisation / faith / social enterprise / local business representatives.
- Please note any person standing to be a director will do so in an individual capacity.
- All nominees must sign up as a Healthwatch Stockport volunteer.

Q. Who is NOT eligible to apply to become a Healthwatch Stockport Director?

- Anyone under the age of 18
- Anyone who has been convicted of an offence involving deception or dishonesty unless the conviction is spent.
- Anyone who is an undischarged bankrupt, or is the subject of a bankruptcy restriction order or bankruptcy restriction undertaking.
- Anyone who is under a disqualification order under the Company Directors Disqualification Act 1986 or the subject of a disqualification undertaking.
- Senior managers from current providers of statutory health or social care services, and/or other areas where these services are accessed by Stockport residents.
- Employees of organisations with a statutory role to commission health and social care services for people in Stockport.
- MPs (and their paid constituency staff) who represent constituents within the Borough of Stockport.
- Members of health and social care campaign pressure groups.
- Anyone who is not a member of Healthwatch Stockport

Q. Do Healthwatch Stockport Directors get paid?

Answer:

All board directors are volunteers. Directors may not incur costs on behalf of Healthwatch Stockport unless authorised by the full Board of Directors. Reasonable and agreed expenses incurred during agreed functions will be reimbursed. There is a Healthwatch Stockport member expenses policy in place.

Q. is there any staff support to help directors with their role?

Answer:

Yes, support will be provided by staff and peer directors.

Q. How many hours are expected from Healthwatch Stockport Directors?

Answer:

The equivalent of around 2 days per month. However, some directors carry out more. This time is usually spread across several days, supporting the organisation, preparing for, attending, and reporting back on meetings and events they are representing Healthwatch Stockport. Some work will be done online, via email or out and about in the community. Occasionally there will be opportunities to network with directors from other Healthwatch across Greater Manchester and further.

Q. Do Applicants need to provide references?

Answer:

Yes, 2 references should be provided on the application form, ideally one Professional capacity reference and one a personal character reference. If successful, reference checks will be made by the organisation.

Q. Who decides who becomes a director?

Answer:

The Healthwatch Stockport board has responsibility for appointing new directors. They have a recruitment process they follow which includes an application process shortlisting and interview, they also include other stakeholders in the process.

Q. When will the appointment of directors take place?

Answer:

Please refer to the timetable on [page 11](#).

Q. What is a co-opted Director?

Answer:

Sometimes the organisation may require additional expertise or skill sets that the board may be missing, therefore an opportunity may arise for another Healthwatch Stockport volunteer to become a temporary director for a limited period until such, the particular expertise is no longer required.

Q. How many meetings is a director expected to attend?

Answer:

The Board of Directors meetings will take place Quarterly and are not expected to last more than 3 hours. There are other meetings that the directors will be expected to attend, such as emergency meetings, additional board meetings or staff meetings.

Other meetings will be at the preference of the individual directors who has shown an interest in a particular meeting where there is a gap in Healthwatch Stockport representation. The Chair has a statutory role to sit on the Health & Wellbeing Board.

Q. Who is the Chair of Healthwatch Stockport?

Answer:

The Chair of Healthwatch Stockport is decided by the board of directors.

Q. What is a Healthwatch Stockport Director responsible for?

Answer:

Each director is expected to be an active member and contribute to the boards overall purpose, to ensure Healthwatch Stockport's Objects⁵ are delivered in the best possible way, whilst ensuring that all legal requirements, duties, and good practices are maintained. For more details, please see the Director Application Pack.

Q. What legal obligations does a Healthwatch Stockport Director have?

Answer:

All legal obligations of the Healthwatch Stockport Board of Directors are set out in the organisation's governance, but at the very least when a volunteer member becomes a director, they must individually undertake a DBS Check and be registered with Companies House

Q. What personal liabilities does each director have?

Answer:

Healthwatch Stockport is a limited company [limited by shares] the personal liability for all Healthwatch Stockport members is restricted to a maximum of one pound if the company should ever be wound up.

⁵ as set by The Health & Social Care Act of 2012, subsequent guidelines and company Articles

Q. How long can a Healthwatch Stockport Director stand for?

Answer:

The term of office is for three years, when directors can apply again. Directors can stand down at any time. The arrangement for this process is set out in the Company's Governance.

Q. Are Healthwatch Stockport Directors reimbursed for out-of-pocket expenses?

Answer:

Yes. However unusual expenses must be agreed by the full Board and directors must adhere to the Healthwatch Stockport Member Expenses Policy.

Q. How many directors does Healthwatch Stockport have?

Answer:

Healthwatch Stockport can have between 6-10 directors. The number of directors at any one time can vary depending on the requirements of the organisation.

[ENDS]