



Board Member Recruitment Pack

Healthwatch Redbridge
103 Cranbrook Road
Ilford
Essex IG1 4PU



Healthwatch Redbridge Director/Trustee Vacancies

Healthwatch Redbridge is currently recruiting additional Trustees for our Charity.

This pack provides details of our Board membership recruitment process and contains further background information on the positions and details about how you can apply.

I hope you will find it both useful and interesting and look forward to receiving your completed application.

For an informal discussion about the positions advertised please contact Cathy Turland, Chief Executive Officer, on 07734 140657 or email cathy@healthwatchredbridge.co.uk

We will be looking out for and talking to potential candidates on a continuous basis. As such there is no deadline and those with an interest should submit a CV and covering letter (maximum 2 pages) focussing on the skills, knowledge and experience required, to cathy@healthwatchredbridge.co.uk or by freepost to:

RTYJ-KK66-UJYK
Healthwatch Redbridge
Prudential Building
103 Cranbrook Road
Ilford Essex IG1 4PU

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 020 8553 1236

Contents

- About Healthwatch Redbridge.....4
- Our vision, mission and values.....5
- Structure, Board and defining characteristics.....5
- Directors Role, Responsibilities and Liabilities -6
(Board and individual Board Members)
- Application and Selection Process 11

About Healthwatch Redbridge

Healthwatch Redbridge (HWR) is 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 Redbridge was established in April 2013.

There are 150+ local Healthwatch organisations in England and a national body, Healthwatch England¹, which provides advice, guidance, and a national profile for Local Healthwatch.

In 2013 HWR was created through a transitional arrangement and commissioned by the London Borough of Redbridge to deliver the Healthwatch role and functions in the borough. We established an independent company limited by guarantee with charitable status. During the first year a Board was formed. The board agree the overall strategic direction of the organisation. There is also a staff team of four and a growing community of volunteers. We have previously held the 'Investing in Volunteers' UK quality standard.

Healthwatch Redbridge has six core functions:

1. Gathering the views and experiences of Redbridge patients and public
2. Making those views known to 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 HWR 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 Scrutiny Committee, and the Integrated Care System (ICS) Board as a non-voting member.

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, please visit our website².

¹ <https://www.healthwatch.co.uk/>

² www.healthwatchredbridge.co.uk

Our vision, mission and values

Following the recruitment of a core of board members in autumn/winter 2013/14, the HWR board held several development sessions in June 2014 and again in December 2016. Using these early conversations as building blocks, the board outlined several priorities to support the development of the organisation:

1. Build on our **Reputation**
2. Establish meaningful **Working Relationships** with our partners
3. Review our **structure/resources**
4. Scrutinise the **Health and Wellbeing Strategy** and other key documents
5. Seek external **Funding** opportunities
6. Support the development of our **Authorised Representatives**
7. Develop and support **Enter and View** capacity and training

Vision

We believe that people should be at the heart of health and social care services and that when it comes to shaping the future of those services, every voice counts.

Mission

Our mission is to empower local people to understand and get involved in improving health and social care services.

Values

Our values are:

- Reach out to all people - be inclusive
- Be approachable and make it easy for people to talk to us
- Use evidence to build a true picture of local services
- Promote services that are doing well and highlight where improvements are needed
- Keep people informed and tell people about opportunities to get involved
- Act on behalf of the people of Redbridge

Structure, Board and defining characteristics.

Company and business structure

HWR is a Company limited by guarantee and a registered charity:

- Company Number³ 08389279
- Registered charity number⁴ 1156320

Board

The HWR Board can comprise up to 8 Directors (currently proposing to increase this to 10), and a minimum of three. We currently have 7 Directors.

Whilst it will be best practice for the HWR Board to reflect the borough's diverse and geographical communities, it may not be representational - it is felt important to have a board that is high functioning and has the required skills to fit the profile and needs of the board rather than filling spaces.

We anticipate completing a comprehensive review of our governance structures this year as we begin to address and update our business plan considering the successful retendering of the HWR contract.

We are also keen to identify potential business opportunities and develop other funding streams to enhance our work within the local community and further afield.

Directors Role, Responsibilities and Liabilities - (Board and individual Board Members)

We are looking for people who live in Redbridge, or work in or use the borough's health and social care services, or have a strong interest in the organisation, and a commitment to equality and diversity, and who can demonstrate some of the competences outlined below.

Board Member Responsibility

Acting in the capacity of Director under the Companies Act 2006, and contributing to the strategic aim of Healthwatch Redbridge, ensuring necessary financial and human resources are in place for the organisation to achieve its objectives, and devising robust systems of risk control and performance management.

³ <https://beta.companieshouse.gov.uk/company/08389279>

⁴ <http://apps.charitycommission.gov.uk/Showcharity/RegisterOfCharities/CharityWithoutPartB.aspx?RegisteredCharityNumber=1156320&SubsidiaryNumber=0>

Purpose of role: To ensure HWR is managed efficiently, effectively and in line with its constitutional and statutory obligations, its code of conduct and best practice.

Specific competencies

Ideally, applicants should have skills in one or more of the following areas:

- 1. Marketing and communications**
 - a. Experience of leading a marketing and communications team
 - b. Ability to give strategic guidance on a broad spectrum of marketing and communications.

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- 3. Human Resources**
 - a. Experience of HR management
 - b. Knowledge of current HR legislation

- 4. Fundraising**
 - a. Experience of devising and delivering fundraising and income generating strategies
 - b. Knowledge of the grants and contracts landscape (ideally, with a particular specialism in health and social care).

- 5. Young people's engagement**
 - a. Experience of engagement work with children and young people
 - b. Ability to advise on best practice and innovative approaches for engaging young people.

Core competencies

For all trustees, some or all of the following qualities, experience & understanding are required:

- 1. Leadership**
 - Ability to support the organisation.
 - Self-motivated, and able to inspire others.
 - Willing to take on personal responsibility and challenge.
 - To declare any relevant personal, professional, or commercial interests in any matter being discussed by the Board.

2. Clear analytical thinking and flexibility

- Good, independent judgement
- Clear analytical strategic thinking and flexibility
- Ability to think creatively, grasp complex issues and problem solve.

3. Team working

- Ability to weigh up arguments and understand other points of view.
- Ability to work with a co-operative approach.
- Good listening and communication skills
- Participate in setting, implementing, and monitoring HWR's strategic objectives, values and policy in line with its statutory core purposes.

4. Effective and clear communication and influencing skills.

- Ability to influence on behalf of the organisation and gain the support of others.
- Clear vision and ability to enthuse others.

5. Holding to account

- Understand and accept the legal duties, responsibilities, and liabilities of a Trustee Board member.
- Understand the fundamentals of good governance.
- Commitment to continuously improving outcomes, challenging inequalities, and delivering best value for money.
- Willing to be held to account for board performance and decisions.
- Ability to understand and accept the legal duties and liabilities of the service.
- Ability to maintain focus on the organisation's vision, values, and strategy and to ensure that these are embedded in the working of the board.
- To respect the confidentiality of information, where its release would compromise the interest of Healthwatch Redbridge.

6. Experience and understanding of health and social care, including knowledge of the issues affecting marginalised social groups.

- Experience of promoting equality within diverse communities, including marginalised communities
- Experience of community engagement
- Experience of working with customer focussed organisations.
- Patient and/or social care service user experience
- Involvement in public health programmes and campaigns.

Commitment and requirements:

We anticipate the time commitment will be approximately 10-15 hours per month, including responding to emails, meeting preparation, reading, and attending Board and other strategic meetings. Board meetings take place regularly each month and last an average of two hours. These meetings have recently taken place online in the early evening.

Positions on the Board of HWR are voluntary and unpaid but reasonable out of pocket expenses will be considered as outlined in an agreed remuneration policy.

Board members will be expected to:

- Attend all scheduled meetings of the governing board.
- Uphold the objectives and policies agreed by the board, and to contribute to and share responsibility for decisions of the board. They will be expected to work constructively with other board members and staff of Healthwatch Redbridge.
- Follow the Nolan principles of standards in public life: selflessness, integrity, objectivity, accountability, openness, honesty and leadership.
- They must also present a positive image of the board and HWR at external events.
- Identify personal training and development needs, and seek opportunities for development, attending training events as required.
- Participate in various committee meetings of the board and periodic working groups.
- Allocate time for reading reports and preparing for board meetings (and where appropriate committee meetings and working groups).
- Attend other events and associated meetings linked to supporting, developing or promoting HWR and its objectives.

Eligibility and exclusions:

Applications will be considered from:

- Anyone who is a member or eligible to be a member of HWR (people 18 or over who live in Redbridge, work in or use health and care services in the borough, or have a demonstrable interest in the organisation).

Applications from the following will not be considered:

- Redbridge Councillors or MPs.

Applications from the following may need further discussion to ensure no conflicts exist:

- Employees of organisations with a statutory role to commission health or social care services for people in Redbridge.

Individual circumstances will be considered by the panel, but generally applications will also be excluded if:

- They have been dismissed as a trustee, board member or a director of an organisation of any kind
- They are the subject of bankruptcy restrictions order or similar order.
- They have been dismissed as an employee for a reason other than redundancy.
- Anyone who is under a disqualification order under the Company Directors Disqualification Act.
- People who have received a prison sentence or suspended sentence of three months or more in the last five years.

HWR (HWR) requires a Board of Directors that are capable of leading the organisation, providing strategic direction and oversight in all areas, including financial and legal matters, and in ensuring its ambition is achieved.

All Board members will act as Directors and Trustees of HWR (HWR) under the Companies Act 2006 and Charities Act 2011. The Board will ensure that the organisation meets the conditions of its contract held with London Borough of Redbridge until March 2026.

The Board members will be collectively and individually responsible for seeing that:

- HWR is effectively managed and that its affairs are in order.
- That it operates within its objectives and governing documents.
- That it acts at all times in the best interests of the company/charity.
- That it acts independently and promotes the voice of patients and the public in Redbridge.

Each HWR Board member must be eligible under law to be a company director and trustee, and who possesses the key values and skills required to steer HWR to success.

Support for Trustees/Directors

HWR will provide training and support for Trustees in exchange for a strong commitment to improving local health and social care services for all.

We are committed to equality and diversity, and we recognise that some people may need additional support to fulfil this role.

The need for support should not preclude anyone and we ask you to identify any support needs you have on the application form to help us plan.

Application and Selection Process

Applications are invited from people who are over the age of 16 and who live or work in Redbridge or who can demonstrate substantial knowledge of the borough and health and social care issues and services.

To apply, candidates are asked to provide a copy of their CV together with a personal statement of 2 sides of A4, detailing how they meet the person specification criteria included in this document. Applications must be submitted by email to cathy@healthwatchredbridge.co.uk.

Currently we are reviewing applications on a rolling basis. Selection of board 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.

After identifying successful candidates through the recruitment process, Board eligibility will be assessed based on the requirements of the Charity Commission and Companies House, before formally offering a place on the HWR Board.

Trustees are offered a co-opted opportunity in the first instance, until the Annual General Meeting in any given year, where their role is confirmed by the members.

For an informal discussion about the role, please contact Cathy Turland on 07734 140 657.

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 Redbridge's health and social care sector. Likely conflicts of interests are:

- Health or social care providers and their employees within Redbridge or who supply health and social care services to people in Redbridge

- 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 Redbridge
- Elected members of Local or Central Government

Under the Companies Act 2006, anyone who fits one of the criteria below may not be a director:

- Has been disqualified from acting as a company director (unless the court has given them permission to act for a particular company)
- An undischarged bankrupt (unless they have been given permission by the court to act for a particular company)

Disclosure & Barring Service (DBS) Checks

All HWR (HWR) Board members will need to undergo a Disclosure and Barring Service (DBS) check.

Director Liabilities

Directors of companies have additional statutory duties arising from their status as company directors under the Companies Act 2006. In the event of the company being wound up in the normal course of business a director's liability will be limited to £1.

HWR (HWR) has indemnity insurance to indemnify all directors from liability while fulfilling their duties except for failures by the Board that cannot be insured against such as where a breach occurs resulting in a fine following criminal proceedings or penalty for non-compliance with regulatory requirements.

Personal liability of this kind is very rare and Directors who have followed the guidance of the Companies Act and Charities Act will generally be protected.

For more information please visit: www.gov.uk/running-a-limited-company
www.gov.uk/government/publications/the-essential-trustee-what-you-need-to-know-cc3