

Healthwatch Rotherham Strategic Advisory Board Recruitment Pack

About Healthwatch Rotherham

Who we are

Healthwatch Rotherham is the independent health and social care champion and exists to ensure that people are at the heart of care. The Health and Social Care Act 2012 introduced the requirement for a Healthwatch organisation to be set up in every local authority area across England and in Rotherham, the Local Authority commissioned Citizens Advice Rotherham & District (CARD) to deliver this service. Each local Healthwatch is a key part of its local community and works in partnership with other organisations in its area. For Healthwatch Rotherham, this includes working with the Local Authority, the NHS, local hospital and voluntary organisations

What we do

Dedicated teams of staff and volunteers reach out across Rotherham to listen to what people like about local health and social care services, and what could be improved. These views are then shared with the decision-making organisations, so together a real difference can be made. Healthwatch Rotherham also has an important role in helping local people find the information and advice they need about health and social care services in their area.

How we are set up

The Local Authority commissioned Citizens Advice Rotherham & District (CARD) to deliver this service. The Healthwatch Strategic Advisory Board operates completely independent of any influence from CARD, but Healthwatch staff management and financial oversight is provided by CARD.

The Strategic Advisory Board (SAB) members will steer the strategic direction of Healthwatch Rotherham, ensuring that the Healthwatch Rotherham vision, aims and values are upheld. The Strategic Advisory Board helps to deliver an effective Healthwatch service in line with current legislation.

Terms of reference

These terms of reference should be reviewed at most every three years. Last updated **May 2024** by CARD, Healthwatch Manager and Strategic Advisory Board Chair.

The Healthwatch Rotherham Strategic Advisory Board (SAB) will steer Healthwatch Rotherham on the work that they deliver. They will provide advice and recommendations to the Trustees of Citizens Advice Rotherham to achieve the successful delivery of the local Healthwatch contract in Rotherham. Healthwatch Rotherham is accountable to the Trustees of Citizens Advice Rotherham.

- **Who can be an SAB member:** SAB Members should live or work in the Local Authority Area covered by each local Healthwatch. SAB members who reflect the diversity of Healthwatch Rotherham community and the skills required to deliver its work plan shall be sought.
- **How many:** A minimum of three SAB members, maximum 10, with the minimum three being quorate subject to the Chair or Vice Chair being present.
- **How long:** members, including the Chair and Vice Chair positions, shall serve a term of three years from the date of joining the Strategic Advisory Board. Members shall serve at most three consecutive three-year terms. SAB members shall serve staggered terms to balance continuity with a new perspective. Progression to a second or third term as an SAB member will be agreed upon by the affirmative vote of the majority of the Strategic Advisory Board.
- **Attendance:** Should any SAB member miss more than two consecutive meetings, the Chair will review their membership (should this relate to the Chair, Healthwatch Rotherham contract manager within CARD will undertake the review). SAB members must submit their apologies if they are unable to attend a Strategic Advisory Board meeting.
- **The number of Strategic Advisory Board meetings:** The number of Strategic Advisory Board meetings shall be at least 6 per year, with at least one development session per year in addition to the agreed schedule of Strategic Advisory Board meetings.
- **Where:** Meetings will be held in accessible venues within the local authority area served by Healthwatch Rotherham. Where face-to-face meetings are not possible, virtual meetings will be held via the relevant video technology such as Zoom.
- **Agenda:** The agenda and supporting papers will be emailed to each SAB member at least five days before the meeting. Paper copies will be supplied upon request.
- **Meetings in public:** Strategic Advisory Board meetings must be open to the public. Where there are confidential matters on the agenda, part of the Strategic Advisory Board meeting may be closed to the public to protect that confidentiality. The notice and time of the Strategic Advisory Board meetings will be published at least three days in advance on Healthwatch

Rotherham's website and at the venue where appropriate. A copy of the agenda and supporting papers can be provided to attendees where confidentiality allows. Healthwatch Rotherham will have a process outlining the protocols, such as how questions can be asked at meetings held in public.

- **Decision making:** Decisions must follow the statutory guidance provided by Healthwatch England and noted in the Strategic Advisory Board minutes, which must be published on Healthwatch Rotherham's website.
- **Vice Chair:** The position of Vice Chair will be sought from existing SAB members with an agreed internal Strategic Advisory Board process for appointment.
- **Voting:** Where it is necessary for votes to be cast, then any decision will be based upon a majority vote. In the event of a tied vote, the Chair will have the casting vote.
- **Conflicts of interest:** A register of interests of all SAB members is maintained and publicly available on the Healthwatch Rotherham website. Declaration of interests will be made at the start of every Strategic Advisory Board meeting.
- **Resignation:** A SAB member may resign at any time by filing a written resignation with the Chair.

Policies and procedures

- To reflect the independent nature of Healthwatch, Healthwatch Rotherham Strategic Advisory Board will create their own set of governing documents in line with Healthwatch England guidance for the following:
 - Code of conduct.
 - Complaints.
 - Conflict of interest.
 - Decision-making.
 - Volunteering.
- Policies and procedures for each of the above will be adapted to ensure the contractual responsibilities of CARD are met. For example, the Healthwatch Rotherham complaints process will ensure CARD understands the nature and volume of Healthwatch Rotherham complaints, how they are managed, and changes to processes or services because of the complaint.
- Healthwatch Rotherham will follow CARD policies for all other areas unless a mutual agreement is reached and agreed with CARD.

Purpose of the Strategic Advisory Board

The Healthwatch Strategic Advisory Board will work with the Healthwatch Rotherham Manager to:

- Establishing annual priorities for Healthwatch Rotherham in line with the SLA with RMBC from public engagement, developing work plans and timelines for confirmation by CARD

- Coordinating the activity of Healthwatch Rotherham, ensuring it is in alignment with the SLA agreement that CARD has with Rotherham Council
- Ensuring systems and processes are in place for the effective monitoring and evaluation of the agreed work plan
- Ensure that agreed objectives and outcomes are being achieved
- Risk Register and make suggestions where appropriate.
- Assisting with communication relating to the Healthwatch service within the local community, in line with corporate guidelines
- Reviewing the quarterly progress report produced by the Healthwatch Manager, to demonstrate the SLA with RMBC is being met
- Support the work to develop and maintain community networks and partnerships by representing Healthwatch Rotherham at relevant meetings and other community events or engagements.
- Working cooperatively with other members of the Healthwatch network and sharing best practice
- Attending and actively participate in the planned Strategic Advisory Board meetings
- Having a clear understanding of the role of Healthwatch and working with other Healthwatch SAB members and the Healthwatch staff team, review, evaluate and oversee Healthwatch Rotherham
- Promoting Healthwatch and our role within the local community
- Upholding the Healthwatch brand by adhering to Healthwatch values and behaviour whilst minimising and mitigating risks to delivery and reputation
- Engaging with appropriate local people within Rotherham to understand the strategy for the delivery of health and care services
- Having a clear understanding of legal responsibilities as a SAB member, expectations as an individual member and collectively as a board
- The Healthwatch Manager will provide the Healthwatch Rotherham Strategic Advisory Board with sufficient financial information throughout the year to enable the Strategic Advisory Board to understand what funding is available to them within the contract to spend on activities relating to their annual work plan.
- Members to review the meeting in a timely manner before being open to the public.

Membership

The Strategic Advisory Board includes a SAB Chair, SAB Vice Chair, the Healthwatch Rotherham Manager and 7 representatives from Rotherham.

Members are expected to provide adequate notice and send apologies if they are unable to attend Strategic Advisory Board meetings to the Chair or Vice chair. An SAB Member who does not attend 2 consecutive Healthwatch Rotherham Strategic Advisory Board meetings will cease to be a group member, unless there are extenuating reasons or circumstances.

Attendance (non-voting)

- Citizens Advice Rotherham representative
- Strategic Advisory Board Special Advisors
- Healthwatch Rotherham team member (minute taker)

Quorum

- Strategic Advisory Board Chair or vice chair
- Healthwatch Rotherham Manager or representative
- 2 SAB members

Frequency

Meetings will take place bi-monthly.

Healthwatch Rotherham Strategic Advisory Board Member Role Descriptions

SAB members are expected to:

- Sign up to and follow Healthwatch Rotherham Code of Conduct. Should any concerns be raised about the standards of conduct of a member of the group, the matter will be dealt with using the Citizens Advice Rotherham procedure's
- Adhere to Citizens Advice Rotherham policies and procedures and follow the Nolan principles of public life
- Declare any relevant interests in matters under discussion. Conflicts of interest must be declared when taking up the role, and any meetings before business is discussed that may have a potential conflict of interest
- treat all information arising from Strategic Advisory Board meetings in strictest confidence
- Promote an ethos of openness and accountability
- Abide by and promote Healthwatch Rotherham's commitment to equality and diversity
- Promote Healthwatch Rotherham and its role within the local community in a positive way
- Engage with appropriate local people within Rotherham, to understand the strategy for the delivery of health and social care services;
- Inform the Healthwatch Rotherham Manager if you are unable to keep a prior commitment or a Strategic Advisory Board meeting

- Keep up to date with developments at a local level relevant to their lead or specialist area, if they are assigned to lead on this. SAB members are encouraged to take a lead or particular interest in an area of the Healthwatch Rotherham work programme
- To read all papers and reports in advance of any meeting authorised to attend
- To have access to an email account and the internet
- To take a collective responsibility for all decisions taken by the Strategic Advisory Board to ensure if approached for comment by the media, that the Healthwatch Rotherham Manager and Citizens Advice Rotherham Project Manager are immediately notified before any comment is made. (All contact with the media is subject to the approval of Citizens Advice Rotherham Chair and Chief Executive);
- To produce a report (using the approved template) following attendance at any meeting/event where authorised to represent Healthwatch Rotherham. The report should include for example, any details of changes to service provision, views and experiences of users of these services, etc. This should be sent to the Healthwatch Rotherham Manager within seven days
- Keep a record of out of pocket expenses and submit a monthly claim in line with the Expenses procedure;

SAB Chair

In addition to the SAB member's role the Chair is expected to:

- Lead and work with the Strategic Advisory Board and Healthwatch Rotherham team in setting the strategic work plan and direction of Healthwatch Rotherham
- Chair all the Healthwatch Rotherham Strategic Advisory Board meetings
- Provide a strong leadership in developing a positive culture for the Strategic Advisory Board and ensure that this is reflected and replicated in the Strategic Advisory Board's behaviour and in the execution and delivery of all decisions
- Discuss key issues with the Strategic Advisory Board and the Healthwatch Rotherham team in a timely manner, providing appropriate information and advice when needed
- Link with the Citizens Advice Rotherham Board and Chief Executive to support the effective delivery of the Citizens Advice Rotherham Healthwatch model.
- Participate in the recruitment of SAB members.

Strategic Advisory Board Special Advisor

Healthwatch Rotherham may wish to appoint volunteer Strategic Advisory Board Special Advisors to assist with its work by providing information and guidance on specific areas relating to the provision of health and social care in which the

individual has expert experience or knowledge. Special Advisors are expected to follow member responsibilities but are not able to vote.

Processes for Chair and SAB member appointments

Healthwatch Rotherham Chair:

- To be appointed where possible from within the local SAB membership if there is interest, or a formal recruitment and selection process to be conducted if there is no interest.
- If there is interest from within the SAB membership, then a vote will be taken on the candidate.
- If there is a majority decision for the proposed person, then the member will be appointed Chair.
- In this case a letter of recommendation will be sent to the Board of Citizens Advice Rotherham for final approval.
- If approved, then the new Chair will be given a written letter of approval by the Chair of Citizens Advice Rotherham and will shadow the outgoing chair.
- Healthwatch Rotherham Manager and Citizens Advice Rotherham Business Development Director will provide support to the new Chair during their induction.
- The position will be subject to a probationary period of 6 months. Following this period, a review will be carried out by the Citizens Advice Rotherham Chair. Following successful; review, the position will last for a term of no more than 3 years.

Local SAB members:

- Members will be recruited by advertisement and/or by consideration of direct applications from volunteers or members of the public
- Applicants will be expected to complete an application form. A team made up from Healthwatch Rotherham staff and Chair of the Strategic Advisory Board will shortlist the applicants by comparing the contents of the application against the role descriptions and specifications
- Interviews will be held by a panel made up of Healthwatch Rotherham SAB Chair , Healthwatch Rotherham Manager and a representative from Citizens Advice Rotherham
- The offer to join as a member of the Strategic Advisory Board will be for an initial 6-month probationary period. Reviews will be completed with the Chair of the Strategic Advisory Board
- All SAB members must attend a virtual induction session with Healthwatch England. (It is recommended that all new members undertake a period of volunteering with Healthwatch Rotherham to enable a robust understanding of the role of Healthwatch Rotherham and the part volunteers play in supporting the work.) Other training courses will be arranged based on identified training needs.

- Appointment as an SAB member after probation should be held for a maximum of 3 years. If a member applies to become the SAB Chair, then the term will restart.

Application and Selection

If you are considering applying, you are welcome to contact the Healthwatch Rotherham Manager for an informal conversation to discuss what you might be able to bring to the role. Please read this recruitment pack in full before contacting the office. Email info@healthwatchrotherham.org.uk

Any applications will be shortlisted for interview by comparing the contents of the CV and personal statement against the role and experience requirements.

Citizens Advice Rotherham strives to be an equal opportunities organisation and is committed to diversity amongst its staff and its volunteers. We therefore encourage applications from all suitably experienced persons regardless of their race, sex, disability, religion/belief or sexual orientation. Applicants however must be over the age of 18.

How to apply:

Go to <https://healthwatchrotherham.org.uk/>

Download the volunteer description/person specification and volunteer application form and email the completed application form to careers@citizensadvicerotherham.org.uk.

Interviews will be held via Zoom.