



## **Become a Healthwatch Bury Director**

Information and application pack for joining the board of  
Healthwatch Bury

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## **Purpose**

This is the full application pack for the position of Director on the Healthwatch Bury Board. It has all the documentation to explain in detail the role and scope of what it means to be on the board of Healthwatch Bury, with all the supporting documentation for you to have full knowledge of what would be involved and expected.

## **About Us**

### **What is Healthwatch?**

The health and social care reforms of 2012 set a powerful ambition of putting people at the centre of health and social care. To help realise that ambition, the reforms created a Healthwatch in every local authority area across England and Healthwatch England, the national body.

The Government's health and social care reforms are centred on the principles 'no decision about me, without me', meaning that services users and the public must be at the heart of all health and social care service delivery. The network is strongest working together to share information, expertise and learning in order to improve health and social care services.

### **Healthwatch Bury**

Healthwatch Bury is an independent consumer champion for both health and social care. Representing all the adults, young people and children of Bury, our aim is to raise awareness amongst commissioners, providers and other agencies about the importance of engaging with communities, and the expertise and value that individuals can bring to discussion and decision making on local and national issues.

We are a small, focussed organisation working in an ever-changing environment. This means that staff and management have to respond to both internal and external opportunities and challenges, sometimes in a short timescale. As a result, the pace of work can be very fast.

## **What does Healthwatch Bury do?**

**Monitor** - we are responsible for monitoring the services of the NHS Trusts/Foundation Trusts, adult social care, nursing homes, day centres and domiciliary care, GP's dentists, pharmacies and opticians.

**Listen** - we listen carefully to users of health and social care, children and young people, adults, older people and those who often feel they are not heard.

**Work in Partnership** - we work in partnership with other groups, seeking a stronger voice together.

**Critical friendship** - we celebrate excellence, support service improvement and speak out when things go wrong.

**Enter and View** - we have the power to carry out 'Enter and View' visits, acting on behalf of local people who may have concerns about a particular service.

**Provide Evidence** - we provide evidence and feedback to people who deliver services.

**Signpost** - we provide information about the services which are available, patients' rights and options and how to get the help they need, including independent advocacy for NHS complaints.

## **What powers does Healthwatch Bury have?**

- A seat on the local Health and Wellbeing Board.
- We are able to request information from local organisations, providers and commissioners who have 20 working days to return the information requested.
- The right to go into health and social care premises to collect the views of patients and residents who are using the services.

## About the role

Creating an organisation that is rooted in the community and responsive to its needs is a priority for us and we are seeking to build on existing networks, information and local knowledge that already exists across the borough, to ensure that it is representing as many people as possible, as well as creating new networks where there are gaps.

We are looking for a Board of dynamic directors, who share our passion for creating an organisation that is an outstanding consumer champion for local residents and users of NHS and local care services.

As a director, you will have a major role to play in developing and setting the strategic direction and business objectives of the Community Interest Company. Whilst being an independent organisation, Healthwatch still needs to demonstrate that it is successfully achieving the outcomes, stated in the Health and Social Care Act 2012, and is delivering value for money for the funding it receives.

Members of the Board will not only play an integral role in shaping Healthwatch Bury, as an organisation, but also shaping our local health and social care services. Board members contribute to the strategic aim of Healthwatch, ensuring the necessary financial and human resources are in place for the organisation to achieve its objectives and devise robust systems of risk control and performance management. They also ensure Healthwatch Bury is managed efficiently, effectively and in line with its constitutional and statutory obligations, its code of conduct and best practice.

## Duties of all Board Members

- To act in the capacity of a director (under the terms of the Companies Act).
- To ensure that the company complies with its governing document, company law and any other relevant legislation or regulations.
- To ensure that the responsibilities and Code of Conduct of the Directors are understood and reviewed regularly by the Board and maintain the highest standards of probity.
- To contribute actively to the Healthwatch Bury Board in giving strategic direction to the organisation, setting overall policy, defining goals and setting targets and evaluating performance against agreed targets.
- To ensure that annual reports and financial statements are submitted to all relevant bodies before their submission deadlines and make certain a sound financial position is maintained.
- Identify and complete all learning and development, as required, to ensure continuous improvement and awareness of regulatory changes.

- To receive, read and consider reports and question these, where necessary, to ensure that decisions are well founded.
- To declare any relevant personal, professional or commercial interest in any matters being discussed by the Board.
- To commit to the approach of Healthwatch Bury in valuing diversity and equal opportunities through its service delivery and employment.
- To respect the confidentiality of information, where its release would compromise the interest of Healthwatch Bury.
- To contribute to, abide by and take collective responsibility for decisions made by the Board.
- To support the chair in building strong partnerships with patients, public, voluntary and community organisations, elected members, key health and social care staff and other stakeholders.

The Board intends to use a system of lead roles, using the particular skills of its directors.

## About you

### Person specification

#### Skills

- Board members will have good communication and interpersonal skills and be capable of playing an active role during meetings and contributing to the discussion informing policy decisions.
- An understanding of developing policies and procedures within an organisational context.
- The ability to work effectively as a member of a team.
- Strategic thinking, able to analyse complex information, demonstrate clear analytical intellect and guide rational decision making.
- Able to support and guide staff and other Board members during periods of change and challenge
- Strong strategic planning skills, able to develop vision and encourage others to contribute.

#### Knowledge

- An awareness of health and social care issues and an understanding of the importance of public involvement in these issues.
- A good understanding of what is expected from public representatives in a position of civic responsibility.
- Some knowledge of health and/or social care services. This could be the result of personal experience or a previous paid role
- Strategic awareness to enable them to make decisions in the best interests of Healthwatch Bury in exercising its functions.

#### Experience

- Experience of management (paid or voluntary) in a community organisation is desirable, although not essential.
- It is highly desirable for individuals to have had previous experience of representation, particularly in health and social care. This may be as a representative of a service user group or acting as an advocate.

- A track record of being public spirited and committed to the principle of championing the public's interest in health and social care: a proven record of community activity is desirable.
- As directors will need to be responsible for overseeing work on reports and shaping projects, some experience of project management would be useful.
- Proven ability to influence and negotiate successfully at a senior level.
- The ability to deliver the responsibilities of the role and organisation with regard to relevant diversity and equality principles.





## Application Form for Director of the Healthwatch Bury Board

This application form should be completed by referring to the role requirements, responsibilities, experience and other information given in the Role Description and Person Specification.

All information provided on this application form will be treated as confidential and used only for the purposes of selection and seen only by those directly involved in the appointment process. Applications will be retained for one year, before being destroyed in accordance with data protection regulations.

### Personal Information

Title (please check one) Mr  Mrs  Miss  Ms  Dr  Other (specify)

Surname
Forename(s)
Home address & postcode

Telephone number
Mobile
Email address

Reasons for applying and suitability for becoming a Director

**Please tell us if you have a particular interest or reason for wanting to be a Director on the Board of Healthwatch Bury**

**A diverse Board is able to reflect and support the delivery of the mission of an organisation. What specific service user experience, social or family experience, background or general interests do you have that will help us better support the goals of the organisation?**

**Please state any areas of the work of the organisation in which you have a particular interest and/or would like to become involved in.**

Good character and declaration

### **Declaration**

Please read the following statements. If you wish to proceed with your application, please sign and date this form.

- I have read and understand the applicant information contained in the recruitment pack
- The information provided on the application form is correct
- If appointed, I am prepared to observe the relevant obligations and rules and act in good faith and in the interests of Healthwatch Bury.
- I understand that if offered this role, my formal appointment will be confirmed subject to receipt of satisfactory outcomes from:
  - Insolvency Status Check
  - A Disqualified Director Check
  - A Disclosure and Barring Service Check
  - Identification of any conflicts of interest

Signed	Date
<p><b>For official use only:</b></p> <p><b>Date received:</b></p> <p><b>Acknowledged:</b></p> <p><b>Satisfactory checks completed</b></p>	

## Equal Opportunities Recruitment Monitoring Form

Healthwatch Bury is committed to equal opportunities, with the aim not to discriminate on the grounds of gender, disability, religion, age, sexual orientation or ethnicity. To help us with this aim, we ask you to complete this monitoring form. **You can choose not to answer any questions.**

This information will be kept separate from your application form and does not include your name or other personal identifier. The information will be treated in the strictest confidence and will be used for statistical purposes only.

Which gender do you identify as? :

- Woman
- Man
- Non-binary
- Intersex
- Prefer to self-describe: [Click or tap here to enter text.](#)

Is your gender identity the same as the sex you were assigned at birth?

- Yes
- No
- Prefer not to say

Age group:

- 18 to 24 years
- 25 to 49 years
- 50 to 64 years
- 65 to 79 years
- 80+ years
- Prefer not to say

Do you consider yourself to have a disability as defined in the Equalities Act 2010? The Act defines disability as: “a physical or mental impairment which has a substantial and long-term effect on a persons’ ability to carry out normal day to day activities”.

No  Yes  If yes, please give a brief description of your disability below:

Are you a carer?

Including paid, unpaid or those with caring duties for people with physical, learning or social disabilities.

No  Yes

How would you describe your sexual orientation?

- Asexual
- Bisexual
- Gay man
- Heterosexual / Straight
- Lesbian / Gay woman
- Pansexual
- Prefer to self-describe: [Click or tap here to enter text.](#)
- Prefer not to say

Marital status:

- Single
- Cohabiting
- In a civil partnership
- Married
- Separated
- Divorced / Dissolved civil partnership
- Widowed
- Prefer not to say

How would you describe your ethnic origin? Please tick as appropriate.

- Arab
- Asian / Asian British Bangladeshi
- Asian / Asian British: Chinese
- Asian / Asian British: Indian
- Asian / Asian British: Pakistani
- Asian / Asian British: Any other Asian / Asian British background (please specify): [Click or tap here to enter text.](#)
- Black / Black British: African (please specify): [Click or tap here to enter text.](#)
- Black / Black British: Caribbean
- Black / Black British: Any other Black / Black British background
- Mixed / Multiple ethnic groups: Asian and White
- Mixed / Multiple ethnic groups: Black African and White
- Mixed / Multiple ethnic groups: Black Caribbean and White
- Mixed / Multiple ethnic groups: Any other Mixed / Multiple ethnic groups background (please specify): [Click or tap here to enter text.](#)
- White: British / English / Northern Irish / Scottish / Welsh
- White: Irish
- White: Gypsy, Traveller or Irish Traveller
- White: Roma
- White: Any other White background (please specify): [Click or tap here to enter text.](#)
- Any other ethnic group (please specify): [Click or tap here to enter text.](#)
- Prefer not to say

I would describe myself as belonging closest to the following religious group:

- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- No religion
- Sikh
- Other religion (please specify): [Click or tap here to enter text.](#)

## **Appendix 1 - Code of conduct**

### **Purpose**

This document has been prepared to outline the policies of the organisation...

This code of conduct sets out the expectations Healthwatch Bury has of all those who work or carry out activities for it, in a voluntary or paid capacity, including trustees/directors, employees, students and volunteers. For ease of reference, these parties will be called representatives throughout the rest of the document.

Everyone who represents Healthwatch Bury is expected to behave professionally and in support of our values outlined below.

### **Our values**

#### The Seven Principles of Public Life

The Seven Principles of Public Life (also known as the *Nolan Principles*) apply to anyone who works as a public office-holder. As a statutory organisation funded by public money from the UK Government (via Bury Council), Healthwatch Bury is a public office. So this means that the conduct of those that work as paid staff or volunteers must adhere to the seven principles.

#### **1. Selflessness**

Holders of public office should act solely in terms of the public interest.

#### **2. Integrity**

Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends. They must declare and resolve any interests and relationships.

#### **3. Objectivity**

Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.

#### **4. 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.

#### **5. 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 so doing.

#### **6. Honesty**

Holders of public office should be truthful.

#### **7. 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.

### **Compliance with law**

All those who represent Healthwatch Bury are required to abide by relevant laws and regulations, including those relating to the environment, health and safety, discrimination, disability and employment. Representatives will be ethical and responsible whenever dealing with company finances, the services we deliver, partnership and collaborative working and public image. Representatives will inform the Healthwatch Bury Chair or Lead Officer immediately of any possible or actual infringement.

### **Conflict of interest**

Representatives will complete a declaration of interest form when they join Healthwatch Bury, and ensure it is kept up to date. Representatives are expected to maintain professional boundaries in their relationships with each other, and external parties such as commissioners and providers. Full details can be found in our **Conflict of Interest policy**.

### **Serving the public**

Representatives will always perform their duties to the highest standard and treat members of the public with dignity and respect, taking account of their individual needs. Representatives will actively promote equality, diversity and social inclusion and encourage all the community to participate in engagement activities. Representatives will be honest and impartial when conducting Healthwatch activity, regardless of personal views and will discuss any conflict with the appropriate line manager or Volunteer Supporter. Healthwatch Bury is a politically neutral and independent organisation.

## Use of public funds

Representatives of Healthwatch Bury have a duty to ensure the safeguarding of public money and proper care of assets which have been publicly funded. Representatives will carry out these obligations responsibly and take appropriate measures to ensure that Healthwatch Bury uses resources efficiently, economically and effectively, avoiding waste and extravagance.

## Respect in the workplace

Our aim is to create a positive environment within which individuals and organisations with an interest in our work can contribute freely, equally and openly. Use of technology for virtual meetings and events will also be regarded as 'the workplace'. We will not allow any kind of discriminatory behaviour, harassment or victimisation.

## Representing Healthwatch Bury

Staff and volunteers including board members are accountable to the public for their actions and the way they carry out their responsibilities. They should always behave in a manner which does not bring Healthwatch Bury into disrepute or damage our relationship with the public, service providers or other stakeholders. Representatives must be respectful and offer constructive criticism which does not seek to undermine an individual.

Healthwatch Bury board members are expected to understand and respect the principle of collective decision making and abide by Healthwatch Bury's **Decision Making policy**. When a decision is made, all Board members are bound by that decision and should publicly support it.

Where representatives of Healthwatch Bury attend meetings whether in person or virtual means, they will provide feedback in a timely and structured manner. When speaking on behalf of Healthwatch Bury, representatives will reflect the priorities and policies of Healthwatch Bury, even if they differ from personal views. If they are there in a personal capacity or a capacity connected with another role they undertake, they should always be explicit if they are expressing their own personal views.

When participating in meetings or other activities, in person or online, Healthwatch Bury representatives agree to:

- Attend on time and be prepared
- Send apologies if unable to attend
- Listen to, respect and value the opinions of others
- Speak one at a time through the Chair or meeting facilitator
- Be clear and keep to the point, using plain English and avoiding the use of jargon and acronyms
- Ask for more information or explanation if necessary
- Declare an interest where one exists or may be perceived to exist
- Work positively with Healthwatch representatives
- Provide feedback to those they represent
- Respect the authority of the role of the Chair or meeting facilitator and accept a majority vote, where needed, as decisive

Approaches to representatives by third parties for information or views, including contact with the media must be referred to the Lead Officer or Chair of the Board. In respect of media communications, the Chair/Lead Officer will be the official spokesperson of Healthwatch Bury, and no other staff or volunteer should commit to media interviews without first consulting and gaining the approval of the Chair.

All staff and volunteers must be politically impartial in their public role. Healthwatch Bury will sometimes initiate or participate in campaigning about an issue. Care must be taken to ensure that, in doing so, the principle of political neutrality is always maintained and that nothing is done that could be interpreted as partisan in nature or suggests support for a specific party-political view.

### **Duty of confidentiality**

Healthwatch Bury will sometimes receive information which is not in the public domain, often relating to individuals, organisations or financial matters. Representatives of Healthwatch Bury will respect confidentiality and not divulge third party information without the agreement of the third party, or a legal requirement to do so, and operate according to our **Confidentiality policy**.

## **Equality, diversity and inclusion**

We are committed to understanding, accepting and appreciating individual difference. In practice, this means treating others with dignity and respect, recognising the value of each individual and their experience. We will not tolerate discrimination against others based on, but not limited to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation, in accordance with our **Equality, Diversity and Inclusion policy**.

## **Gifts and hospitality**

It is not normally acceptable for representatives of Healthwatch Bury to accept a gift, reward or favour from others for work done in an official capacity. This does not include gifts of minor value such as pens or calendars.

If gifts are offered, your Line Manager, Volunteer Supporter or Chair must be informed, and will determine the action to be taken. Your Gifts and Hospitality Register must be completed.

## **Alcohol, substance misuse and smoking**

Smoking is not permitted on Healthwatch Bury premises, or within the premises where Healthwatch Bury work is being undertaken.

Consumption of alcohol is not permitted during working hours. Representatives of Healthwatch Bury must not be under the influence of alcohol, illegal drugs or other substances during working hours.

Incapacity for work through the misuse of drink, drugs or other substances is a disciplinary matter for staff and will be addressed through the problem-solving process for volunteers. Where representatives are prescribed medication that may affect their mood or ability to carry out their role, they should bring this to the attention of their line manager or volunteer supporter.

## **Dress code**

All representatives of Healthwatch Bury should be neat and tidy in appearance and dress in a way that inspires confidence in a professional service.

## **Reporting misconduct**

If any employee or volunteer has a question or concern, or feels that an employee, volunteer, or the organisation is not meeting the commitment outlined in this document, do not stay silent. Contact your Line Manager, Lead Officer, Volunteer Supporter, Board Member or Chair. If the concern remains unresolved, reference should be made to our **Grievance procedure**, the problem-solving process for volunteers, or our **Whistleblowing policy**.

Members of the public who wish to report a breach in our code of conduct can raise the concern directly with the Chair or Chief Officer. Alternatively, if it is more appropriate, they can raise a complaint in accordance with our **Complaints policy** which is also available on our website, and upon request from any member of our team.

We take our Code of Conduct seriously and expect the same of our employees and volunteers.

## **Failure to comply**

Breaches of our code of conduct will be treated consistently and fairly by the Healthwatch Bury Chair/Chief Officer.

Failure to comply with the principles and underlying policies in this document may result in disciplinary action for paid employees which can include termination of employment, or commencing the problem-solving process for volunteers, which can include termination of the volunteer agreement and relationship.

## **Data protection**

Any personal information provided in connection with this policy will be processed in accordance with data protection principles and will only be processed to ensure that individuals act in the best interests of Healthwatch Bury. The information provided will not be used for any other purpose.

### **Review of policy document**

The Board of Healthwatch Bury will review the effectiveness of the code of conduct policy set out in this document every two years.

Any amendments to this policy governing code of conduct will require a simple majority of board members voting in favour.

The amended policy document will be published on the website of Healthwatch Bury as soon as is practicable.

## **Glossary of terms:**

Reference to volunteers includes both operational and board level volunteers.

Reference to Board includes governing body trustees and advisory boards in hosted structures.

Volunteer Supporter has been used throughout to refer to the volunteer equivalent of a Line Manager role.

The term 'organisation' refers specifically to Healthwatch Bury CIC.

## Appendix 2- Conflict of interest policy

### Purpose

All employees, Board members and volunteers associated with Healthwatch Bury have a responsibility to put the interests of the organisation before their own personal pursuits. The aim of this policy is to protect both the organisation and the individuals concerned from any appearance of impropriety.

All Healthwatch Bury staff, Board members and volunteers are required to identify and disclose activities and relationships that might give rise to conflicts of interest or the perception of conflicts of interests and to ensure that such conflicts are seen to be properly managed or avoided.

When properly managed, an individual's activities can usually proceed as normal whilst at the same time upholding the individual obligations to Healthwatch Bury and protecting the integrity and reputation of the organisation. Conflicts which are not managed effectively may jeopardise public confidence and damage the credibility of the organisation and of the individuals concerned.

This policy reflects the Standards of Business Conduct set out by the Committee on Standards in Public life - also known as the 'Nolan principles'. For more information on this, see the **Code of Conduct policy document**.

### What is a conflict of interest?

A conflict of interest may arise where an individual, who is employed by or volunteers for Healthwatch Bury, has personal family interest and / or loyalty to some other individual or group, which are likely to be in conflict or may appear to be in conflict, with the interests of Healthwatch Bury.

This could inhibit free discussion, result in decisions or actions not in the interests of Healthwatch Bury, give rise to an appearance of bias or favouritism towards another organisation or individual within or outside of Healthwatch Bury, create, or appear to create preferential personal gain.

There can be situations in which the appearance of conflict of interest is present even when no conflict exists. It is important when evaluating a potential conflict of interest to consider how it might be perceived by others.

There is no definitive list of conflicts and every situation should be taken on its own merit. Some examples of areas where conflicts may arise are:

- Staff or volunteers working for or having a commercial relationship with another organisation.

- Voluntary or remunerated positions, including local authority or other public positions.
- Financial interests where there appears to be an opportunity for personal financial gain, such as shareholdings or beneficial interests in organisations where services or contracts are being procured.
- Personal relationships with service users, service providers or service commissioners.
- Personal relationships within the local Healthwatch network, or Healthwatch England.
- Selection and recruitment process
- Membership of political parties.
- The offer of gifts and hospitality, whether accepted or declined.

This list is not exhaustive.

## **Recognising a conflict of interest**

When a staff member or volunteer joins Healthwatch Bury, they will complete a declaration of interest form. This will be reviewed at least annually and updated as soon as circumstances change. If in doubt about a conflict of interest, the individual should declare it in the interests of transparency, and the Chair and Chief Officer will take a view on whether it does constitute a conflict.

These individual forms will create a Register of interest which will be maintained by the Chief Officer of Healthwatch Bury and will be accessible by contacting the Chief Officer.

## **Action to take with a conflict of interest**

If a member of staff, Board member or volunteer has any interest in a matter under discussion, at any meeting where they represent Healthwatch Bury they should declare it at the earliest opportunity. They should withdraw from that meeting or discussion until agreement has been sought from the Healthwatch Bury Chair regarding action to be taken.

Where the conflict arises as a result of an item on the agenda for Healthwatch Bury Board meetings, appropriate action to be taken will be decided by a simple majority vote of the Board. A quorum must be present excluding the interested party who may not vote on matters reflecting their own interests. The Chair has ultimate responsibility for agreeing how to manage any conflict of interest if there is a tied vote.

Options available include but are not limited to:

- Withdrawing from the room for all or part of the discussion.
- Remaining in the room but not taking part in the discussion.



- Taking part in the discussion but not having voting rights.
- Restricting access to papers in advance of the meeting.
- No action to be taken.

Each matter will be assessed on its own merit and the action taken will be noted in the minutes of the Board Meeting, which are publicly available via Healthwatch Bury's website.

Where a Board member benefits from a decision, this will be reported in the annual report and accounts in accordance with the current 'Charities Statement of Recommended Practice'.

### **Failure to declare an interest**

It is the responsibility of each individual to keep their declaration of interests record up to date.

If an individual fails to declare an interest, but that interest is known to others, then the interest can be declared by another individual. Everyone should speak up if they have any concerns about how conflicts of interest are being managed.

If it is discovered after the event that an interest has not been disclosed, then the interested party will be asked to provide a written explanation of the reasons why the information was withheld.

Depending on the nature of the breach of policy, it may be decided that no action is required other than ensuring the register of interest is updated, or in serious cases a suspension or termination of activity may be considered.

### **Data protection**

The information provided will be processed in accordance with data protection principles and will only be processed to ensure that individuals act in the best interests of Healthwatch Bury. The information provided will not be used for any other purpose.

### **Review of policy document**

The Board of Healthwatch Bury will review the effectiveness of the conflicts of interest policy and procedures set out in this document every two years.

Any amendments to this policy and the procedures governing conflicts of interest will require a simple majority of Board members voting in favour.

The amended policy document will be published on the website of Healthwatch Bury as soon as is practicable.

## **Procedures**

Healthwatch Bury undertakes to carry out the following procedures:

1. The conflicts of interest policy and procedures will be published on Healthwatch Bury's website.
2. All Healthwatch Bury employees and volunteers (including Board volunteers) will be required to complete a declaration of interest form upon commencement of employment or volunteering opportunity.
3. All Healthwatch Bury staff and volunteers (including Board volunteers) will read the policy and procedures document at least once per year to refresh understanding and awareness of individual responsibilities regarding conflicts of interest.
4. All staff and volunteers (including Board volunteers) will update their register of interest annually, or as soon as possible following any changes in individual circumstances.
5. Healthwatch Bury board meetings will have processes in place to note interests of Board members and attendees. The minutes of the board meetings are public documents and will provide documentary evidence of how those potential conflicts were managed.
6. Activities of Healthwatch Bury staff and volunteers will ensure interests of those involved in that activity are made known to all interested parties, and appropriate action taken in accordance with the policy above.
7. These policy and procedures will be reviewed on a two-year basis and Board approval, incorporating any changes, will be noted in the minutes of a Board Meeting. Changes will be made and published on Healthwatch Bury's website as soon as is practicable.

## **Glossary of terms:**

Within this document, the term Staff can in most cases refer to members of Healthwatch Bury staff, volunteers, board members or members where they interact with the organisation.

The term 'organisation' refers specifically to Healthwatch Bury CIC.

## **Appendix 3 – Decision making policy**

### **Purpose**

Healthwatch Bury makes its decisions in an open and transparent way and ensures the interests of the people of Bury are always put first. This policy and associated procedures outline the steps taken to ensure decisions are evidence based and lead to substantive impact in the community.

The governing regulations and standards are:

- The NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012 - referred to as Regulation 40 throughout this document.
- Freedom of Information Act 2000.
- Seven Principles of Public Life (Nolan Principles) - See code of conduct policy for more information.

This policy applies to all relevant decisions made by Healthwatch Bury.

### **Relevant decisions**

Regulation 40 requires Healthwatch Bury to have in place and publish procedures for making relevant decisions. Relevant decisions include:

- How to undertake our activities.
- Which health and care services we are looking at covering with our activities.
- The amounts we will spend on our activities.
- Whether to request information.
- Whether to make a report or a recommendation.
- Which premises to Enter and View and when those premises are to be visited.
- Whether to refer a matter to Overview and Scrutiny Committee.
- Whether to report a matter concerning our activities to another person.
- Any decisions about sub-contracting.

Relevant decisions do not include day-to-day activity that may be required to carry out exploratory work prior to making a relevant decision.

### **Who may make such decisions?**

The Healthwatch Bury Board will be responsible for making relevant decisions. The Board will have the power to delegate some of the relevant decision making to the Chief Officer of Healthwatch Bury, for example, pieces of work which do not have a substantive impact on staff or financial resources.

All relevant decisions, including those delegated to the Chief Officer, will be recorded in the minutes of the Board meeting at which the decision was made. The minutes of all Board meetings are published on Healthwatch Bury's website once they have been agreed by the Board as being a correct record of the meeting concerned.

Once a decision has been made, the staff team is responsible for implementation and delivery, with an agreed reporting process to Board.

The Board of Healthwatch Bury will reconsider a decision where new data has become available, or if circumstances change, which might prompt it to reach a different decision, or where there is evidence that this decision making process was not followed.

As a private Community Interest Company, decision making within Healthwatch Bury is also covered in our Articles of Association and 'Healthwatch Bury rules' governing document.

## **Involving lay persons or volunteers in such decisions**

Healthwatch Bury's Board is composed of lay persons (a person who is not a health or social care professional) and volunteers (a person who is not a paid employee of Healthwatch Bury). Healthwatch Bury intends to secure broad based views on its activities wherever possible, and involves others, particularly lay people and volunteers in its decision making.

## **How are decisions made?**

The potential scope of the work of Healthwatch Bury is vast - it has a responsibility for health and social care services for all adults, children and young people in Bury, including those who are most vulnerable or may be excluded. This means we must prioritise the issues we focus on. The main sources to inform our work programme are likely to come from:

- People's experiences of health and social care services that they share with us.
- Evidence we proactively collect about specific areas of concern through the stories and enquiries we hear directly, including deliberative research, public surveys and polls.
- National and local data sets that evidence issues affecting large numbers of the local population and the most excluded.

This list is not exhaustive and other relevant sources of data will be considered.

In order to prioritise, Healthwatch Bury will carefully consider all sources of information and decide where it can add most value. Areas to be considered include but are not limited to:

- That the issues fit with our organisational role and responsibilities, ensuring Healthwatch Bury delivers to its statutory remit.
- How much the issue matters to local people, it must be something they care about as we are here to be the voice of people in health and social care.
- How much change Healthwatch Bury can bring about. This enables us to make sure we are choosing areas where we can have the greatest impact. This is important to deliver the greatest return for our budget, maintain our independence and ensure we bring issues to the attention of the health and care system.
- Does the change need to come from Healthwatch Bury - so we aren't focusing on things that others can do more easily and effectively?

Finally, the Board of Healthwatch Bury will consider our work as a full set of priorities, as together they need to have the greatest impact for people using health and social care services.

Board meetings are open to the public, and minutes recording decisions will be available via Healthwatch Bury's website.

### **Dealing with breaches of any procedure referred to in this policy document, including circumstances in which a breach would be referred to the local authority.**

If a decision is taken in the name of Healthwatch Bury without authorisation in the manner set out in this policy document, the Board will determine what action is needed. This may be to either approve the decision retrospectively, or to reverse the decision.

If the breach of the agreed procedure is considered to have also breached the contract between Healthwatch Bury and Bury Local Authority, it will be reported to the Local Authority and further action agreed between the Local Authority and Healthwatch Bury.

In each eventuality, actions will be minuted and published on Healthwatch Bury's website.

### **Equality, Diversity and Inclusion statement**

Healthwatch Bury is committed to ensuring all decisions made are free from any form of discrimination on the grounds of age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation, in accordance with the Equality Act 2010.

Healthwatch Bury will monitor this policy in order to identify whether it is having an adverse impact on any group of individuals and act accordingly.

### **Review of policy document**

The Board of Healthwatch Bury will review the effectiveness of the decision making policy and procedures set out in this document every two years. Any amendments to this policy and the procedures governing the making of relevant decisions will require a simple majority of board members voting in favour.

The amended policy document will be published on the website of Healthwatch Bury as soon as is practicable.

## **Procedures**

Reference to 'Board' throughout this document incorporates Advisory Boards where the Local Healthwatch is hosted and Governing Boards where the Local Healthwatch is standalone.

Healthwatch Bury undertakes to carry out the following procedures:

- Publish Healthwatch Bury's most up to date policy document on Healthwatch Bury's website.
- Review and obtain Board approval to Healthwatch Bury's decision making policy every two years.
- Ensure all Healthwatch Bury staff are familiar with the policy and refresh their understanding and awareness of the need for open and transparent decision making by reading the policy on a regular basis, at a minimum after review by the Board.
- Publish minutes from Board meetings where decisions are made in a timely manner on Healthwatch Bury's website. Where decisions are made outside of board meetings, they will be ratified at the subsequent Board meeting.

## **Glossary of terms:**

Within this document, the term Staff can in most cases refer to members of Healthwatch Bury staff, volunteers, board members or members where they interact with the organisation.

The term 'organisation' refers specifically to Healthwatch Bury CIC.

The term Local Authority may refer to the commissioning/monitoring body of Healthwatch Bury, such as Bury Council or the Local Care Organisation.

## **Appendix 4 - Healthwatch Bury rules**

See separate Healthwatch Bury Rules document

## **Appendix 5 - Articles of Association**

See separate Articles of Association document