

Healthwatch Lambeth seeks people to join the Board of Trustees

Healthwatch Lambeth is an award-winning health and social care charity that works to ensure that the health and wellbeing needs of all in Lambeth, are heard, understood and met. Healthwatch Lambeth does this by being a trusted source of insight into people's experiences of health and care services and by working with people, services, commissioners, and local decision makers to improve access, quality and experience, and outcomes of treatment and care.

Healthwatch Lambeth wishes to recruit new members to their Board of trustees. This briefing explains a little about the organisation, the role of trustee, and the kind of people Healthwatch Lambeth is looking for.

We are particularly interested in appointing trustees who reflect the diversity of our borough. If you have not been appointed to a board role before, we encourage you to apply and will provide mentorship and training to ensure you can fulfil the role.

Please do not hesitate to ask any questions and if you think this could be for you.

To apply:

Please send a CV and covering letter explaining why you are interested in being a trustee together with a completed equal opportunities form by midnight on 21st November to: Sarah Corlett, Chair of Trustees sarah.corlett@healthwatchlambeth.org.uk

Or get in touch with Mairead Healy, Chief executive for further info:
mairiad.healy@healthwatchlambeth.org.uk

Appointment process

Following receipt of your application, we will invite prospective board members to have an informal discussion with our Chair and CEO. Following this, we will then interview individuals with 2 or 3 board members and if successful we will take up references. Following this, a recommendation will be made to the board on your appointment, and if successful you will be co-opted to the board and then formally elected at our AGM.

Member of the Board of Trustees of Healthwatch Lambeth

Role Description & Further Information

Good trustees come from a range of different backgrounds, with varied experiences and perspectives. A strong board contains a broad range of expertise, skills and knowledge amongst its membership.

The overall goal of a trustee is to ensure that Healthwatch Lambeth is well run, solvent, complies with its legal responsibilities and delivers on its goals. The Board works collaboratively to make good decisions in line with its vision and values. It takes collective responsibility in the interests of the people of Lambeth and the good name of the organisation. Trustees of Healthwatch Lambeth are expected to present a positive image of the board and the organisation for instance at external events.

The greatest thing you can do as a trustee is to bring your passion and commitment to advancing the aims of Healthwatch Lambeth; to make health and social care services work for everyone in Lambeth and to ensure that our residents have a voice in decision making in health and social care on an equal footing with others. It is also important to have some understanding of strategic and organisational development, to have good networking skills, and to be able to work collaboratively with a diverse group of people.

It is important that the Healthwatch Lambeth board represents the people we serve. Therefore, we want to have a balance of people with direct experience of health or social care services in Lambeth (experts by experience) and individuals who have other skills related to their field of employment or training (e.g in accounting, human resources, business, criminal justice, health or social care professionals). We also particularly welcome people from different walks of life, diverse ethnic backgrounds, and or with disabilities.

It does not matter if you have not had a role like this before. You will be offered training and support and the Board is supportive and always willing to help new members.

The Healthwatch Lambeth Board meets four times a year and holds three sub-committees that also meet four times a year: Strategy, Human Resources & Policies, and Finance, Risk & Assurance. Trustees serve on at least one of these subcommittees according to their interests and expertise.

The approximate time commitment is 1-2 hours per week. This will largely be focused on the quarterly Board meetings including reading papers in advance. Board members are also asked to commit to 1 - 2 days a year for Board and strategic development sessions and 1-2 days a year for training in line with learning needs (e.g on how to be an effective trustee, financial governance for non finance trustees).

Board members encouraged to focus on a particular priority of Healthwatch Lambeth and to become more directly involved in some aspects of the work from a strategic and oversight perspective, liaising with the relevant staff lead and partners including representing the organisation at partnership meetings. We are looking for trustees with interests and experience in;

- Community development and engagement
- Health & social care, public health and inequalities
- Strategy and governance
- Children and young people
- People with learning disability
- Older people and or people with long term conditions
- People with mental health problems especially people from black communities in Lambeth
- Using health and, or social care in Lambeth - we want people able to contribute at Board level from their direct experience of using local services
- Finance and fundraising
- Quality assurance and evaluation
- HR and personnel management
- Policy and organisational development
- Communications

Board positions are voluntary and unpaid but reasonable expenses are payable under the remuneration policy to support trustees to attend meetings or other activities related to your contribution to Healthwatch Lambeth.

What Healthwatch Lambeth offers you

- An organisation that is ambitious to be more influential and effective in its role to champion the voice of people using health and social care
- The opportunity to develop and exercise skills in a strategic and governance role in a pivotal and highly respected charity in Lambeth and to influence the strategic direction of Healthwatch Lambeth
- The opportunity to make a real difference to the health and wellbeing of the people of Lambeth especially people who are least well served by health and social care services

- The opportunity to empower people using health and social care services to find their voice and ensure services put people at the centre
- An experienced and highly skilled team of staff and volunteers dedicated to delivering the charity's aims
- An experienced, passionate, and thoughtful group of trustees with diverse interests and backgrounds who work together as a team to further the purposes of Healthwatch Lambeth

A little more about Healthwatch Lambeth¹

The Healthwatch Lambeth vision is that in Lambeth everyone's health and wellbeing needs are heard, understood and met. Our role is to be a trusted source of insight into people's experiences of health and social care and to use people's voices and experience to bring about change.

Values:

- *Inclusive: we start with people first, we work for children, young people and adults, we cover all health and social care services, we tackle inequality, and work for everyone, not just those who shout the loudest.*
- *Credible: we value knowledge and seek information from local people to challenge assumptions with facts; we celebrate and share good practice in health and social care; we hold ourselves to the highest standards.*
- *Collaborative: we keep the debate positive and get things done, we work in partnership with the public, health and social care sectors and the community and voluntary sector, we learn from people's experiences and from specialists and experts, we build on what is already known, and collaborate in developing and sharing new insights.*
- *Respectful: we treat people with dignity and kindness, we listen actively, we value people's opinions and lived experience*
- *Accountable and transparent: we are open and honest about our decision-making with the public and encourage others to do the same; we hold ourselves accountable for our actions, we seek and learn from feedback about our work to improve it in the future.*

Healthwatch Lambeth priorities are to focus our engagement activities to:

- Reduce health inequalities
- Promote whole person and integrated health and social care
- Improve access, quality, experience and outcomes of services

¹For more information on Healthwatch Lambeth see; <http://www.healthwatchlambeth.org.uk/>

Healthwatch Lambeth offices are at *We Are 336*, 336 Brixton Rd., London SW9 7AA. This is the headquarters of a number of local and London-wide charities and is well placed for bus and tube connections. Board meetings are either online or at different venues across the borough.

Healthwatch Lambeth is a registered charity: Charity Reg No 1153444
And a Registered Company No 08430436

Healthwatch Lambeth has an annual contract with Lambeth Council to deliver its core role (2022-23, c.). This grant enables us to pursue an independent programme of engagement and research, to offer matched finance in funding bids, and to be a source of information for Lambeth's 321,000 population.

We also host the Lambeth Learning Disability Assembly (c.£27,500) and bring in other grant funding for specific projects

In 2023 we shall re-tender to continue and build on our work for 2023-24 and beyond.

The Health and Social Care Act (2012) confers responsibilities on Healthwatch and on health and social care organisations;

- Organisations who plan, run and regulate health and social care services have to listen to what Healthwatch has to say
- Healthwatch:
 - has a seat on the Health and Wellbeing Board; the Council's committee that provides strategic oversight of public health, health and social care in Lambeth
 - has statutory powers to *Enter and View* services
 - can make recommendations to services and commissioners and is entitled to receive a response
 - can escalate issues to bodies such as the Care Quality Commission, and to Healthwatch England, who can take them forward on our behalf

More about being a trustee

A trustee is a highly responsible role with statutory duties to ensure an organisation

- Complies with its governing document, charity law, company law and any other relevant legislation or regulations
- Pursues its goals as defined in its governing document
- Uses its resources exclusively in pursuance of its goals: the charity must not spend money on activities which are not included in its goals, no matter how worthwhile or charitable those activities are
- Is financially stable
- Is effectively and efficiently administered

And to

- Contribute actively to the board of trustees' role in giving firm strategic direction to the organisation, setting overall policy, defining goals and setting targets and evaluating performance against agreed targets
- Safeguard the good name and values of the organisation.
- Protect and manage the property of the charity and to ensure the proper investment of the charity's funds
- (If the charity employs staff) appoint the chief executive officer and monitor his/her performance
- Abide with the code of conduct of the organisation, maintaining high standards of probity, following the Nolan principles of standards in public life: selflessness, integrity, objectivity, accountability, openness, honesty and leadership.

A note on eligibility and exclusions

Nominations will be considered for:

- Anyone who is over the age of 18 and lives or works or uses health and, or social care services in Lambeth.

Nominations cannot be considered from:

- Current providers of health or social care services, where this represents a conflict of interest (eg someone who might benefit from a decision made). Individual circumstances will be considered.
- Employees of organisations with a statutory role to commission health or social care services for people in Lambeth.
- Lambeth Councillors or MPs.

Individual circumstances will be considered by the panel, but generally nominations 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 3 months or more in the last five years.

Privacy Statement

In line with GDPR requirements Healthwatch Lambeth has updated its privacy statement: <http://www.healthwatchlambeth.org.uk/privacy/>

Thank you for reading

Please do not hesitate to get in touch if you have any questions
