Healthwatch Advisory Board Member Recruitment Pack

If you would like to volunteer to join the Advisory Board of a long established independent public champion In Telford and Wrekin whose role is to support improvements in NHS health services and social services then we’d love to hear from you. Healthwatch Telford and Wrekin works to bring local people’s voices to influence decision makers about their health and care.

We encourage applications from people who identify with or have worked with communities which have traditionally not had their voices heard by services – e.g., culturally diverse communities; young people; lesbian, gay, bisexual, transgender, queer (or sometimes questioning), and others; disabled people; and; people from disadvantaged communities.

**This pack gives details of the recruitment process, further information about Healthwatch Telford and Wrekin, the role of the Advisory Board Member and how to apply.**

If you would like an informal chat about the role please contact Simon Fogell either by phone or text 07761 916400 (answerphone outside office hours) or email: simon.fogell@weareecs.co.uk

To apply, please complete the Expression of Interest form at the end of the pack and return it by email to simon.fogell@weareecs.co.uk or post to: Engaging Communities Solutions CIC, Blakenall Village Centre, 79 Thames Rd, Walsall WS3 1LZ.

If you would like support in applying or require this pack in an alternative format please contact the office on 0800 470 1518 or email contactus@weareecs.co.uk

Once we have received your Expression of Interest form we will contact you to arrange an informal interview if we believe you have demonstrated that you have the skills and experience for this role.

Simon Fogell

**Chief Executive**

# **About Healthwatch Telford and Wrekin**

Healthwatch Telford and Wrekin is your independent watchdog, ensuring people’s voices are at the centre of shaping NHS health services and social care services in Telford and Wrekin.

## Understanding our work & what we do

1. We actively gather views from local people and communities about their experiences of services. We use these in different ways to influence change.
2. We work together with our health and social care partners to identify how we can have the most influence and make the best use of our resources.
3. When services are planned or changed, we ensure that local people are being listened to. We will always check whether their views have been taken into account.
4. We provide an information, advice and signposting service for the public about finding and accessing health and care services.

## Vision and Values of Healthwatch Telford and Wrekin

*Under review – publication date April 2023.*

## Purpose:

Healthwatch Telford and Wrekin was established in April 2013 to bring the voices and experiences of local people to influence the decisions made in their health and social care. We use local people’s voices and experiences to work to influence planners, decision makers and service providers in Telford and Wrekin. The government provides money for each local authority to set up a Healthwatch. Local Healthwatch organisations have the right to go to places where health and social care is delivered and report what they find.

## Key values:

Values are the principles under which Healthwatch Telford and Wrekin operates. They describe the way we expect everyone who volunteers or works for Healthwatch Telford and Wrekin to behave when doing Healthwatch Telford and Wrekin business.

Our values are:

* To be independent
* To be inclusive
* To be open
* To be supportive
* To be collaborative.

# **Our Ways of working:**

## Work with local people and communities

We enable and support local people to have their voice heard in the planning and provision of health and social care In Telford and Wrekin. We are flexible and innovative in listening to voices that are not always heard, and make sure that local people are offered as many opportunities to take part and influence as possible.

## Working with volunteers

We work together with our volunteers who bring with them a wealth of skills, connections and knowledge. We support them to develop their talents and recognise their achievements.

## Build on what works well

We are committed to building on past learning and experience. We recognise and promote good practice where we find it, working together with partners and communities.

## Treat everyone fairly, be open to all

We will always work hard to reach as many people as possible, and treat everyone with respect and dignity.

## Living the values

We will do what we say, and when we cannot we will be clear about that. We will hold our Board meetings in public and make the reports we write available to all. We will ask for feedback and take it into account when planning our work every year.

## Taking stock – measuring what we do

We will reflect on how and where local people's voices have made a difference to how services are planned or provided, and use this learning to influence future work. We will publicise any impact we have, making sure that we share this information with those who have contributed to our work in any way.

# **What can we do?**

* Healthwatch Telford and Wrekin has a responsibility to share the views of the local community.
* The NHS and Local Authority has a legal responsibility to listen and respond to those views.
* This is part of the Health and Social Care Act 2012 and is important as it means we have the power in law to influence local decision making around health and social care.
* We can ask service providers for information which they must make available to us within 20 days.
* We can carry out an Enter and View visit to any place where an NHS or Local Authority Adult Social Care service is provided. Our focus is on people’s experiences which we share widely with decision makers and the Care Quality Commission.
* We can refer a matter to the Local Authority Overview and Scrutiny Committee. These committees must then consider any relevant information we have sent them.
* The law allows Healthwatch to have a voting representative on our local Health and Well-Being Board.

# **Our Structure**

Healthwatch Telford and Wrekin will be delivered by Engaging Communities Solutions Community Interest Company.

A local Healthwatch Telford and Wrekin Advisory Board is responsible for making relevant decisions to guide the work of Healthwatch Telford and Wrekin, under delegated authority of the Non-Executive Directors of Engaging Communities Solutions CIC.

The Chief Executive manages a staff team of 4.

# **Expression of Interest to join Healthwatch Telford and Wrekin as an Advisory Board Member**

To apply, please complete the Expression of Interest form, Safeguarding self-declaration form and return it by email to simon.fogell@weareecs.co.uk or post to: Engaging Communities Solutions CIC, Blakenall Village Centre, 79 Thames Rd, Walsall WS3 1LZ.

## Expression of Interest

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| I am interested in applying to become an Advisory Board Member of Healthwatch Telford and Wrekin. |
| Name: Preferred contact details:  |
| Please describe any skills, knowledge or experience you have in the following areas: |
| People skills - an understanding how best to connect with groups and communities: |
|  |
| Knowledge or experience of connecting with people who are not always heard:  |
|  |
| Experience of working with people, communities and teams: |
|  |
| Knowledge and or experience of health and care system, voluntary organisations and/or policy writing: |
|  |
| If you have any experience of being in a group or Board, e.g. Financial management or governance, please let us know here: |
|  |
| What access to communities do you have that you are able to bring to the role: |
|  |
| Finally, tell us why you want to become an Advisory Board Member: |
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