

HEALTHWATCH SOUTHWARK ADVISORY BOARD

TERMS OF REFERENCE

The goal of Healthwatch Southwark (HWS) is to gather and champion the views of local users of health and social care services, in order to identify opportunities for improvement and to influence how providers deliver care. Healthwatch Southwark does this by:

- 1. Representing the voice of the local community:** Understanding the needs of patients and the public by gathering views and involving local people in the scrutiny of local health services, and making their views known, to influence providers and commissioners.
- 2. Information and Advice (Signposting) Services:** Advising and providing clear information to Southwark residents about local health and social care services.
- 3. Decision making and scrutiny:** Promoting and supporting the involvement of local people in the commissioning and provision of local health and social care services, and how they are scrutinised. This includes visiting services in Southwark to see how well they are working, speaking to people using the service, and formulating views and producing reports on how the service could be improved.
- 4. Relationship with national bodies:** Working with Healthwatch England to support it in carrying out its functions, and to enable people's experiences to influence national commissioning and the redesign of health and social care services. Recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission

Community Southwark (CS) is contracted as host organisation by Southwark Local Authority to provide Healthwatch services. The CS Trustee Board is accountable for the work of HWS and is responsible for ensuring HWS activities comply with the law and regulations.

THE HWS ADVISORY BOARD

The Healthwatch Southwark Advisory Board provides advice and guidance to the Healthwatch Southwark team on how to deliver their goals, this includes:

- Advising on HWS strategy and priorities.
- Engaging with the full diversity of Southwark community and promoting HWS in the community.
- Advising and monitoring how HWS delivers its strategy:
 - Identifying how and when to involve local people from diverse backgrounds in HWS work and decision-making.
 - Identifying opportunities for and supporting partnership working.
 - Monitoring quality of outputs.
- Working with CS board to monitor risks and effective running of HWS.
- Supporting decisions on the work programme and how HWS uses its powers.

- Monitoring and upholding HWS independence.
- Supporting partnership workings
- Representing HWS in wider stakeholder engagement.
- Sharing useful contextual knowledge and insight.
- Supporting HWS to carry out inspections where appropriate.

MEMBERSHIP

Southwark is an extremely diverse borough, which can create complex challenges for the delivery of appropriate patient care and support. To represent the distinct voices and views of the many different local communities, the Advisory Board comprises a rich and diverse group of people.

The membership of the Advisory Board is drawn from across Southwark. New applicants are interviewed, and members are chosen, so that together they represent the rich diversity of the borough.

Eligibility and Makeup of Membership

The Board consists of 8-12 laypeople living, or registered with a GP, in the borough of Southwark, or working or studying with a relevant Southwark-based organisation.

This excludes anyone currently working in a registered health or social work profession¹ or a Healthwatch organisation. Similarly, they should not be employed in other roles by health and social care commissioning organisations for Southwark, such as national NHS bodies, South East London Clinical Commissioning Group, or Southwark Council. Nor can they hold political office as a Councillor, MP or equivalent.

Lay employees of health and care providers (including NHS providers, social care providers and publicly-funded voluntary organisations) may be considered with careful attention to managing conflicts of interest.

Members of the Board must be 18 or over.

Board membership may include:

- Local people with some experience of using (or trying to use) local health and/or care services on behalf of themselves or someone they care for.
- Local people who have good connections in and knowledge of different communities, or who are members of community networks and organisations, including patient participation groups, neighbourhood groups and other networks.

¹ 'Health or social care professional' means an individual who is a member of a profession regulated by:

- the General Medical Council,
- the General Dental Council,
- the General Optical Council,
- the General Osteopathic Council,
- the General Chiropractic Council,
- the General Pharmaceutical Council,
- the Nursing and Midwifery Council,
- the Health and Care Professions Council (arts therapists, biomedical scientists, chiropodists/podiatrists, clinical scientists, dieticians, hearing aid dispensers, OTs, operating department practitioners, orthoptists, paramedics, physiotherapists, practitioner psychologists, prosthetists/orthotists, radiographers, speech and language therapists),
- Social Work England.

- Representatives of not-for-profit organisations with interest and expertise in working with diverse communities, promoting public voice, and improving health and social care services.

Representatives will be selected who can reflect the needs of the communities within the borough, for example recognising the many different ethnicities, faiths and levels of deprivation within Southwark, or supporting LGBTQ+ and disability groups. In this way, they can help to shape services to meet the specific needs of local people.

One member of the Advisory Board will be a member of the Community Southwark Board, and will act as a point of liaison.

HWS volunteers may apply to join the Advisory Board and Board members may also wish to take part in other volunteering with HWS.

The overall membership of the Board will be reviewed annually. The Board may decide to recruit new members at any time, for example when there is felt to be a gap in knowledge, skills, representation of communities, or capacity, or when more specialist support is required for a particular programme. Alternatively, individuals may be co-opted onto the Board for shorter periods of time.

In order to ensure fresh skills and perspectives are brought to the Advisory Board, membership will be for a maximum term of three years, though members are free to leave at any time. Members may re-apply for a second term but the recruitment and appointment process will be followed, and attention paid to the balance of skills and interest on the Board. A third term may be considered only if, after appropriate publicity, adequate applicants are not forthcoming.

Community Engagement

As representatives of the local Southwark community, it is expected that members of the Advisory Board will already be engaged in some form with their local community, through formal representation, networks or more informal ties. They act as a conduit, helping to bring experiences from the ground to the attention of the service, to assist with improvement programmes.

They may also from time-to-time support the Healthwatch Southwark team in community engagement events with local people and groups of service users. They may bring their own experiences of the health and care system to support these forums.

As appropriate, individual Board members may also represent Healthwatch Southwark. This may be with their local community; in more formal settings, such as local borough and NHS committees or other groups; or in contexts such as media engagement.

Individual members may also support local Healthwatch 'Enter and View' activities.

Training will be provided to support Board members where required.

Code of Conduct

Members of the Advisory Board are expected to uphold the values of Healthwatch, of independence, integrity and commitment to equality, diversity and inclusion. This involves not only by making sure the right policies and procedures are in place, but also by demonstrating those values in each individual's work for Healthwatch.

Members are expected to adopt and affirm the seven Nolan Principles of Public Life.

They are also expected to respect the trust placed in them when confidential and copyright materials are shared with them, in line with Healthwatch policies and the relevant UK laws.

All members will be required to complete a declaration of conflicts of interest before their membership is ratified, formally each year, and verbally at the start of each meeting. If there is a conflict of interest, they will be asked to exclude themselves from the relevant discussion.

Remuneration

Advisory Board membership is unpaid, however Healthwatch Southwark will pay travel expenses. Lunch expenses will be reimbursed up to a maximum of £5 for those that have volunteered for longer than 4 hours a day.

Application for Membership

Prospective members can apply by sending an application form to the Healthwatch Southwark manager for consideration, alongside the Community Southwark CEO. If their skills are appropriate, they will be invited to an interview with staff and at least one current Advisory Board or Community Southwark Board member. Two references will be sought.

New Advisory Board members must then complete an induction and will be offered training.

ORGANISATION

Chair and Deputy Chair

The Advisory Board elects a Chair and Deputy Chair from the members, who will work with the HWS Manager to organise the business of the Board, chair Advisory Board meetings, and lead decision-making. Appointment of the Chair and Deputy Chair will also be ratified by the Community Southwark Board.

Both the Chair and Deputy Chair must be Southwark residents or registered with a Southwark GP and have some experience of using local health and/or care services on behalf of themselves or someone they care for.

The Chair and Deputy Chair serve in those roles for a period up to three years. The initial year of this term acts as a probationary period; continuation is agreed at the end of the initial year by a vote of the membership.

Meetings

Meetings will take place at least quarterly, although more frequent meetings may be required should the context or the business of Healthwatch Southwark require it. Meetings will usually last around two hours.

Meetings will be led by the Chair, or by the Deputy Chair in their absence.

The HWS manager will typically attend meetings. Other staff members may attend for relevant discussions and to present papers. Notes will be taken by a staff member.

Members may request that a section of the meeting takes place without staff present and refer any discussions to the Community Southwark Board via the liaison member. Such requests should normally be made a week in advance of the meeting.

The Board may create subcommittees to address particular topics, which will meet separately and report back to the main Advisory Board. The remit of each subcommittee will be agreed by the Advisory Board and recorded in the minutes.

It is also possible to hold additional optional topic-based meetings, and members may occasionally be asked to comment on decisions via email or telephone. Urgent matters (for example submission of a report to commissioners/providers) may be referred to Advisory Board members online for discussion between meetings, with the Community Southwark Board liaison member asked to indicate or seek a formal decision from the Board where necessary.

Discussions and views of the Advisory Board will also be reported to the Community Southwark Board and, where appropriate, the formal decision-making procedures of the CS Board will be used.

Members may also be encouraged to attend annual team strategy away days but it is understood that this will not be possible for all.

The location of meetings will be kept under review in light of the pandemic situation. They will be held online, or at the Community Southwark offices, currently in Cambridge House, 1 Addington Square, Camberwell.

Attendance

Members are expected to regularly attend the Advisory Board meetings. Apologies must be sent to the HWS Manager if a member is unable to attend.

If a member misses two out of four quarterly meetings the Chair may ask them to step down, depending on the circumstances and their other contributions outside of meetings.

Any organisational representatives are allowed to delegate attendance to an appropriately skilled colleague on occasion. The Chair should be notified in advance wherever possible.

Agenda and Papers

The Chair will agree an agenda with the HWS team in advance of each meeting. Advisory Board members are also welcome to contact the team at least a fortnight ahead of meetings to suggest agenda items.

These can also be raised via AOB in each meeting and scheduled for future meetings.

Members are required to read and familiarise themselves with the papers in advance of each meeting. Papers will normally be circulated one week before the meeting.

The Board will also receive updates via the HWS e-bulletin.

Minutes will be published on Healthwatch Southwark's Website within a month of the meeting date.

REVIEW OF THE TERMS OF REFERENCE

These Terms of Reference for the AG will be reviewed on an annual basis.

Date of last review: April/May 2021 (adjustments to structure, emphasis on structure of support for HWS and community engagement elements; regularising terms of the Members and Chair, adding Vice Chair role.).

USEFUL RESOURCES

Healthwatch England: <https://www.healthwatch.co.uk/>

Guide to Running Healthwatch: <https://network.healthwatch.co.uk/guidance/2020-02-12/guide-to-running-healthwatch>

Healthwatch Southwark: <https://www.healthwatchesouthwark.org/>

The current Healthwatch Southwark Advisory Board:
<https://www.healthwatchesouthwark.org/our-advisory-group>

The Nolan Principles of Public Life <https://www.gov.uk/government/publications/the-7-principles-of-public-life>