



**Healthwatch Nottingham and Nottinghamshire**  
**Chair recruitment pack**  
**March 2018**



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Further information about Healthwatch is available at:

- [www.healthwatchnottingham.co.uk](http://www.healthwatchnottingham.co.uk)
- [www.healthwatchnottinghamshire.co.uk](http://www.healthwatchnottinghamshire.co.uk)
- Care Quality Commission: [www.cqc.org.uk](http://www.cqc.org.uk), search Healthwatch
- Department of Health: [www.doh.gov.uk](http://www.doh.gov.uk), search Healthwatch
- Healthwatch England: [www.healthwatch.co.uk](http://www.healthwatch.co.uk)

## Welcome

Thank you for your interest in joining Healthwatch Nottingham and Nottinghamshire as Chair of the Healthwatch Board.

We hope that the information in this pack will give you a feel for the organisation and a sense of what an exciting opportunity this is.

Healthwatch Nottingham and Nottinghamshire will be established in April 2018, when the two separate Boards of Healthwatch Nottingham and Healthwatch Nottinghamshire amalgamate.

Our primary aim is to improve the services offered to local people in the areas of health, adult and children's social care in conjunction with a wide range of partners and stakeholders. This in itself presents the organisation with some exciting challenges.

We are therefore looking for someone of the highest calibre to become Chair of the combined Healthwatch Board, who shares our passion for developing Healthwatch Nottingham and Nottinghamshire as the independent 'consumer champion' for NHS, public health and adult and children's social care services across both the City and County. You will need immense amounts of drive, energy and enthusiasm and the ability to play a leading role in maintaining our vision.

You may not have a background in health or social care but you will certainly be able to demonstrate that you have the knowledge, experience, skills and abilities required and that you can deliver exceptional results through effective leadership of your Board and great team work.

The role of the Chair in maintaining strong working relationships with key stakeholders is essential, whilst also maintaining the independence of Healthwatch and its ability to hold the system to account on behalf of the public.

So if you want to play a leading part in shaping the future of a vital organisation, then we'd be delighted to hear from you.

## What is Healthwatch?

Healthwatch is the independent consumer champion for the public - locally and nationally - to promote better outcomes for all in health and in social care for adults and children. Healthwatch Nottingham and Nottinghamshire is part of the national Healthwatch network which covers every area of England.

Healthwatch Nottingham and Nottinghamshire seeks to represent the diverse communities in our City and County. We do this by providing intelligence which includes evidence from people's views and experiences of services to influence the policy, planning, commissioning and delivery of health and social care services.

Healthwatch is covered under legislation to Enter & View a range of care establishments to view the quality of services that are provided.

Locally, Healthwatch provides information and advice to help people access and make choices about services as well as information on how to access independent complaints advocacy for those who are seeking to complain about NHS funded or social care services.

Healthwatch Nottingham and Nottinghamshire (in line with national guidance) seeks to:

**Facilitate Engagement** by supporting and bringing together early, effective and widespread involvement of communities

**Be an Independent Voice** providing the means for people, particularly those who are seldom heard, to express their views and concerns

**Collect and promote Evidence based Insight** being a local hub for collecting and analysing intelligence and data

**Influence Change** by linking with and providing compelling feedback to system leaders on sustained improvements

**Raise Awareness** to information that allows individuals to make informed choices

## The local scene

Nottingham is a vibrant city in the East Midlands with a documented history dating back to the 4th Century. Nottinghamshire a county in the [East Midlands](#) region of [England](#), bordering [South Yorkshire](#) to the north-west, [Lincolnshire](#) to the east, [Leicestershire](#) to the south, and [Derbyshire](#) to the west. Both the city and county comprises many cultures that thrives on its diverse communities.

The City and County have a very active voluntary and community sector that works in partnership with the public and private sectors to ensure that our shared priorities are achieved.

Locally, and nationally, NHS and social care organisations are working through plans to bring health and social care closer together as part of Sustainability and Transformation Plans (STPs). Healthwatch are keen to ensure that the voices of those who use or need care in our area is at the centre of any planned changes or improvements.

About the people of Nottingham and Nottinghamshire (source 2011 Census):

Nottingham Population total 305,680	Nottinghamshire Population total 785,802
<b>Number of people by age:</b> 0-14 years = <u>52,248</u> 15-64 years = <u>217,880</u> 65 years and above = 35,552	<b>Number of people by age:</b> 0-14 years = <u>132,756</u> 15-64 years = <u>510,599</u> 65 years and above = 142,447
<b>Diversity:</b> Arab = 0.8% Asian = 4% Black = 7.3% Gypsy or Traveller = 0.1% Mixed/Multiple ethnic = 6.6% South Asian = 9.1% White = 71.4% Other ethnic group = 0.7%	<b>Diversity:</b> Arab = 0.1% Asian = 0.7% Black = 0.6% Gypsy or Traveller = 0.1% Mixed/Multiple ethnic = 1.4% South Asian = 1.4% White = 95.5% Other ethnic group = 0.2%
<b>% of residents said that their general health was:</b> Very good = 46.1% Good = 33.8% Fair = 16.6% Bad = 4.9% Very bad = 1.5%	<b>% of residents said that their general health was:</b> Very good = 44.8% Good = 34.4% Fair = 14.8% Bad = 4.7% Very bad = 1.3%
<b>Provision of unpaid care:</b> 8.8% of residents in the City provide unpaid care for someone with an illness or disability	<b>Provision of unpaid care:</b> 11.5% of residents in the County provide unpaid care for someone with an illness or disability

## Strategic Objectives

Healthwatch Nottingham and Nottinghamshire's strategic objectives are as follows:

- Fulfil statutory duties and functions, holding providers and commissioners of health and social care services to account
- Act as a local consumer champion, representing the collective voice of patients, service users, carers and the public through its statutory seat on the Health and Wellbeing Board and providing robust challenge and scrutiny in the interests of the citizens of Nottingham and Nottinghamshire
- Make people's views known, including those from excluded and under-represented communities
- Exercise real influence on commissioners, providers, regulators and Healthwatch England, using its knowledge of what matters most to local people
- Report concerns about the quality of local health and social care services to Healthwatch England which can then recommend that the Care Quality Commission take action
- Provide information to patients and public who need to access health and care services and promote informed choice in health and social care services
- Support individuals to get information and independent advocacy if they need help to complain about NHS or social care services

## Role Description

**Job title:** Chair of the Healthwatch Nottingham and Nottinghamshire Board

**Responsible to:** Healthwatch Nottingham and Nottinghamshire Board

### Main purposes of the role

The Chair of the Healthwatch Nottingham and Nottinghamshire Board is responsible for the leadership of the Board and ensures that it meets all its legal obligations. The Chair will also be responsible for creating the conditions for the effective governance of the overall Board and individual Non-Executive Director performance.

In doing so the Chair will:

- Ensure the Board develops vision, strategies and clear objectives to deliver organisational purpose
- Act as an ambassador with the Chief Executive Officer for the Board and the organisation as a whole
- Lead the organisation in upholding the reputation of Healthwatch Nottingham and Nottinghamshire and the Healthwatch Network.
- Adhere to the Principles of Public Life (Nolan Principles)
- Have an understanding of the local Health and Social Care landscape
- Provide strategic leadership to the Board ensuring a collective vision is in place and that the Board, staff, volunteers and wider beneficiaries understand it
- Ensuring key issues are discussed by the Advisory Board in a timely manner with appropriate information
- With the Chief Officer, develop appropriate and relevant agendas for meetings, ensuring all matters requiring Advisory Board review are discussed.
- Be required to chair meetings of the Board, ensuring that it functions effectively and carries out its duties

**Location** The Healthwatch Nottingham and Nottinghamshire offices are located in Arnold, Nottinghamshire. Communications will be put in place to allow the Chair to connect remotely as required by the nature of the role.

### Remuneration

The role of Chair is supported by an Honorarium of £8,000 and additional expenses will also be paid. This is based on approximately two days per week.

The remuneration will be reviewed on a regular basis by the Healthwatch Board.

### Time commitment

The duties of the Chair will take at least two days per week. Appointment to the Healthwatch Nottingham and Nottinghamshire Board shall be for a period of up to three years, which may be extended for a further three years, if appropriate.

## Responsibilities, duties and tasks

### Statutory Duties

The Chair has specific legal duties to ensure:

- The organisation complies with its governing document, company and/or charity law (if applicable) and any other relevant legislation or regulations.
- The organisation pursues its objects as defined in its governing document.
- The organisation applies its resources exclusively in pursuance of its objects.
- The safeguarding of the good name and values of the organisation.
- The effective and efficient administration of the organisation.
- The financial stability of the organisation.
- The protection and management of the organisation's property and to ensure the proper investment of the organisation's funds.

### General Responsibilities

- Within delegated responsibility arrangements with the Chief Executive Officer, represent the organisation at functions and/or meetings where necessary.
- With the Chief Executive Officer engage with the media in line with the Healthwatch Nottingham & Nottinghamshire strategy.
- Identify individual Non-Executive Director skills, knowledge and experience to assist the Board in reaching sound decisions and assign roles where required.
- Monitor the performance of Board members and take the lead on annual appraisals of individual Non-Executive Directors and the Board as a collective, making suggestions for training where necessary
- Take and offer advice and support on the governance and internal structure of Healthwatch Nottingham & Nottinghamshire and overall running of the organisation
- Review and sign off the overall risk management framework and the annual reports and accounts
- Liaise with the Chief Executive Officer to keep an overview of the organisation's affairs and to provide support as appropriate
- Lead the process of appraising the performance of the Chief Executive Officer
- Sit on appointment and disciplinary panels where appropriate
- Facilitate change and address conflict within the Board, liaising with the Chief Executive Officer, where necessary, to achieve this.
- Form Board sub-committees and Task & finish groups where appropriate

## Person Specification

To be considered the potential Chair should possess the following competencies and be able to provide evidence where necessary. Applicants will be assessed against the outlined competencies at application and these will be discussed at interview.

	Criteria
<b>Skills and Knowledge:</b>	
Good communication and interpersonal skills i.e. listening, speaking, presenting and writing	Essential
Leadership and people management skills	Desirable
Creative and strategic thinking and leadership	Essential
Sound knowledge of the Health and Social Care Sector	Essential
Sound knowledge of the Voluntary and Community Sector	Essential
Knowledge and understanding of governance and board procedures, particularly legal duties, responsibilities and liabilities	Essential
Sound financial and/or legal knowledge with respect to company/charity law	Desirable
General business, financial and risk management skills (including IT, human resources and public relations)	Desirable
Understanding of research and data analysis	Desirable
Political sensitivity and influence	Essential
Knowledge and understanding of Nolan's Seven Principles of Public Life	Essential
Knowledge and understanding of safeguarding structures within health and social care	Desirable
Knowledge and understanding of the Equality Act 2010	Desirable
Ability to analyse complex data and risk	Essential
<b>Qualifications and Training:</b>	
Have or be willing to undertake appropriate training	Essential
<b>Experience:</b>	
Chairing Board and Committee meetings	Essential
Leading a group/team in public, private or third sector	Essential
Executive senior leadership and people management	Essential
Media and public relations	Essential
Committee and board membership	Essential
Crisis management and conflict resolution	Desirable
Running a business including business planning and development	Desirable
Managing projects and change	Desirable
Managing and setting budgets	Desirable

### **Personal Attributes**

- Ability to work as part of a team
- Ability to be discrete and diplomatic
- A person of integrity
- Impartial, fair and inclusive
- Confident and with a high level of interpersonal skills
- Motivated, efficient and adaptable
- Committed to championing public interests

### **Special Requirements**

- Must not already be involved with the organisation as a paid member of staff or active volunteer
- Be able to work at times convenient to the Board
- Be able to travel to meetings
- Be available (or commit) to meeting at mutually agreed times
- Have no ongoing conflicts of interest
- Have local knowledge of Nottingham City and/or Nottinghamshire
- Must not be elected members or senior employees of the Local Authority and NHS
- Applicants must be a resident of either Nottingham or Nottinghamshire

### **Notes**

Healthwatch Nottingham & Nottinghamshire reserves the right to alter the content of this job description, after consultation, to reflect changes to the job, without altering the general character or level of responsibility.

## Recruitment process

We are recruiting for the Chair of the Healthwatch Nottingham and Nottinghamshire Board via an open recruitment process. Following receipt of applications, interviews will be held and shortlisted candidates will be notified as soon as possible after the interviews of the outcome.

The interview panel will be drawn from the current Healthwatch Nottingham Board, the Healthwatch Nottinghamshire Board, and an External Chair.

The successful candidate will become the Chair of the Healthwatch Nottingham and Nottinghamshire Board from an agreed date.

Post interview checks will take place and references may be taken up before an appointment is formally made. Training and support will be provided for the successful candidate as required.

### How will the recruitment process work?

To apply for this role, please submit your [Application Form](#) and CV by

**12pm Monday 16<sup>th</sup> April 2018 to [info@hwnn.co.uk](mailto:info@hwnn.co.uk)**

If you would like an informal discussion about the role, please call Michelle Livingstone on 07940 736897 or Martin Gawith on 07957 361836

Indicative timetable	
Closing date for completed applications	16 <sup>th</sup> April 2018
Candidate shortlisting	16 <sup>th</sup> - 29 <sup>th</sup> April 2018
Interviews	w/c 30 <sup>th</sup> April 2018

### Eligibility criteria:

The following circumstances would make a person ineligible to apply for this role:

- Someone who is employed in a senior management capacity by the NHS, City of Nottingham Council, Nottinghamshire County Council, or who currently holds a political position
- Someone who is or becomes bankrupt or makes any arrangements with their creditors
- Someone who is incapable by reason of medical disorder, illness or injury in managing and administrating his/her property and/or affairs
- Someone who is subjected to a court order disqualifying him or her from serving as a board member
- Someone who has or is convicted of a serious criminal offence (in particular any offence involving dishonesty or any other in relation to promotion, formation, management or liquidation of a company).

**Enhanced Disclosure and Barring Service check (formally CRB) and references:**

The formal appointment of the Chair will be subject to the completion of an enhanced DBS check and two satisfactory references.

**Equality & Diversity**

Healthwatch Nottingham and Nottinghamshire are committed to equality and diversity and are required to demonstrate the fair treatment of its staff, potential staff and service users in accordance with the Equality Act 2010.

**Note:** The Chair may be dismissed if they fail to declare circumstances which would make them ineligible to take up this role subsequently come to light.

## Appendix

[Chair - Application form](#)

[Healthwatch Nottingham & Nottinghamshire - Joint strategy 2017-2019](#)

[Healthwatch Nottingham Annual Report 2016-17](#)

[Healthwatch Nottinghamshire Annual Report 2016-17](#)