

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.

Please do not hesitate to ask any questions and if you think this could be for you please complete the application form and the form 'About You' and send to

Chief Officer: Catherine.pearson@healthwatchlambeth.org.uk or

Chair of Trustees: sarah.corlett@lsbu.ac.uk

Member of the Board of Trustees of Healthwatch Lambeth: role description & further information

Good trustees come in all shapes and sizes with different backgrounds, experience and perspectives. A strong board contains a diverse range of expertise, experience and knowledge amongst its membership.

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 people 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.

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 Healthwatch Lambeth for instance at external events.

It is important to Healthwatch Lambeth trustees that as a board we represent the people we serve. We want to have a balance of people with direct experience of health or social care services in Lambeth (experts by experience) and people who have other skills related to their field of employment or training (e.g. in accounting, HR, business, criminal justice, health/social care professional). With this in mind we also particularly welcome people from different walks of life, diverse ethnic backgrounds, with disabilities etc.

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

The Board meets four times a year and Healthwatch Lambeth also holds three sub-committees that also meet four times a year. These are; Strategy, Human Resources and Finance, Resilience and Assurance. Trustees are usually on one or more 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 Board meetings and reading papers in preparation for meetings at particular times. In addition Board members are 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 also 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 new trustees with interests and experience in:

- children and young people
- people with a 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 fundraising¹
- HR and personnel management
- communications
- community development and engagement
- health & social care, public health and inequalities
- strategy and governance.

Board positions are voluntary and unpaid but reasonable expenses are allowable under the remuneration policy.

What Healthwatch Lambeth offers you

- A growing organisation 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.

¹If you are interested in applying to the Treasurer role see additional information and separate application form

- An experienced, passionate and thoughtful group of trustees with diverse interests who work together as a team to further the purposes of Healthwatch Lambeth.
- A committed and experienced Chief Executive who puts public engagement first and is leading the team into new opportunities to grow and develop new initiatives.

A little more about Healthwatch Lambeth²

The Healthwatch Lambeth vision is that in Lambeth everyone's health and wellbeing needs are heard, understood and met. Our role in this is by being a trusted source of insight into people's experiences of health and social care and seeking to use people's voices and experience to drive 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, we seek out data and intelligence 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 we 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:

- mental health & wellbeing with a focus on race equality in mental health
- people with learning disabilities
- children and young people
- older people.

In 2017, in partnership with statutory, community and voluntary sectors, and the public, Black Thrive was established.³ This far reaching programme aims to enable the diverse

²For more information on Healthwatch Lambeth see; <http://www.healthwatchlambeth.org.uk/>

black populations of the borough to thrive by addressing the wider determinants of mental health and by improving both access to and quality of experience of services especially mental health services.

Black Thrive is an independent and separately funded programme with its own Steering Committee chaired by a local authority councillor. However, Black Thrive is hosted by Healthwatch Lambeth and shares office space and office functions including financial management.

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 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. Overall turnover until 2017-18 from all sources was about £300,000 per annum. Black Thrive was set up in 2017-18 and is now receiving funding from several charitable sources to the value of c.£500,000 per annum. Thus from 2018-19 the overall annual turnover for Healthwatch Lambeth will be approximately £800,000.

As a result of its expansion and new responsibilities Healthwatch Lambeth has completely revised its staffing profile and financial management procedures and is commissioning an independent review of its governance arrangements.

The Health and Social Care Act (2012) conferred certain responsibilities on Healthwatch and health and 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.

³ For more information on Black Thrive see www.blackthrive.org.uk

More about being a trustee⁴

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 objects as defined in its governing document
- uses its resources exclusively in pursuance of its objects: the charity must not spend money on activities which are not included in its own objects, 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 social care services in Lambeth.

Nominations will not be considered from:

- Providers of health or social care services, where this represents a conflict of interest (e.g. 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:

⁴ More information available from the Charity Commission <https://www.gov.uk/topic/running-charity/trustee-role-board>

- 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
