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**Healthwatch Norfolk Trustee – Information Pack**

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January 2025

Dear prospective Trustee

Thank you for your interest in becoming a Healthwatch Norfolk Trustee. I trust that the information contained in this pack is helpful in explaining the role but if you have any questions please do not hesitate to contact [judith.sharpe@healthwatchnorfolk.co.uk](mailto:judith.sharpe@healthwatchnorfolk.co.uk)

If you would like to come and meet us to talk about this role, we will be holding an Open Morning Day at our offices in Wymondham on **Tuesday 25th February between 10.00 and 12 noon.**

Healthwatch Norfolk (HWN) has been in operation since April 2013. As part of the NHS reforms in the White Paper, the government set out to establish Healthwatch (both nationally and locally) to act as an independent consumer champion for the public to promote better outcomes in health and social care for all. HWN is a statutory organisation and is funded through and accountable to Norfolk County Council. We also work closely with and can escalate serious concerns to Healthwatch England and to the Care Quality Commission.

The most recent Annual Report provides a summary of the work that we undertook during 2023-24 and can be found here:

<https://healthwatchnorfolk.co.uk/wp-content/uploads/2024/07/Healthwatch-Norfolk-Annual-Report-2024-FINAL-1.pdf>

We are particularly looking for Trustees with a background in health and social care and a knowledge of the current challenges facing the sector, and also Trustees with a commercial background.

We need people who have the necessary drive, energy and enthusiasm to ensure that the views and experiences of the people of Norfolk are at the forefront of commissioning and delivering health and social care services.

HWN seeks to represent the diverse range of people using health and care services and to ensure that vulnerable groups in particular have a voice. We provide evidence-based intelligence to influence the policies, planning, commissioning and delivery of services. We also have a signposting role to help people navigate the complexities of the local health and social care system.

The time commitment is a minimum of 1 day per month. The role is voluntary, but travel and subsistence expenses will be paid in accordance with HWN policy.

The initial term of office is 3 years with the option to stand for re-election for a further 3-year term of office.

Each nominee must be a member of Healthwatch Norfolk (you can register as a member by subscribing to our newsletter on the website [www.healthwatchnorfolk.co.uk](http://www.healthwatchnorfolk.co.uk)). In addition, each nominee is required to provide details of a proposer and seconder.

The successful candidate will be required to attend an induction half day to be held at the HWN offices in Wymondham. Further training, development and support will be made available as appropriate.

As a company limited by guarantee, each HWN Trustee the personal liability for Trustees is restricted to a maximum of £1 in the event that the company is dissolved.

We very much welcome nominations for Trustees to play a leading strategic role in identifying and delivering HWN’s forward work programme. If you feel you have the appropriate skills and experience, we would be pleased to receive your nomination.

Kind regards



**Alex Stewart**

**Chief Executive**

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| Healthwatch Norfolk |  | **HW_Norfolk_A4_RGB** |
| **Suite 6, The Old Dairy** |  |
| **Elm Farm , Norwich Common**  **Wymondham**  **Norfolk NR18 0SW** |  |
| **Tel 01953 856029**  **Email:alex.stewart@healthwatchnorfolk.co.uk** |  |
| **Registered company 8366440**  **Charity registration 1153506** |  |
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# Healthwatch Norfolk Board

# Terms of Reference (as amended 2020)

**Purpose**

The purpose of the Board is: to provide strategic leadership and governance to Healthwatch Norfolk (HWN) and to ensure that the organisation adheres to its statutory responsibilities and stated objectives.

The Board’s function is to decide the strategy, policies and overall direction of HWN’s work within the budget, legal and statutory framework. The Board will also be responsible for monitoring the performance of the CEO in delivering the legitimate decisions of the Board.

Board members are required to pay due regard to formal advice given by the Charity Commission, CEO, accountants, legal advice, the bank and funders. In particular, all Board members should be aware of the role of a charity trustee as outlined in the document published by the Charity Commission – The Essential Trustee – What you Need to Know – CC3.

This document is included in the induction pack given to all HWN Board members and is available from the Charity Commission website:

<https://www.gov.uk/government/publications/the-essential-trustee-what-you-need-to-know-cc3>

**Aims & Objectives**

The Board will:

* Engage with key stakeholders and the wider public as required in order to meet the aims and objectives of Healthwatch Norfolk
* Commission/recruit independent advice and support as necessary to assist with the delivery of Healthwatch Norfolk objectives.
* Monitor the progress of Healthwatch Norfolk against its work plan and in line with the contract specification with Norfolk County Council
* Make recommendations where appropriate to maintain the independence, openness and transparency of Healthwatch Norfolk

**Membership of the Healthwatch Norfolk Board**

The core membership will consist of a Chair, up to 8 elected Board Trustees and up to 4 Board Trustees co-opted for their expertise in specific areas (to be determined).

New Trustees will be voted for by the existing Board Trustees, who may choose to be guided by consultation with the membership.

Elected Trustees serve an initial term of three years and can choose to put themselves forward to be elected for a second three-year term. Trustees must retire after a period of 6 years.

The Board will engage with other key stakeholders and the wider public as required in order to meet the aims and objectives of the organisation.

Board members must declare any conflict of interests, should they arise, and exclude themselves from the meeting for the duration of that specific item.

**Accountability**

The Board will report to:

* Norfolk County Council
* Charity Commission
* Companies House
* Healthwatch England

**Quorum**

The quorum for Board meetings is four Trustees.

**Frequency of meetings**

The Board will meet quarterly and the public are able to attend meetings. Additional meetings may be held on agreement. Dates and times of meetings will be agreed in advance and published.

Administrative support for the Board shall be provided by the Deputy Chief Executive at Healthwatch Norfolk.

**Monitoring Effectiveness**

This Board will review its effectiveness on an annual basis and adjust its terms of reference accordingly.

These terms of reference should be read in conjunction with the Healthwatch Norfolk Code of Conduct Policy and Confidentiality Policy.

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**HWN Trustee – Role and Description**

To shape the organisation’s strategic direction by participating in strategic and policy decision making, including identification of priorities (based on intelligence collected through HWN’s operations) and development of a forward work programme.

**To monitor and improve performance by:**

* Overseeing financial management
* Regularly reviewing and management of the risk register
* Working together, with staff, to support the objectives, plans and policies agreed by the Board
* Ensure the continuous improvement of the organisation’s performance

**To ensure appropriate governance and resources by:**

* Ensuring HWN is open, transparent and accountable always
* Ensure that HWN is accessible to all and meets the needs of all local community groups
* Ensuring that all governance arrangements are in place and always adhered to including fulfilment of statutory duties and annual reporting
* Ensure adequate resources (including finance) are available to deliver the Work

Programme

**General expectations**

* To attend all scheduled Board meetings, subgroups and committees
* To allocate sufficient time to prepare for Board meetings, subgroups and committees
* To attend other events to increase the profile of HWN and to increase the Trustees’ knowledge of relevant issues
* To take every opportunity to develop, build and enhance the reputation of the organisation with all stakeholders across Norfolk
* To proactively provide expertise, leadership and support to fellow Trustees and CEO to meet the organisational needs including planning and development
* To contribute and share collective responsibility for agreed Board decisions
* To identify and complete all induction, training and development as required
* To act in accordance with the HWN Policies and Procedures including Code of Conduct, Conflict of Interest, Health and Safety, Equality and Diversity, Safeguarding Adults and Children
* To act in accordance with the Charity Commission Guidelines and Company Law requirements
* To undertake any other duties appropriate to the role of a Trustee as required

**Trustee – Person Specification**

1. **Skills and competencies**

* Ability to exercise independent judgement
* Ability to constructively challenge and contribute to the development of strategy, policies and procedures
* Ability to scrutinise and monitor the performance of HWN senior management team
* Ability to analyse financial information, financial controls and risk management
* Good written and verbal communication and active listening skills
* Good information technology skills
* Ability to understand and scrutinise legal advice

1. **Knowledge**

* Knowledge and awareness of local and national health and social care issues
* Knowledge of legal and financial requirements relating to running a company

1. **Learning and development**

* Ability to commit to identifying and attending learning and development sessions

1. **Experience**

* Experience of local and national health and social care commissioning and/or provision
* Experience of making difficult decisions
* Experience of working effectively as a member of a team

1. **Personal qualities**

* Strong desire to improve and promote health and social care outcomes for the people of Norfolk
* Ability to act honestly, reasonably and with integrity
* Active commitment to equity and diversity
* Time, commitment and proactive approach to be effective as a HWN Trustee

**Recruitment Process**

1. Advertisements will be placed on the Dynamic Website, EDP24 Jobs, the Charity Backroom website along with Guardian Jobs Online.
2. Tuesday 25th February 2025 – Open half day where perspective trustees can come into the office and meet staff and other Board representatives- light refreshments shall be provided.
3. Send your CV and a letter of application which should include the following:

* What you understand to be the key issues for HWN and why do you want to become a Trustee with HWN? (Maximum 300 words)
* What professional, voluntary or personal skills and experience will you bring to the HWN Board? (Maximum 500 words)
* Name of the organisation you will be representing (if appropriate)
* Name, address, telephone number and email address of your proposer and seconder and details of the capacity in which you are known to them.

Complete and return the application letter and CV by **12 noon on Friday 14th March 2025 to** [**judith.sharpe@healthwatchnorfolk.co.uk**](mailto:judith.sharpe@healthwatchnorfolk.co.uk) **or** enquiries@healthwatchnorfolk.co.uk.

Applications will *only* be accepted by email.

All applications will be acknowledged. All information received will be treated as confidential and only used for the purposes of election as a HWN Trustee.

1. Applications will be reviewed by the CEO/Deputy CEO and a long list of shortlisted applicants shared with the Chair and other Board Members.
2. Shortlisted applicants will be invited to a meeting with the Chair, CEO/Deputy CEO on the morning of Thursday 27th March 2025 at our offices in Wymondham.
3. Successful applicants will be informed by email within one week of the interviews.

Successful candidates will be invited to attend Part One of the Board meeting on Monday 28th April.

***Please note that the election of successful applicants will have to be ratified by the Board in Part 2 of its meeting to be held on Monday 28th April.***

1. Formal notification will be published on the Healthwatch Norfolk Website and the Companies House website – all new trustees will be expected to complete a Register of Interests Form which is also available to the general public.