

# **Healthwatch South Tees Board Terms of Reference**

Revised July 2024

### **Our vision**

A world where we can all get the health and care we need.

### **Our mission**

To make sure people's experiences help to make health and care better.

### **Our purpose & objectives**

1. Support more people to have their say and provide clear information and advice to help them take control of their health and care.
2. Provide an effective, high-quality local service, building our network's skills to achieve change together.
3. Work together with professionals, providing useful insight to improve the planning, delivery and support of health and social care.

### **Healthwatch South Tees will:**

1. Give local people and communities a stronger voice to influence and challenge how health and social care services are provided within their locality, supporting local people to shape health and social care delivery.
2. Provide or signpost people to information to help them make choices about health and social care services.
3. Encourage and support people and groups to share their views about services and listen and respond to people's needs and experiences of services, supporting them to influence the services they receive personally.
4. Enable people who use local health and care services to access support when making a complaint.

## **Role and Purpose of the Board**

To provide strategic oversight and good governance to Healthwatch South Tees (HWST) and ensure that HWST delivers its priorities and adheres to any regulations published by the Government relating to Local Healthwatch.

## **Primary Activities**

### **Involve**

- Actively take part in four Board meetings and two workshop style events with our locality forums (HWST Community Champions) per year.
- Receive reports and review recommendations from the HWST team and agree further actions and escalate where necessary.
- Act as a HWST Ambassador by promoting its work externally as well as supporting and contributing to its priorities.
- Provide feedback and/or amendments in response to all Healthwatch reports in order to sign off prior to publication.
- Provide support and challenge to the HWST team in order for priorities to be successfully delivered.

### **Monitor**

- Ensure the views of the public are fully considered by the Board and evaluate the impact of changes made based on relevant feedback from local people.
- Monitor the progress of recommendations made to health and social care providers where possible.

### **Insight**

- Consider emerging issues identified from local people's experiences shared with HWST and agree further action and/or escalation as appropriate.

## **Accountability**

- To agree priorities and sign off the annual work programme for HWST, based on feedback from communities and key health and care strategies.
- Oversee all statutory duties and powers held by HWST.
- Ensure HWST operates to high quality and equality standards, and manages any breaches of code of conduct, complaints or conflicts of interest in line with agreed policies and procedures.
- Oversee Enter and View activity in line with the work programme, receive reports and recommendations and escalate where necessary.

## **Board membership**

HWST is an independent organisation. Board members will be appointed using a fair and transparent recruitment process. We aim to ensure the make-up of the Board is reflective and representative of the diverse communities of South Tees. The Chair will be recruited separately against set criteria.

A Board member may resign at any time by filing a written resignation with the Chair and Project Lead.

When Board members stand down creating vacancies, a process will be applied to fill any vacancies.

The Board recruitment information can be found [here](#).

## Lines of accountability and legal status for Board

The Board are accountable to the residents of Middlesbrough and Redcar and Cleveland for the effective, fair and transparent governance of HWST.

The Board are not formally accountable to the local authority for the delivery of Healthwatch. Pioneering Care Partnership has a contract with the local authority for the delivery of HWST and is the accountable body for its delivery.

The Board are required to sign off all reports prepared by the HWST team reporting on the activities of HWST which will include:

- How HWST has been representative of the local area.
- Methods used to engage and gather the views of the local people.
- Recommendations/ areas to consider – what needs to change based on public feedback and responses.
- Next steps – how the service or commissioner responds and acts on the recommendations/ areas to consider.

## Board Requirements

### Board Meetings

Board members are expected to attend all scheduled meetings of the Board. This also includes two workshop style events per year with our locality forums (HWST Community Champions) where an agreed specific topic will be explored to further inform our workplan.

### Working together

Board members will be required to support the objectives and policies agreed by the Board, and to contribute to and share responsibility for the decisions of the Board. They will be expected to work constructively with other Board members and staff of HWST.

## **Code of Conduct**

Board members will be expected to abide fully with HWST Code of Conduct, to maintain high standards of probity and follow the [Nolan principles of public life](#). They must also present a positive image of the Board and HWST at external events.

## **Training**

Board members will be supported to identify training and development needs and seek opportunities for development, attending training events as required. Specific mandatory training will be offered which is relevant to the role of HWST Board members.

## **External Meetings and Representation**

Board members may be asked to attend key partnership meetings on behalf of HWST and to participate in events linked to supporting, developing or promoting HWST and its objectives. This may from time to time include representing HWST at regional or national events.

## **Preparation time**

Board members are required to allocate time for reading reports and preparing for both HWST and external meetings where they are representing HWST.

- Board papers will be sent to members **one week** prior to a meeting.
- Board members will inform the Project Lead of any agenda items they wish to raise **ten days** prior to a meeting.

## Meeting governance

- a) The Board will be considered quorate if a minimum of 3 members, including the Chair, are in attendance face to face or electronically.
- b) The Chair will have the casting vote in the event of a split vote.
- c) Conflicts of interest involving any individual Board member should be declared at the beginning of each meeting in line with the Code of Conduct.
- d) The Board will meet a minimum of 4 times per annum as arranged by the HWST team.
- e) Minutes of all meetings will be taken by HWST staff and shared with members in a timely manner to be signed off as a true record at the following meeting.
- f) On occasion, Board members may be required to attend additional ad-hoc meetings for specific priority discussions face to face or virtually.
- g) If a member does not attend three consecutive Board meetings, the Chair will contact the individual to discuss the following options;
  - Attendance resumed immediately from the date of the discussion.
  - Nominate alternative representative from the organisation with relevant decision making responsibilities.
  - Resign as a member of the Board.
- h) Board meeting dates will be published on our websites in order to promote a **meeting in public**. This is not the same as a **public meeting** and those attending are only there to observe in this instance.

## Compliments, Comments and Complaints handling

The Chair and HWST Project Lead will be responsible for reviewing Compliments, Comments and Complaints in line with the HWST Policy, which can be accessed by clicking [here](#).

### Additional Information

To read our Legislative Powers and Overarching Objectives please visit [www.healthwatchmiddlesbrough.co.uk](http://www.healthwatchmiddlesbrough.co.uk) or [www.healthwatchredcarandcleveland.co.uk](http://www.healthwatchredcarandcleveland.co.uk)

This document forms part of HWST Board governance, which includes:

- Recruitment Pack
- **Terms of Reference**
- Code of Conduct
- Conflict of Interest
- Decision Making Policy
- Compliments, Comments and Complaints




# healthwatch

Middlesbrough

www.healthwatchmiddlesbrough.co.uk  
Freephone: 0800 118 1691  
Text only: 07451288789  
Email: healthwatchsouthtees@pcp.uk.net

 @HwMiddlesbrough

 facebook.com/HwMiddlesbrough

# healthwatch

Redcar and Cleveland

www.healthwatchredcarandcleveland.co.uk  
Freephone: 0800 118 1691  
Text only: 07451288789  
Email: healthwatchsouthtees@pcp.uk.net

 @HwRedcarClevela

 facebook.com/HwRedcarCleveland

## Sign up to our e-bulletin!



Healthwatch South Tees is the operating name for Healthwatch Middlesbrough and Healthwatch Redcar and Cleveland.

@2020 Healthwatch South Tees is managed by Pioneering Care Partnership:

Pioneering Care Partnership  
Registered Charity  
No 1067888  
Company Limited by Guarantee  
No. 3491237



We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement. If you need this report in an alternative format please contact Healthwatch South Tees.