

Becoming a trustee

Trustee information

Would you be interested in becoming a trustee of Healthwatch North Yorkshire?

Healthwatch North Yorkshire is a charitable incorporated organisation.

This pack provides a summary of the work we do, our trustee membership, our recruitment process and what being a trustee will entail. We hope that you find this information useful and look forward to receiving your application.

If you have any questions or you would like to discuss becoming a Trustee with us, please contact:

Contact details	
Lee Adams, Trustee Chair	Lee.Adams@hwny.co.uk 01423 788 128
Ashley Green, Chief Executive Officer (CEO)	Ashley.Green@hwny.co.uk 07305 061 088



Ashley Green, CEO, Healthwatch North Yorkshire

What do trustees do?

Trustees are responsible for making sure we are doing what we were set up to do.

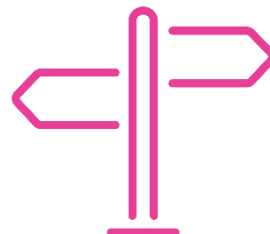
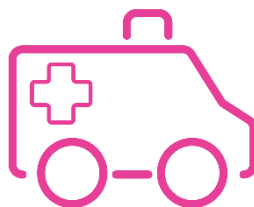
- They are the people who lead us and decide how we are run.
- Being a trustee means making decisions that will impact on people's lives.
- They help to make a difference to the community across North Yorkshire.
- Trustees use their skills and experience to support and help us achieve our aims.

Who we are

Healthwatch North Yorkshire is an independent watchdog ensuring people's voices are at the heart of shaping health and social care services and policy that affect the wellbeing of people in North Yorkshire.

Healthwatch organisations were established as part of the Health and Social Care Act (2012). We are part of a national network of local Healthwatch organisations co-ordinated by Healthwatch England. Healthwatch North Yorkshire was established in April 2013.

There are 152 local Healthwatch organisations in England and a national body, Healthwatch England, which provides advice, guidance, and a national profile for local Healthwatch, alongside working with and influencing [NHS England](#) and the [Government](#).



Our role

The key functions of a local Healthwatch is:

- Provide advice and information to support people to make informed choices. Healthwatch will signpost people to services that may help them.
- Work with partners across health and social care, to help them listen to and involve people to support service improvements and promotes health and wellbeing.
- Promote and support the involvement of people in monitoring, commissioning, and the provision of local services.
- Listen to and gather the views of the public to ensure they can help to influence the design, delivery, and commissioning of services.
- Listen to and work with people and diverse communities to ensure their views and experiences influence existing services and shape new services to meet people's needs.
- Produce high quality reports for those partners in health and social care that are responsible for the commissioning and provision of services to inform, support and influence improvements and innovation in care.
- Develop the skills and understanding of the public about services that contribute to their wellbeing and to be able to scrutinise, review and monitor such services.
- Work closely with and inform Healthwatch England to maximise policy and practical improvements in health and care.
- Make recommendations to and share public/patient insight with Healthwatch England and advise the Care Quality Commission to carry out reviews or investigations into areas of concern.

Who we work with

We work with key partners from across health (acute, mental health and community services) and social care, public health, North Yorkshire Council, community voluntary sector, universities, as well as local communities and groups.

Additionally, we work in partnership with other local Healthwatch including Leeds, Bradford & District, Kirklees, Calderdale, Wakefield District, York, Hull and East Riding. Plus, we work with and support Healthwatch England with their campaigns and policy work.

We play an active role in communicating the voice and feedback of the public at key strategic groups and meetings. We are for example a member of:

- North Yorkshire Health & Wellbeing Board
- North Yorkshire Integrated Care System's Quality Group
- Humber & North Yorkshire Local Dental Network
- North Yorkshire Safeguarding Adults Board
- Humber & North Yorkshire Integrated Care System's Partnership Board
- Humber & North Yorkshire Quality Committee
- Bradford District & Craven Partnership Board

Healthwatch North Yorkshire has a legal power to visit health and social care services and see them in action. This power is known as 'Enter and View' and offers a way for us to meet some of our statutory functions and to identify what is working well with services and where they could be improved. We also get a response from the care homes to our recommended actions.



Humber and North Yorkshire
Health and Care Partnership

healthwatch

NHS

**Humber and
North Yorkshire**
Integrated Care Board (ICB)

Bradford District and Craven
Health and Care Partnership



Our values

We have chosen to use the five key values of Healthwatch to help describe our work and the impact that we have made.

1. Listening

We recognise the value of listening to people and making sure their voices are heard.

2. Including

We value inclusivity. Listening to the first-hand experiences of diverse groups improves care for everyone.

3. Analysing

We value the insight that's gained from analysing many different people's experiences to learn how to improve care.

4. Acting

We act on feedback and drive change. Listening has to positively affect outcomes and influence important decisions about people's care.

5. Partnering

We value strong partnerships with care providers and Government – serving as the public's independent advocate.





Our future focus

2023-2026



1. We will build on our work in primary care, focusing on improving **GP access**, which we hear most about, improvements in **dentistry** access and care, **social care** and **mental health services**, including those for people living with **autism**.
2. We will partner with the public and those we work to promote **public health**, support self-care and wellbeing, and encourage community involvement.
3. We will ensure that our engagement includes **diverse communities**, including those with **protected characteristics**, such as women, older people, children, people with disabilities, black and minority ethnic communities, and LGBTQIA+ communities.
4. We will expand our **presence and reach** across North Yorkshire, prioritising the development of a long-term communication and marketing plan.
5. We will ensure that the information that we provide to the public is **accurate**, **accessible and meets the needs of people** to enable them to make informed choices.
6. We aim to establish a **public voice network**, collaborating with partners like North Yorkshire Council and the NHS to ensure people's perspectives are central to health and care decision-making.
7. Our priority is to drive real and lasting change in the health and social care system, **demonstrating genuine impact**. We will hold system leaders and partners accountable for implementing our recommendations and supporting change. We will also 'call out' organisations that fail to act on our findings.

What are our principles?

We adhere to the Government Nolan principles widely adopted in the UK as a benchmark of best practice.

Our principles are:

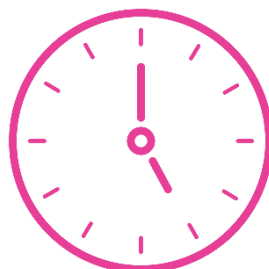
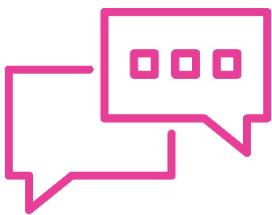
- Selflessness
- Integrity
- Objectivity
- Accountability
- Openness
- Honesty
- Leadership

Trustee appointment

Trustees are appointed on a three-year term of office, at the end of the three years trustees can apply to stand for a further term of three years. The board will agree a process to satisfy themselves about this and award or otherwise withdraw their consent. A six-year term is the maximum a trustee can serve to allow for a healthy turnover of board membership.

Our constitution sets out how a trustee or chair may be removed by the board. New trustees can be nominated by trustees or recruited via advertisement and networking. The board will decide if an applicant can be appointed through an interview process.

Trustees can retire during their tenure by writing to the chair. The Healthwatch North Yorkshire board can comprise of up to 12 trustees, and a minimum of five.



Trustee role

When undertaking the role of a trustee, you are expected to:

- Act collectively and be responsible for the overall strategy of the organisation and make sure it delivers on its core purpose.
- Ensure the Chief Executive Officer (CEO) is guided and supported to manage the organisation, its resources and staff and ensure objectives are delivered. The board will act constructively as a critical friend to the CEO.
- Ensure good governance, including adherence of our Healthwatch values.
- Ensure good financial management, and use of resources and assets in line with the organisations purpose, in addition to oversee the management and mitigation of financial risks.
- Act with reasonable care, diligence, and skill.
- Ensure Healthwatch North Yorkshire carries out its functions in an open and transparent manner.
- Safeguard people within the organisation and its clients, users etc.
- Act ethically putting the welfare of the public and users of Healthwatch North Yorkshire first, and not benefiting personally unduly from the organisations work.

Additional expectations

- All trustees are responsible for the smooth running of the board, for resolving conflicts and fostering positive relationships.
- All trustees are expected to be positive ambassadors for Healthwatch North Yorkshire, and to support its work in the area in which they live as appropriate as well as strategically.
- All trustees will undergo an individual appraisal as set out in the trustee appraisal policy.

Working with us

Healthwatch North Yorkshire recognises the diversity of the people, geography, and communities that it represents and strives to ensure that its board of trustees mirror this diversity, where possible.

We are deeply committed to equality and diversity and encourage people from all backgrounds to work and volunteer with us.

Our trustees are expected to:

- Work as a team with other trustees, staff, and volunteers.
- Have effective communication skills and ability to ask questions, listen well and provide challenge when needed and appropriate.
- Relate to, and develop relationships with, a broad range of people from different backgrounds and interests.
- Have effective decision-making skills.
- Be respectful of other people's views and opinions and have an ability to act confidentially when appropriate.
- Have an interest in the health and social care issues facing the people of North Yorkshire.



You will contribute to the strategic direction and governance of our work ensuring that we listen to and gather the views of the people across the county, especially those facing the greatest inequalities, to help all people lead healthier lives and have good experiences of health and social care services.

The trustee board meets formally on a quarterly basis, in public to ensure both accountability and transparency. These meetings may be held at different venues across North Yorkshire. Between board meetings, informal workshops or meetings can be held when required (face to face or digitally). There is an expectation that all trustees attend these meetings, where possible.

The role of a trustee is voluntary and unpaid. Expenses are available for travel to meetings, and any additional costs that may occur when fulfilling the role specification, in line with our volunteer expenses policy.

Expectations of trustees

- Attend all scheduled meetings of the governing board, where possible.
- Uphold the objectives and policies agreed by the board and contribute to and share responsibility for decisions of the board. Trustees will be expected to work constructively with other trustees, staff, and volunteers.
- Follow the Nolan principles of standards in public life: selflessness, integrity, objectivity, accountability, openness, honesty, and leadership.
- Present a positive image of Healthwatch North Yorkshire at external events.
- Identify personal training and development needs, and seek opportunities for development, attending training events as required.
- Participate in various other workshops, meetings or committee meetings of the board and periodic working groups.
- Allocate time for reading reports and preparing for board meetings (and where appropriate committee meetings and working groups).
- Attend other events and associated meetings linked to supporting, developing or promoting Healthwatch and our objectives.

How you will benefit

You will be joining Healthwatch North Yorkshire at an interesting and important time in our development as we continue to work with, challenge and champion the voice of people across the county – in a changing health and social care environment.

As a trustee you will have the opportunity to expand your understanding and knowledge of important health and social care issues, through discussions and debate with other trustees, but, more importantly, by hearing the powerful stories and evidence, collected from the people of North Yorkshire.

You will work with a committed group of trustees, chief executive and staff and be able to use your skills and experience to play a key role in shaping our work and strategies.

You will have an opportunity to influence real change across health and social care services, policy, and community services, to help all people live healthier lives, and particularly those facing the greatest inequalities.

You will receive training and support from other trustees and Healthwatch England.



Application process

Trustee applications are invited from people, aged 18 and over who either live in North Yorkshire, and/or work in or use the county's health and social care services, and have a strong interest in the work of Healthwatch and be committed to equality and diversity.

Applications will be shortlisted depending on their experiences and knowledge, and on the needs of the organisation at a given time. Shortlisted applicants will be interviewed by the chair, CEO and one or two other trustees.

Applicants should make it very clear at the time of application whether any conflicts of interest, or potential conflicts of interest, exist or may arise. These might include immediate family's existing roles within North Yorkshire's health and social care sector.

All Healthwatch North Yorkshire staff, volunteers, including trustees are required to undergo a Disclosure and Barring Service (DBS) check.

Interested candidates should submit a CV outlining their relevant experience and interest in the role to hello@hwny.co.uk.





**Committed
to quality**

We are committed to the quality of our information. Every three years we perform an in-depth audit so that we can be certain of this.

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