|  |
| --- |
| Your Voice in Health & Social Care (YVHSC)  Rooms 15 & 16  45 St Mary’s Road  Ealing  W5 5RG |
| www.yvhsc.org.uk |
| 0203 886 0830 |

YVHSC Board

This pack provides details of Board recruitment for Your Voice in Health and Social Care. Governance for Your Voice in Health and Social Care (YVHSC) sits with our Board of Directors. YVHSC recruits a Board to guide and support its Healthwatch, Advocacy, Carers & SEND representation and activities within the remit of the contract, agreed KPIs and deliverables, and the set model of delivery. All governance including financial reporting, adherence to statutory regulations and sustainability sits with the YVHSC Board.

This pack contains further background information on the role and details about how you can apply for being a YVHSC Board member. We hope you will find it both useful and interesting and look forward to receiving your completed application.

For an informal discussion and applying for the position advertised please contact either:

YVHSC Chair, Stephen Clark at [stephenclark114@gmail.com](mailto:stephenclark114@gmail.com)

or

YVHSC CEO, Tim Spilsbury, at [tim@yvhsc.org.uk](mailto:tim@yvhsc.org.uk)

We will be considering applications on a rolling basis. There is no deadline.

If you encounter any issues or require further support you can also email info@yvhsc.org.uk.

If you have any support requirements to enable you to apply, or require this recruitment pack in an alternative format please contact our office on 0203 8860 830.

**YVHSC Board member**

**Recruitment Pack**

# Contents

# 

|  |  |
| --- | --- |
|  | Page No. |
| 1. About YVHSC | 4 |
| 2. Our Approach and model | 5 |
| 3. YVHSC Structure | 6 |
| 4. Examples of our work | 6 |
| 5. Our Principles | 7 |
| 6. Role and responsibility | 8 |
| 7. Conflicts of Interest | 10 |
| 8. Role outline | 11 |

# About YVHSC

Your Voice in Health and Social Care (YVHSC) is an independent organisation that gives people a voice to improve and shape services and help them get the best out of health and social care provision.

YVHSC specialises in providing Health and Care [services](https://www.yvhsc.org.uk/services) that offer effective engagement and involvement that impacts on community wellbeing and development. Using our expertise, we involve people in ways that are both efficient and inclusive, and so can maximise the impact of our engagement.

As part of our commitment to represent communities and provide services that are valuable and required, YVHSC provides Healthwatch services, Carer’s provision, Advocacy and comprehensive community engagement and SEND services. Our research and engagement teams support community consultation and deep dive studies across all London Boroughs.

As an organisation, our aim is to empower and represent diverse communities, so as to make every voice count. We strive to understand local needs, experiences and concerns of people who use health and social care services and to effectively speak out on their behalf.  
  
We build bridges and create partnerships between local people and services, to provide a better future for all.

YVHSC holds contracts for running the following Services:

Healthwatch Hounslow – <https://www.healthwatchhounslow.co.uk>

Healthwatch Ealing - <https://www.healthwatchealing.org.uk>

Healthwatch Tower Hamlets - <https://www.healthwatchtowerhamlets.co.uk>

Healthwatch Bromley - <https://www.healthwatchbromley.co.uk>

Healthwatch Lewisham & Advocacy Service - <https://www.healthwatchlewisham.co.uk>

Healthwatch Hammersmith and Fulham - <https://www.healthwatchhf.co.uk>

Carers Lewisham (Young and Adult Carers) - <https://www.carerslewisham.org.uk>

Carers Ealing - <https://www.ealingcarers.org.uk>

Bromley Parent Engagement Service (BPES) - <https://www.bromleypes.co.uk>

SENDIASS Hammersmith & Fulham - <https://www.hfsendiass.org.uk>

SENDIASS Hounslow – Website details coming soon.

# Our approach and model

Our starting point will always be the people we support and their experience, their needs and their wants. We go out into the community on a daily basis to gather views and we base our work on solid evidence and intelligent analysis.

Our local Healthwatch services are here to engage and involve members of the public in the commissioning of Health and social care services. Through extensive community engagement and continuous consultation with local people, health services and the local authority. Our Healthwatch members of staff and volunteers speak to local people about their experiences of health and social care services.

Alongside members of the public, our Healthwatch services work with local voluntary, community and faith organisations to identify a local picture of the health and social care trends and issues that matter most to local people. We have an extensive volunteer network that allows us to reach far and wide, including to those that are some of the most vulnerable and seldom heard communities.

YVHC’s Carers services provide a range of services including advice, information, emotional support, short breaks, opportunities to meet other carers, relaxation days and well-being sessions, coping strategies, specialist support for carers of people with dementia, carers of people with mental health problems, older carers and carers who are caring for someone nearing the end of their life.

The London Boroughs of Bromley, Hammersmith and Fulham and Hounslow have commissioned YVHSC to actively involve parent carers of children and young people who have special educational needs and disabilities (SEND) in accordance with the Children and Families Act 2014.

This service is underpinned by the ‘Better Together’ framework which outlines our commitment to engage with parent carers as set out in the Children and Families Act 2014, SEND Code of Practice 2015 and Bromley SEND Strategic Vision and Priorities 2019-22.

Services for children and young people who have SEND must be appropriate, acceptable and accessible. For this reason families and users need to be involved in the service improvement, planning and monitoring of these services.

YVHSC ensures that there is input from a broad representation including those communities who are seldom heard and/or do not always access services they need.

We are ambitious and our model of delivery includes clear KPIs and a clear framework for achieving these.

YVHSC’s Structure

# Some examples of our recent work

Healthwatch Lewisham Patient Experience report Q2 2022/23 summarises residents' feedback on health and social care services.

The report highlights vital themes within services most commented on by the local people - <https://www.healthwatchlewisham.co.uk/report/2022-12-05/hwl-patient-experience-report-q2-202223>

Carers Lewisham’s Activities timetable can be accessed at <https://www.carerslewisham.org.uk/support-for-adult-carers/>

Healthwatch Hammersmith & Fulham Enter & View Report Charing cross hospital discharge lounge - <https://www.healthwatchhf.co.uk/report/2022-08-17/enter-view-report-charing-cross-hospital-discharge-lounge>

# Healthwatch Ealing Health Inequalities Access Report - <https://www.healthwatchealing.org.uk/report/2022-04-12/healthwatch-ealing-health-inequalities-access-report>

# Our principles

The way that we work is important if we want to make an impact and everything we do is driven by our values, which correspond to the Nolan Principles:

**Selflessness** – we will work in the interests of YVHSC only: we won’t make any financial gain or other benefits for ourselves, our family or our friends

**Integrity** – we won’t place ourselves under any financial or other obligation to outside individuals or organisations who might then seek to influence us in the performance of our role

**Objectivity** – in carrying YVHSC business forward we will make decisions based on merit when making appointments, awarding contracts, or recommending individuals for rewards and benefits

**Accountability** – we are accountable for our decisions and actions to the public and will ensure that our performance and finances can be scrutinised

**Openness** – we will be open about the decisions and actions that we take and we will give reasons for our decisions

**Honesty** – we will declare any private interests that are relevant to YVHSC and take steps to resolve any conflicts of interest

**Leadership** – we will promote and support these principles by leadership and by example

A Code of Conduct Policy exists to support this and can be found on the YVHSC website.

**Company and business structure**

YVHSC is the contract holder for a number of Healthwatch, Advocacy, Carers and SEND services with various London Boroughs. We are a Company limited by guarantee and a registered charity:

* + Company Number 08397315.
  + Registered charity number 1154672.

YVHSC Articles of Association can be found on the website alongside a structure chart. [www.yvhsc.org.uk](http://www.yvhsc.org.uk)

**YVHSC Board**

The YVHSC Board will comprise approximately 6-9 Board members.

It is expected that being a Board member will require a time commitment of approximately 1- 2 days a month, including reading and preparing for meetings, with this increasing to 3 days for those wishing to take on an executive role such as chair.

All members are expected to attend at least The times and dates for Board meetings will be agreed by the Board and YVHSC’s Chief Executive in line with YVHSC Terms of Reference.

Board members do not receive pay but all relevant and agreed expenses associated with the role will be reimbursed.

**The Role, Responsibilities and Liabilities of YVHSC Board Members**

The YVHSC Board holds responsibility and accountability for all governance of YVHSC. , In addition to advising and supporting the YVHSC Senior management team staff team with projects, within the model and framework of delivery. The YVHSC Board plays important representational and public relations roles, as well as providing staff and other volunteers with a fresh perspective on local issues and will therefore also play a key role in representing YVHSC strategically.

Overall governance, responsibility, and all liabilities of YVHSC run services rest with YVHSC Board of Directors.

The YVHSC Board serves to advise, support and represent YVHSC strategically within the set model of delivery and contractual KPIs. Where a board member wishes to make a recommendation for a particular direction of travel or deviation from the model and framework for delivery this will have to be ratified by YVHSC Chair and Chief Executive. Recommendations can be made at any time. In addition, to support and ensure this relationship operates efficiently there will be a formal link between the board and the Chief Executive via a quarterly Board meeting.

Other possible responsibilities of the YVHSC Board include determining mission and purpose of a program, articulating the goals, means, and primary constituents to be served by a program, ensuring effective planning, monitoring and strengthening of programs and services, and enhancing the organisation’s public standing.

Effective Board have terms of service. Board members are appointed by YVHSC to a specific term. The term will initially be not more than 12 months; however members can be reappointed after this period. It is important to ensure the YVHSC Board has a clear purpose and guidelines for membership – a Terms of Reference exists to support this. YVHSC Board is expected to consist of between 6 – 9 members and must be quorate when making decisions within their remit. YVHSC Board members will usually be recruited through a formal recruitment process.

YVHSC Board will be bound by the policies and procedures of the governing body – for example: meeting attendance, decision-making, conflict of interest, and ethics policies. Where necessary YVHSC will develop specific policies for the Board.

**YVHSC Board Responsibilities**

Responsibilities assigned to a YVHSC’s Board may include any or all of the following:

**Program Creation and Planning**

Board members can provide advice concerning the design and plans for a research study, Enter & View program or Patient Experience focus.

**Planning and Implementing Public Relations**

The YVHSC Board includes influential community leaders can be effective at promoting YVHSC’s services and securing effective partnerships.

**Other Tasks**

It is expected that being a Board member will require a time commitment of approximately 1- 2 days a month, including reading and preparing for meetings, with this increasing to 3 days for those wishing to take on an executive role such as chair. All members are expected to attend at least ¾ of the year’s meetings.

The times and dates for Board meetings will be agreed by the YVHSC’s Chief Executive and the Chair in line with the YVHSC Terms of Reference.

Board members do not receive pay but all relevant and agreed expenses associated with the role will be reimbursed.

**Application and Selection Process**

Applications are invited from people who are over the age of 16 and who live or work in London or who can demonstrate substantial knowledge of the local boroughs and health and social care issues and services.

To apply, please contact:

YVHSC Chair, Stephen Clark at [stephenclark114@gmail.com](mailto:stephenclark114@gmail.com)

or

YVHSC CEO, Tim Spilsbury, at [tim@yvhsc.org.uk](mailto:tim@yvhsc.org.uk)

If you encounter any issues or require further support please email info@yvhsc.org.uk.

Applications will be considered on a rolling basis. There is therefore no deadline. Selection of Board members is against a standard laid out in the core attributes, key specialisms and person specification sections of this document. Candidates that meet the requirements will be invited for an interview.

Please note that all applications will be considered on their own merit. Currently we are prioritising increasing the diversity of our Board membership. Applications are particularly welcomed from individuals from a variety of Black, Asian and Minority Ethnic backgrounds. If you are passionate about improving health and social care get in touch today!

After identifying successful candidates through the recruitment process, conflicts of interest will be assessed, references sought and a DBS completed by our Provider, Know Your People (KYP), before formally offering a place on the YVHSC Board.

Unsuccessful applicants will be invited to support YVHSC by getting involved in other ways, eg. through alternative volunteering opportunities.

For an informal discussion about the role, please contact either:

YVHSC Chair, Stephen Clark, at [stephenclark114@gmail.com](mailto:stephenclark114@gmail.com)

YVHSC CEO, Tim Spilsbury, at [tim@yvhsc.org.uk](mailto:tim@yvhsc.org.uk)

**Conflicts of interest**

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 the immediate family’s existing roles within YVHSC run services. Each application and conflict of interest will be assessed independently, however, likely conflicts of interests include:

* Health or social care providers and their employees within London or who supply local health and social care services
* Providers affiliated with a private company providing goods and services to local healthcare and social care providers
* Commissioners of health and social care services
* Elected members of Local or Central Government

All YVHSC Board members will need to undergo a Disclosure and Barring Service (DBS) check (previously known as a Criminal Records Bureau check) and will have to provide details of two people who will be approached for references. The DBS check will be completed via our provider Know Your People (KWP). No previously held DBS checks will be considered.

**Role outline – YVHSC Board Member (including Chairperson)**

|  |
| --- |
| **Responsible for\*:**   * Supporting the staff team and YVHSC to deliver its services * Overseeing local strategic direction, monitoring and advising the progress of YVHSC against its work plan and within the framework of delivery.   **\*All governance, finance and contractual obligations rest with YVHSC.** |

|  |
| --- |
| **Purpose of role**  **Advisory**: To ensure YVHSC is efficiently guided and effectively delivering against its work plan, in line with its statutory obligations, its code of conduct and best practice. |

**Main responsibilities and key result area**

1. To participate in setting, implementing and monitoring YVHSC work plan, in line with its statutory core purposes, and within parameters of the contract, KPIs, model and framework for delivery.
2. To promote YVHSC and its work. To build successful partnerships with key stakeholders and enhance both influence and effectiveness of YVHSC on behalf of local people.
3. To consider, assess and challenge reports on local health and social care services, and on YVHSC itself, to ensure that YVHSC’s public work and internal decisions are well-founded.
4. To ensure that decisions taken by the Board are in the best interests of YVHSC and that its moral responsibilities to the wider public are met.
5. To regularly attend Board meetings, working groups, and training events as required.
6. To offer advice and expertise to the Board, and to make well-informed, respectful contributions to discussions and decision making, based on the interests of patients and the public.
7. To contribute to, abide by and take collective responsibility for decisions, publicly supporting any decisions made.
8. To commit to the YVHSC approach to valuing diversity, equality, inclusion and human rights and to ensure that YVHSC processes, activities and recommendations are inclusive of all communities.
9. To declare any relevant personal, professional or commercial interests in any matter being discussed by the Board.
10. To respect the confidentiality of information, where its release would compromise the interest of individuals, or YVHSC.

# Person specification/skills

All Board members are expected to demonstrate a number of core attributes and skills.

* Ability to work as a team with other volunteers and staff
* Ability to be creative, strategic and forward thinking
* Effective communication skills and ability to ask questions, listen well and provide challenge when needed and appropriate
* Decision making skills
* Experience of using Microsoft Office, including Word, excel, powerpoint
* Access to the internet/email
* Be comfortable volunteering from home and using online meeting platforms e.g. Zoom or Microsoft Teams (training can be provided)
* Respect and ability to keep confidentiality
* Ability to represent YVHSC through membership/participation of relevant local forums

In addition:

* Members are tasked with acting in public interest, and should therefore be public spirited and committed to the principle of championing the public’s interests in health and social care.
* Members need to be open-minded and inclusive; YVHSC will be tasked with engaging and representing the entire spectrum of the local population.
* Members should have a commitment to equality for all, including that enshrined within the Equalities Act, to promoting human rights and to valuing of diversity.
* Members should have an active interest in how patient and service user involvement can shape health and social care services and have the desire to promote it.