

Management Structure

Management Board

Statutory and Corporate matters

- To manage the corporate and financial affairs of Healthwatch Havering as a limited company and employer¹, and in exercising statutory functions
- To ensure due and proper compliance with the Companies Acts, the Health & Social Care Act 2012 and the Local Government & Public Involvement in Health Act 2007, and all other relevant regulations and regulatory requirements
- To liaise with the Havering Council as funder of Healthwatch Havering
- To authorise (and where appropriate to withdraw authorisation of) Directors, Specialist Members and Members to undertake activities on behalf of Healthwatch Havering, including (but not limited to):
 - Representing Healthwatch Havering at meetings - of Havering Council
 - With other Healthwatch organisations at local, regional or national level
 - With other local authorities
 - With relevant NHS bodies
 - Carrying out “Enter and View” visits to premises and facilities within the purview of Healthwatch Havering
 - Meeting community groups and charitable and other voluntary organisations with interests in Health and Social Care issues
- To approve all statutory and other returns required of Healthwatch Havering as a limited company

Operational matters

- To ensure there are appropriate tools and mechanisms in place to enable any individual to express their views and concerns about the local health and social care services and ensuring that this contribution is recognised and helps to build a picture of local services.
- To provide authoritative, evidence-based feedback to organisations responsible for commissioning or delivering local health and social care groups, and support Clinical Commissioning Groups to make sure the services really are designed to meet individual’s needs.
- To ensure the views and experiences of patients, carers and other services users are taken into account by the Health and Wellbeing Board when local needs assessments and strategies are being prepared.
- To promote public health, health improvements and tackling health inequalities

¹ The Directors may by resolution exclude Staff and Specialist Members from any part of a meeting of the Management Board at which confidential information, particularly relating to the affairs of the Company as an employer, is under discussion.

- To alert Healthwatch England, Care Quality Commission (CQC) and/or other statutory regulators to concerns about specific care providers
- To work with the CCG and Havering Council to develop a consistent set of quality standards that support best practice and define good outcomes.
- To ensure sound stewardship of the funds and working methods of the organisation
- To support and develop the members of Healthwatch Havering, enabling them to become vibrant and effective ambassadors on behalf of their local communities.
- To receive and consider reports from the Directors, Staff Members, Specialist Members and others on matters of interest, including (but not limited to):
 - Outcomes of “Enter and View” exercises
 - Public consultations
 - Presentations to, and other activities with, local community groups and charitable and other voluntary organisations with interests in Health and Social Care issues
 - Reports from Healthwatch Havering representatives at meetings of local authority and NHS bodies
 - Determining the action to be taken, if any, in the light of such reports
- To approve the Annual Report of Healthwatch Havering for submission to the Annual General Meeting
- To approve all formal reports by Healthwatch Havering to any local authority or NHS bodies

Membership: Directors, Staff Members and all appointed Specialist Members (Quorums - for discussion of corporate matters: 2 Directors; for discussion of operational matters: 50% of appointed membership, plus 1, provided 2 Directors are present)

Frequency of meetings: The Management Board will generally meet monthly (normally other than in August and November). Discussion of corporate matters will take place first, in private where necessary, followed by discussion of operational matters to which other Members of Healthwatch Havering may be invited to attend, as required, for matters of particular interest. Except where necessary to protect the confidentiality of information relating to individuals or that is commercially sensitive, meetings shall be open to attendance by the public.

Annual General Meeting

An Annual General Meeting (AGM) of the Members of the Company shall be convened in June of each year on a date agreed by the Management Board.

The business to be transacted at the AGM shall comprise:

1. The Minutes of the preceding AGM and any General Meeting held subsequently.
2. Reception and, if thought fit, approval of the Annual Accounts of the Company and any auditor’s report thereon.
3. Appointment of auditors for the coming year.
4. Approval of the Annual Report of the Company, agreement to its formal submission to the authorities to whom it must be submitted and authorisation of its general publication.

5. Endorsement of the Work Plan for the ensuing year.
6. Consideration of any resolutions to be proposed, of which due notice shall have been given.

General Meetings

In accordance with the Companies Acts and the Articles of Association of Havering Healthwatch Limited, General Meetings of the Members of the Company may be convened from time to time.

As required by Article 33.2, notice of any such general meeting shall specify the time, date and place of the meeting, the general nature of the business to be transacted and the terms of any resolution to be proposed at it.

Committees

The Management Board may establish such Committees as they think fit. Such Committees may be permanent or set up for a specific task, then dissolved.

No Committee shall have power to commit Healthwatch Havering (or Havering Healthwatch Limited) to expenditure without the approval of the Company Secretary.

The terms of reference of all Committees shall be agreed by the Board (but may be altered and amended subsequently).

Specialist Members

Specialist Members will:

- Be senior volunteers who help to provide the leadership, governance and accountability framework
- Ensure that Healthwatch Havering is inclusive and reflects the diversity of the community it serves
- Take the lead in running and co-coordinating such specialist teams of Members for particular areas of interest as they think fit
- Give authoritative, evidence-based feedback to organisations responsible for commissioning or delivering local health and social care
- Develop specialist knowledge and expertise which will enable Healthwatch Havering to alert commissioners, Healthwatch England and CQC where appropriate, to concerns about specific care providers, health or social care matters
- Play an active part in the management of the Company as members of the Management Board

Specialist Members will be appointed for such Service specialisms as the Management Board thinks fit, and may include facilitators who will advise on cross-cutting themes such as

- Black and minority ethnic issues
- Disability issues
- Communications

Enter & View Programme Panel

The Panel will oversee the programme of Enter & View visits, including:

- Receiving feedback from recent visits
- Agreeing arrangements for forthcoming visits
- Considering recent CQC reports and feedback from Havering Quality and Assurance Team meetings and determining what action is required in response □ Determining the programme of future visits

Membership: the Company Secretary (Chairman), all appointed Specialist Members and any member who wishes to take part in Enter & View visits (Quorum – Chairman, at least one Specialist Member and two other members)