

Policies and procedures

Governance Statement

Reviewed:	May 2022
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Havering Healthwatch C.I.C.

Havering Healthwatch C.I.C is a community interest company limited by guarantee that holds the contract from Havering Council for the provision of the statutory Healthwatch Service in Havering.

For day to day purposes, the company operates as Healthwatch Havering. It has a statutory and contractual obligation to involve its volunteers in its governance arrangements. This Statement sets out the details of how the company is managed and secures its members' involvement in its management.

In accordance with the requirements of Company Law, the Annual General Meeting of company members is held at the end of June each year; Members' Meetings take place quarterly.

In this statement, references to "the company" are to Havering Healthwatch C.I.C. as a corporate entity; "Healthwatch" refers to the carrying out of the statutory functions of a Healthwatch organisation.

Membership and authorisation to undertake Enter & View visits

All Healthwatch Havering volunteers are members of the company, as are the directors (both Executive and Non-Executive) and staff. Of itself, membership does not confer "authorised representative" status that enables a member to participate in Enter & View (E&V) visits; that status is conferred separately following appropriate training.

Probationary Membership

An individual seeking membership is interviewed by a Director and staff and asked to provide references. Probationary Membership is

granted by the interviewing Director on successful completion of the interview and receipt of satisfactory references for a probationary period of about three months, during which time the individual may assess whether they like being involved in Healthwatch activity; at the end of the probationary period, membership is confirmed by the Board.

If the individual does not wish to undertake E&V activity, they are not required to undergo a Disclosure and Barring Scheme (DBS) check, or to complete the formal training required to participate in E&V activity.

Interim E&V authorisation

An individual wishing to carry out E&V activity is expected to use their three months' probation to undergo E&V training and a DBS check. Assuming all is completed satisfactorily, they will then be given interim authorisation to carry out E&V work.

Interim E&V authorisation is conferred by the Governance Committee, and an ID card will be issued to the individual.

Engagement – ensuring residents' views are heard

Members who do not wish to participate in E&V activity have the opportunity to support residents by ensuring their views and opinions on services are heard and respected through the Healthwatch Engagement programme.

Ensuring that residents' views and opinions on Health and Social Care services are communicated to all relevant stakeholders within the health and social care system in Havering is an important part of the Healthwatch role. Engagement activity will be undertaken in accordance with the Engagement Policy.

Full membership and E&V authorisation

Once probationary membership and interim E&V authorisation (for those participating in the E&V programme) have been granted, and the probationary period had expired, full membership and (where applicable) authorisation will be confirmed at the next available Board meeting.

Healthwatch Havering Friends Network (HHFN)

The HHFN comprises essentially an email list of contacts to whom are sent health and social care literature as it becomes available, including press releases and circulars etc. The list includes secretaries or other officers of local voluntary organisations and other people who have been in contact with Healthwatch for any reason and who wish to be kept informed.

This Network is an enabler for achieving the best possible involvement in the Engagement Programme, including consultation and Have Your Say campaigns. Although a broad range of participants is expected, participation in the HHFN does not confer membership of Healthwatch.

Termination of membership

An individual's membership will normally be ended by resignation. The Company's Articles provide, however, for the Directors to terminate the membership of anyone, subject to a right "to be heard" before the decision to terminate is taken.

In order to place termination on a more formal basis, any member who appears to have ceased their involvement in Healthwatch activity will be contacted and asked whether they wish to continue. If

the individual gives no indication that they wish to resume active participation, they will be notified that it is intended to terminate their membership but that they have the right to be heard before termination is confirmed.

For this purpose, “cease involvement” means failure to respond to:

- invitations to participate in meetings, events or surveys
- email contact enquiring as to their intentions

for a period of not less than six months.

The right “to be heard” will be arranged by enabling the individual concerned to attend a meeting with a Director and a member of staff. Depending on the outcome of that meeting, the Director and staff member would recommend to the other Directors whether or not the individual in question should remain a member.

If there is no response to such notification after two weeks, the Directors will then formally terminate their membership.

Disciplinary issues

Breaches of the Code of Conduct for E&V visits or other failures by members that bring Healthwatch Havering into disrepute will be dealt with in accordance with the Disciplinary Procedure.

Management arrangements

Responsibility for the management of the company as a corporate entity rests primarily with the Directors.

Day to day management of Healthwatch Havering as a Healthwatch organisation rests with the Members' Meeting, Governance Board and Engagement Programme Panel.

Some management functions are delegated to the Company Secretary.

Terms of reference

Directors' meetings

- 1 The Directors meet as and when necessary, in accordance with the terms of the Company's Articles.
- 2 The business at such meetings is confined to the statutory business of the Company and to the business set out in this Terms of Reference.
- 3 Directors' meetings are held either in person, or by written resolution in accordance with the Articles.
- 4 The Directors have sole competence to deal with:
 - (a) Personnel matters affecting Directors and Staff, including remuneration and matters of taxation, pensions etc, subject to any matter of personnel policy being considered by the Governance Board
 - (b) Management of the Company's resources, including the ordering of goods and services required by the Company for business purposes and the spending of money in relation to the Company's activities.

The Directors have delegated day to day responsibility for such matters to the Company Secretary. The exercise of that delegation is subject to the Directors' general oversight, and they report from time to time to the Governance Board about the conduct of the business of the Company.

- 5 Decisions taken at Directors' meetings (whether in person or by written resolution) are reported to the Governance Board, and published on the Company's website (subject to the redaction of any information that is personal data for GDPR purposes).
- 6 There are two Executive Directors (the Chairman and the Company Secretary) who manage the Company's business on a day-to-day basis, and two Non-Executive Directors who oversee the work of the Company generally.
- 7 In order to ensure business continuity in the event of an unforeseen emergency, the Governance Board may appoint a Non-Executive Director to carry out an Executive Director's duties in the event of the latter being unable to do so.

Members' Meetings

- 1 Members' Meetings are held quarterly. The Directors and all members of the Company are entitled to attend, participate in and vote at Members' Meetings. The quorum for the Members' Meeting is two Directors and three members (not including those members who are employed by the company).
- 2 Members' Meetings receive reports from the Directors, the Governance Board and the Engagement Programme Panel

about activities, decisions and proposals within their respective terms of reference and makes any decisions required that arise therefrom.

- 3 Members' Meetings consider, amend, approve, review and revoke all policies and procedures of Healthwatch Havering.
- 4 Members' Meetings approve the admission to membership of the Company of individuals who have completed the approved application form and process, have produced a satisfactory Disclosure and Barring Service certificate (and have explained to the Directors' satisfaction any adverse report within it).
- 5 Members' Meetings confer "authorised representative" status on members who have completed the appropriate training for E&V.
- 6 Members' Meetings may consider any other matter referred to them.

Governance Board

- 1 The Governance Board meets monthly. It comprises the Directors, the Community Support Officer, Office Administrator and up to five members of the Company elected to it. Other members may be invited to attend specific meetings where they have a particular contribution to make. The quorum for the Board is one Director and two members (not including those members who are employed by the company).
- 2 Meetings of the Board are usually held on the second Tuesday of each month, other than August and December.

- 3 The Board receives a monthly report about the Financial circumstances of the Company in the preceding month.
- 4 The Company Secretary or the Directors may refer to the Committee any matter that appears to them to be desirable, for decision or for consideration prior to reference to a Members' Meeting.
- 5 The Board is responsible for the oversight of the strategic and operational plans, and the development of policy, all including the development of work associated with requirements identified by Havering Council and NHS local bodies.
- 6 The Board may lead individual pieces of work.
- 7 The Board may delegate to the Engagement Programme Panel, and the Panel may seek the views of, or refer matters to, the Board.
- 8 As required by law, meetings of the Board are open to attendance by the public and will be advertised in advance on the Healthwatch website. The minutes of the meetings will be published. The Board may resolve to hold any meeting or part of a meeting in confidential session where open discussion would be likely to lead to the disclosure of information in breach of commercial confidentiality or of protected personal information.

Engagement Programme Panel

- 1 The Engagement Programme Panel considers the programme of E&V visits, including:

- (a) Identifying premises and practices to be visited, on the basis of intelligence from the CQC, local authority QAT, service users (complaints or compliments) and other sources, including previous visits to the particular premises and practices or others of a similar type
 - (b) Identifying the volunteer teams who are to carry out visits
 - (c) Authorising the inclusion of particular premises or practices in the E&V Programme
 - (d) Receiving reports of E&V visits carried out
- 2 The Panel considers reports from the CQC and/or QAT about particular premises and practices
- 3 The Panel considers reports or other information by the CQC, QAT and other relevant authorities relating to policies and procedures concerning the registration and inspection of particular premises or practices
- 4 The Panel considers the carrying-out of surveys of service users (including carers and relatives of service users) to ascertain their views of services and facilities, including
- (a) Identifying services to be surveyed, on the basis both of commissions from the CCG, other NHS authorities or the local authority, and of identified Healthwatch need for information that a survey will generate
 - (b) Identifying the volunteer teams who are to carry out surveys

- (c) Authorising the inclusion of particular premises or practices in the survey
 - (d) Receiving reports of surveys carried out
- 5 The Panel considers members' training, including
 - (a) The training programme
 - (b) Needs for future training
 - (c) Training updates
- 6 The Panel meets monthly (other than in August and December), and reports to the Members' Meeting. The quorum of the Panel is one Director or the Community Support Officer and two members.
- 7 The Governance Board may delegate to the Panel, and the Panel may seek the views of, or refer matters to, the Board.

Special Groups

- 1 The Governance Board or Engagement Panel may approve the establishment from time-to-time of one or more Groups for specific purposes.
- 2 Such Groups may be established for a specific, time-limited "task and finish" purpose, or for a continuing purpose, without time limit. In general, the Committee will approve continuing purpose groups and the Panel will approve time specific groups.
- 3 The terms of reference, time limit and membership (including a quorum, if appropriate) of such Groups will be determined

when they are established but may be varied, extended or reduced as appropriate at any time.

- 4 Groups will report to the Board or Panel, ordinarily by submitting minutes or meeting notes but, where appropriate, by formal report with recommendations.
- 5 The Directors and staff may act on decisions or recommendations of a Group in advance of their acceptance or approval where it is appropriate to do so.

Executive Director & Company Secretary

The Executive Director & Company Secretary (“the Company Secretary”) has delegated authority to control the day to day use of the company’s banking facilities, including its debit card, and may set up or cancel as necessary any direct debit, standing orders, or payment authorisations, write and sign cheques drawn on the current account and order and pay for goods and services necessary for the company’s day to day operations from suitable and reputable suppliers.

The Company Secretary may take all day to day decisions on operational matters, in consultation as necessary with the Executive Chairman and staff.

The Board may arrange for a Non-Executive Director to exercise the Company Secretary’s duties in the event that the Company Secretary is unable to do so.

What is Healthwatch Havering?

Healthwatch Havering is the local consumer champion for both health and social care in the London Borough of Havering. Our aim is to give local citizens and communities a stronger voice to influence and challenge how health and social care services are provided for all individuals locally.

We are an independent organisation, established by the Health and Social Care Act 2012, and employ our own staff and involve lay people/volunteers so that we can become the influential and effective voice of the public.

Healthwatch Havering is a Community Interest Company Limited by Guarantee, managed by three part-time directors, including the Chairman and the Company Secretary, supported by two part-time staff, and by volunteers, both from professional health and social care backgrounds and lay people who have an interest in health or social care issues.

Why is this important to you and your family and friends?

Following the public inquiry into the failings at Mid-Staffordshire Hospital, the Francis report reinforced the importance of the voices of patients and their relatives within the health and social care system.

Healthwatch England is the national organisation which enables the collective views of the people who use NHS and social services to influence national policy, advice and guidance.

Healthwatch Havering is your local organisation, enabling you on behalf of yourself, your family and your friends to ensure views and concerns about the local health and social services are understood.

Your contribution is vital in helping to build a picture of where services are doing well and where they need to be improved. This will help and support the Clinical Commissioning Groups, NHS Services and contractors, and the Local Authority to make sure their services really are designed to meet citizens' needs.

**'You make a living by what you get,
but you make a life by what you give.'**

Winston Churchill

Joining Healthwatch Havering

Local people who have time to spare are welcome to join us as volunteers. We need both people who work in health or social care services, and those who are simply interested in getting the best possible health and social care services for the people of Havering.

Our aim is to develop wide, comprehensive and inclusive involvement in Healthwatch Havering, to allow every individual and organisation of the Havering Community to have a role and a voice at a level they feel appropriate to their personal circumstances.

We are looking for:

Members

This is the key working role. For some, this role will provide an opportunity to help improve an area of health and social care where they, their families or friends have experienced problems or difficulties. Very often a life experience has encouraged people to think about giving something back to the local community or simply personal circumstances now allow individuals to have time to develop themselves. This role will enable people to extend their networks, and can help prepare for college, university or a change in the working life. There is no need for any prior experience in health or social care for this role.

The role provides the face to face contact with the community, listening, helping, signposting, providing advice. It also is part of ensuring the most isolated people within our community have a voice.

Some Members may wish to become **Specialists**, developing and using expertise in a particular area of social care or health services.

Supporters

Participation as a Supporter is open to every citizen and organisation that lives or operates within the London Borough of Havering. Supporters ensure that Healthwatch is rooted in the community and acts with a view to ensure that Healthwatch Havering represents and promotes community involvement in the commissioning, provision and scrutiny of health and social services.

Interested? Want to know more?



Healthwatch Havering is the operating name of
Havering Healthwatch C.I.C.
A community interest company limited by guarantee
Registered in England and Wales
No. 08416383

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