



Healthwatch South Tees Partnership Board Terms of Reference

Join today, freephone
0800 989 0080

Healthwatch Middlesbrough and Healthwatch Redcar and Cleveland are delivered by MVDA in partnership with RCVDA. Middlesbrough Voluntary Development Agency registered charity no: 1094112. Company limited by guarantee. Registered in England no: 4509224. Registered office: St Mary's Centre, 82-90 Corporation Road, Middlesbrough TS1 2RW.

healthwatch
Middlesbrough

healthwatch
Redcar and Cleveland

Healthwatch South Tees Partnership Board -Terms of Reference

This Terms of Reference has been produced focusing on the Healthwatch South Tees (HWST) Partnership Board. Reference is also made to other elements of the governance arrangements of local Healthwatch to ensure a clear understanding about the roles and responsibilities of the lead agency and the HWST Leadership and Delivery Group.

This Terms of Reference refers to a range of HWST policies and protocols, supporting working arrangements, detailed in appropriate HWST policies and frameworks. In the event of any inconsistency, contradiction or disagreement on the Governance arrangements for HWST, the information provided in this Terms of Reference will prevail.

1. Vision and purpose

1.1. Our Vision

Ensuring that health and social care services are provided across Middlesbrough and Redcar & Cleveland in ways that work for citizens and communities - both adults and children.

1.2. Our Purpose

Making sure we find out what matters to local people living in Middlesbrough and Redcar & Cleveland and make sure their views shape the support they need from health and social care services.

We will achieve this through the following aims:

- ***Supporting local people to have their say*** - by providing information that they need to take control of their health and social care, make informed decisions and help to shape the services that support them.
- ***Providing a quality service to the public*** - ensuring that local people who share their experiences or seek advice from Healthwatch South Tees get a high-quality service and understand the difference they have made.
- ***Ensuring views gathered help improve health and social care services in Middlesbrough and Redcar & Cleveland*** - by providing local people with a strong voice to shape the health and care support they need today and in the future.

2. Our Approach and tactics

2.1. Our Approach

Our key approach will be to make sure that the views of local people living in Middlesbrough and Redcar & Cleveland, especially those who find it hardest to be heard, are captured, amplified and acted upon by health and social care services. We will be an independent champion for local people, by:

- putting local people's views forward to health and social care service providers and commissioners.
- making the biggest difference to local people, through making their voices matter.
- working with others to find ways to improve health and social care.

We will take a planned and structured approach to achieve our vision and aims, including:

- Identifying who is not being heard.
- Provide the information people need to act.
- Use partnerships to reach more people.
- Establish common quality standards.
- Focus on effectiveness.
- Invest more in staff and volunteer skills.
- Produce strong evidence which those who make decisions about health and social care can use
- Demonstrate how people's voices make a difference.

3. Governance, Roles, and Responsibilities

3.1. Governance

The governance of Healthwatch South Tees is at three levels:

- I. The **lead agency** with overall responsibility for the service in line with the service contract with Middlesbrough Council and Redcar & Cleveland Council. This includes all legal and financial responsibilities, including all issues related to staff recruitment, supervision and management.

- II. The Healthwatch South Tees **Partnership Board**, which has been established to take forward specific functions of the programme, including statutory responsibilities. The Partnership Board determines work priorities, providing oversight and assurance of the HWST Programme meeting statutory responsibilities and local priorities. The Partnership Board is not statutory, however the powers discharge through it (*HWST Governance Handbook, Section 3*), include:
 - The rights to:
 - ask (certain) providers for information, which they must make available
 - a seat on the South Tees Health Live Well Board (known formally as the Health and Wellbeing Board)

The power to:

- refer matters relating to social care services to the overview and scrutiny committee of a local authority, which must have regard to that information
 - Enter and View (certain) providers, to observe matters relating to health and care services.
 - escalate issues directly to Healthwatch England and the Care Quality Commission
- III. The **Leadership and Delivery Group**, which provides a forum to bring together the two elements above and ensure progress is being made on agreed actions.

3.2. Role

The Healthwatch South Tees Partnership board plays an important role in determining Healthwatch South Tees' strategic direction, monitoring the progress of Healthwatch South Tees against its work plans.

Information will be supplied to the Partnership Board by the HWST Development and Delivery Manager.

The HWST Partnership Board Role Description details the key role and responsibilities of Partnership Board Members.

Partnership Board members should not engage with the press or politicians unless such activity is requested of them by Middlesbrough Voluntary Development Agency Chief Executive or the Chair of Middlesbrough Voluntary Development Agency Board of Trustees.

4. Values

The HWST Partnership Board will adopt the following core values:

- Empowering local communities
- Championing underrepresented groups
- Challenging inequality
- Celebrating diversity
- Campaigning for social justice

5. Membership, Meetings and Reports

5.1. Membership

The HWST Partnership Board will be made up of a maximum of 12 representatives. This will include:

- A place for each of MVDA and RCVDA;
- A place for the former chairs of the Healthwatch Middlesbrough and Healthwatch Redcar & Cleveland Executive Boards;
- Eight places subject to recruitment through: A) an open process; and B) a further process based on a skills audit of the members appointed through the above and part A of this clause.

The recruitment and selection process and decision to appoint to the HWST Chair position, will be led by MVDA and RCVDA.

Current Partnership Board Membership 2018-2019

Name	Role
Professor Paul Crawshaw	Chair
Dr Ian Holtby	Partnership Member
Mike Milen (RCVDA Representative)	Partnership Member
Lesley Spaven (MVDA Representative)	Partnership Member
Andrea Latheron-Cassule	Partnership Member
Wade Tovey MBE TD	Partnership Member
Harsh Agarwal	Partnership Member
Mel Metcalf	Partnership Member
Oriana Wilcock	Partnership Member

5.2. Meetings

The Healthwatch South Tees Partnership Board will meet in public at various times throughout the year. Dates and items for meetings will be made available via the Healthwatch Middlesbrough and Healthwatch Redcar & Cleveland websites.

Operations:

- Meetings will be called and organised by the HWST Development and Delivery Manager with the agenda being agreed in advance with the Chair. The agenda and associated papers will be published one week prior to the meeting.
- Items for consideration at the next meeting should be submitted to the Chair at least two weeks before the meeting.
- The Partnership Board meetings will be supported by the HWST Delivery Manager, who will produce the notes for action.

5.3. Reports

The following reports will be made available to members at each meeting:

- Minutes of the previous meeting and/or actions from it
- Agenda - including standard items, information, and items requiring consideration and action
- Reports on activity against identified work plan and project outcomes

- Any additional reports for presentation to the board, when required.

6. Code of Conduct

All those who attend Healthwatch South Tees Partnership Board Meetings are bound by HWST's Code of Conduct and required to adhere to its policies on health and safety, equalities, safeguarding and confidentiality.