



Department  
of Health



## **Chair of Healthwatch England**

### **Information pack for applicants**

**Closing date:           Midday on 25 January 2016**

**Reference no:           HWE 15-34**



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## CHAIR OF HEALTHWATCH ENGLAND (HWE 15-34)

### **Making an application**

Thank you for your interest in the appointment of the Chair of Healthwatch England. The attached Annexes provide details on the role of the Chair and the person specification, the role and responsibilities of and the selection process

To make an application please send a CV, supporting letter and completed monitoring form (attached) to the address below:

[appointments.team@dh.gsi.gov.uk](mailto:appointments.team@dh.gsi.gov.uk) quoting the reference in the subject field, or post to: Viona Pereira-Marron, Department of Health, Room 1N09, Quarry House, Quarry Hill, Leeds, LS2 7UE. Applications must be received by **midday on 25 January 2016**.

In making an application please note the following:

### **Supporting letter**

The supporting letter is your opportunity to demonstrate how you meet each of the criteria set out in the person specification. How you choose to present the information is up to you. However, you should aim to provide specific and detailed examples that demonstrate how your knowledge and experience matches each of the criteria, and which describe what your role was in achieving a specific result. It will also benefit the selection panel if you can be clear which particular evidence you provide relates to which criteria. Providing separate paragraphs in relation to each criterion is common practice

Please ensure your full name, the role to which you are applying and the corresponding reference number for the post are clearly noted at the top of your letter.

Please limit your letter to two pages, and type or write clearly in black ink.

### Declaration of interests and ensuring public confidence

If you have any business or personal interests that might be relevant to the work of Healthwatch England and which could lead to a real or perceived conflict of interest were you to be appointed, please provide details in your supporting letter. Should you be successful in your application, if there is anything in your personal or professional history, that if brought into the public domain, may cause embarrassment or disrepute to the organisation, please provide further details in your supporting letter. Failure to disclose such information could result in an appointment being terminated – refer to the “Disqualification from appointment” section in Annex A.

### **CV**

Please ensure your CV includes:

- your full name, title, home address, personal contact telephone numbers (land line and mobile) and personal email address
- similar contact details for two referees who will support your application. One referee should be the person to whom you are/were accountable in your

current/most recent appointment or position of employment. Please indicate the relationship of each referee to you. References will be requested for short-listed candidates prior to interview

- brief details of your current or most recent post and the dates you occupied this role. Please identify any past or present Ministerial appointments

### **Monitoring form**

Please complete the monitoring form. Diversity monitoring information will not be seen by the panel assessing your application

### **Guaranteed Interview Scheme**

The Department of Health operates a Guaranteed Interview Scheme (GIS) for disabled people. The Equality Act 2010 defines a person as disabled if they have a physical or mental impairment and the impairment has a substantial and long term adverse effect on their ability to carry out normal day to day activities. Under the GIS a disabled candidate will be selected for interview if they meet the **essential criteria** for the post

If you wish to apply under the GIS please complete the GIS form and return it with your application

All applications will be acknowledged by email after the closing date

### **Indicative timetable**

Closing date:	Midday on 25 January 2016
Shortlisting complete:	February 2016
Interviews held:	1 March 2016

### **Key facts about the post**

Location: London with some expected travel

Remuneration: Up to 30k per annum

Time Commitment: 2 days per week

## **Contacts:**

For further information regarding the selection process, please contact:

Viona Pereira-Marron  
Appointments Team  
Tel: 0113 254 5845  
Email: [viona.pereira-marron@dh.gsi.gov.uk](mailto:viona.pereira-marron@dh.gsi.gov.uk)

For further information regarding the role of the Healthwatch England and the role of the Healthwatch England Chair please contact:

Gill Moffett  
Tel: 020 7210 5292  
Email: [Gill.Moffett@dh.gsi.gov.uk](mailto:Gill.Moffett@dh.gsi.gov.uk)  
Or  
Sarah Crossland  
Tel: 020 7210 5312  
Email: [Sarah.Crossland@dh.gsi.gov.uk](mailto:Sarah.Crossland@dh.gsi.gov.uk)

For further information regarding the role of the Care Quality Commission (CQC) and the role of CQC Non-Executive Director please contact:

Alex Joiner  
Tel: 0113 254 5440  
Email: [Alex.Joiner@dh.gsi.gov.uk](mailto:Alex.Joiner@dh.gsi.gov.uk)  
Or  
Mark Bennett Tel: 0113 2546501  
Email: [Mark.Bennett@dh.gsi.gov.uk](mailto:Mark.Bennett@dh.gsi.gov.uk)

Please quote reference **HWE 15-34** on all correspondence.

If you choose to apply, we would like to thank you in advance for your time and effort in making an application

## **Feedback**

The Commissioner for Public Appointments would like to find out what you think of the public appointments process. If you make an application, the Commissioner would appreciate a few minutes of your time to complete this survey: <http://publicappointmentscommissioner.independent.gov.uk/candidate-survey/>

Your response will be anonymous and will inform the Commissioner's ongoing work with Government Departments to improve the public appointments process

## **Chair of the Healthwatch England**

### **Roles and responsibilities**

The successful candidate will chair the Healthwatch England Committee (a committee of the Care Quality Commission), and also become a Non-Executive Director of the CQC. S/he will work closely with the CQC Chair and Board Members to ensure that the Healthwatch England Committee's functions are delivered effectively and that the views of patients, service users and the public inform wider CQC activities

The Healthwatch England Committee plays a crucial role both in supporting and providing leadership to local Healthwatch organisations to enable them to work effectively within the health and care system locally. It also provides information and advice to national system partners on people's views and experiences of services, drawing in particular on insights from local Healthwatch and building on wider mechanisms for securing patient/service user voice. Chairing the Healthwatch England Committee will provide significant scope for working with local Healthwatch and the national health and care system to strengthen the use of consumer insight in the planning, commissioning and delivery of services

### **Chair of the Healthwatch England Committee**

As Chair, you will lead the Healthwatch England Committee to determine its business priorities and fulfil its duties which are expected to focus in particular on supporting local Healthwatch organisations over the next Spending Review period. You will take part in the selection of Committee members and key staff, ensuring their high performance and effectiveness through regular appraisal.

In particular you will:

- set and maintain the values of the Committee so that it promotes consumer interests in health and social care, and enriches the CQC's own understanding of the patient perspective of services and the interests of service users
- lead the Committee to work effectively as a team
- develop and maintain constructive working relationships with key partners
- provide leadership and challenge to the executive team
- work with the executive team to ensure effective corporate governance and risk management processes are in place, within CQC governance arrangements, and that resources are managed effectively
- ensure that the Healthwatch England Committee carries out its statutory functions with regard to aspects of Government policy as the Secretary of State for Health directs

## **As Non-Executive Member of the CQC Board**

As a Non-Executive Director of the CQC Board, you will be responsible for helping to ensure the CQC is a successful organisation – in terms of its effectiveness as a regulator, service provider and employer. Non-Executive Directors play a key role in ensuring continuous organisational improvement, high performance management, excellent customer focus and service delivery, scrutiny, challenge, accountability, and effective corporate governance.

In particular you will:

- provide an independent view and creative contribution at Board meetings and sub committees, including ensuring the long-term strategic focus, effectiveness and reputation of CQC through purposeful and constructive scrutiny and challenge
- monitor and challenge the performance of CQC's executive management, in meeting the strategic vision, organisational priorities and business plan objectives including monitoring of organisational performance, service delivery, quality and reputation
- bring the perspective of patients and the interests of service users and the public, as identified by the Healthwatch England Committee, to the deliberations of the CQC Board
- support the Chair and the executive team to ensure the CQC fully develops an excellent customer service ethos

## **Essential Criteria**

- knowledge or experience, ideally in the private sector, of consumer/user involvement in the design, delivery and improvement of services
- the ability to chair the Healthwatch England Committee and to operate effectively as a non-executive on the board of a high-profile national organisation
- an effective public communicator, able to represent the Healthwatch network and the collective voice of patients, service users and the public – often in relation to high profile, complex and sensitive issues
- the ability to lead and support a network of local organisations

## **Remuneration**

- up to £30k per annum
- remuneration is taxable, and subject to National Insurance contributions, both of which will be deducted at source under PAYE before you are paid. Remuneration is not pensionable
- you may claim travel and subsistence expenses, which are properly and necessarily incurred in carrying out your role and responsibilities as the Chair of the Healthwatch England Committee, and also NED of CQC, in line with

travel and subsistence policy and rates for CQC. A copy of the policy and rates are available on the link below:

[http://www.cqc.org.uk/sites/default/files/20150129\\_cqc\\_staff\\_travel\\_and\\_expenses\\_policy.pdf](http://www.cqc.org.uk/sites/default/files/20150129_cqc_staff_travel_and_expenses_policy.pdf)

### **Time commitment**

Up to 2 days per week

### **Tenure of office**

The Secretary of State determines the length of the appointment, which will be for up to a maximum of 4 years

### **Accountability**

The Healthwatch England Committee Chair is appointed by the Secretary of State and is accountable to the Secretary of State via the CQC Chair for carrying out their duties and for their performance in both roles

There are circumstances in which an individual will not be considered for appointment. They include:

- people who have received a prison sentence or suspended sentence of 3 months or more in the last 5 years;
- people who are the subject of a bankruptcy restrictions order or interim order;
- anyone who has been dismissed by an NHS body or local authority within the past five years, other than by reason of redundancy;
- in certain circumstances, those who have had an earlier term of appointment terminated;
- anyone who is under a disqualification order under the Company Directors Disqualification Act 1986;
- anyone who has been removed from trusteeship of a charity;
- anyone who is, in addition, chair, non-executive member or employee of Monitor or, the NHS Commissioning Board or is chair, director or non-executive director of any care provider regulated by CQC or of a body commissioning health or social care in England – the individual would be expected to step down from this position.

For full details of all disqualification criteria, please visit:

as Chair of the Healthwatch England Committee  
<http://www.legislation.gov.uk/ukxi/2012/1640/made>

as Non-Executive Director of the CQC

<http://www.legislation.gov.uk/uksi/2015/1479/contents/made>

Further advice about disqualification from appointment/ the eligibility criteria can be provided by contacting Viona Pereira-Marron on 0113 254 5845

### **Conflict of Interests**

You should particularly note the requirement for you to declare any private interests which may, or may be perceived to, conflict with the role and responsibilities as the Chair of Healthwatch England and NED of the CQC, including any business interests and positions of authority outside of the role in Healthwatch England.

If appointed, you will also be required to declare these interests on appointment which will be entered into a register which is available to the public

### **Standards in public life**

You will be expected to demonstrate high standards of corporate and personal conduct. All successful candidates will be asked to subscribe to the *Code of Conduct for Board Members of Public Bodies*, you can access this document at: <http://www.bl.uk/aboutus/governance/blboard/Board%20Code%20of%20Practice%202011.pdf>

### **Diversity and equality of opportunity**

The Department of Health values and promotes diversity and encourage applications from all sections of the community.

## **The Healthwatch England Committee and the Care Quality Commission: Roles and responsibilities**

### **The Healthwatch England Committee**

The Health and Social Care Act 2012 established Healthwatch England as a statutory committee of the Care Quality Commission to provide leadership and support to local Healthwatch organisations and to champion the views of people in the health and social care system

In addition to the Chair, the Healthwatch England Committee has between six and twelve members, up to four of which may be appointed from local Healthwatch organisations. The current membership can be found via the following link: <http://www.healthwatch.co.uk/our-committee>

The Healthwatch England Committee's main functions are to:

- provide leadership, advice and support to local Healthwatch organisations (local Healthwatch organisations help to ensure local people's views and experiences are integral to local commissioning and provision of services); and
- provide advice to the Secretary of State for Health, NHS England, CQC, Monitor and English local authorities, and they are required to respond

The Committee is expected to build on its work to date by focusing particularly on supporting local Healthwatch over the next Spending Review period, given the emphasis on local leadership of the health and care system – as exemplified in the devolution and integration agendas – and the importance of having an effective local Healthwatch within the system

The Healthwatch England Committee is supported by an executive team of CQC employees. To maximise the influence of the Healthwatch England Committee within CQC, contribute to efficiencies following the outcome of the Spending Review, and ensure alignment with CQC governance and reporting arrangements, this executive team will in future be embedded in to the CQC organisational structure

### **Care Quality Commission**

The CQC is the independent regulator of health and adult social care providers in England. Under the Health and Social Care Act 2008, all providers of regulated activities, including NHS and independent providers, have to register with CQC and follow a set of fundamental standards of safety and quality below which care should never fall.

The fundamental standards describe the basic requirements that providers should always meet, and outline the outcomes that services users should always expect. These fundamental standards were introduced on 1 April 2015 and supersede the previous regulations. The CQC has a wide range of powers to take action if the standard of care falls below the required levels

CQC puts people who use health and social care services at the very centre of what it does, working hard to make sure these views are captured, and those of the many groups who represent them and their carers

The CQC has a range of legal duties including:

- registering providers of health care and adult social care if they meet the fundamental standards of quality and safety;
- checking that providers continue to comply with the fundamental standards – gathering information and inspecting them when it thinks it is needed;
- taking action when services do not meet these standards; and
- protecting the interests of patients whose rights are restricted under the Mental Health Act.

The Healthwatch England Committee has a website on which you can find more information about its work to date:

<http://www.healthwatch.co.uk>

The Healthwatch England Committee's Annual Report 2014/15 is available via

<http://www.healthwatch.co.uk/resource/our-annual-report-201415>

Copies of the Healthwatch England Committee papers are available via

<http://www.healthwatch.co.uk/events>

Public Committee meeting dates scheduled for 2016 are:

26 February 2016 – York

25 May 2016 – Exeter

10 August 2016 – London

2 November 2016 – Peterborough

Please visit the CQC's website to learn more about the CQC and its strategic priorities

[www.cqc.org.uk](http://www.cqc.org.uk)

Its business plan for 2015-16 is available at <http://www.cqc.org.uk/content/business-plan-shaping-future>

In January 2016, the CQC will consult on its future strategy from 2016 to 2020

The CQC board meets each month during the year except August.

### **The selection process**

The Appointments Team will deal with your application as quickly as possible and will advise you of the likely timetable at each stage. After the closing date for applications:

- the panel will assess candidates' CVs and supporting letters to determine who it believes best meet the criteria for the role, and who will be invited to interview. The panel will rely only on the information you provide in your CV and letter to assess whether you have the skills and experience required. Please ensure that you provide evidence to support how you meet all of the essential criteria
- the selection panel will be chaired by a DH Director General and will also comprise of the Chair of CQC and an independent panel member
- your application may be "long-listed", subject to the volume of applications received, before it is passed to the shortlisting panel for consideration. You should be aware that in this situation, your application might not be considered in full by all of the panel
- we anticipate that by mid-end of February 2016 the panel will have decided who will be invited for interview on 1 March 2016
- the panel will select for interview only the strongest applicants who it feels have demonstrated that they best meet the criteria set out in the person specification. However, if you have applied under the GIS and you meet all of the essential criteria, then you will also be invited for interview
- if you are invited to interview and are unable to attend on the set date then an alternative date can only be offered at the discretion of the panel
- the Appointments Team will write to let you know whether or not you have been invited to be interviewed. It is our intention that interviews will take place in a central London location
- if invited to interview, the panel will question you about your skills and experience, asking specific questions to assess whether you meet the criteria set out for the post
- candidates who the panel believe are 'appointable', will be recommended to the Secretary of State/Minister who will make the final decision. The Secretary of State/Minister may choose to meet with appointable candidates before making a decision. If he does, he will meet all appointable candidates and in the presence of the panel chair or their nominated representative. The time taken between interview and a final appointment decision being made can sometimes take a number of weeks. Candidates who have been interviewed will be kept informed of progress
- if you are successful, you will receive a letter from the Secretary of State /Minister appointing you as the Chair of Healthwatch England and CQC NED, which will confirm the terms on which the appointment is offered

- if you are unsuccessful at interview, you will be notified by the Appointments Team. We appreciate it takes a lot of time and effort to apply for roles and that feedback is a valuable part of the process. As a result, the letter will provide the details of who you may approach for feedback on your interview and application, if you so wish
- for further information on how we will manage the personal information that you have provided to us through your application, see Annex D

### **Queries**

For queries about your application, please contact Viona Pereira-Marron on 0113 254 5845

### **Regulation by the Commissioner for Public Appointments**

The Commissioner regulates and monitors appointments to public bodies to ensure procedures are fair, open and transparent and based on merit. More information about the role of the Commissioner and his Code of Practice is available from

<http://publicappointmentscommissioner.independent.gov.uk>

### **If you are not completely satisfied**

DH will aim to process all applications as quickly as possible and to treat all applicants with courtesy. If you have any complaints about the way your application has been handled, please contact Julie Nichols in the Department of Health by emailing [Julie.nichols@dh.gsi.gov.uk](mailto:Julie.nichols@dh.gsi.gov.uk)

If after receiving a comprehensive response from the Department you are still concerned, you can write to the Commissioner for Public Appointments. Please contact:

The Commissioner for Public Appointments  
1 Horse Guards Road  
London SW1A 2HQ

Tel: 0207 271 0849

Email: [publicappointments@csc.gsi.gov.uk](mailto:publicappointments@csc.gsi.gov.uk)

## **How we will manage your personal information**

Your personal information will be held in accordance with the Data Protection Act 1998. You will not receive unsolicited paper or electronic mail as a result of sending DH any personal information. No personal information will be passed on to third parties for commercial purposes

When we ask you for personal information, we promise we will:

- only ask for what we need, and not collect too much or irrelevant information
- ensure you know why we need it
- protect it and insofar as is possible, make sure nobody has access to it who shouldn't
- ensure you know what choice you have about giving us information
- make sure we don't keep it longer than necessary
- only use your information for the purposes you have authorised

We ask that you:

- provide us with accurate information
- inform us as soon as possible of any changes or if you notice mistakes in the information we hold about you

If you apply for a post, we will share some of the information you provide with the members of the selection panel for the post to which you are applying, so that your CV and supporting letter can be assessed

The diversity monitoring information you provide will not be used in the selection process and will therefore not be shared with the selection panel assessing your application at any stage. However, the Commissioner for Public Appointments requires that selection panels review the political activity response at the interview stage. This in no way acts as a bar to appointment. Further information on this is provided in the attached Monitoring form

The Commissioner for Public Appointments regulates and monitors appointments to public bodies to ensure procedures are fair. The Department of Health is required by the Commissioner for Public Appointments to retain information about the people who apply for public appointments within his remit, and make this information available to him for audit purposes, if requested to do so. Information you provide in your application may therefore be made available to the Commissioner for Public Appointments and the Commissioner's auditors on a confidential basis in order to help fulfil either the Commissioner's formal complaints investigation role or for audit purposes