



Llywodraeth Cymru
Welsh Government

Information pack for applicants

Community Health Councils in Wales

Appointment of Members 2021

**Closing date: 09 September 2021
at 16:00**



**The Commissioner for
Public Appointments**

Community Health Councils

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Making an application

Thank you for your interest in becoming a member of your local Community Health Council (CHC). CHC members represent the views of the public in relation to the health service in their area and influence and improve the way NHS services are planned and provided in Wales. The attached Annexes provide details on the role of the member and the person specification, the role and responsibilities of the CHCs and the selection process.

To make an application please visit the Welsh Government public appointment website here <https://cymru-wales.tal.net/vx/lang-en-GB/mobile-0/appcentre-3/brand-2/candidate/jobboard/vacancy/7/adv/>.

To apply for this role, click on the Community Health Council vacancy and click on 'Apply' at the bottom left hand corner. The first time you apply for a post, you will need to complete a registration form for the Welsh Government's online application system. You will only need to register once, and you will be able to keep yourself updated on the progress of your application, and any other applications you make, via your registered account.

Once you've registered, you'll be able to access the application form. To apply you will need to upload a personal statement to the 'Reasons for applying' section of the online application form.

Personal Statement

The personal statement 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 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 evidence relates to which criteria. Providing separate paragraphs in relation to each criterion is common practice.

Please limit your personal statement to two pages. Your application may be rejected if you exceed this limit.

Please note we are seeking to appoint members to all CHC areas in Wales (see Annex D).

Indicative timetable

Closing date:	09 September 2021
Shortlisting:	week commencing 20 09 2021
Interviews:	week commencing 22 11 2021

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Citizen Voice Body

As you may be aware, the Health and Social Care (Quality and Engagement) (Wales) Act 2020 contains provisions that, once brought into force, will replace the CHCs with a new Body: the Citizen Voice Body for Health and Social Care. It is anticipated that the new Body will become operational in April 2023. In keeping with the Welsh Ministers' aims to integrate health and social care, the new Body will be responsible for representing views of people across health **and** social care.

The new Citizen Voice Body will operate a volunteer scheme and there will be opportunities for CHC members to become volunteers for new Body, to ensure valuable experience is not lost and the new Body can benefit from continuity of support.

Diversity Statement

The Welsh Government believes that public bodies should have members who reflect Welsh society - people from all walks of life - to help them understand people's needs and make better decisions. This is why the Welsh Government is encouraging a wide and diverse range of individuals to apply for appointments to public bodies. We particularly welcome applications from underrepresented groups with lived experience, including disabled people, women, people under 30 years of age, lesbian, gay, bisexual, trans or intersex (LGBTI+) and black, Asian and minority ethnic people. (Minority Ethnic or Ethnic minority people are people who live in places where most of the other people are a different race. And usually in smaller numbers. It includes some Gypsy, Roma and Traveller people).

Guaranteed Interview Scheme - Positive about Disability

The Welsh Government operates a Positive about Disabled People scheme and welcome applications from people with disabilities. The scheme guarantees an interview to disabled people if they meet the minimum criteria for the post. The application form also enables you to detail any specific needs or equipment that you may need if invited to attend an interview.

Contacts:

For further information regarding the selection process, please contact publicappointments@gov.wales.

For further information regarding the role of the members please contact the Board of CHCs on : ☎ 02920 235558 or ✉ enquiries@waleschc.org.uk or visit their website on [Cyngor Iechyd Cymuned/Community Health Council \(wales.nhs.uk\)](http://CyngorIechydCymuned/CommunityHealthCouncil(wales.nhs.uk))

If you need any further assistance in applying for this role, please contact publicappointments@gov.wales.

For further information about Public Appointments in Wales, please visit www.gov.wales/publicappointments

Appointment of a member of the Community Health Councils (CHCs) in Wales

Role description and person specification

What do members do?

- Talk to patients and the public and encourage them to share their views and experiences of NHS services
- Report the views and experiences of patients and the public in a clear and balanced way
- Represent the views of patients and the public in meetings with those who plan and deliver NHS services
- Look at local plans and proposals for service changes

Person Specification

To be considered, you must be able to demonstrate that you have the qualities, skills and experience to meet all the essential criteria for appointment.

Members do not need to be experts in the work of the NHS. We are looking for individuals from all walks of life who have a genuine interest in helping their local community to improve the services provided by the NHS.

Candidates must demonstrate a clear understanding and commitment to:

- equality issues and challenging discriminatory practices; and
- Nolan's 'Seven Principles of Public Life'. A link is below:

<https://www.gov.uk/government/publications/the-7-principles-of-public-life>

CHC members will be expected to abide by a Code of Conduct for CHC members. The Code covers issues such as the values of CHCs, personal conduct, confidentiality and equal opportunities. A link is below to the CHC Members code of conduct: Dealing with alleged breaches during the coronavirus pandemic - April 2020:

<https://boardchc.nhs.wales/help-and-information/share-your-feedback-about-us/code-of-conduct/>

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Essential Criteria

Members will need to demonstrate:

- a **genuine** interest in listening to others and have very strong **social skills**
- an ability to **represent** others in a **balanced** way
- an ability to relate to people of **different** backgrounds
- an ability to work **effectively** as part of a **team**

Welsh Language

The ability to communicate through the medium of Welsh is **desirable but not essential for the posts**. However, all candidates will be expected to display an understanding of the bilingual nature of Wales, and the principles contained in the Welsh Government's Strategy for the language in Health and Social Services, *More Than Just Words*. This includes specifically:

- The importance of providing excellent bilingual services in the health sector;
- Not treating the Welsh language less favourably than English; and
- Promoting opportunities to use the Welsh language by means of the active offer principle.

Key facts about the post

Location:	There are 7 local Community Health Councils across Wales. See Annex D for details
Time Commitment:	3 – 5 days per month
Tenure of office:	Appointments will be for a term of between 1 and 4 years. However, appointments will come to an end when CHCs are dissolved. There will be opportunities for current CHC members to become volunteers for the new Citizen Voice Body, which it is anticipated will be established in April 2023.
Remuneration:	CHC members are volunteers. Once appointed members can claim for travel and other reasonable expenses in accordance with the CHC's policies.

On 1 June 2020, the [Health and Social Care \(Quality and Engagement\) \(Wales\) Act](#) became law. One part of the Act replaces Community Health Councils with a new Citizen Voice Body that will represent the interests of people across health **and** social care. It is anticipated the Body will be established in April 2023 and its aims are to:

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- strengthen the citizen voice in Wales in matters related to both health and social services, ensuring that citizens have an effective mechanism for ensuring that their views are heard;
- ensure that individuals are supported with advice and assistance when making a complaint in relation to their care; and
- use the service user experience to drive forward improvement.

This new organisation will be established as a national body but it will be structured in such a way as to enable it to perform its functions at a national, regional and local level.

Eligibility

Some people are not eligible to apply to be part of a CHC. These include:

- People who have been convicted of an offence in the past 5 years and served a prison sentence (suspended or not) of 3 months or more.
- Un-discharged bankrupts.
- People who have been dismissed from paid employment with the health service (apart from being made redundant) or have been terminated from a public appointment within the health service.
- Chairs, members, directors or employees of a health service body that makes decisions that affect persons resident in the same district as the CHC. However they can apply to become a CHC member in another CHC district.
- Members of another Community Health Council.
- General Medical Practitioners, General Dental Practitioners, Registered Pharmacists, Registered Optometrists or Registered Dispensing Opticians, Registered Nurses or Midwives who work in the same district as the CHC. However, they can apply to become a CHC member in another CHC district.
- Serving Members of the Senedd, the UK House of Commons and/or the European Parliament.
- In 2020, due to suspension of the public appointments process due to the COVID-19 pandemic, Welsh Ministers made Regulations which removed the maximum 8 years that a person could serve as a member of the CHC. There is currently no maximum time a person may serve as a CHC member, but permission needs to be sought from the Commissioner for Public Appointments before a person may serve more than two separate terms as a member. All CHC member appointments will come to an end when CHCs are dissolved, but, as set out above, CHC members will be given the opportunity to become volunteers with the new Citizen Voice Body that will take the place of CHCs.

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- Applicants should be people who conduct themselves at all times in a manner, which will maintain public confidence. In particular, applicants are required to declare whether they are aware of anything in their private or professional life that would be an embarrassment to themselves or to the Welsh Government if it became known in the event of appointment.
- Successful candidates will be subject to a Disclosure and Barring Service (DBS) check (formerly known as CRB check) on appointment. More information is available here on [DBS checks](#). This could apply to anyone who may have contact with children or vulnerable adults as a result of their appointment. The appointee will not be confirmed in post until those checks/registration requirements are satisfied.

Conflict of Interests

You will be asked to declare any private interests, which may, or may be perceived to, conflict with the role and responsibilities as Member of Community Health Council, including any business interests and positions of authority outside of the role in Community Health Council.

Any conflicts of interest will be explored at interview. If appointed, you will also be required to declare these interests on a register, which is available to the public.

Due Diligence

Welsh Government Public Bodies Unit will undertake due diligence checks on all candidates successfully sifted to interview. This will include, but not necessarily be limited to social media and Internet searches. As a result, you may be asked questions at interview in relation to any due diligence findings.

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:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/809093/Code-of-Conduct-for-Board-Members-of-Public-Bodies-2019-WEB.PDF.

The role and responsibilities of the Community Health Council

Background

Community Health Councils (CHCs) are responsible for representing independently and without bias the interests of patients and the public in order to influence and improve the way National Health Services are planned and provided in Wales. CHC members are local volunteers who act as the eyes and ears of patients and the public, listening to people's views about the health service, assisting people who wish to raise a concern about the health service and working with the health service to improve the quality of patient care.

Community Health Councils – organisational structure

There are seven CHCs in Wales, each one covering a distinct geographical area of Wales. These geographical areas are aligned with the seven Local Health Boards which are responsible for designing and delivering NHS services in that area (see annexes D & E).

Each CHC is supported by a small team of paid staff, as well as local authority, third sector and volunteer members. The seven CHCs are overseen by the Board of Community Health Councils.

While CHCs represent the voice of patients in their local area, the Board of CHCs represents the voice of patients and the public at a national level. The Board of CHCs sets out the national standards CHCs must meet, provides advice, guidance and support and is also responsible for monitoring and managing their performance.

CHCs in Wales:

- continuously listen to what individuals and the community have to say about their NHS,
- act as the public voice by letting NHS leaders and managers know what people want and how things can be improved,
- foster good relations with local NHS services,
- consult the public directly on certain issues; and relay the public's views to the NHS, and
- assist, advise and support people who wish to raise a concern about NHS services.

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What do Community Health Council members do?

Some of the activities of the CHC, for example supporting individuals to raise a concern are carried out by the staff of the CHC. The role of CHC members is to provide a viewpoint from the public's perspective. Members may be involved in the following activities:

- **visiting, and scrutinising** local health services, including:
 - visits to GP surgeries, clinics and hospitals, listening to the views and experiences of patients, carers and staff,
 - participating in committees and working groups set up to monitor and review NHS performance, and
 - read and comment upon a wide range of NHS documents.
- **continuously engaging** with the communities they represent and the health service providers serving those communities.
- **representing** the interests of patients and the public in the planning and agreement of NHS **service changes**.

The selection process

The interview panel will assess candidates' personal statements to determine suitability for the role. Due to the Coronavirus pandemic, MS Teams or telephone call will hold all interviews virtually. The panel will rely only on the information provided in the statement to assess whether a person has 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 Welsh Government Official and will also comprise of a chair/vice chair of the relevant local community health council 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 during October, the panel will have decided who will be invited for interview.

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 guaranteed interview scheme and you meet the minimum essential criteria for the post, then you will also be invited for interview.

If you are invited to interview and if the interview date is not already provided in this information pack, we will aim to provide you with as much notice as we can of the interview date. If you are unable to make the arranged interview date, we will endeavour to re-arrange it but it might not be possible due to time constraints within the appointment timetable or selection panel availability.

You will receive email communication from the Appoint system to let you know whether or not you have been invited to be interviewed. 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 Ministers who will make the final decision. The Minister may choose to meet with appointable candidates before making a decision. If he does, he will meet all candidates and in the presence of the panel chair or their nominated representative. There will be a time gap between interview and a final appointment decision being made. Candidates who have been interviewed will be kept informed of progress.

If you are successful, you will receive a letter appointing you as member of the community health council, which will confirm the terms on which the appointment is offered.

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If you are unsuccessful at interview, you will be notified by Welsh Government. 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

Queries

For queries about your application, please contact publicappointments@gov.wales.

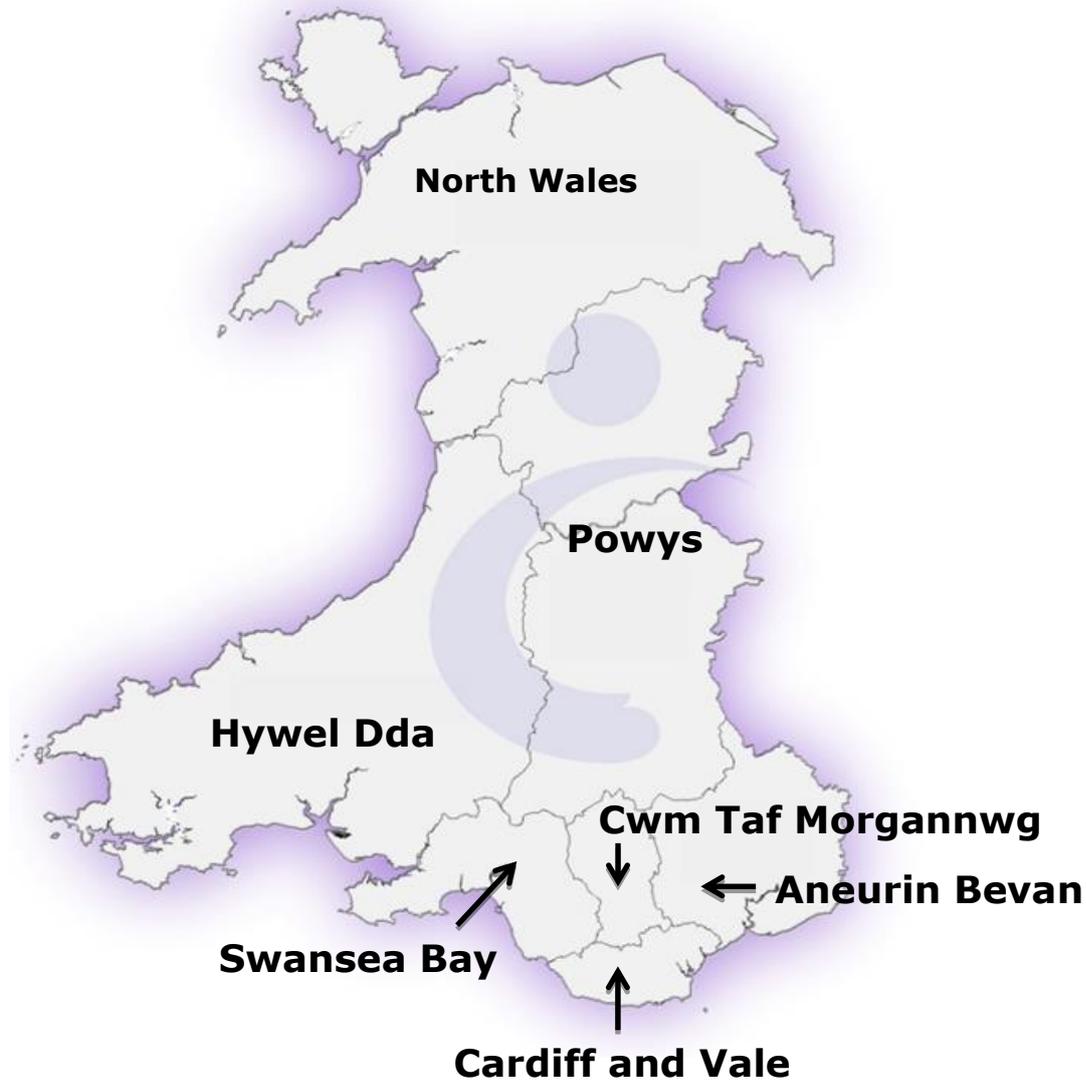
If you are not completely satisfied

Welsh Government 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 publicappointments@gov.wales.

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Annex D: Geographical CHC areas in Wales

There are seven CHC's in Wales, each one covering a distinct geographical area of Wales. These geographical areas are aligned with the seven Local Health Boards which are responsible for designing and delivering NHS services in that area (as below).



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Annex E: Community Health Councils and their local committees

Name of Community Health Council		Local Committees within the CHC
1	Aneurin Bevan Community Health Council	i. Blaenau Gwent ii. Caerphilly iii. Newport iv. Monmouth v. Torfaen
2	Betsi Cadwaladr Community Health Council (known locally as North Wales Community Health Council)	i. Anglesey ii. Denbighshire iii. Conwy iv. Flintshire v. Gwynedd vi. Wrexham
3	Cardiff and Vale of Glamorgan Community Health Council (known locally as South Glamorgan Community Health Council)	i. Cardiff ii. Vale of Glamorgan
4	Cwm Taf Morgannwg Community Health Council	i. Merthyr ii. Rhondda Cynon Taf iii Bridgend
5	Hywel Dda Community Health Council	i. Carmarthenshire ii. Ceredigion iii. Pembrokeshire
6	Powys Community Health Council	The district of Radnorshire and Brecknock and Montgomeryshire which forms part of the Principal Local Government Area of Powys including the communities of Llanrhaeadr-ym-mochnant, Llansilin and Llangedwyn.
7	Swansea Bay Community Health Council	i. Neath Port Talbot ii. Swansea