

A guide to running
Healthwatch -
appendix

April 2021

Appendix 1

Quick reference guide

We have pulled together a 'Quick Reference Guide' that outlines the set of policies that help your Healthwatch comply with the statutory and regulatory requirements and underpin the terms of the Healthwatch trademark licence. The list is intended as a guide rather than an exhaustive list to help Healthwatch contract holders comply with their responsibilities.

Your statutory obligations as a Healthwatch contract holder	
Function	Section 221 of the 'Local Government and Public Involvement in Health Act 2007' (signed up to in your Trademark Licence Agreement).
Involvement	Promote and support the involvement of local people in the commissioning, provision and scrutiny of local care services.
Holding to account	Enable local people to monitor and review the commissioning and provision of local care services with regard to the standard of provision and whether and how they can be improved .
Engagement and research	Obtain the views of local people about their needs for, and experiences of, local care services. Make these views known via reports and recommendations about how local care services could or ought to be improved , to commissioners, providers, managers, scrutineers of local care services and Healthwatch England.
Advice and information	Provide advice and information about access to local care services and choices that may be made with respect to aspects of those services.
Relationship and responsibility to Healthwatch England	<ol style="list-style-type: none"> 1. Share reports and recommendations with Healthwatch England. 2. Make recommendations to CQC, directly or via Healthwatch England, about special reviews or investigations into conduct. 3. Make recommendations to Healthwatch England to publish reports about particular matters. 4. Support Healthwatch England to enable it to carry out its functions effectively, efficiently and economically.

Area of activity	Regulatory requirements, specific to local Healthwatch ¹	Have you got?
Political independence	Regulation 36	<ul style="list-style-type: none"> • Conflict of Interest policy. • Register of interests.
Lay persons and volunteers	Regulation 38	<ul style="list-style-type: none"> • Volunteer policy and handbook. • Diverse governing body of volunteers and lay people.
Independence of decision-making	Regulations 40 and 41	<ul style="list-style-type: none"> • Decision Making policy. • Board minutes detailing relevant decisions made and the reasons for making them.

¹ References to Regulations refer to Part 6 of 'The NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012'

Enter and View²	Regulation 42	<ul style="list-style-type: none">• Document covering who may become an authorised representative.• Up-to-date list of authorised representatives.
Brand infringement	Regulation 43 and Trademark License	<ul style="list-style-type: none">• Signed Trademark Licence.• Partnership working (where relevant):<ul style="list-style-type: none">○ Memorandum of understanding○ Terms of reference
Influencing	Regulations 44 and 45	<ul style="list-style-type: none">• Reports and recommendations compliant with the regulations.

² Enter and view activity is also regulated by 'The Local Authorities (Public Health Functions and Entry to Premises by Local Healthwatch Representatives) Regulations 2012