Leadership and decision making

To be sustainable local Healthwatch must be effectively governed and managed. The roles of the Board/Advisory group and lead officer are essential in maintaining a well governed organisation. This domain covers strategy and business planning, risk management and decision making. we also look at how your board/advisory group operates and how it reflects and considers diversity. This is about how you run an organisation well with the right checks and balances of all your activities.

This section reflects the legislative regulations as set out in Part 6 of 'The NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012'. This domain also incorporates the Nolan Principles of Selflessness, integrity, objectivity, accountability, openness, honesty and leadership (1995).

Vision, Strategy and Business Planning

Q1.1 To what extent would you agree that your organisation has a clear vision, and has set strategic objectives for an appropriate timescale and suitable to your operating environment?

* Strongly agree
* For the most part agree
* Somewhat agree
* Only a little
* Strongly disagree

Q1.2 Please tell us about your approach and reasons for your answer. Please include any relevant links which evidence your work in this area.

Q1.3 Please tick all the boxes which you feel accurately reflects your current situation.

* We have a clear and frequently referred to mission statement
* We have an up-to-date strategic plan which sets out how we will deliver on our mission
* Our strategic plan was developed in consultation with relevant stakeholders
* People in the organisation understand how their work contributes to the delivery of the strategic goals.
* We have a business/work plan and aligned budget
* We integrate equality impact analysis into our strategy and business planning process

Q1.4 Please record plans for future actions in this area and think about what and who you need to help you.



Decision making on policy and strategic priorities

Q2.1 To what extent do you feel that your approach to decision making is based on clear policy and the appropriate level of information and evidence?

* Strongly agree
* For the most part agree
* Somewhat agree
* Only a little
* Strongly disagree

Q2.2 Please tell us what your approach is to the decision-making process? Please include any relevant links which evidence your work in this area.

Q2.3 How well does your organisation decide its engagement priorities based on your relationship with and understanding of the views of your communities especially those who face health inequality?

* Very well
* For the most part
* Somewhat
* Only a little
* Not very well

Q2.4 Please tell us about your approach and reasons for your answer. Please include any relevant links which evidence your work in this area.

Q2.5 Please tick all the boxes which you feel accurately reflects your current situation.

* We have a published decision-making policy that we follow to decide our work programme and how we exercise our powers to Enter and View.
* Our decision-making policy describes several methods for involving local people and volunteers in an accessible way.
* Our decision-making policy outlines if appropriate, arrangements for delegated authority between our parent organisation and local Healthwatch
* We use local data such as the JSNA in our decision-making process
* We use our own engagement data categorised using the Healthwatch England taxonomy in how we make decisions about our work priorities.
* We are not legally compliant as we do not have a published decision-making policy.
* Our board/advisory group have oversight of the extent to which operational policy is being appropriately applied.
* Our board make informed decisions based on access to all information and evidence needed.
* The Board/Advisory Group systematically revises policies and procedures
* Board/Advisory Group notes are recorded for all meetings
* The Board /Advisory Group regularly receives work reports
* Our board maintains a risk register and regularly reviews this

Q2.6 Please record plans for future actions in this area and think about what and who you need to help you.

Transparency and Accountability

Q3.1 To what extent would you say that managing conflicts of interest and safeguarding your Independence are seen as essential and upheld by trustees, staff and volunteers.?

* Absolutely
* For the most part
* Somewhat
* Only a little
* Not at all

Q3.2 How do you manage any conflicts of interest and demonstrate your independence? Please include any relevant links which evidence your work in this area.

Q3.3 Please tick all the boxes which you feel accurately reflects your current situation.

* We have a up to date mission statement which is frequently referred to
* We have a Code of conduct and conflict of interest protocol and can demonstrate how we apply these.
* We demonstrate how our governance and decision making is transparent to the public through the website and public meetings
* We have evidence of having held services to account and can describe the outcomes, which include consideration of equality, diversity and inclusion.

Q3.4 Please record plans for future actions in this area and think about what and who you need to help you. Please include any relevant links which evidence your work in this area.

Constructive challenge, debate and accountability

Q4.1 To what extent do you feel that your Board/Advisory Group works effectively, offering constructive challenge and hold each other and the lead officer to account?

* Absolutely
* For the most part
* Somewhat
* Only a little
* Not at all

Q4.2 How would you describe your governance processes? (Please include links to relevant documents)

Q4.3 Please tick all the boxes which you feel accurately reflects your current situation.

* We have Code of conduct for Board/Advisory Board members. We have an organisational governing document which is referenced when necessary
* We have sound processes for Board induction/training and development including completing Healthwatch England online induction modules for new Board/Advisory Group members.
* Our Board/Advisory Group has processes in place for appraising its effectiveness
* Board members have clear role descriptions and operate within them.
* The chair provides appropriate support and scrutiny of the lead officer.

Q4.4 Please record plans for future actions in this area and think about what and who you need to help you.

Monitoring legal compliance

Q5.1 To what extent would you say that your Board/Advisory Group monitors compliance with its legal and regulatory requirements, including:

* The Local Government and Public Involvement in Health Act 2007
* Health and Social Care Act 2012
* Equality Act 2010 and the Public Sector Equality Duty.
* Safeguarding
* GDPR and confidentiality
* Charity or company registration
* To a great degree
* For the most part
* Somewhat
* Only a little
* Not at all

Q5.2 How does your organisation comply with your statutory obligation to Healthwatch England?

Q 5.3 How does your Healthwatch approach safeguarding, confidentiality and data security? Please describe with links etc.

Q5.4 Please tick all the boxes which you feel accurately reflects your current situation.

* We have a Safeguarding policy and clear procedures for dealing with concerns
* We have both a GDPR Policy and a Data Protection officer
* We have a public statement of compliance with GDPR
* All staff, volunteers board/advisory group members are bound by our confidentiality policy and agreement
* We have clear Escalation Procedures for dealing with concerns related to both GDPR and safeguarding

Q5.5 Please record plans for future actions in this area and think about what and who you need to help you.

Equality, Diversity and Inclusion

Q.6.1 To what extent does your Board/Advisory Board demonstrate a commitment to equality, diversity, and inclusion including seeking to reflect their local community?

* To a great extent
* For the most part
* Somewhat
* Only a little
* Not at all

Q6.2 Please tell us about your approach and reasons for your answer (feel free to include links to relevant documents)

Q6.3 Please tick all the boxes which you feel accurately reflects your current situation.

* We use a range of recruitment channels to attract a diverse range of applicants
* Our Board/Advisory Board is diverse
* EDI is a standing item on Board/Advisory Group meetings
* We have a Board/Advisory EDI champion

Q6.4 Please record plans for future actions in this area and think about what and who you need to help you.