

Terms of Reference and Advisory Board Member Handbook

1. Background

Healthwatch is part of the government's health and social care reforms introduced under the Health and Social Care Act 2012. A principle of the reforms is that patients and the public must be at the heart of everything our health and social care services do.

Healthwatch Hampshire is the independent consumer and public champion for health and social care services in Hampshire. Its aims are to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality. Healthwatch Hampshire identifies the local trends and areas of concern about health and social care issues, informs people about the services available to them, and ensures that their views are integral to local commissioning processes and are raised at national level via Healthwatch England.

The contract to run Healthwatch Hampshire was put out to tender by Hampshire County Council in 2022. The Advocacy People were successful and will run Healthwatch Hampshire for the next five years 2023-2028.

Delivering health complaints advocacy puts The Advocacy People in a unique position having substantial experience of supporting people through the NHS Complaints Procedure; working alongside local health services to resolve individual NHS complaints; achieving successful outcomes from NHS complaints for patients and their families; intelligence gathering to local NHS Complaints work to inform the activities of Healthwatch Hampshire.

2. Vision, Mission, and Values

Vision

Championing the views of local people to achieve excellent health and social care services in Hampshire.

Mission

- Listening to people's views, especially the most vulnerable and seldom heard communities, to understand their needs, and promoting the involvement of local people in health and social care decision making.
- Working in partnership with a wide range of stakeholders, seeking a stronger voice,

together.

- Using our statutory powers to hold to account commissioners and providers to improve services.
- Empowering and informing people to get the most from their health and social care services.

Values

The following characteristics define how the staff and volunteers of Healthwatch Hampshire should behave towards each other, partners and stakeholders, and people in Hampshire. They are:

- Selflessness
- Integrity
- Objectivity
- Accountability
- Openness
- Honesty
- Leadership

A full description on each of the '7 Nolan Principles of Public Office' above and the 'Nine Principles of Public Service Delivery and Public Service Values appear in Appendix B and C respectively. Appendix D describes 'public service values'.

3. Governance Structure

Healthwatch Hampshire Advisory Board

The overall responsibilities of the Healthwatch Advisory Board are:

- To establish and safeguard vision, mission, and values.
- To set policy, strategy and structure.
- To support the operational staff team to produce and publish the Healthwatch Hampshire Annual Report and Accounts each year, highlighting priorities, progress and key issues.
- To identify areas that require further research and/or information and to set up task/finish groups.
- To contribute ideas to and approve at a meeting in public an Annual Work Programme for Healthwatch Hampshire.
- To ensure accountability and compliance by:
 - monitoring progress towards achieving objectives
 - seeking assurance that systems in place are robust and reliable

Executive and Operational Support to the Board is provided via the Healthwatch Hampshire Manager.

The HWH Advisory Board will delegate responsibility and accountability to the Healthwatch Hampshire Manager, Chairperson (and if not available the Vice Chairperson) for all communication with the media.

Advisory Board Meetings

The Healthwatch Advisory Board meetings will be quorate with 50% of the members attending which must include at least two elected members. The group will agree by a majority consensus where possible, if this is not possible agreement will be made by a voting ballot. If after consensus and voting, a decision cannot be reached, the decision will be taken by the HWH Chairperson.

Meetings will be called by the Chairperson of the Healthwatch Advisory Board and organised by the Healthwatch Hampshire Manager. Meetings will be held in public with a published agenda and timetable circulated in advance and in accordance with the requirements of the commissioning body (at least four times a year). The Healthwatch Hampshire Advisory Board can call additionally 2-3 informal meetings per annum.

The Healthwatch Hampshire Advisory Board will hold an Annual General Meeting in public each year.

Topics for the meetings other than those agreed in the annual work programme for Healthwatch Hampshire will be generated by issues arising from the voices of people in Hampshire, or any important local health/social care issue that may have arisen.

The Public may submit questions to the Advisory Board meeting 7 days in advance. The person asking the question may do so in person at the Board meeting in public, or if not present will receive a written response which will be emailed and subsequently minuted. If the question requires a more detailed response, a written response will be emailed after the meeting within 20 working days following the meeting and added to the minutes.

Decision making

The Healthwatch Hampshire Advisory Board will be responsible for making relevant decisions. The Advisory Board will have the power to delegate some of the relevant decision making to the Manager of Healthwatch Hampshire for example, small pieces of work which do not have a substantive impact on staff or financial resources.

All relevant decisions, including those delegated to the Manager, will be recorded in the minutes of the Board meeting at which the decision was made. The minutes of all Board meetings are published on Healthwatch Hampshire's website once they have been agreed by the Board as being a correct record of the meeting concerned.

Once a decision has been made, the staff team is responsible for implementation and

delivery, with an agreed reporting process to the Board.

The Advisory Board of Healthwatch Hampshire will reconsider a decision where new data has become available, or if circumstances change, which might prompt it to reach a different decision, or where there is evidence that this decision-making process was not followed.

Healthwatch Hampshire makes its decisions in an open and transparent way and ensures the interests of the people of Hampshire are always put first. This policy and associated procedures outline the steps taken to ensure decisions are evidence based and lead to substantive impact in the community.

- Decisions are made in public by the elected and co-opted HWH Advisory Board members.
- Lay persons and (non-Advisory Board) HWH volunteers can be involved in those decisions by attending HWH meetings and contributing ideas to the discussion.
- If there is a breach in the observance of the agreed decision-making policy those involved will be subject to Healthwatch Hampshire's Code of Conduct Policy. If there is a serious breach of the agreed decision-making policy then the section in Healthwatch Hampshire's Code of Conduct policy (see Appendix A) dealing with breaches of the Code of Conduct will be enacted as well as HWH's published Complaints Policy which includes at 'stage 2' referring the matter to the local authority.

The governing regulations and standards are:

- The NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012 – *referred to as Regulation 40*.
- Freedom of Information Act 2000.
- Seven Principles of Public Life (Nolan Principles).

This policy applies to all relevant decisions made by Healthwatch Hampshire.

Relevant decisions:

'Regulation 40' requires Healthwatch Hampshire to have in place and publish procedures for making relevant decisions. The procedure for making relevant decisions is through preparation and agreement in public by the Advisory Board on the content of the Annual Work Programme for Healthwatch Hampshire.

Relevant decisions include:

- How to undertake our activities.
- Which health and care services we are looking at covering with our activities.

- The amounts we will spend on our activities.
- Whether to request information.
- Whether to make a report or a recommendation.
- Which premises to Enter and View and when those premises are to be visited – these decisions and outcomes may well be published after the event of Healthwatch Hampshire using its statutory powers of Enter & View.
- Whether to refer a matter to Overview and Scrutiny Committee.
- Whether to report a matter concerning our activities to another person.
- Any decisions about sub-contracting.

Relevant decisions do not include day-to-day activity that may be required to carry out exploratory work prior to making a relevant decision.

Advisory Board members:

The group will be made up of a Chairperson, one member from the Senior Leadership Team of The Advocacy People, and at least two lay elected volunteers with appropriate knowledge and experience of the local area. The majority of the Advisory Board members must live in Hampshire. The maximum number of Advisory Board members will be 12 including the Chairperson, the member of the Senior Leadership Team at The Advocacy People and the Co-opted members.

Co-opted Members:

Up to three Co-opted Members can be appointed in addition to the Advisory Board members. These individuals are appointed by agreement by Healthwatch Hampshire Advisory Board members on account of their specific skills and experience. They have the same rights and privileges as full Advisory Board Members.

Membership of the Healthwatch Advisory Board will initially be for a term of three years and will be ratified at the Healthwatch Hampshire Board Meeting in public. However, the members of the Advisory Board can serve for more than one term either as a mentor to a new member, or in the same role, if there are no other applicants and they retain the support of a majority of Advisory Board Members.

Healthwatch Hampshire Operational Support Group

Membership: Healthwatch Hampshire Manager, Chairperson and Vice Chairperson.

Purpose: An Operational Support Group exists to support the manager in the organising of Healthwatch Hampshire Board meetings, implementing agreed activity at HWH Board meetings and managing demand from across the city for HWP involvement in strategic level patient engagement related activity.

Structure: A core group of three with a quorum of two.

Frequency: To meet bi-monthly and if required between meetings for discussions by mail, to include the full Board when required.

Exclusions from Advisory Board membership

In order to ensure the independent integrity of the Healthwatch Hampshire Advisory Board, the following are ineligible from applying to be Advisory Board members:

Major Regulated Health and Social Care providers, and their employees, whose main function is to provide commissioned services to local Hampshire Citizens areas which would include electoral wards for Hampshire. This could include:

- Hampshire County Council (HCC) or staff undertaking statutory duties for the council.
- Companies regulated by the Care Quality Commission and delivering services for which residents in Hampshire are eligible to receive.
- HCC, private and voluntary, community and social enterprise sector organisations. However, attendees may also need to consider declarations of interest dependent on agenda items. Staff or consultants in the pay of an organisation with a statutory duty to regulate health and social care services.
- People who work in the commissioning of, or make strategic policy affecting, health and social care services in the County.
- All Board members and staff of the Hampshire and IOW Integrated Care Board, any NHS provider organisation, any elected statutory officer.

However, the legislation does not preclude the involvement of health and care professionals if they are deemed to be a 'volunteer' rather than a 'lay person' on the Advisory Board and if there was a specific reason, relating to their professional knowledge, for inviting them to join the Advisory Board. To avoid a conflict of interest, the involvement of the health and care professional in the governance of Healthwatch Hampshire and its decision-making will need to be clearly stated when matters the Advisory Board are discussing have a direct relevance to the area of work in which the health or care professional works in the local NHS Trust.

For a copy of the ***Healthwatch Hampshire Conflict of Interest Policy*** and ***HWH Declaration of Interest Form*** HWH Advisory Board members can view these via their Healthwatch Hampshire online access to The Advocacy People's policy documents.

Candidates nominated to stand for elections as well as their election agents as defined under Part 2 of the Representation of the People's Act 1983, would stand down from their Healthwatch Hampshire role during this process.

Individuals who are disqualified from acting as Directors and Individuals who have been

ordered by a Court of Law not to work with children or vulnerable adults as a result of a criminal conviction.

Members of voluntary, community and social enterprise sector organisations would need to declare any conflicts of interests, particularly if they are contracted to deliver services by organisations mentioned in the above. Each Advisory Board agenda will have at its inception a heading for declarations of interest. In the interests of transparency, all attendees at Advisory Board meetings should consider declarations of interest dependent on agenda items, submit at the start of the meeting and ensure these are included within the minutes. All Advisory Board members will be issued with a declaration of interests form when elected or appointed, once completed this will be published on the HWH website.

Governing Style

The Board's Governing style will focus strongly on being proactively diligent and reactive when necessary, with collective ownership of the decision making and delegation process while respecting individual views of Advisor Board members.

Overseeing Healthwatch Hampshire's remit to undertake its 8 statutory responsibilities, but not getting involved in administrative or operational detail. Ensuring a clear distinction between the roles of the Board and Operational Staff.

Task/Finish Groups

The Healthwatch Advisory Board will set up task/finish groups to undertake specific projects and tasks in the agreed annual work plan.

Members of the task/finish groups will be the Healthwatch Hampshire staff and self-selected from the Healthwatch Advisory Board. The group will report back to the Healthwatch Manager, Chairperson, and the Advisory Board.

At an initial meeting in private with Healthwatch Hampshire's service contract provider organisation (The Advocacy People) all current serving Healthwatch Hampshire Board members will be asked to formally step down from their positions held under the previous service provider contract arrangements.

In the same meeting the Advocacy People will then re-appoint all those Board members who stepped down to become Healthwatch Hampshire Advisory Board members. The process of stepping down and re-appointment of Board members will be minuted by the Healthwatch Hampshire Manager who will attend this initial meeting.

Subsequently, applicants to the positions of Healthwatch Hampshire Advisory Board members and Chairperson will submit an application which will be considered by a panel made from 3 serving Advisory Board members who will present their

recommendations for a vote by the full Board. The Advisory Board may wish to appoint a Vice Chair to act as a substitute for the Chair and to chair meetings that the Chair is unable to attend.

Chairperson

The Chairperson's primary role supported by the Vice Chairperson is to ensure that Healthwatch Hampshire is effective in its tasks of setting and implementing the direction and strategy. The key responsibilities are:

- To lead the Advisory Board in ensuring that it fulfils its responsibilities for the governance, by ensuring that Healthwatch Hampshire acts in accordance with its terms of reference.
- To promote and represent Healthwatch Hampshire effectively to external stakeholders.
- Ensure that HWH is represented on the Hampshire and IOW Health and Wellbeing Board and plays a proactive role in decisions relating to the Health and Wellbeing Strategy, planning, commissioning and delivery of health and social care.

Healthwatch Hampshire Board Member Role Outline

To contribute to the development and delivery of the strategic plan for Healthwatch Hampshire in line with the requirements of the Department of Health and Healthwatch England, through clear governance, effective strategic planning, and good management.

[Commissioning an effective local Healthwatch](#) guidance can be found in this link and is available through Healthwatch England www.Healthwatch.co.uk

Key Responsibilities and Tasks to Promote Good Governance

Oversee governance of HWH, working with the Chairperson and other members of the Board to:

- Adhere to the principles of HWH Board role responsibility.
- Comply with the agreed codes of Governance, Hampshire County Council & HWH financial regulations, national guidance and delegated authorities.
- Commit to the HWH approach to valuing diversity and equal opportunities through its service delivery.
- Attend and contribute to regular Board meetings to ensure key issues are discussed by the Board in a timely manner and addressed with an agreed approach.

- Contribution to the effectiveness of HWH through the use of expertise, skills and experiences, either as a Board member in an appointed capacity, or to committees and work groups.
- Attend Board meetings, participating in other committees/groups where required.
- Conduct meetings in a way that all members are given the opportunity to express their views and that appropriate standards of behaviour are maintained in line with the agreed code of conduct.
- Declare any relevant personal, professional or commercial interests in any matters being discussed by the Board.

Engagement

- Be involved as the outward face of HWH at public engagement events and conferences, demonstrating leadership and taking an active role in public and membership engagement.
- Support HWH to reach diverse communities of Hampshire, including those who are seldom heard.

Representing Healthwatch Hampshire

- Build and maintain good relationships with key stakeholders, including members of the public, patients, service users, carers, Healthwatch England, the Department of Health, Care Quality Commission, NHS funded providers, Hampshire & IOW Integrated Care Board, Hampshire & IOW Health & Wellbeing Board, Hampshire Overview and Scrutiny Committee (HOSC), and Hampshire County Council.
- Act as an ambassador and representative for Healthwatch Hampshire, upholding its reputation and its values.
- Network and promote the achievements, purposes and benefits of HWH.
- Ensure representation from HWH is evidence based and supported by data and analysis, not purely a personal opinion.

Requirements of Board Members

- **Board Meetings:** Board members are expected to attend all scheduled meetings of the Board.
- **Working Together:** Board members will be required to support the objectives and policies agreed by the Board, and to contribute to and share responsibility for the decisions of the Board. They will be expected to work constructively with all other Board members, staff and volunteers of HWH.
- **Code of Conduct:** Board members will be expected to abide fully with HWH's code of conduct, to maintain high standards of probity and follow the Nolan

principles of standards in public life. They must also present a positive image of the Board and HWH at external events.

- **Training:** Board members are encouraged to identify personal training and development needs, and seek opportunities for development, attending training events as required. Specific training will be offered which is relevant to the role of the HWH Board members.
- **Committee Meetings and Working Groups:** There will be various committee meetings of the Board, and periodic work groups, that Board members may be required to participate in.
- **Preparation Time:** Board members are required to allocate time for reading reports and preparing for Board Meetings.
- **Other Attendance:** As part of their role Board members will be requested to attend at least one external provider meeting plus they may be requested to attend events and associated meetings linked to supporting, developing or promoting HWH.
- Develop with HWH methods of prioritising and responding to issues that come to HWH from the public.

Reimbursement of Expenses

Positions on the Board are voluntary but reasonable expenses can be reimbursed. The guidance and an expense claim form can be obtained from the HWH Manager.

4. Code of Conduct

All those who attend Healthwatch Advisory Board Meetings will be bound by Healthwatch England's code of conduct based on the Nolan principles of public life. (please see appendix A)

However, the overarching responsibility for the Healthwatch Hampshire service rests with The Advocacy People and as such its policies on health and safety, equality and diversity, social media, safeguarding and confidentiality, information governance and privacy policy apply to all those who attend Healthwatch Hampshire Advisory Board meetings. Access for HWH Advisory Board members to online or hardcopies to any or all of the following policies are available on request:

- Confidentiality Policy
- Equality, Diversity & Inclusion Policy
- Health & Safety General Procedures
- Information Governance Strategy

- Privacy Policy

- Safeguarding Adults Policy
- Safeguarding Children Policy
- Social Media User Guide

In addition, **Healthwatch Hampshire's Privacy Policy** which follows the Healthwatch England Privacy Policy and has been localised for our use is available separately on our www.healthwatchhampshire.co.uk website home page.

Introduction

Healthwatch Hampshire expects that all Board Members that take a place on the HWH Board as voting members and non-voting members uphold the highest personal and professional standards. This code of conduct outlines the expectations of this position.

Breach

- If there is a consistent issue (3 offences) or a severe incident relating to a breach of the code of conduct by any Board Member, that person can be removed from the board by a majority vote of the Advisory Board with written reasons given to them for doing so.
- If for whatever reason a HWH Board Member breaches the code of conduct and as a result is liable to prosecution or challenge HWH accepts no responsibility as that member is seen to be in breach of the code of conduct and therefore not acting in accordance with HWH practices.

Please see the full Code of Conduct in Appendix A

Appendices

Appendix A: Board Member Code of Conduct

1. Introduction

Healthwatch Hampshire expects that all Advisory Board Members that take a place on the HWH Board as voting members and non-voting members uphold the highest personal and professional standards. This code of conduct outlines the expectations of this position.

2. Key Responsibilities of Individual Committee Members

- 2.1 The key principles upon which the Code of Conduct is based are the Seven Principles of Public Life (the Nolan Principles), the Nine Principles of Public Service Delivery and the Public Service Values adopted by CQC (which are attached at Appendices B, C & D).
- 2.2 The actions and decisions of Healthwatch Hampshire should be informed by these principles. HWH Board Members are expected to:
 - 2.3 Act in good faith apolitically, and in the best interests of Healthwatch Hampshire.
 - 2.4 Maintain their independence and objectivity by, among other actions, avoiding conflicts of interest, refusing any gift that could reasonably be expected to compromise their personal judgement or place them under an improper obligation.
 - 2.5 Declare to the chair any other conflict of interest that may impact upon their judgement including political affiliations, personal experiences around the subject matter and any other factor that may be of relevance.
 - 2.6 Abide by all relevant laws, rules, and regulations, informing the Manager of Healthwatch Hampshire immediately of any infringement likely to result in prosecution.
 - 2.7 Deal fairly, objectively, impartially and with respect with all members of the public, stakeholders, HWH staff and volunteers, never using their position to confer an advantage or disadvantage on any person or encouraging employees to act in any way which would conflict with their own code of conduct.
 - 2.8 Take decisions that are consistent with the established purpose of Healthwatch Hampshire and within the resources allocated to it.
 - 2.9 Regularly review the efficiency and effectiveness of the organisation's success in meeting its goals, including assessing their own performance and actions as Committee members.
 - 2.10 Always maintain confidentiality, when information is shared of a sensitive nature both during and after that persons position as a HWH Board Member has come to an end, if that information remains sensitive.
 - 2.11 Promote equality and not discriminate unlawfully against any person, treating all people with respect, regardless of their race, age, religion, gender, sexual orientation or disability.
 - 2.12 Deal with all public funds in an open and transparent way and act responsibly when deciding to spend such funds, that it is done in accordance with the objectives of Healthwatch Hampshire.

3. Representing Healthwatch Hampshire (including media relations)

- 3.1 HWH Board Members should inform the HWH Manager of any public engagements at which they intend to represent the organisation. Board Members should always be explicit whether they are speaking as a representative of HWH or expressing their own personal views. Board Members should not claim to speak on behalf of Healthwatch unless they

have been authorised to do so by the full board and the HWH Manager.

- 3.2 HWH Board members are accountable to the public for their actions and the manner in which they carry out their responsibilities. They should always behave in a manner which does not bring Healthwatch into disrepute or damage the relationship with the public, service providers and other stakeholders.

4. Impartiality

- 4.1 Healthwatch Hampshire should be seen as politically impartial. If a Board Member becomes a political candidate, in the interests of independence, they must stand down their seat on the Healthwatch Board immediately by informing the HWH Manager in writing.
- 4.2 Board members should not make political statements and should be even-handed in all views expressed regarding HWH matters.

5. Behaviour

- 5.1 Behaviour expected in Healthwatch meetings and other meetings to which Board Members may attend relating to the work of Healthwatch.
- 5.2 Board Members are expected to understand and respect the principle of collective decision-making and corporate responsibility. This means that, once the board has made a decision, all are bound by that decision and should publicly support it.

The following guidance will assist meetings to be well conducted and well-considered decisions taken. Board Members should:

- 5.3 Take account of the views of others, but should reach their own conclusions on the issues before them and act in accordance with those conclusions.
- 5.4 Be as open as possible about their actions and decisions, being prepared to give reasons for their actions and willing for their decisions and actions to be scrutinised and challenged in a constructive way.
- 5.5 Allow everyone to take part without interruption or intimidation, respecting the contribution of others and not interrupt when someone is speaking.
- 5.6 Respect the impartiality and integrity of other board members and invited representatives, never being derogatory in their speech or manner. Members should not use language which could be construed as discriminatory or offensive to others and avoid using heated, emotional and value loaded language and behaviour.
- 5.7 Allow conversation to move forward, not looking back at past discussion, sticking to the point under discussion.
- 5.8 Not attempt to dominate the meetings for their own purpose or the purpose of a group or organisation they are affiliated with.

Note: Any Board member who does not comply with the Code of Conduct during a meeting may be asked to leave the meeting by the Chair. Any person excluded from an individual meeting because of their behaviour will only be allowed to return to future meetings if they provide a written undertaking to abide by the Code of Conduct and if necessary excuse themselves from agenda items which are the cause of contentious behaviour.

If a member of the public wishes to make a complaint relating to an individual committee member then the Chairperson of Healthwatch Hampshire will be responsible for investigating the complaint. If the complaint relates to the Chairperson of Healthwatch Hampshire then a panel of HWH Advisory Board members will be convened and assigned as the investigator. They will follow our standard:

Healthwatch Hampshire Complaints Process and Healthwatch Hampshire Complaints Handling Procedure

Both of these documents can be found on the Healthwatch Hampshire website.

This includes the option for the complainant to request a review of their complaint by the Healthwatch Hampshire service contract holder organisation's Senior Leadership Team. If the complainant is still not satisfied then the complaint may be addressed to Healthwatch Hampshire's commissioner, Hampshire County Council.

6. Code of Conduct Breach

- 6.1 If there is a consistent issue (3 offences) or a severe incident relating to a breach of the code of conduct by any Board Member, that person can be removed from the board by a majority vote of the board with written reasons for doing so.
- 6.2 If for whatever reason a HWH Board Member breaches the code of conduct and as a result is liable to prosecution or challenge HWH accepts no responsibility as that member is seen to be in breach of the code of conduct and therefore not acting in accordance with HWH practices.

7. Questions about Code

Any questions about the Code of Conduct should be directed to the HWH Manager.

8. Review

The Code of Conduct will be reviewed periodically by the board.
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Appendix B: The Seven Principles of Public Life

The Code of Conduct is based on the 'Seven Principles of Public Life', which apply to all in the public service:

- **Selflessness:** Holders of public office should act solely in terms of the public interest. They should not do so in order to gain financial or other benefits for themselves, their family or their friends.
- **Integrity:** Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might seek to influence them in the performance of their official duties.
- **Objectivity:** In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.
- **Accountability:** Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.
- **Openness:** Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.
- **Honesty:** Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.
- **Leadership:** Holders of public office should promote and support these principles by leadership and example.

The Seven Principles of Public Life is on www.gov.uk

Appendix C: The Nine Principles of Public Service Delivery (SERVICE FIRST – THE NEW CHARTER PROGRAMME)

1. **Set standards of service:** Set clear standards of service that people who use services can expect; monitor and review performance; and publish the results, following independent validation wherever possible.
2. **Be open and provide full information:** Be open and communicate clearly and effectively in plain language, to help people using public services: and provide full information about services, their cost and how well they perform. Where practical and appropriate, hold open meetings and release summary reports of

- meetings.
3. **Consult and involve:** Consult and involve present and potential people who use public services, as well as those who work in them; and use their views to improve the service provided.
 4. **Encourage access and the promotion of choice:** Make services easily available to everyone who needs them, including using technology to the full and offering choice wherever possible.
 5. **Treat all fairly:** Treat all fairly; respect their privacy and dignity; be helpful and courteous; and pay particular attention to those with special needs.
 6. **Put things right when they go wrong:** Put things right quickly and effectively; learn from complaints; and have a clear, well publicised and easy-to-use complaints procedure, with independent review wherever possible.
 7. **Use resources effectively:** Use resources effectively to provide best value for taxpayers and people who use services.
 8. **Innovate and improve:** Always look for ways to improve the services and facilities offered.
 9. **Work with other providers:** Work with other providers to ensure that services are simple to use, effective and coordinated, and deliver a better service to the user.

Appendix D: Public Service Values

Members of HWH Board will at all times:

- Observe the highest standards of propriety involving impartiality, integrity and objectivity in relation to the stewardship of public funds.
- Maximise value for money through ensuring that services are delivered in the most economical, efficient and effective way, within available resources, and with independent validation of performance achieved wherever practicable. Value for money is not the lowest price: it is the optimal combination of costs and quality to meet Healthwatch requirements.
- Be accountable to Parliament and the public for its activities, its stewardship of public funds and the extent to which key performance targets and objectives have been met.
- Act in accordance with Government policy on openness and responsiveness; comply fully with the Nine Principles Of Public Service Delivery (as set out at Appendix A), the Seven Principles of Public Life (above), and the Freedom of Information Act 2000, as appropriate.

Ends.

October 2023