



Llywodraeth Cymru
Welsh Government

Information pack for applicants

**Appointment of Independent
Members of Board of Community
Health Councils (CHCs)
2019**

Closing date : 04 July 2019



**The Commissioner for
Public Appointments**

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Making an application

Thank you for your interest in the role of independent member of the Board of Community Health Councils (CHCs) in Wales.

The attached annexes provide details on the role of the independent members and the person specification, the role and responsibilities of the Community Health Councils 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 particular evidence you provide 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.

Indicative timetable

Closing date: 4 July 2019

Shortlisting: 10 July 2019

Interviews: 4 September 2019

(Please note: candidates will **not** be entitled to claim "out of pocket" costs to attend interviews).

Diversity Statement

The Welsh Government believes that public bodies should have board 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. Applications are particularly welcome from all under-represented groups including women, people under 30 years of age, black, Asian and minority ethnic people, disabled people, lesbian, gay, bisexual and transgender 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:

Public Appointments Team

Email: publicappointments@gov.wales.

For further information regarding the role of the independent member please contact the Welsh Government's Head of Patient Experience, telephone: 03000 253967 or email: Rhian.williams5@gov.wales. If you need any further assistance in applying for this role, please contact the Welsh Government's Public Appointments Team (as above).

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

Appointment of independent member of Board of Community Health Councils in Wales

Role description and person specification

What is the role of the independent member?

The role of independent members as described in a factsheet from the [Institute of Directors](#), is to provide “a creative contribution to the Board by providing objective criticism”. They should bring “independent judgement to bear on issues of strategy, performance and resources including ... standards of conduct.” They will focus on Board matters and not stray into matters of day to day running.

The Board of Community Health Councils in Wales is responsible for:

- Advising and assisting individual CHCs on their performance;
- Representing the collective views and interest of CHCs to the Welsh Ministers;
- Setting standards for CHCs, as deemed appropriate by the Board, in matters such as complaints advocacy, scrutiny of the operation of the health service and the process of engagement;
- Monitoring the performance of CHCs to ensure consistent standards across all CHCs;
- Operating a complaints procedure, and;
- Ensuring a cohesive and national approach to CHC delivery across Wales by enabling CHCs to work in a planned and co-ordinated way.

In his legislative statement on 17 July 2018, the First Minister for Wales announced that legislation is to be brought forward to replace CHCs and the Board of CHCs with a new, independent Citizen Voice Body that will represent the interests of the citizen across both health and social services. The new body will build on the work already done by the CHCs and strengthen the voice of the citizen in Wales.

The transition from the current CHC model to the new Citizen Voice Body will be an exciting yet challenging time for the Board of CHCs and the wider CHC movement. One of the main roles of the independent board members will be to help support the Board of CHCs and the wider CHC movement through the period of transition to the establishment of the new Citizen Voice Body.

An Act of the Assembly is required in order to effect this change. An Act is to be introduced in this Assembly Year in order to start the required process.

The independent member will:

- be required to play a full and active role in the governance of the Board and is expected to bring an independent judgement on issues of performance, forward planning and accountability;
- contribute to the work of the Board based upon their independence, their past experience and knowledge, and their ability to stand back from the day to day operational management;
- contribute and accept corporate decisions to ensure a joined up, robust and transparent decision making process by the Board;
- be expected, in time, to understand the work of the CHCs to enable the effective performance of the Board;
- work closely with other public and voluntary organisations and make sure that the views of patients, carers and families are fully involved in helping to shape, develop and improve services.
- be available to prepare for and attend meetings.
- 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. It applies to the Independent Members of the Board of CHCs. A link is below:

<http://www.wales.nhs.uk/sitesplus/documents/899/2019%20Code%20of%20Conduct%20Procedure%20.pdf>

Person Specification

The independent member will demonstrate the following qualities:

Knowledge and Experience (essential)

Ability to:

- provide objective criticism to the Board whilst maintaining independent judgement on issues of performance, forward planning and accountability;
- assimilate, assess and analyse complex information and contribute to sound decision making;
- work with the CHC Chief Executive, Chair and other board members to ensure the Board leads the CHCs effectively. Where necessary you will demonstrate skills that will enable you to hold the Chief Executives to account for performance whilst maintaining a constructive relationship; and

- contribute to the 'Governance' of the Board, ensuring it is open and honest in its work by contributing fully in the decision making process.

Personal Attributes and Skills

- Leadership and self-awareness, ability to gain respect and attention;
- integrity, high ethical standards, sound judgement and a willingness to challenge;
- an ability to demonstrate a citizen focus approach, to champion the Board, through working closely with other public and voluntary organisations;
- an ability to make sure the views of the patients, carers and families are fully involved in helping to shape, develop and improve services;
- good interpersonal, listening and communication skills and the ability to engage with members and employees within the Board;
- skills and ability to work as part of a team and in partnership with other key organisations;
- an understanding of how conflict occurs and how to deal with it effectively and sensitively;
- an ability to identify potential problems and deal with risk; and
- a willingness to embrace change and innovation and a keenness to gain new knowledge and skills.

Candidates must also 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>

Welsh Language

The ability to communicate through the medium of Welsh is **desirable** but not essential for the post. 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

The Board of Community Health Councils in Wales is based in Cardiff. There are seven local Community Health Councils in Wales. The Board of Community Health Councils in Wales oversees local Community Health Councils.

Time Commitment

The post of independent member is based on a notional commitment of up to 4 days per month but this may be subject to organisational demands.

Tenure of Office

The appointment will be for a maximum period of 4 years.

Remuneration

The post of independent member is not remunerated but once appointed you can claim expenses for travel and other reasonable expenses in accordance with the Board of CHC's policies.

Eligibility

Some people are not eligible to apply to be on the Board of CHCs in Wales. 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.

- People who are candidates for, or are serving Members of, the National Assembly for Wales, the UK House of Commons and/or the European Parliament.
- Persons providing services as General Medical Practitioners, General Dental Practitioners, Registered Pharmacists, Registered Optometrists or Registered Dispensing Opticians, Registered Nurses or Midwives.
- Current CHC members would not be able to remain a CHC member if they are appointed as independent member of the Board of CHCs.
- 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](#). 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 independent members of the Board of Community Health Councils in Wales, 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.

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>

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 the Welsh Government, and
- assist, advise and support people who wish to raise a concern about NHS services.

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 statement 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 statement 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 senior Welsh Government official. The two other panel members will include a representative of the Board of CHCs in Wales and a further independent 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 week commencing 08 July 2019 the panel will have decided who will be invited for interview week commencing 02 September 2019.

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. It is our intention that interviews will take place in Cardiff.

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 an independent member of the Board of Community Health Councils, which will confirm the terms on which the appointment is offered.

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 the Public Appointments Team by emailing: 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 the Corporate Shared Service Helpdesk on 03000 255454 or email: publicappointments@gov.wales.

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).



Community Health Councils and their local committees

Name of Community Health Council		Local Committees within the CHC
1.	1 Aneurin Bevan Community Health Council	i. Blaenau Gwent ii. Caerphilly iii. Newport iv. Monmouth v. Torfaen
2.	3 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.	4 Cardiff and Vale of Glamorgan Community Health Council	i. Cardiff ii. Vale of Glamorgan
4.	5 Cwm Taf Morgannwg Community Health Council	i. Bridgend i. Merthyr ii. Rhondda Cynon Taf
5.	6 Hywel Dda Community Health Council	i. Carmarthenshire ii. Ceredigion iii. Pembrokeshire
6.	7 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.	2 Swansea Bay Community Health Council	ii. Neath Port Talbot ii. Swansea