

Healthwatch Milton Keynes CIO Board of Trustee Application Pack

Message from Chair of Trustees, Jeff Maslen

Thank you for your interest in becoming a Trustee at Healthwatch MK CIO. This is an exciting opportunity to be involved in the very important role of leading and steering the strategic direction of Healthwatch MK CIO in the delivery of our core function as the independent champion for people in receipt of publicly funded health and social care services in Milton Keynes.

We use the evidence of lived experiences of health and social care to ensure a strong public voice in challenging and influencing positive changes to how health and social care services are provided within Milton Keynes. This Charity makes a difference to how people experience health and social care services in Milton Keynes. Since our establishment in 2017 we've directly engaged with over 2,000 people each year on average, reached over 140,000 contacts online and made around 50 visits each year to health and care services to monitor the quality-of-service delivery, as experienced by the people that use them.

Being a Trustee is a rewarding, interesting and challenging role. As a Trustee you play an important part in the development of the organisation, working with the Chief Executive to deliver a high quality and effective local Healthwatch. As a Trustee I find the role both interesting and rewarding and enjoy being part of the organisation's continuous development. As well as responding to the increasingly uncertain environment in the NHS, and funding strain on Local Authorities funding social care – which affects our residents daily, we are developing sustainability strategies which could enable us to diversify our organisation's profile beyond our local Healthwatch remit. This is a great time to become a Trustee and support the Charity in its future development.

We are looking to bring on board new Trustees with a passion for improving the Health and Wellbeing of local people and communities and enable us to widen our expertise and knowledge within the Trustee Board.

We are in the final year of delivering against our 2022-2025 strategic plan and beginning work on developing our next strategy. This pack will introduce you to our strategic priorities and what we know we need to achieve before the core grant for our Healthwatch service is reviewed for April 2026. It will also detail the core skills and experience that we wish to fill and enhance on our Board of Trustees.

This pack provides details of the Board membership recruitment, contains further background information on the position and details about how you can apply.

If you want to play a leading part in changing your community and shaping the future of health and social care in Milton Keynes we would be delighted to hear from you.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Jeff Maslen', written in a cursive style.

Jeff Maslen
Chair of the Board of Trustees

Message from Chief Executive Officer, Maxine Taffetani

Thank you for your interest in the Trustee role at Healthwatch Milton Keynes.

I have had the privilege to be the Chief Executive of Healthwatch Milton Keynes for the past 8 years. Since forming Healthwatch Milton Keynes CIO in 2017 the organisation has established itself as an effective Healthwatch with considerable reach into our community and a track record of impact.



Being involved in local Healthwatch is a very unique experience. We are a small organisation with a big role, representing the whole population of Milton Keynes and anyone who is in receipt of publicly funded health and social care in Milton Keynes.

Our work is statutory and complex, and no two days are the same. Our dedicated team work hard to gather the experiences of residents, patients, service users and their families use that evidence to influence the changes people want to see within national and local policies, and local service design and delivery.

Alongside a challenging back drop of maintaining good relationships with commissioners and service providers, whilst maintaining our independence, we support our communities to navigate health and care services through our advice and information service.

As a CEO I find the support and oversight by Trustees invaluable. I am ambitious for our organisation and see the great potential we have to grow beyond the delivery of a single Healthwatch service and provide an enhanced offer of support to our resident and professional health and social care community. However, there is also necessity behind this ambition and as Healthwatch funding has remained static for many years, our sustainability into the future relies on strategies to diversify our income streams.

Future trustees of Healthwatch Milton Keynes CIO have an exciting opportunity to develop the organisation, working with me, supporting and steering, monitoring

and challenging myself and my team to ensure that we continue to deliver a high quality Healthwatch service and realise our ambitions to be more.

I hope you find this information pack useful. Please do not hesitate to get in touch should you have any questions or would like to discuss the opportunities further.

Yours faithfully,

A handwritten signature in dark ink, appearing to read 'Maxine Taffetani', is positioned above a faint, light-colored rectangular stamp or watermark.

Maxine Taffetani

Chief Executive Officer

About Healthwatch Milton Keynes CIO

Statutory functions of a local Healthwatch

Healthwatch Milton Keynes is an independent Charitable Incorporated Organisation (CIO) delivering a Local Authority Grant to act as licensee for the Milton Keynes local Healthwatch body and contribute to the national Healthwatch network. Healthwatch is the only non-statutory body with statutory powers. Local Healthwatch must comply with all legislation and statutory requirements in relation to the provision and operation of Local Healthwatch.

Healthwatch Milton Keynes CIO, in operating the local Healthwatch licence holds these statutory duties and powers under the Health and Social Care Act 2012.

These include:

- Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local care services
- Enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved.
- Obtaining the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known.
- Making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Healthwatch England.
- Providing advice and information about access to local care services so choices can be made about local care services.
- Formulating views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing these views with Healthwatch England.
- Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations.
- Make recommendations to Healthwatch England to publish reports about issues.

- Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

Healthwatch Milton Keynes has the power to Enter and View providers, so we can observe matters relating to health and social care services.

Our Mission

People's lived experiences are used to design and improve health and social care services.

Vision

To champion people's rights and access to high-quality health and social care.

Our recipe for success



For eight years, Healthwatch Milton Keynes CIO has been empowering the people of Milton Keynes to have a say in how their health and social care services are planned and delivered. Using the evidence of lived experience, we report to health and social care service providers and commissioners, working to influence positive changes to the delivery of health and social care services. We have a statutory role, legislated in the Health and Social Care Act 2012, to provide an independent voice on the public's experiences of health and care in Milton Keynes.

We use our platform to inform and involve the public in any changes to the way in which health and social care are delivered locally. We are more determined than ever to ensure that services, which are starting to be commissioned across wider areas known as Integrated Care Systems, meet the needs of people of living and working in Milton Keynes.

Our Future Trustees

The role

Healthwatch Milton Keynes CIO is registered with the Charity Commission – Charity number 1166148. The Board of Trustees are also the members of Healthwatch Milton Keynes. At present, the Board has 8 members. There can be a maximum of 12 trustees on the Board.

Trustees, once appointed by our members, serve for a minimum 3 -year term. The Board of Trustees holds overall responsibility and accountability for the delivery of the Healthwatch Milton Keynes service and discharges this through oversight, monitoring and seeking assurance of the CEO regarding compliance, good governance and practices of the organisation. Further information about our governance can be found in the [Healthwatch Milton Keynes constitution](#).

Healthwatch Milton Keynes requires a Board of Trustees that is capable of leading the organisation, providing strategic direction and oversight in all areas, including financial and legal matters, and ensuring its ambitions are achieved.

The Board will ensure that it meets the conditions of the Healthwatch grant help with Milton Keynes City Council until March 2026 and all other grants and contracts the organisation operates.

The Board will be collectively and individually responsible for seeing that:

- Healthwatch Milton Keynes is effectively managed and that its affairs are in order
- That it operates within its objectives and governing documents
- That it acts at all times in the best interests of the charity
- That it acts independently and promotes the voice of patients and the public in Milton Keynes
- Provide strategic direction through annual plans, setting of policy and the development of strategies
- Support the Chief Executive Officer to manage staff and volunteers
- Ensure adherence to charity law. This includes preparing annual reports and submitting annual returns and accounts
- Secure sound financial management, including the meeting of all financial regulation and the independent examination/auditing of accounts. It also

ensures that the Board of Trustees uses its funds wisely to further its aims, and doesn't do anything to put its funds, or reputation at risk.

- Assure itself that the organisation is run effectively, risks are mitigated that services are delivered to required standards defined by beneficiaries, that there is a continuous improvement in quality and the organisation's reputation is upheld.
- Effectively discharge its accountability duties to patients and the public, Healthwatch England and other stakeholders. This includes maintaining effective working relationships with strategic partner organisations
- Maintain the effectiveness of the Board itself, including overseeing the establishment of the organisation developing and ensuring compliance with codes of practice and maintaining appropriate standards of behaviour.

Who we are looking for

The Board is currently looking to fill a minimum of 5 spaces.

We are currently in the final year of our 2022-25 strategy and a key objective is to increase our financial sustainability. We are doing this by exploring the potential for our organisation to deliver services and support to the community beyond and separate to the local Healthwatch service. This ambitious journey will need trustees with a broad interest in voluntary sector services as well as a passion for upholding residents' rights to receive high quality health and social care services.

Our Board wish to hear from people who are creative, skilled in governance, legal, organisational transformation and change programmes. The Board would also like to establish more robust succession plans for the Chairperson and Treasurer and would welcome such ambitions and skills in new members.

It truly is an exciting time to join our Board and help us realise our strategic objectives across the years ahead. Healthwatch is a small organisation with a large and challenging role, ambitions for diversification and growth. Our success as an organisation relies heavily on the vision, commitment, and positive relationships of our Trustees.

Our organisation represents all people in Milton Keynes, so it is really important to us that our Board is representative of our diverse community. We encourage people of any gender, gender identity, faith and age group, ethnicity and people with disabilities and people from the LGBTQ+ community to apply. Your lived

experience will support to play a key role in ensuring our whole community has equal representation and reach.

The commitment

Our Board meets 4 times a year, normally the first or second Wednesday of February, May, August and November. Board meetings are 3.5 hours, with preparation required in advance for reading papers. These meetings are undertaken hybrid style in person, and on Teams. Healthwatch Milton Keynes doesn't currently have any permanent standing sub-committees of the Board but if sub-committees are developed, Trustees are expected to share time commitments across committees.

Each Trustee will be assigned an area of governance or organisational performance to Champion. This will be occasional meetings with the CEO and/or other key staff and providing a short report to the Board periodically.

Trustees will have access to a Healthwatch Milton Keynes email account and MS Office SharePoint to maintain contact with other Board members and the Exec team.

Expected monthly time commitment can vary but would be approximately 6-10 hours a month.

Board members at Healthwatch Milton Keynes CIO are not expected to have a significant public facing role, but it is essential that Trustees have a strong understanding and links to the Milton Keynes community either by living or working in the city. Trustees are not expected to take on operational responsibilities, although the staff welcome trustee support in our activities.

Support and training

All new trustees will receive an induction pack and onboarding support from the Chair, Chair Executive and staff. Trustees will need to undertake mandatory training in the role of local Healthwatch, safeguarding and apply for a DBS check. All training support will be provided and paid for by the organisation. Trustees have access to a professional development fund where additional training is identified and requested.

The role of Trustee is voluntary but all reasonable out of pocket expenses, such as travel to attend Board meetings will be reimbursed. The option to attend meetings virtually is available.

Applications Process

This Application Pack includes the information you need to complete your application.

For an informal discussion about the position, please contact Maxine Taffetani, Chief Executive Officer on 01908 698800.

You can learn more about what we do, about us and our activities at www.healthwatchmiltonkeynes.co.uk

To apply, please forward your CV, completed application form and automatic disqualification declaration form to: maxine.taffetani@healthwatchmiltonkeynes.co.uk with the subject line **Trustee**

APPLICATION. Alternatively, you can submit your application by post to:

Healthwatch Milton Keynes
Room 1-2 The Vaughan Harley Building
The Open University
Walton Hall
Milton Keynes
MK7 6AA

The application process has an open deadline but we encourage timely applications.

Interview dates will be arranged upon the submission of an application.

I hope that you will feel able to put your name forward to join our Board and help Healthwatch MK CIO both make a difference to Milton Keynes citizens' experience of Health and Social Care services and help us build a more diverse offer as an organisation.

Application Checklist

There are a few forms in this pack that you will need to sign and return. The checklist below is a guide to ensure you've completed all relevant sections:

Supplementary Documents

Trustee role description – Annex 1, Page 12

Terms of Reference for the Board of Trustees – Annex 2, Page 15

Linked documents for further information

[A copy of Healthwatch Milton Keynes CIO constitution](#)

[Healthwatch Milton Keynes Strategy 2022-25](#)

[A copy of our Business Plan Summary 2025-26](#)

[A copy of our 2022-23 Annual Report](#)

Documents attached separately – forms to complete

Application form

Automatic disqualification declaration

Selection and election process

The Board of Trustees will conduct a shortlisting exercise of the applications received and make recommendations to the Board of Trustees on applications received. Subsequently, the Trustees may wish to invite you to an informal interview in with prior arrangement.

Successful candidates will be put forward for election by the members of Healthwatch Milton Keynes at the soonest time available, by extraordinary meeting of the members.

Once the successful applicants have been confirmed, we will arrange a supportive induction and shadowing period so that new Trustees can familiarise themselves with our organisation.

If you have any further questions about the application process, please do not hesitate to contact Maxine Taffetani, CEO for an informal discussion.

If you have any support requirements to enable you to apply or require this recruitment pack in an alternative format, please contact Maxine Taffetani, CEO.



Healthwatch Milton Keynes – Role and responsibilities of Trustees

This paper sets out responsibilities, roles, desired attributes and terms of office of trustees of Healthwatch Milton Keynes.

Responsibilities

The duty of each trustee of Healthwatch Milton Keynes is to contribute to the good performance of the board and leadership of the organisation. In particular, each trustee is individually required to:

- Ensure that the organisation complies with the constitution, charity law, Healthwatch legislative framework and any other relevant legislation or regulations.
- Contribute actively to the board of trustee's role in giving firm strategic direction to the organisation.
- Safeguard the good name and values of the organisation.
- Ensure effective and efficient administration of the organisation.

Role description

Ensure that the organisation complies with its governing document, charity law, company law, employment law and any other relevant regulations.

- Ensure that Healthwatch Milton Keynes CIO pursues its objects as defined in the constitution.
- Ensure that the organisation applies its resources exclusively in pursuance of its statutory requirements.

Contribute actively to the role of the Board of Trustees in giving firm strategic direction to the organisation.

- Contribute to setting policy, defining goals and setting targets.

- Contribute to the evaluation of performance against agreed targets.
- Prepare for, attend and contribute to board meetings.
- Use their specific skills, knowledge or experience to help the board of trustees reach sound decisions.

Safeguard the good name and values of the organisation.

- Act in accordance with the aims, objectives and values of Healthwatch Milton Keynes CIO.
- Act within the requirements of The Charity Commission.
- Act in accordance with the Nolan seven principles of public life: integrity, selflessness, objectivity, accountability, openness, honesty, and leadership.
- Represent the organisation as agreed by the board.
- Promote and protect the reputation of the organisation with all stakeholders and the general public.

Contribute to the effective and efficient administration of the organisation, working collaboratively with other trustees and the Chief Executive to:

- Ensure the financial stability of the organisation.
- Ensure proper investment of its funds.
- Appoint the Chief Executive of Healthwatch Milton Keynes.
- Implement the Board's decisions, carrying out activities between meetings as agreed.
- Share the workload of the organisation as agreed.
- Recognise their own development needs in relation to the role of trustee and seek to address them.

Person specification

SKILLS AND KNOWLEDGE	Essential/ Desirable
Good communicator, capable of playing an active role at regular meetings and contribute to the discussion informing policy decisions	E
Good analytical skills and awareness, and understanding of research and research costs, in order to identify gaps in public feedback and the provision and quality of local care services	E
Analytical intellect and financial awareness to guide rationale decision making in determining strategic approaches and how the organisation's budget is spent	E
Takes account of a wide range of views and to effectively represent the views of others	E

Good level of computer literacy, practical skills in office-based software (e.g., Microsoft Office Suite) and a proactive approach to picking up new IT skills	E
KNOWLEDGE AND UNDERSTANDING OF	
Understanding of good governance principles	E
Understanding of what is expected from a position of civic responsibility	E
Understanding of equality legislation, its relevance and application	E
Understanding of NHS and social care commissioning	D
Safeguarding children and vulnerable adults	D
Community engagement, outreach and representing the views of others	D
Understanding of health and social care issues and policy, and an understanding of the importance of public involvement in these issues	D
PROFESSIONAL EXPERIENCE OF	
Representing the views of others and influencing the planning, commissioning and provision of services, including health and social care	D
Working or volunteering in a voluntary organisation or community group	D
Project management, oversight of projects and shaping projects	D
Public representation	D
OTHER ATTRIBUTES	
Be able to manage conflict positively and constructively	E
Is open-minded and inclusive, able to act as a representative of the entire spectrum of the local population	E
Active interest in how public involvement can shape health and social care services and a desire to promote it	E
A commitment to growing an organisation that is passionate about promoting better health and social care outcomes for all	E
Commitment to the aims, objectives and values of Healthwatch Milton Keynes CIO.	E
Commitment to promoting awareness of Healthwatch Milton Keynes	E
Willingness to devote the necessary time and effort to the organisation.	E
Has personable credibility, integrity and honesty, with a commitment to probity and to be independent of any special interest	E
Commitment to adhering to the Seven Principles of Public Life, known as the Nolan Principles	E
Lives or works within the borough of Milton Keynes	E

Annex 2



Terms of Reference for Board of Trustees

Introduction

The Charity Commission states that: “Trustees have and must accept ultimate responsibility for directing the affairs of a charity, and ensuring that it is solvent, well-run, and delivering the charitable outcomes for the benefit of the public for which it has been set up”.

As set out in Healthwatch Milton Keynes CIO’s Constitution (Registered Charity 116448), Trustees must only undertake activities that are within the charity’s purposes and must only act in the interests of the charity and its beneficiaries. Trustees must act reasonably and make decisions in accordance with their duty of care and duty to act prudently. Trustees must also ensure that the charity remains independent.

Trustees are responsible for setting the charity’s strategic aims, objectives and direction. This includes identifying risks arising from its activities and managing those risks.

Terms of Reference and Responsibilities of all Trustees in General

Compliance

1. Ensure that the charity complies with charity law, and with the requirements of the Charity Commission as regulator; in-particular ensure that the charity prepares reports on what it has achieved, Annual Returns and accounts as required by law.
2. Ensure that the charity does not breach any of the requirements or rules set out in its governing document and that it remains true to the charitable purpose and objects set out there.
3. Comply with the requirements of other legislation and other regulators (if any) which govern the activities of the charity.
4. Supervise the work of the Chief Executive Officer in respect of the organisation’s strategy and in implementing the objectives of the charity.
5. Act with integrity and avoid any personal conflicts of interest or misuse of charity funds or assets.
6. Ensure that the accounts are properly audited and that accepted recommendations of the auditors are implemented.

7. Ensure that any fundraising and sales complies with relevant legislation and is bound by effective financial systems and controls
8. Ensure that required insurance is in place

Duty of Prudence

1. Ensure that the charity is and will remain solvent and that there are sufficient and suitable reserves, resources, financial policies and procedures.
2. Use charitable funds and assets reasonably, and only in furtherance of the charity's objectives.
3. Avoid undertaking activities that might place the charity's endowment, funds, assets or reputation at undue risk.
4. Take special care when investing the funds of the charity or borrowing funds for the charity to use.
5. Be alert to potential HR and legal issues.

Duty of Care

1. Use reasonable care and skill in their work as trustees, using their personal skills and experience as needed to ensure that the charity is well-run and efficient.
2. Seek appropriate external professional advice on all matters where there may be material risk to the charity, or where the trustees may be in breach of their duties.

Effective Practice

Specifically, the Healthwatch Milton Keynes CIO's Board of Trustees is responsible for:

1. Developing a clear, shared vision and strategy and review these annually
2. Approving the budget for the year and monitoring revised financial forecasts.
3. Approving signatories to the bank accounts.
4. Appointments of staff (or approval of such appointments, when decision-making has been delegated).
5. Receiving reports from the Chief Executive on areas of concern.
6. Approving exceptional items of expenditure.
7. Monitoring the financial position based on monthly reports, with advice from the Chief Executive.
8. Approving the annual accounts, auditors report (where necessary).
9. Reporting on the work of the Board to other bodies, in line with the Constitution, Standing Procedures and other decisions taken by the Board
10. Upholding the organisation's governing documents and other basic information such as its financial position.
11. Being informed about its financial duties and responsibilities
12. Ensuring that appropriate financial systems and controls are in place
13. Ensuring that record-keeping and accounts meet the conditions of funders or statutory bodies

It is the responsibility of the Board of Trustees to ensure that they understand and implement these Terms of Reference.

Other Duties

Trustees may be required to participate in other Boards and Committees, as specified in the Standing Procedures.

Trustees may be required to represent the organisation on external Boards and Committees, in line with the Standing Procedures and other decisions taken by the Board.

Terms of Reference of the Chair, Treasurer and Secretary

Chair

The Chair is responsible for directing and supporting the work of the Board of Trustees, ensuring that the policies and strategy adopted by the Board are followed consistently and are in line with best practice and legal requirements.

The Chair will chair all meetings of the Board of Trustees, in line with the Constitution and Standing Procedures and ensure that a proper agenda has been drawn up for meetings, in consultation with the CEO and other relevant parties.

The Chair will provide effective line management of the Chief Executive Officer.

Treasurer

The treasurer is responsible for ensuring that effective financial systems and procedures are established, are followed consistently, are in line with best practice and legal requirements and report to the Board on compliance.

The Treasurer will act as a point of liaison with the Chief Executive Officer about financial matters.

The Treasurer will formally present the accounts at the Annual General Meeting (AGM), as required, drawing attention to important points.

Secretary

The Secretary is responsible to the Board of Trustees and reports to the Chair for the following:

- Reviewing, amending as necessary and disseminating minutes
- Disseminating meeting agendas (in consultation with the Chair)
- Coordinating any reports required by external bodies and agencies

- Acting as the named link with regulatory bodies
- Maintaining a good working knowledge of the Constitution, standing procedures and other basic documents of the organization
- Ensuring that these documents are available for all meetings and being competent to refer to them as the legal guidance for board meetings.