

Management and Governance Arrangements for Healthwatch Leicester and Leicestershire

The narrative below sets out the staffing structure, governance arrangements and representation at meetings/Boards

1. The contract is delivered by both paid staff and volunteers with a strategic and consultative Healthwatch Advisory Board.
2. Healthwatch Advisory Board (HAB) includes a Chair and Board members and works to support the VAL Board of Trustees and the Healthwatch team to deliver their goals this includes:
 - a. Advising on the strategy and priorities
 - b. Ensuring the involvement of local people in HWL&L work and decision making
 - c. Oversight of the Enter and View Programme
 - d. Uphold our independence
 - e. Support partnership working
 - f. Representation at wider stakeholder and decision making meetings
3. HW&L Staff team consists of the following key roles:
 - a. VAL Head of Operations and Services – providing oversight and strategic direction
 - b. Manager – providing leadership and operational management of the team and volunteers, ensuring HWL&L meets its statutory obligations and can evidence engagement and improvements with communities and stakeholders.
 - c. Outreach Team – City and County posts help deliver public engagement, gathering local community experiences and generating reports and recommendations based on insights
 - d. Volunteer Officer – manages HWL&L volunteer programme including Youthwatch and a very successful Enter and View Programme. This role works alongside the outreach team to use insight data to shape the role of the volunteers to improve the intelligence and reach and to strengthen resource within the team.
 - e. Information, Advice and Data – this role is the information and signposting expert, providing support to the team and the HAB, gathering and processing information from members of the public. Themed reports are evidencing feedback.
 - f. Media and Communications – responsible for all PR relations, raising the profile of HWL&L and communicating our insight and intelligence.
4. There is representation from HWLL at the following meetings:

Mental Health Collaborative Board

Mental Health Partnership Board

Dementia Programme Board

Learning Disabilities Partnership Board - City
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Appendix B

Leicestershire Health Overview and Scrutiny Committee

11th September 2024

Learning Disabilities Partnership Board - County
Learning Disability and Autism Executive Partnership Board Design Group
Leicestershire and Rutland Adult Safeguarding Board
LLR Engagement and Communications Sub-Group
LLR Carers Delivery Group
Integrated Care Board (ICB) Board
Integrated Care Service (ICS) Health and Care Partnership
System Engagement Meeting
Health Equity Committee
Leicestershire Integration Executive
LLR Information sharing meeting
Leicester City Health & Wellbeing Board
Leicestershire Health & Wellbeing Board
Joint LLR Health Scrutiny Committee HOSC
Leicestershire Health & Overview Committee HOSC
Leicester Health Overview and Scutiny Committee - City
(County) Adults & Communities Overview & Scrutiny Committee
Leicester City Adult Social Care Scrutiny Committee
Local Maternity and Neonatal System (LMNS)
Maternity and Neonatal Voices Partnership (MNVP)
Local Dental Committee
Oral Health Promotion Board
Midlands Dental Restoration and Transformation Board
Healthwatch/Commissioner Meeting