

Healthwatch Medway CIC - Principles of Good Governance

Background and Context

The Healthwatch Medway CIC Board is a trading subsidiary of Medway CAB. It was established as an independent social enterprise in line with the Health and Social Care Act 2012 and is responsible for delivering the statutory functions outlined in that legislation.

The need to demonstrate good governance is a critical success factor for Healthwatch Medway CIC and the Board has resolved to adopt the following good governance standards¹

- 1. Good governance means focusing on the organisation's purpose and on outcomes for the public**
 - a) Being clear about the organisation's purpose and its intended outcomes for the public
 - b) Making sure that the public receives a high quality service
 - c) Making sure that taxpayers receive value for money

- 2. Good governance means performing effectively in clearly defined functions and roles**
 - a) Being clear about the functions of the governing body
 - b) Being clear about the responsibilities of board members and their responsibility to the contract holder/organisation and making sure that those responsibilities are carried out
 - c) Being clear about relationships between board members and the public
 - d) Being clear about the relationships between the local authority, health and social care organisations and regulatory bodies

- 3. Good governance means promoting values for the whole organisation and demonstrating the values of good governance through behaviour**
 - a) Putting organisational values into practice
 - b) Individual board members behaving in ways that uphold and exemplify effective governance

- 4. Good governance means taking informed, transparent decisions and managing risk**
 - a) Being rigorous and transparent about how decisions are taken

¹ Adapted from Good Governance Standard for Public Services (OPM & CIPFA, 2004)



- b) Having and using good quality information, advice and support
- c) Making sure that an effective risk management system is in operation

5. Good governance means developing the capacity and capability of the governing body to be effective

- a) Making sure that appointed and elected board members have the skills, knowledge and experience they need to perform well
- b) Developing the capability of people with governance responsibilities and evaluating their performance, as individuals and as a group
- c) Striking a balance in the membership of the governing body, between continuity and renewal

6. Good governance means engaging stakeholders and making accountability real

- a) Understanding formal and informal accountability relationships (including those of volunteers)
- b) Taking an active and planned approach to dialogue with and accountability to the public
- c) Taking an active and planned approach to responsibility for staff
- d) Engaging effectively with institutional stakeholders
- e) Identifying clear lines of accountability with the relevant bodies, including the scrutiny functions of councils

Developed in consultation with The Public Engagement Agency
Adopted by the Healthwatch Medway CIC Board of Directors
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