

Decision Making Policy

This Decision Making Policy and related procedures apply to all staff, board and volunteers.

Policy Statement

Healthwatch Hertfordshire makes its decisions in an open and transparent way and ensures the interests of the people of Hertfordshire 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.

The governing regulations and standards are:

1. Regulation 40 of The NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012¹.
2. Freedom of Information Act 2000², which provides for public access to information held by public authorities including local Healthwatch.
3. The Nolan Principles or the seven principles of public life, guiding principles applying to all those delivering public services³

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

This decision making policy is published on our website, so that members of the public and organisations we work with are aware of our obligations.

We review this policy on an annual basis and all staff and Trustees are made aware of and understand our obligations within this policy.

Relevant decisions

¹ [The NHS Bodies and Local Authorities \(Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch\) Regulations 2012](#)

² [Freedom of Information Act 2000](#)

³ [The Seven Principles of Public Life - GOV.UK](#)

Regulation 40 requires Healthwatch Hertfordshire to have in place, and publish procedures for making relevant decisions. 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 make a report or a recommendation.
- Which premises to enter and view and when those premises are to be visited.
- 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.

Who may make such decisions?

The Healthwatch Hertfordshire Board is responsible for making relevant decisions. The Board will delegate some of the relevant decision making to the Chief Executive of Healthwatch Hertfordshire, for example, activities which concern the day to day running of the business.

All relevant decisions, including those delegated to the Chief Executive, 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 Hertfordshire'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 Board.

Operational decision making using the agreed scheme of delegation will be separately recorded by the Company Secretary (Chief Executive).

The Board of Healthwatch Hertfordshire 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.

As a private company limited by guarantee, decision making within Healthwatch Hertfordshire is also governed by our Articles of Association.

Involving lay persons or volunteers in such decisions

Healthwatch Hertfordshire's board is composed of volunteers (a person who is not a paid employee of the organisation). Healthwatch Hertfordshire intends to secure public and partner views on its activities wherever possible, and involves others where appropriate in its decision making.

How are decisions made?

The potential scope of the work of Healthwatch Hertfordshire is vast – it has a responsibility for health and social care services for all adults, children and young people in Hertfordshire with particular reference to those who are most vulnerable or may be excluded. This means we have to prioritise the issues it focuses on. The main sources include:

- Evidence we proactively collect about specific areas of concern through social research and public surveys and the stories and enquiries we hear directly from the public, who share their experiences of health and social care services.
- National and local data sets that evidence issues affecting large numbers of the local population and the most excluded.
- Information from the Voluntary, Community, Faith and Social Enterprise Sector (VCFSE); including resident groups, patient groups and other fora.
- Working groups, committees and governance mechanisms of the council and NHS providers, and coproduction boards we support.

This list is not exhaustive and other relevant sources of data will be considered.

In order to prioritise, Healthwatch Hertfordshire will carefully consider all sources of information and decide where we can add most value. Areas to be taken into account include:

- Ensuring Healthwatch Hertfordshire delivers only within our statutory remit.
- How much change Healthwatch Hertfordshire can bring about. This enables us to make sure we are choosing areas where we can have the greatest impact to deliver value for money for public fund grant.
- Whether the change needs to come from Healthwatch Hertfordshire, avoiding duplication and enabling others who are better placed to deliver the change.

- How we can tackle health inequalities as core to our principles.

Board meetings are open to the public, and minutes recording decisions will be available via Healthwatch Hertfordshire's website. All policies and procedures informing and supporting these obligations are also available on our website, or can be requested via info@healthwatchhertfordshire.co.uk.

Dealing with breaches of any procedure referred to in this policy document, including circumstances in which a breach would be referred to the local authority.

If a decision is taken in the name of Healthwatch Hertfordshire without authorisation in the manner set out in this policy document, the Board will determine what action is needed. This may be to either approve the decision retrospectively, or to reverse the decision. The Local Authority will be involved if appropriate.

Actions will be minuted and published on our website.

Equality, Diversity, Inclusion and Equity statement

Healthwatch Hertfordshire is committed to ensuring all decisions made are free from any form of discrimination on the grounds of age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, nationality, religion or belief, sex and sexual orientation. We will monitor this policy in order to identify whether it is having an adverse impact on any particular group of individuals and take action accordingly.

Review of policy document

The Board of Healthwatch Hertfordshire will review the effectiveness of the decision-making policy and procedures set out in this document annually.

Any amendments to this policy and the procedures will be managed through the procedures outlines in the Articles of Association.

The amended policy document will be published on the website of Healthwatch Hertfordshire as soon as is practicable.

Reviewed and signed off with no/minimal changes: 20th January 2026



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Signed by Ivana Chalmers, as Company Secretary

Responsible Officer
Ivana Chalmers, Chief Executive