

Temporary changes to the National Standards for Community Health Councils (CHCs) in Wales

The Board of CHCs in Wales is responsible for setting standards for the operation of CHCs in Wales. These standards provide the foundation on which CHCs should plan, deliver, monitor and report on their activities.

Following government advice in response to the coronavirus pandemic, CHCs in Wales have made temporary changes to the way they work. This means, for example, that they are not carrying out any face-to-face activities.

The Board believes this is the best way to keep our members, staff and the public safe at this time.

To reflect these changes, the Board of CHCs has temporarily set aside some aspects of the Standards. Those that have been set aside are:

Standard	Scrutiny
2	CHCs work effectively with others to safeguard and promote the welfare of people who use NHS services <ul style="list-style-type: none">▪ We undertake our visiting activities with sensitivity; respecting the dignity and wishes of patients and carers
Standard	Scrutiny
3	CHC activities and services meet the needs of and are accessible to all <ul style="list-style-type: none">▪ Our visiting activity captures the views and experiences of the wide range of patients and carers who use NHS services

	<ul style="list-style-type: none"> ▪ Our visiting activities extend beyond geographical boundaries to meet the needs of those receiving services out of area ▪ We engage with patients and the public using their chosen method of communication
6	<p>CHCs plan and carry out their activities in a way that maintains their independence and demonstrates their accountability to the communities they serve</p> <ul style="list-style-type: none"> ▪ We hold our committee meetings in public
Continuous engagement	
6	<p>CHCs plan and carry out their activities in a way that maintains their independence and demonstrates their accountability to the communities they serve</p> <ul style="list-style-type: none"> ▪ We hold our committee meetings in public
9	<p>CHCs share and report upon the results of their activities in a balanced and timely way</p> <ul style="list-style-type: none"> ▪ We provide timely feedback to participants about views expressed and the decisions or actions taken as a result
Service change	
6	<p>CHCs plan and carry out their activities in a way that maintains their independence and demonstrates their accountability to the communities they serve</p> <ul style="list-style-type: none"> ▪ Our members consider the evidence relating to service change in public
Service change	
9	<p>CHCs share and report upon the results of their activities in a balanced and timely way</p> <ul style="list-style-type: none"> ▪ We take our decisions in public

The Board expects CHCs to continue to do everything they can to meet the requirements of the Standards where it is possible to do so. It recognises that CHCs should still be able to meet the requirements of most standards, even if this is in a different way.

For example, CHCs continue to engage with people during this emergency in a range of different ways. This includes telephone, social media, on-line etc. It means we are relying more on technology than ever before.

We will continue to review our ways of working in line with government advice.

You can see the full Standards [here](#).

April 2020

Appendix 2

Equality Assessment Statement	None	Negative	Positive	Comments
Age		✓		<p>The temporary removal of the standards that incorporate face to face activity (including visits to hear from people whilst accessing services, engaging with people in local communities/groups and holding meetings in public may impact negatively on anyone who:</p> <ul style="list-style-type: none"> ▪ would usually prefer to share information with us in person ▪ is not able to communicate with us by other, electronic means. <p>We are looking to mitigate the negative impact of this by:</p> <ul style="list-style-type: none"> ▪ adopting other ways of hearing from people, ie., rolling out Skype ▪ proactively collaborating with groups representing people with protected characteristics to share information about what people are concerned about during this difficult time and take action as needed
Disability		✓		
Gender		✓		
Race		✓		
Religion/Beliefs		✓		
Sexual Orientation		✓		
Human Rights		✓		

Equality Assessment Statement	None	Negative	Positive	Comments
Other Languages	✓			
Welsh Language		✓		Access to internal and external Welsh language resources may be more limited during the coronavirus pandemic. To mitigate this, the Board and CHCs have agreed to share and shift resources across the CHC movement to respond to identified needs