

Update: 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.

In April 2020, the Board suspended some of the key requirements relating to the National Standards for CHCs. This reflected changes in the ways CHCs needed to carry out their activities.

This included any requirements relating to face to face activities such as visiting activities, as well as taking decisions in public. The Board believes this is the best way to keep our members, staff and the public safe at this time.

Now that CHCs have put in place arrangements to hold their committee meetings in public, it is possible to restore all requirements in the standards that relate to holding meetings, considering evidence and taking decisions in public.

Those standards that remain set aside temporarily, 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
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 ▪ Our visiting [] activities extend beyond geographical boundaries to meet the needs of those receiving services out of area
Standard	Scrutiny
	<ul style="list-style-type: none"> ▪ We engage with patients and the public using their chosen method of communication
Standard	Continuous engagement
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

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](#).

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