

RENFREWSHIRE
**PUBLIC PARTNERSHIP FORUM/
COMMUNITY HEALTH PARTNERSHIP**
WORKING AGREEMENT
Revised – January 2009

1. Introduction

1.1 Purpose of this Agreement

The purpose of the Working Agreement is to describe the agreed working arrangements between the Public Partnership Forum (PPF) and the Community Health Partnership (CHP), and the relationship of the PPF's Executive Group with the wider PPF membership. These arrangements are intended to maximise the effectiveness of the PPF as the primary mechanism by which the CHP engages, communicates and maintains contact with the community, stakeholders, services users, carers etc. However this will not be the only mechanism and a full range of networks and media will be used where appropriate. The development of the Working Agreement is based on the National Standards for Community Engagement.

This agreement will be reviewed on an ongoing basis by the PPF Executive Group and the Senior Management Team of the CHP.

1.2 Aims of the Public Partnership Forum

The Working Agreement is also designed to enable the PPF to fulfil its aims as shown below:

- To represent the views of all members of the community served by the CHP with a view to improving health services in Renfrewshire
- To ensure that there is good communication between the community and Renfrewshire CHP. This will ensure that the community is informed about the current or planned range and location of health services in Renfrewshire
- To enable the community to participate in and influence planning and decision making in order to improve health and social care services to all
- To assist the CHP in overcoming barriers that prevent equal access to services by promoting the principles of equality and diversity in order to improve health and reduce health inequalities in Renfrewshire
- To empower the community by developing a greater understanding of the NHS structures and processes

1.3 Communication

- Although the PPF will be the main focus for communication, it will not be the sole method of communication. Other ways of involving or engaging with the public will continue to be developed by the CHP.

1.4 PPF Principles

The relationship between the PPF and the CHP will be based on the following key principles:

- Openness and honesty
- Listening to and having respect for each others views and opinions
- Giving and receiving feedback
- Learning from each other
- Commitment to health improvement and tackling health inequalities
- Commitment to equality and diversity issues

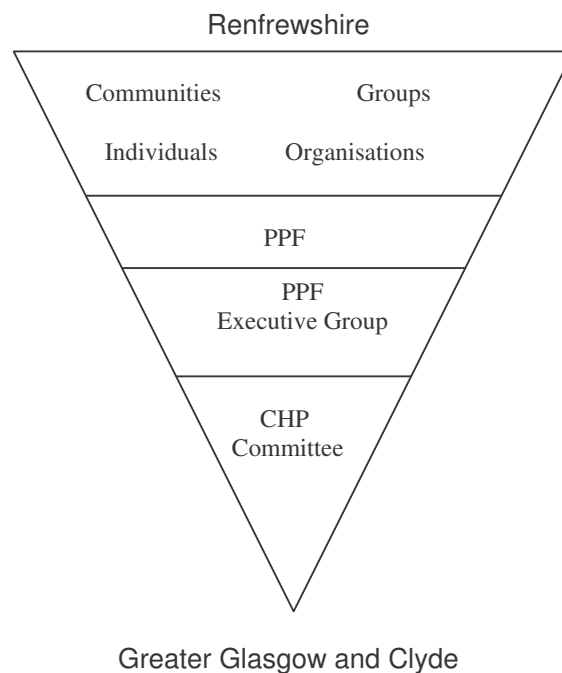
2. Commitment to Equality and Diversity

The PPF Executive Group will adhere to NHS Greater Glasgow and Clyde Equality Scheme and Renfrewshire CHP's Equalities Action Plan. Equality is about creating a fairer society where everyone can participate and has the opportunity to fulfil their potential. It is mostly backed by legislation designed to address unfair discrimination based on membership of a particular group.

Legislation outlawing discrimination on grounds of race is already in place, and soon to be followed by Gender, Age, Religion, Sexual Orientation and Disability (from March 2009).

Diversity is about the recognition and valuing of difference in its broadest sense. It is about creating a culture and practices that recognise, respect, value and harness difference for the benefit of the patients, carers, members of the public and members of staff.

3. Structure of the PPF



4. Wider PPF Arrangements

4.1 Membership of PPF

- The PPF should be open to anyone who resides, is registered as a patient, works or is part of a voluntary/community group in Renfrewshire. This will include:
 - Individuals of all age groups
 - Service Users and Carers
 - Patient groups and organisations
 - Voluntary sector organisations
 - Community groups
 - Self help groups
 - Community Councils
 - Local community planning and other fora
- Members may complete a form to join, which is held electronically. A comprehensive database will be developed to capture any particular 'areas of interest' or specialist knowledge that the individual PPF member/group may have
- Membership may be cancelled at any time by contacting the Development officer
- It will be the responsibility of all PPF members to declare a conflict of interest if they know or believe it to exist, or if there is a possibility that others will perceive it to exist. The nature of the conflict may be financial, personal or by association
- Every effort will be made to have broad representation within the PPF
- We will also engage with children and young people through other established consultation and engagement mechanisms

4.2 Formal and Informal Lines of Accountability

- Individuals representing organisations or groups are accountable to those organisations or groups for the views expressed when taking part in the PPF
- The PPF Executive Group will be accountable to the CHP Committee and the wider PPF.
- Only where directed and agreed by the PPF Executive Group can individual members act on behalf of the PPF

4.3 Code of Conduct

In carrying out their roles within the PPF Executive, members will seek to conduct themselves in accordance with the principles of the Ethical Standards in Public Life (Scotland) Act 2000 and the National Standards for Community Engagement. (See Appendix 1)

It is recognised that PPF members will be from all walks of life and therefore experiences and subsequent views will be varied across the group. Member are expected to respect the views of other members where these views do not violate this code of conduct.

There should be no use of inappropriate language. Specifically, language should be respectful and should not be intimidating. There should be no swearing and members should avoid racist, sexist or other offensive language. The PPF Executive will attempt to avoid jargons and will use plain English.

4.3.1 Confidentiality

In raising issues relating to Health or Health Care, PPF members will ensure that individual rights to confidentiality are maintained. Members on specific working groups may have additional requirements to respect confidentiality in the discussions and information they have been privy to.

4.3.2 Conflict of Interest

It is the responsibility of all PPF members to declare a conflict of interest if they know or believe it to exist or if there is a possibility that others will perceive it to exist. The nature could be financial, personal or associations.

5. Formal Membership (PPF members appointed to formal roles)

5.1 Remit of Executive Group

To maximise the effectiveness of the PPF, the Executive Group will oversee the functioning and development of the PPF. The Executive Group will:

- Establish and maintain primary routes and mechanisms of communication and information flow to and from PPF members, the CHP and the wider community
- Co-ordinate involvement and participation activity
- Maintain a database of PPF members details in keeping with data protection regulations
- Decide how best to respond to requests for involvement of the PPF from its members, the CHP and NHS Greater Glasgow & Clyde
- Ensure that involvement is co-ordinated with existing structures
- Promote networking between PPF member organisations, groups and individuals where there are areas of common interest
- Strive to expand membership and mechanisms to involve 'hard to reach groups'
- Arrange meetings of the full PPF as required

5.2 Structure of the PPF Executive Group

- Minimum 6, maximum 11, members of the public/representatives of voluntary/community groups
- 1 RCVS representative
- 3 Council representatives (including social work representation)
- 3 CHP officers/members of staff (including designated members of the CHP Senior Management Team)

Minority groups should be encouraged to join the PPF. Executive Group membership should be reviewed on an ongoing basis. CHP/Council representation will also be reviewed regularly.

5.3 Appointment of Members to the Executive Group

Members will be invited to register their interest. They will be asked to complete a simple personal statement indicating what experience they have and the skills they can offer. If they have a representative role, they will also be asked how they will feedback to their group/network.

Members will be appointed for 3 years with a one third (1/3) stepping down per year commencing in November 2009 (members can put themselves forward for re-election). This will ensure all expertise is not lost at the same time. Membership will be limited to a maximum of 3 terms of office.

5.4 Number of Members on the Executive Group

In line with 5.2 above, a maximum of 18 members should be on the Executive Group. The Executive Group may co-opt additional members for specific short-term functions as necessary. This will be kept under review.

5.5 Executive Group Meetings

Meetings will be held every 8 weeks. The meetings will have a quorum of seven members with a minimum of two members from the statutory sector and four members from the non-statutory sector.

The Chair and Vice Chair of the Executive Group should not be from the statutory organisations. These roles will be proposed and seconded, with voting used to make appointments if necessary and requiring at two-thirds majority of the Executive Group. The Term of Office for both posts will be one year commencing in November 2009 and postholders will be entitled to hold office for a maximum of 3 terms.

The Chair of the Executive Group and the Development Officer will set the agenda for the meetings. Papers will be sent out to members at least 7 days before the meeting date. PPF members wishing to place items on the agenda should contact the Chair/Development Officer at least 2 weeks prior to the meeting date.

5.6 Support for the Executive Group

The CHP will ensure that the PPF Executive Group has the necessary support and resources required to develop and undertake its role and responsibilities. Dedicated support will be available from the Head of Planning and Health Improvement, with development capacity and secretarial support.

5.7 Representatives for CHP Committee

During his/her tenure of office as Chair of the PPF Executive Group, the Chair will represent the PPF and its Executive Group on the CHP Committee. A further named member, selected from expressions of interest, and thereafter a ballot process if required, will also sit on the CHP Committee as PPF/Executive Group Representative. Both postholders will take forward a wide range of issues on behalf of the Executive Group, the PPF and the wider community and provide feedback on committee decisions/information. These roles are restricted to the non-statutory sector members. Membership of the CHP Committee will be concurrent with postholder's PPF Executive Group Membership. A further two named members will deputise for these posts when necessary.

5.8 Responsibilities of Members

The PPF Executive Group representatives and deputies elected to sit on the CHP Committee will be accountable to PPF members for the views and issues communicated to the CHP Committee.

These members will have voting rights on behalf of the PPF and therefore should not be presenting their personal views. They should have the mandate of the PPF to represent the views of the members in this role.

Executive Group Members will respect the views expressed by PPF members and agree with the PPF which issues will be raised with the CHP Committee.

It is envisaged that the members of the PPF Executive Group serving at the CHP Committee should be allowed some time to consolidate their role. Therefore, the PPF Executive and CHP should periodically review the role and responsibilities of these members. The CHP should ensure that the members of the PPF Executive are receiving the appropriate ongoing support and development opportunities needed to be a fully participating member of the Committee or make suitable arrangements for new members to be appointed to the Committee.

6. Group and Subgroups of the CHP

6.1 Develop protocol for nominating representatives from the PPF for other groups/areas of work

- A comprehensive database is developing to capture any particular 'areas of interest' or specialist knowledge that the individual PPF member/group may have
- Sub-groups for a specific purpose will be agreed by a majority of those present at the meetings. Members will be initially sought via

- the database from the wider network. Sub-groups will be minuted and will report back to the PPF Executive Group
- There will be requests for PPF input to other planning groups. A short description of the group and the input required will be circulated to the PPF for expressions of interest. Appointment will be made jointly with the relevant group chair
 - We will ensure that the appropriate service user is represented and is participating in sub-groups and that there are no practical barriers to participation
 - Training and Development support will be provided for PPF members in order to maximise participation in sub-groups. A training needs analysis and development requirements should be carried out by CHP/PPF Executive.

7. Communications, Access to Information and Appropriate Use of Information and Media Contact

7.1. Communications

- Communication between the PPF and the CHP will be co-ordinated by the PPF Executive Group and the Development Officer
- A database will contain contact details of individual members and groups involved in the PPF. Every effort will be made to have the main medium for contact via electronic email. However, if members do not have access to email, information will be sent by post
- There will be a PPF link on the CHP website (<http://www.chps.org.uk/renfrewshire> – How Can I get involved section).
- Care will be taken to ensure that file sizes are not too large and hard copies will be available and posted out on request
- Wider PPF members invited to an annual conference and smaller events as required
- A PPF newsletter will be produced, providing information on events, changes to services and areas of interest
- Local media and notice boards will be used to attract new members and notify of events

7.2. Access to and appropriate use of Information

Information requirements to support the PPF Executive in its role include:

- Appropriate information covered at the CHP meetings
- Renfrewshire CHP Development Plan
- Information relating to strategic planning meetings and planned consultation processes
- Performance management information
- A list of dates for upcoming CHP meetings
- Details of committee and Executive Group representatives and how to contact them

PPF Executive Group members will ensure proper use and handling of information e.g. confidentiality, data protection etc. This will be undertaken in accordance with the Data Protection Act (1998).

The CHP will support the PPF Executive with the provision of information and this will include information being available in different formats e.g. websites etc.

7.3. Media Contact

No individual member of the PPF should speak to the press or represent the PPF without the prior consent of the Executive Group. All press contacts should be made in the first instance through the PPF Development Officer. The support must ensure that the CHP is aware of any correspondence before the PPF Executive Group contacts the press, and vice versa, and that the CHP/ PPF are given the opportunity and are able to respond to this.

This does not preclude any individual or organisation speaking to the press but they must be clear that they are not representing the PPF.

All media contact will go through NHS Greater Glasgow and Clyde press office, and follow the guidance issued to CHPs (Appendix 2).

8. Support for the PPF

8.1 Administrative support

Administrative support should be provided by the CHP and this function should:

- Build and maintain the database for member information
- Be the point of access and focus for communications – this will include access to the PPF members by members of the public
- Produce the PPF agenda and minutes
- Arrange PPF meetings (venue, refreshments etc.)
- Process claim forms
- Ensure web based information is maintained and kept up to date
- Collect and disseminate information
- Undertake other development work as required

8.2 Financial support

- To include all administration, development and training costs. Reasonable costs for reimbursements of PPF members' expenses incurred, i.e. travel, carer, childcare costs etc.
- Legitimate expenses will be provided for travelling and attending relevant training events, conferences etc. An expense sheet will be handed out at meetings and any expenses incurred will be reimbursed as per the Scottish Government Policy on Reimbursement of 'Out of Pocket' Expenses for Volunteers in NHS Scotland – June 2008.
- All expenses will be paid at public transport rate. Travel by taxi may be available, in exceptional circumstances, with prior authorisation from the CHP

8.2.1 Financial Framework

The CHP will ensure that the PPF Executive is provided with the financial resources needed to perform its role and function. The level of this resource has yet to be agreed. The CHP will provide an annual budget to the PPF Executive Group, to be spent at its discretion.

- PPF Executive Group manages the budget
- The PPF financial framework will be governed by NHS Greater Glasgow and Clyde Standing Financial Instructions
- Patient/Public Involvement Policy
- There should be a clear first point of contact for PPF members

8.3 Training and Development for PPF Executive Group Members

The PPF Executive will work in partnership with the CHP to identify and address the training and development needs of PPF Executive Group Members.

9. Role of the Scottish Health Council

The Scottish Health Council will provide quality assurance in terms of whether or not Renfrewshire Community Health Partnership is effectively carrying out its statutory duties to involve the public and promote equality of opportunity through the Public Partnership Forum.

To fulfil this role, the Scottish Health Council will:

- Monitor the development of the Public Partnership Forum
- Assess how well the Community Health Partnership engages with the Public Partnership Forum
- Provide advice and support to the Public Partnership Forum in carrying out their role and in identifying support needs to be met by the Community Health Partnership

Scottish Health Council staff and members of the Local Advisory Council will engage with Public Partnership Forum members in order to fulfil this scrutiny role. Local Advisory Council members can be part of the Public Partnership Forum itself however they will be required to declare any conflict of interest that may arise from this arrangement and are ineligible to represent the Public Partnership Forum on the Community Health Partnership.