

WILTSHIRE INVOLVEMENT NETWORK

Mission Statement:

Wiltshire Involvement Network (LINK) brings together networks, organisations, communities and individuals to enable local people to have a voice in improving health and social care services. It is a mechanism for gathering the views of people throughout Wiltshire so that these views can be made known to health and social care commissioners and providers. Wiltshire Involvement Network (hereinafter referred to as WIN) will work in a collaborative way across Wiltshire, taking account of the rich diversity of Wiltshire residents and their needs.

Legal Status:

Wiltshire Involvement Network is an unincorporated association of members holding no assets.

Purpose and Powers of WIN:

The Local Government and Public Involvement in Health Act 2007 (Part 14), the Local Involvement Networks Regulations 2008 (Statutory Instrument 528) and the Local Involvement Networks (Duty of Services-Providers to Allow Entry) Regulations (Statutory Instrument 915 of 2008) and associated Department of Health Directions or guidance govern LINKs activities.

WIN is established for the benefit of people of the County of Wiltshire local authority to carry out the following activities as defined by Section 221 of the above Act as follows

- a) Promoting, and supporting, the involvement of people in the commissioning, provision and scrutiny of local care services;
- b) Enabling people to monitor the standard of provision of local care services and whether, and how, services could / ought to be improved; and to review for those purposes, the commissioning and provision of local care services;

- c) Obtaining the views of people about their needs for, and their experiences of, local care services; and
- d) Making
 - i) Views such as are mentioned in paragraph c) known, and
 - ii) Reports and recommendations about how local care services could or ought to be improved to persons responsible for commissioning, providing, managing or scrutinising local care services.

There are statutory powers the WIN has which will underpin its work:

- a) Question commissioners and providers and receive a response within 20 working days;
- b) Refer issues to Overview and Scrutiny Committees and get a response within 20 working days;
- c) Enter and view premises where publicly funded care is being provided and to do this WIN will
 - I. Seek people who would be interested to undertake visiting and develop a pool of trained visitors
 - II. Put in place a training programme for visiting
 - III. Develop a programme of visiting which reports back to the Core Group and any other group that would need to know the outcome
 - IV. Report back to relevant providers and commissioners.

WILTSHIRE INVOLVEMENT NETWORK

Standing Operational Procedures

Standing Operational Procedure 1 – Structure, approval and index

1 Structure

- 1.1 A set of Standing Operational Procedures has been drawn up for implementation by the Wiltshire Involvement Network [WIN] from 1st October 2008. These Standing Operational Procedures provide guidance and direction for all WIN activities and are published on the internet www.wiltshireinvolvementnetwork.org.uk and in hard copy version available from the WIN Host.
- 1.2 The Standing Operational Procedures may refer to statutory or other regulations which directly affect WIN activities, for example the Data Protection Act. The Standing Operational Procedures do not repeat official or regulatory instructions but draw attention to the source document for reference.
- 1.3 The main sections of the Standing Operational Procedures refer to membership, governance, participants, working arrangements and procedures for external activities and relationships.

2 Approval

- 2.1 All Standing Operational Procedures require approval by the WIN membership under the voting procedures set out in Standing Operational Procedure 4. Standing Operational Procedures are all time limited and are subject to review, amendment and endorsement at the next Annual General Meeting [AGM].
- 2.2 Standing Operational Procedures may be drafted for approval at any time, to meet unforeseen circumstances or any other necessities.
- 2.3 The WIN Core Group [Standing Operational Procedure 3] has primary responsibility for drafting Standing Operational Procedures and proposals for Standing Operational Procedures or amendments by WIN members will first be considered by the Core Group prior to wider consideration. This will ensure that any statutory, legal or financial issues are identified and addressed.

2.4 Any Standing Operational Procedure can be temporarily suspended by majority vote at a meeting of the Core Group in public.

Standing Operational Procedure 2 - Wiltshire Involvement Network Membership

1 Definition

1.1 **Participants:** are registered individuals, groups or organisations that want to influence the work of WIN, but may not wish to participate on a regular basis.

1.2 **Members:** are registered individuals, groups or organisations that make a commitment to take part in WIN activities on a regular basis.

2 Registration of Participants

2.1 The WIN Host Organisation [The Wiltshire and Swindon Users' Network] is charged with setting up and maintaining a register of all groups or organisations in Wiltshire that have a declared interest in health or social care, or both activities. This data will be drawn from records held by Wiltshire Council, NHS Wiltshire, the Salisbury Foundation Trust Hospital, GWH and the Council of Voluntary Services offices based in Wiltshire. All identified groups or organisations will be listed as potential participants and will be invited to confirm their status.

2.2 The list of participant groups or organisations [which may include branches of groups or organisations with headquarters outside Wiltshire] will be maintained on the internet by the Host Organisation.

2.3 A list of individuals who wish to be participants will also be drawn up and maintained by the Host organisation. Participants may register by e-mail, internet, fax, telephone or writing direct to the Host organisation. The following information is required: name, address, e-mail address, telephone and fax number, and preferred mode for contact.

3 Roles and responsibilities of participants

3.1 By definition participants probably have specific short term interests in health and social care issues which they wish to raise with the wider membership in addition to any action which they may take directly with the relevant statutory body [Wiltshire Council or NHS Wiltshire]. All issues for consideration by the WIN should be referred to the Host Organisation [The Wiltshire and Swindon Users' Network] in the first instance, with reasons why WIN should address the issue. Further information may be required by the Host Organisation acting on instructions of the Core Group of Members [see below].

4 Members

4.1 By definition members will be well acquainted with Social Services or NHS in Wiltshire issues, either in detail or in particular. All members must register with the Host organisation pending sufficient detail to establish relevant knowledge. The minimum detail required is: Name [individual, group or organisation] Contact position [in group or organisation] Address, e-mail address, telephone/fax, list of interests [through a pro-forma questionnaire]

4.2 Core Group members are drawn from the membership. Members standing for election as core group individual members are required to produce a short [up to 250 word] election statement, preferably supported by an up to date passport sized photograph which will be released to the relevant electorate.

4.3 Core Group members provide the executive focus and direction for WIN activities. These include:

4.4.1. Determination of the overall work programme

4.4.2. Approval of WIN budgets and individual expense allowances related to the work programme.

4.4.3. Allocation of individuals to specific appointments or representational duties as patient/public representation on NHS Wiltshire, Salisbury Hospital NHS FT, Great Western Hospital, committees or working groups.

4.4.4. Agreeing visits and inspections and approving responses prior to release.

4.4.5. Authorising people to use the power to enter and view

4.4.6. Agreeing the Annual Report of WIN

4.4.7. Agreeing the names of individual co-opted members

4.4 Individual or Organisational Core Group Members may be co-opted to the Core Group for specific periods in order to provide a wider membership base and/or specific experience. These members will have full voting rights on Core Group Business

4.5 To facilitate the effectiveness of the Core Group, its members will elect a chairman and three vice chairmen from its number, one of which must have a primary interest in social care. The Core Group may also identify groups from its membership to perform specific tasks, for example a Visits or Outreach Group. [See also SOP]

4.6 Core Group members have an initial tenure of one year or up to the next election at the AGM. Members may stand for re-election for up to three further years.

Standing Operational Procedure 3. - The Core Group Constituency

1. The Core Group will comprise twenty members, supplemented by up to a further 5 co-opted members.
2. As the Core Group is required to represent the whole Wiltshire community and cover both health and social care, it is difficult to balance the widest possible interests of around 500,00 people mainly in a rural community against a practical way of identifying individuals or groups/organisations which can work together on very complex issues.
3. As with all standing Operational Procedures, this constituency plan is subject to review after one year.

4. Core Group Members

4.1.1 Core Group members will be decided by ballot from those of the membership who wish to stand for election. Candidates will be expected to fulfil the criteria listed in the person specification and to agree to adhere to a code of conduct.

As far as practicable Core Group members should represent each Area Board community.

4.1.2 The Chair and Vice Chairs to be decided at the first Core Group meeting after the elections.

4.2 Co-opted members

Co-opted members may be selected by the core group at its first or subsequent meetings, taking into account the range of experience of its initial members. *Children's Parliament; Community First; Carers' Organisations (District-based and Children's); Age UK; Wiltshire Race Equality Council (WREC) to be approached should appropriate representation of their interest groups not have been secured.* Members so co-opted are appointed until the next election.

4.3 Vacancies arising

Vacancies arising between AGMs may be filled by arrangements agreed by the Core Group, taking into account of residual time to the next meeting. Such new members will have full voting rights.

4.4 Dismissal from the Core Group

Core Group members are expected to attend all the bi-monthly meetings. If three meetings are missed during the year, without any extenuating circumstances, the member will be expected to resign or be dismissed from the Core Group.

4.5 Excluded persons

No appointments or elections to the WIN core group may be made or held by people in the following categories

4.5.1 Persons on an NHS payroll including contractors and board members.

4.5.2 Persons directly employed by Local Authorities

4.5.3 Wiltshire Council Cabinet Members or members of the Health and Social Services Scrutiny Committee.

4.6 No one may serve as a member of the Core Group for more than four years in a row unless there are extenuating circumstances. Arrangements must be made for a system of rotation to ensure that WIN does not lose all its Core Group in a single year as a result of this exclusion.

Standing Operational Procedure 4 – Voting Procedures

1 Introduction

- 1.1 The WIN is an open organisation and any member or participant may put forward proposals for consideration by the Core Group. Core Group members will vote publicly on proposals by show of hands, including proxy votes.
- 1.2 Votes for all individual appointments and elections for office will be by secret ballot unless all candidates are present at a meeting and agree a show of hands.
- 1.3 Core Group members unable to be present may authorise the chairman or other members to hold their proxy votes.

2 Individual membership elections

- 2.1 The Host Organisation will give 20 working days notice of any election to all members eligible to vote for the WIN constituency. The notice will call for names of candidates. The names of all responding candidates received by the Host organisations by the date specified in the calling notice will be notified to the voting members not less than 10 working days before the specified election date. Details of individual candidates must include a written election statement. Candidates will be expected to fulfil the criteria listed in the person specification and agree to adhere to a code of conduct.
- 2.2 The Core group will arrange for the supervision of the election process, including the receipt and recording of any votes made by email, fax or post.
- 2.3 Results of elections with the names of candidates and the number of votes cast will be notified to the membership and will be effective forthwith.

3 Meeting Agenda Items

- 3.1 No decisions will be taken by the Core Group without due advance notice to members. This will normally be by published agenda 5 working days in advance. When urgent action is needed the chairman may accept additional items for the agenda provided members have 3 days' notice, sufficient for proxy votes to be arranged.

- 3.2 Proposals for action by the WIN should be set out in supporting papers issued by the Host Organisation, in sufficient detail for members to understand the issues. The Host Organisation may provide advice or comment on the proposal, based in precedents, or legal or statutory powers.
- 3.3 The members present will be asked to vote by show of hands at the meeting, with declaration of names of any proxies held.
- 3.4 No member may vote on any issue where there is a conflict of interest. Declaration of potential conflict of interest should be made prior to any debate about a proposed action. By majority vote of those present a member may be asked to leave the meeting if the conflict of interest is deemed significant. This will always apply if a member is employed by an organisation engaged in health or social care working in Wiltshire.
- 3.5 In the event of tied votes the chairman will exercise a casting vote to maintain the status quo, i.e. the motion will fail but may be brought back to a future meeting.

Standing Operational Procedure 5 - Management of the Wiltshire Involvement Network

1 Introduction

- 1.1 The WIN is an open organisation of members, participants and other residents of Wiltshire interested in health and social care arrangements.
- 1.2 All comments, questions or topics for action by WIN will be recorded by the Host Organisation on behalf of the Core Group of members. The Core Group exercises the powers given to Local Involvement Networks under the Local Government and Public Involvement on Health Act 2007 and associated regulations. The Core Group will act as the WIN's formal decision-making body for all 'relevant decisions' as defined by The Local Involvement Networks Regulations 2008. The Core Group is required by the WIN to work in an inclusive, transparent and accountable manner, ensuring it reflects the priorities of the whole Network and the local community.
- 1.3 The Host Organisation operates under a contract with Wiltshire Council to provide services to the WIN. It provides those services under the direction of the Core Group. The Core Group is responsible for the operating budget which includes travel, meeting expenses and publicity material.
- 1.4 The financial allocation from Wiltshire Council to the Host Organisation constrains staff time and resources. Members of the Core Group have limited time to spend on WIN activities. These constraints lead to a management system which assesses and prioritises action on all inputs into the Host Organisation.

2 Range of Actions

- 2.1 The following represents the possible outcome of comments, questions or topics for action by WIN ['inputs'] which are received by the Host Organisation, in order of assessed priority. At any stage, the assessed priority may be subject to appeal and review, apart from the final stage. The Core Group will list issues which it considers the Host may deem as 'level 1' without reference to a Core Group officer. The Core Group will appoint a member to assign inputs to Level 2, 3 or 4.
- 2.2 Level 1. The Host Organisation will acknowledge the input. If it is a complaint about a specific individual problem, the complainant will be referred to the

relevant Patient Advice and Liaison Service, NHS complaints procedure, or equivalent for Wiltshire Social Services.

- 2.3 Level 2. The Host Organisation will acknowledge the input and will seek further information to assess the nature of the problem prior to consulting an officer of the Core Group about further action. The officer may be the Chairman, a Deputy Chairman or the leader of a task group. All subsequent action will be taken by that officer, with support from the Host Organisation under the officers' direction.
- 2.4 Level 3. Matters of more serious importance will be considered by the Core Group collectively. The Core Group may refer the problem to a manager or director of the NHS Trust or Social Services Department, the Overview and Scrutiny Committee or may form a task group to investigate and report back. The issue will be debated at a meeting in public. Further action may be decided by a majority vote of core group members, including proxies. A vote will always be called if a referral to the Health and Social Care Overview and Scrutiny Committee is proposed.
- 2.5 Level 4. If the Core Group considers an issue to be of significant concern affecting a large number of people or is seriously detrimental to a small number, the Core Group will canvass the views of the whole WIN membership to add force to any representation made to the appropriate body [as listed above]. If appropriate a petition may be arranged or the WIN will support an existing petition.

3 Response Times and Reports

- 3.1 WIN will endeavour to serve the public by providing a benchmarked service for enquiries and comments. Any action beyond Level 1 will invariably mean collection of key facts [either before members become engaged, or by the members themselves].
- 3.2 Facts for any WIN proposed action must be published. Names of individuals who bring issues to the attention of the WIN, or give evidence to it, may be omitted from the public record on the authority of the WIN Chairman or a Deputy Chairman [for example, in order to protect vulnerable people who may fear reprisals if they complain].
- 3.3 The Host Organisation is tasked with acknowledging receipt of any comments within 5 working days. It is tasked with responding to Level 1 enquiries within 10

working days, having requested any information needed when acknowledging receipt.

3.4 The Chairman or other officer and the Host Organisation will respond to Level 2 enquiries within 20 working days from the receipt of information provided.

3.5 The Core Group will consider Level 3 and 4 projects at their next scheduled meeting, which will normally be held bi-monthly with published dates. The decision of the Core Group about further action will be notified within 5 working days of the meeting. A timetable for further action by the Core Group or any working party will be included in the notification.

3.6 All Core Group meetings will include summary reports [action trackers] of stages reached since the previous meeting. The Annual Report of the WIN will include appropriate detail of work undertaken.

4 Working with the NHS

4.1 WIN will select individuals to observe Board Meetings and to represent the WIN on committees or working groups formed by the relevant Trust, usually established by Standing Orders. As it is advantageous to WIN to have first hand representation on key committees, members' expenses will be borne by WIN.

4.2 If the WIN becomes aware of NHS committees or working groups which might benefit from WIN representation a formal request will be made to the NHS Trust. As a counterpart, the NHS Trust may invite the WIN to provide a representative for a committee or a piece of work. If the Core Group decides that the Trust is the main or sole beneficiary of having a WIN representative, the members' expenses should be charged to the Trust.

4.3 Members of WIN serving on NHS committees or working groups are bound by provisions of the Data Protection Act and the Nolan Principles for Public Life. They should not commit the WIN to any new expenditure or policy unless specifically authorised to hold delegated powers by the Core Group. They should always endeavour to temper their personal opinions against the wider interests of the WIN membership.

4.4 Members representing the WIN at NHS meetings are required to report back to the next Core Group meeting. The format of the report and inclusion of supporting papers issued by the NHS Trust will be resolved at Core Group

meetings. Payment of expenses for attending meetings may be delayed pending receipt of a report by the Host Organisation.

4.5A task of the WIN is to check and monitor the NHS procedure for public engagement. Support and encouragement should be provided whilst recognising that the NHS has specific statutory duties to keep public and patients involved about services.

5 Working with Wiltshire Council

5.1 The WIN will endeavour to work with the Council as the commissioner and provider of services on the same basis as set out for the NHS in section 4.

5.2 As a separate function, the scrutiny role of Wiltshire Council is extremely important to WIN. The Overview and Scrutiny Committee has invited WIN to provide two stakeholders to sit with the Overview and Scrutiny Committee. These stakeholders are expected to serve on Overview and Scrutiny Committee sub-committees and task groups.

5.3 The stakeholder members will represent the WIN view if a formal referral is made to the Overview and Scrutiny Committee. They will also bring back to the Core Group any requests for help by the Overview and Scrutiny Committee in conducting its scrutiny function.

5.4 The WIN Core Group will nominate one of its Overview and Scrutiny Committee stakeholder representatives as leader [of its stakeholder representatives].

6 Taking 'relevant decisions'

6.1 The procedure for taking 'relevant decisions' [as defined by the Local Involvement Networks Regulations 2008] is as follows:

6.2 Matters for decision are referred to the Core Group, who will attempt to reach decision by consensus. If consensus within the Group cannot be reached, decisions will be taken by majority vote. If there is equality of votes within the Core Group, the issue will be referred for a vote by the LINK membership, unless the subject of the vote is a minor one and it has been agreed prior to the vote that the Chair will have a casting vote.

6.3 If decisions of the Core Group are not complied with or procedures are breached, the Core Group will apply the complaints and/or standards of conduct procedure, and in cases it considers serious, may suspend or terminate the membership and/or participation and/or power to 'enter and view' of any person the group it considers has breached procedures or not complied with group decisions.

6.4 If the Core Group discovers that it has breached its own procedures, it must act as quickly as possible to remedy the breach, in order to ensure valid decisions are taken. This may involve referring a matter to the whole LINK for a vote.

6.5 The Core Group may also refer any serious breach of procedure to the Host and/or the local Council as it sees fit.

Standing Operational Procedure 6 - External Relations

1. Introduction

1.1 This Standing Operational Procedure (SOP) sets out the WIN's policy for its relationship with health and social care agencies which serve the population of Wiltshire.

1.2 The agencies include the commissioners of these services and the numerous providers, such as the NHS Trusts, independent contractors (GPs, ophthalmologists, pharmacists, dentists, nursing and care homes etc). The Policy differentiates between out-of-county providers and out-of-county lead commissioners compared with Wiltshire Social Services and the NHS Wiltshire.

1.3 The Policy also covers the relationship with the Wiltshire Council Health and Social Care Overview and Scrutiny Committee and the Care Quality Commission, responsible for inspection of social care and health facilities (supervisory authorities).

1.4 The Policy is based on the authority given to the WIN's Core Group by the wider membership, which will be refreshed at each Annual General Meeting.

2. Resource Management

2.1 The Wiltshire Council financial allocation for the WIN includes a tranche for the running cost of the host organisation and a further tranche for the expenditure controlled by the members, under powers delegated annually to the Core Group.

2.2 The Core Group will produce an annual budget to cover the costs of a work plan for members and host organisation staff supporting members' activities. The cost of members' travel and subsistence, meetings, production of publicity material and other legitimate expenditure will be balanced against expectations of members and participants of the Network. Tight control over the financial consequences of all WIN activities will be exercised.

3. Meetings of External Agencies

3.1 All decisions by the WIN must be based on best evidence and not solely on the opinions, however strong, of sections of the Wiltshire community. Information

gathering about official policy at national or county level is the key to reaching appropriate decisions. The WIN will endeavour to obtain observer status with speaking rights at all the main committees or associated working parties set up by the Wiltshire commissioners of services. The WIN's representation at NHS Wiltshire Board meetings, and Wiltshire Council social service committee meetings, will provide the platform for WIN decision making and the annual work plan.

3.2 The Core Group will decide which members of the WIN should be its observers at external committees. When the external agency agrees that more than one observer may attend its meetings, the Core Group will select one person to lead on WIN issues which arise.

3.3. The lead observer and the other WIN members attending external committees are responsible for explaining any previously agreed decisions. If a new policy is required by the WIN, the lead observer will seek advice from the Core Group before committing the WIN to any action. Particular care will be taken over expressing WIN views about decisions or services which may be 'significant variations' or those which may be referred to the WC Overview and Scrutiny Committee.

3.3 WIN observers must declare any interests which may bear on their role as independent observers at an appropriate time at external committee meetings.

3.4 WIN observers are required to report back to the Core Group on any major issue arising at external committees, giving paper references as the source document.

3.5 Observer status with speaking rights at the board level committees of the main Wiltshire-based providers will also be negotiated to obtain a firsthand perspective of how the provider views the commissioning decisions taken for Wiltshire residents. When the provider is located outside Wiltshire (e.g. RUH) the WIN Core Group will agree with the local LINK how joint activity can be arranged, which is both cost-effective and responsive.

3.6 Similarly, the Core Group will agree with the LINK associated with the lead commissioners based outside Wiltshire how joint working can be arranged.

4. Visits

4.1 The formal power given to LINKs to visit premises which provide services for Wiltshire residents inside Wiltshire will be tightly controlled by the Core Group. The purpose and timing of all formal visits will be agreed in advance, together with the membership and leader of the visit party which will not be less than two and more than four in number.

4.2 Visits will be conducted only by appropriately trained and authorised LINK members and participants. The process for initiating formal visits, preparation and clearance for facts and issue of the final visit report is subject to a separate Enter and View Policy.

4.3 If a LINK member or participant visits a provider service or facility and reports any findings or comments back to the Core Group through the Host organisation, the event will be recorded as an 'informal visit' in the LINK activity records. No financial help or retrospective expense claim will be given.

5. Supervisory Authorities

5.1 The WIN will work closely with the Wiltshire Council Overview and Scrutiny Committee for Health and Social Services (OSC). At the invitation of the Committee, up to two WIN members may be granted 'Stakeholder' speaking status. As such, they may be able to influence the agenda of the OSC and its own work plan. They are also expected to participate in task groups set up by the OSC.

5.2 The WIN stakeholder members will be led by a spokesperson agreed by the Core Group.

5.3 The WIN will endeavour to assist any process by the regional or central government agencies tasked with reviewing the provision of services within Wiltshire. The Core Group will decide how much effort can be expended, and by whom, on such occasions.

6. The Annual General Meeting (AGM)

6.1 Before 30th June each year the Annual General Meeting will be held under the arrangements made by the Host Organisation.

6.2A major topic at the AGM will be the approval of the Annual Report by the wider LINK membership before it is submitted to the Secretary of State under the LINK Regulations. The draft report will be circulated at least twenty working days before the AGM for members' comments. The Draft will be prepared by a team (usually the Chair and Vice Chairs of the Core Group) working with the Host Organisation to ensure that all relevant activities are recorded.

6.3The outgoing Core Group will prepare a work plan for the future year. This will be agreed or amended by the incoming Core Group at the AGM or at a future Core Group meeting.