

TELFORD & WREKIN LOCAL INVOLVEMENT
NETWORK

CENTRAL MANAGEMENT GROUP

Annual Elections 2010

Information Pack



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Introduction

Local involvement networks: what they do

Telford & Wrekin LINK is one of 152 local involvement networks ('LINKs') that were set up by Act of Parliament in 2008 to give everyone who uses (or has used, or may use) publicly-funded health and social care services in England a stronger 'voice' and powers to influence the kinds of services that are provided and the way that they are delivered by

- Promoting and supporting the involvement of people in the commissioning, provision and scrutiny of local care services (health care and social care).
- Enabling people to monitor and review the commissioning and provision of local care services relating to:
 - the standard of provision;
 - whether and how local care services could be improved; and
 - whether and how local care services ought to be improved
- Obtaining the views of people about their needs for and their experiences of local care services.
- Making such views known and making reports and recommendations about how local care services could or ought to be improved to people responsible for commissioning, providing, managing or scrutinising local care services.

In order to carry out their role LINKs have been given legal powers to look into any aspect of publicly-funded health and social care - regardless of whether it is delivered by the National Health Service (NHS), the local authority, a 'not-for-profit' organisation (such as a voluntary organisation) or an 'independent' provider (such as a private business). In terms of health care the LINK can look at any service that is provided for any age group, but its powers are limited to services for adults when it comes to social care.

The right to scrutinise local services means that the LINK is effectively the independent local 'watchdog' for health and social care. LINKs have clout because:

- they can ask for information about any aspect of health and social care services — and expect to get a response that is clear, comprehensive and prompt
- they can visit premises where health and adult social care services are provided — and expect to be allowed in to talk with people who are using those services
- ü they have a direct line to regulators so that any concerns about the general standards of provision, especially any that compromise patient safety, can be raised — and expect their findings to have sway.

All LINKs operate in accordance with their own constitution and code of conduct but are required to be publicly accountable for what they do. How they achieve this differs from one area to another; this is because the legislation acknowledges the importance of local circumstances and priorities in determining the way the local network operates.

Assisted by a small group of professional staff known as the 'hosting service' each LINK is run by a management committee or board of volunteers who are elected by the local community. The board's main function is to help develop a local network of community groups, voluntary organisations and individuals who will work together to identify the needs, wants and aspirations of local people, and to use the experiences of patients, service users and carers to suggest how the NHS and local authority can improve the services they provide for the community.

How Telford & Wrekin LINK is organised

Every LINK in the country is organised slightly differently, though the geographical boundaries within which each LINK operates are based on the boundaries of the unitary authority that is responsible for providing social services (that is why in this area there is one LINK covering the Borough of Telford and Wrekin and another LINK covering Shropshire).

Telford & Wrekin LINK covers:

- Telford South (Coalport, Ironbridge, Madeley, Sutton Hill, Coalbrookdale, Tweedale, Woodside)
- Telford Central (Lawley, Dawley, Lightmoor, Aqueduct, Hollinswood, Town Centre, Randlay, Stafford Park, St George's)
- North West Telford (Wellington, Shawbirch, Dothill)
- Telford North East (St George's, Priorslee, Oakengates, Ketley, Leegomery, Hadley, Hortonwood, Trench, Donnington, Wrockwardine Wood)
- Newport and the rural area of north Telford.

How the LINK is run

Anyone with an interest in improving health and social care locally can get involved in the LINK. The work of the LINK is overseen by the Central Management Group (CMG), which is like a

board of governors that is accountable to the public. It consists of up to 16 elected or co-opted members — all volunteers — who have committed their time to drawing up and implementing the LINK's policies and work plans.

The LINK's constitution requires a new CMG to be formed each year by holding an election at the annual general meeting. If less than 16 members are elected up to four members may be co-opted by the CMG throughout the course of the year.

Who was involved in running it in 2009/10

In 2009/10 the members of the CMG were:

- Roland Brown
- David Edwards
- Elizabeth Evans
- Ann Fletcher
- Lynne George
- Jean Gulliver (chair from November 2009)
- Jo Havell
- Bob Kiernan
- Val Lindley
- Cliff Murray
- Derek Tremayne
- Dag Saunders (acting chair April–November 2009, then vice-chair).

During the course of the year three members of the CMG resigned (Roland Brown, Elizabeth Evans and Cliff Murray) and three new members were co-opted: Muriel Fellowes, Charles Hannon and Lilian Owens (all co-opted in March 2010).

The Central Management Group

The central management group is the governing body of the LINK. It is required to govern in accordance with the Telford & Wrekin LINK Constitution and its Code of Conduct which incorporate The Seven Principles of Public Life (Nolan Principles) – both are attached for information.

The main functions of the Central Management Group are:-

1. To determine its priorities for the year ahead giving due regard to evidence available and the potential to make a difference, and to keep these under continuous review decide the annual workplan.
2. To decide what the spending priorities are in relation to the LINK budget and to monitor expenditure incurred.
3. To draw up policies, practices and procedures that govern the operation of LINK activities and to review and amend them as appropriate.
4. To establish such Committees and project groups as it considers necessary and to determine the functions of such Committees.
5. To determine the arrangements for membership of these Committees having regard to the need to appoint members to them in line with such arrangements.
6. To receive reports from its Committees, to note their actions where they have been given power to act in the name of and on behalf of the CMG and to consider such other recommendations as they make on issues arising.
7. To appoint individuals to represent the LINK on external bodies and to receive reports from its representatives.
8. To appoint Authorised Representatives
9. To consider requests for the receipt of delegations and deputations and to decide within on the appropriate action.
10. To deal with such other business as is appropriate to the powers and responsibilities of the Board and has not been determined as a function of a Committee.

The election process

Eligibility to stand as a member of the Central Management Group

With the exception of the host staff who are not allowed to participate and anyone who is employed as a commissioner or service provider anyone over the age of 14 can stand as a candidate if they can demonstrate they have the:

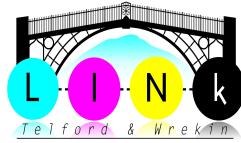
- personal integrity, skills and experience required to contribute to the governance of the local involvement network
- a local connection (though not necessarily residence)
- a willingness to commit the time needed to attend CMG and Committee meetings on a regular basis
- a commitment to practising and upholding the code of conduct

Eligibility to vote

With the exception of the host staff who are not allowed to participate and anyone who is employed as a commissioner or service provider, anyone over the age of 14 who attends the AGM (or other meeting that has been advertised as an election meeting) can cast a vote.

How votes are cast

The voting system will be explained at the AGM –we are hoping to have an electronic voting system that will also count the votes as they are made!



Central Management Group Election: Nomination Form

Name of person seeking election:

My connection with Telford is:

- I live in the area
- I am registered with a local GP practice
- I am a carer for someone who lives in the area
- I work in the area
- Other local connection (please state)

I want to be elected as a member of the Central Management Group because/so that

I am able to attend the election on 19 May

I am unable to be at the election on 19 May because

As a member of the Central Management Group I would bring

<i>Specialist knowledge about E.g. the NHS, social care,</i>	
<i>Skills to help CMG.....</i>	
<i>Experience of</i>	
<i>Personal qualities</i>	

My interests

The sorts of issues that I am especially interested in include:

which would improve health or social care outcomes for:

- Everyone
- Babies and young children
- Young people
- Families
- Older people
- Vulnerable adults
- Black and minority ethnic communities
- Other disadvantaged groups, especially -
- People with physical disabilities
- People with sensory impairment
- People with mental health needs
- People with learning disabilities
- People with long term conditions
- Other

I confirm that

- I am available to attend Central Management Group meetings
- I would be willing to represent the LINK on local forums or progress CMG priorities by getting involved in workgroups.
- I have read and understood The Telford & Wrekin LINK Constitution and am willing to abide by its Code of Conduct.
- I agree to a Criminal Records Bureau (CRB) check.
- I agree to provide personal details to the insurance company that underwrites the LINK public liability policy

My personal details

Title	Mr / Miss / Mrs / Ms/ Other:	Date of birth
First Name		Surname
Address		
Post code		Email
Phone		Mobile
Ethnicity	<input type="checkbox"/> White British	<input type="checkbox"/> Eastern European
Please ✓	<input type="checkbox"/> Black British	<input type="checkbox"/> Asian, Indian or Pakistani
	<input type="checkbox"/> African Caribbean	<input type="checkbox"/> African
	<input type="checkbox"/> Dual heritage	<input type="checkbox"/> Chinese
	<input type="checkbox"/> Polish	<input type="checkbox"/> Other (please state)
Employment status:	<input type="checkbox"/> Unwaged <input type="checkbox"/> Waged <input type="checkbox"/> Self employed <input type="checkbox"/> Student <input type="checkbox"/> Retired <input type="checkbox"/> Other	

(Please note: in accordance with the Data Protection Act, Telford & Wrekin LINK will store this information securely and will not share these with anyone without your permission)

Signed:

Date:

Please return the completed nomination form with you on May 19

If you are standing in absentia please return it to: Linda Seru, Director of the Hosting Service, Telford & Wrekin LINK, Suite 1, Conwy House, St Georges Rd, Telford TF2 7BW to arrive by no later than midday on 19 May

THE CONSTITUTION OF TELFORD & WREKIN LINK

1. Name

This Local Involvement Network will be known as

Telford & Wrekin LINK (the LINK)

2. Address and Contact Details

The address of the LINK shall be via the LINK Host:

Telford & Wrekin LINK Host

Suite 1

Conwy House

St Georges Court

St Georges Road

Donnington TF2 7BW

Tel: 01952 614180

enquiries@telford&wrekinlink.org.uk

www.telfordandwrekinlink.org.uk

3. Vision

The Telford & Wrekin LINK seeks to ensure that the health and social care services available are of high quality, delivered in appropriate ways and based on a genuine understanding of the local citizens needs, through active public involvement in commissioning and design of provision.

4. Core Aims

The overarching aim of the LINK is as set out in more detail in Section 221(2) of *the Act* (Local Government and Public Involvement in Health Act 2007). The LINK's core aims are to:

- a. Give everyone the chance to influence **what** health and social care services are provided in their area;
- b. Give everyone the chance to influence and check **how** health and social care services are planned and run;
- c. Engage with other neighbouring LINKs to ensure consistency of approach where possible;
- d. To market itself and communicate with the people of Telford and Wrekin to ensure a broad representation and engagement.

5. Powers

The powers of the LINK are those conferred by *the Act*, namely to:

- a. get replies to requests for information or to reports and recommendations.
- b. enter and view premises where publicly funded health and social care is being provided.
- c. refer issues to Overview and Scrutiny Committees and get responses.

6. Relationships with Host

- a. Host Activates & Operations will be determined by the LINK Workplan and the Contract.
- b. The LINK will actively engage in the Contract Performance Management of the Host through participating in feedback to Telford & Wrekin Council (as Contract Holder).

7. Membership

a. Qualification

- i. Membership of the LINK is open to **all** individuals, organizations and groups having an interest in health and social care services delivered in Telford & Wrekin subject to the conditions specified below.
- ii. Individuals and organisations **do not** have to be members to get involved.

b. Individuals:

- i. Applications for membership should be directed to the LINK at the address given on **Section 2** above
- ii Membership is free of charge
- iii Membership of the LINK is conditional on conforming to the LINK Code of Conduct and Declaration of Interest procedures.

c. Organisations/Groups:

- i. Applications for membership should be directed to the LINK at the address given on **Section 2** above
- ii. Membership is free of charge
- iii. Organisations commissioning or providing publicly funded health and social care services **can not** be members of the LINK.
- iv. Voluntary and third sector providers may be members subject to conforming to Code of Conduct and Declaration of Interest procedures.
- v. Representatives from group members should desirably not be involved in provider services.

8. Cessation of membership

a. Withdrawing from membership

Voluntary withdrawal of membership must be submitted to the LINK at the address given on **Section 2** above.

b. Removal from membership

Membership may be removed for breach of the Code of Conduct

c. Notice of removal and appeal against removal

Members will be notified of the intention to remove membership, stating the reason for removal. They will be given an opportunity to appeal before the final decision is taken in line with the LINK Appeal procedure.

9. LINK Organisation: Sub-Committees/Working Groups

- a. Each Sub-Group must have at least one member of the Central Management Committee as a member
- b. Other members will be determined by the Central Management Committee and be drawn from volunteers from LINK membership, co-opted LINK members, and non-LINK members providing specialist knowledge or expertise.
- c. Sub-groups will meet under terms of reference set by the Central Management Committee.

10. LINK Organisation: Annual General Meetings

- a. The Annual General Meeting (AGM) will be held in **May**, the main business will be:
 - i. To elect members
 - ii. To report on the previous year's activity;
 - iii. Formal approval of the Annual Report to be submitted under the terms of *the Act*.
- b. The business of the AGM will be conducted according to Rules made by the Central Management Committee.

11. LINK Organisation: Extraordinary General Meeting

- a. The Central Management Group has the authority to call an Extraordinary General Meeting (EGM) of LINK members as long as 10% (ten percent) of the membership is in agreement.
- b. The business of the EGM will be conducted according to Rules made by the Central Management Committee.

12. Complaints

- a. There will be one published process for handling all complaints in connection with the LINK (complaints regarding LINK activity and complaints against LINK members).
- c. Complaints need to be made in writing according to the Complaints Procedure.
- d. Any decision regarding complaints may be appealed against under the LINK Appeals Procedure.

Omissions

Glossary

This Constitution interprets the following terms as described below:

"the Act" means the Local Government and Public Involvement in Health Act 2007

"Decision Making Body" means the body within the LINK that has authority from its members to make decisions on their behalf.

"authorised representatives" means people appointed by the LINK to carry out its "enter and view" function or to attend committee/meetings on its behalf.

Health and Social Care Services means:

- a. Any services provided or funded by the Department of Health or National Health Service in England
- b. Any services provided or funded through the social services functions of a local authority

the Host is an organisation that the local authority is required to appoint to facilitate the operation of the LINK.

"relevant decisions" means any of eight types of decision made by the LINK listed in regulation 2(2) of The Local Involvement Network Regulations 2008

Telford & Wrekin LINK: Code of Conduct

The Code of Conduct indicates the standards of behaviour expected of members of the Telford and Wrekin LINK. It sets out, in general terms, the standards and duties which it is reasonable to expect you to observe.

Principles:

The LINK is required to reflect the broad range of views and backgrounds of the people of Telford & Wrekin and as such all members need to abide by the principles of:

- ü. Valuing any contribution an individual can make to the LINK
- ü. Respecting other people's opinions and beliefs
- ü. Treating other people with dignity
- ü. The Seven Principles of Public Life (Nolan Principles - see Appendix 1)

General Codes of Conduct

All members agree:

- ü. To abide by the Constitution of the LINK
- ü. To **not** act in way that explicitly or implicitly discriminates against anyone on the grounds of race, gender, sexual orientation, religion, age or disability.
- ü. To **not** act in any way that is bullying, harassing & intimidating
- ü. To **not** act in any way that would bring the LINK into disrepute
- ü. To ensure their actions do not put other members at risk
- ü. To **never** disclose confidential information
- ü. To **never** claim to represent the views of the LINK without authorisation to do so
- ü. To declare any relevant conflict of interest (in line with the Conflict of Interest Policy of the LINK)
- ü. To abide by any amendment to this Code of Conduct

Organisational Members

Additionally Members who are representing an organisation or group agree:

- ü. **not** to present their personal views as those of their Organisation/group,
- ü. to collect opinions from within their group/organisation to be fed into appropriate LINK activities and discussions

Authorised Individuals, LINK Representatives and members of LINK Groups/Committees

The Code of Conduct requires all members acting in official roles for the LINK:

- ü. Not to accept gifts from Commissioners or Providers of Health & Social Care Services
- ü. To provide a reasonable and timely reason for not being able to attend meetings
- ü. To act in the best interest of the LINK when making decisions
- ü. To abide by any Tasks and Terms of Reference set by the Central Management Group
- ü. To agree to a Criminal Records Bureau Check if acting as an Authorised Individual

Consequences of Breach of Code of Conduct

Investigations and Hearings regarding Breach of Code of Conduct will be conducted

by a Disciplinary Panel convened by the Central Management Group. Where a Member has been found to be in breach of their duty under the Code of Conduct the LINK has the following sanctions it can enforce:

- ü. censure – the LINK may reprimand the member but otherwise take no action;
- ü. suspension of specific membership rights for a maximum period of **one year**, for example:
 - suspension from attending specific meetings
 - suspension from attending all meetings
 - suspension from representing the LINK
- ü. suspension of all the member's entitlements for a period not exceeding **one year**.
- ü. Disqualification - removing the member from membership of the LINK body for a period of no more than **five years**.

The LINK Disciplinary Panel will inform the member of the Sanction in writing within **ten working days** of the hearing. Any Sanction imposed may be appealed against on the following grounds:

- ü. New information being available that couldn't reasonably have been provided to the Disciplinary Panel at the time of the hearing;
- ü. The process for the hearing has not been properly followed;
- ü. The sanction is disproportionate to the breach of the Code of Conduct.

An appeal has to be made in writing within **20 days** of notification of the Sanction.

- ü. The Appeal will be heard by at least three members of the Central Management Group who were not previously part of the Disciplinary Panel that made the original decision.
- ü. The Appeals Panel would normally include the Chair or Vice Chair of the Central Management Group.
- ü. The LINK Host Director or their nominee will act as an Advisor to the Appeals Panel.
- ü. The decision of the Appeals Panel is final.

Appendix 1

The Seven Principles of Public Life (Nolan Principles)

Selflessness

Holders of public office should act solely in terms of the public interest. They should not do so in order to gain financial or other benefits for themselves their family or their friends.

Integrity

Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might seek to influence them in the performance of their official duties.

Objectivity

In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.

Accountability

Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.

Openness

Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands it.

Honesty

Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.

Leadership

Holders of public office should promote and support these principles by leadership and example.