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14/04/2010

**East Ayrshire
Public Partnership Forum (PPF)**

Working Agreement

With

**East Ayrshire
Community Health Partnership**

Purpose of this Working Agreement

The purpose of this Working Agreement is to describe the agreed working arrangements between East Ayrshire Public Partnership Forum (PPF) and the Community Health Partnership (CHP). These arrangements are intended to maximise the effectiveness of the PPF as the primary mechanism by which the CHP engages, communicates and maintains a meaningful dialogue with the public and are a requirement of The Scottish Government

Aim of the PPF

The overall aim of the PPF is to enable East Ayrshire CHP to develop and maintain an effective and formal dialogue with the community, paying particular attention to those who could be socially excluded or face discrimination when accessing services by:

- Ensuring the public is informed about the range and location of health related services;
- Involving the public, local service users and carers in discussions about how to improve health services for the local community;
- Supporting wider public involvement in planning and decision making and assisting the Community Health Partnership in breaking down the barriers that prevent equal access to services.

What the PPF and East Ayrshire CHP Expect of Each Other

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;
- a commitment to improving services and better health for all.

The CHP will:

- ensure that the PPF is involved from the beginning of planning and decision making processes;
- ensure that the PPF is provided with relevant and timely information;
- work with the PPF to support its development;
- value and respect the input of the PPF.

The PPF will:

- be a means of communicating between the CHP and the public, facilitating engagement and meaningful dialogue with individuals, groups and communities;

Membership of PPF

Membership of the PPF is open to any East Ayrshire resident either on an individual basis, or as a member of a group, anyone who cares for someone who receives health services delivered in East Ayrshire, or anyone who uses health services in East Ayrshire

Membership is also open to all:

- community groups;
- support Groups;
- self-help groups;
- community councils;
- local forums;
- any other group with an interest in health services delivered in East Ayrshire and how those services are delivered to local communities.

All individual members of the PPF will have an equal stake within the Forum.

East Ayrshire CHP and the PPF will not exclude any member of an organisation or individual who wishes to be part of the PPF and indeed it will encourage involvement from all sections of the community in East Ayrshire.

The specific needs of those individuals from minority communities or those who are potentially socially excluded or face discrimination will be a priority.

Structure of the PPF

The PPF has no legal status or managerial responsibility and therefore will not be a constituted organisation. It will not have a management committee or acquire assets or incur any liabilities.

Initially all known organisations, groups and individuals will be contacted and asked if they would like to become involved in the PPF. Those that do wish to be involved will be asked to provide contact information and details of their areas of interest. This information will then be entered into a database.

As members of the PPF they will be asked to confirm agreement with the principles contained within this Working Agreement.

Individuals representing organisations and groups will also be asked and encouraged to ensure that information from the PPF is disseminated to their members as appropriate.

In order to maximise the effectiveness of the PPF, a Core Group of fifteen members will be formed to advise around the functioning and development of the PPF. In the case where more than fifteen members of the PPF would like to become involved as members of the Core Group, a waiting list will be formed, this will be used (as vacancies arise within the core group) on a first come first served basis.

PPF members form the "Core Group". These are members who have stated that they would like to be even more involved with the PPF by attending PPF meetings and taking a more active role within the PPF.

All members of the PPF can become members of the Core Group by indicating their interest in attending meetings

Core Group members will be limited to a period of two year's service, though they can stay as Core Group members if there are no other PPF members (who have not recently held a Core Group place) waiting to take up a place on the Core Group.

The Core Group will have professional support on an advisory basis from key statutory officers and will have a "terms of reference" agreed by the group members and with the CHP

Two PPF members from the Core Group will act as representatives of the PPF at the Community Health Partnership Forum.

It is expected that the PPF Core Group chair person will take up one of these representative positions with the second representative position being filled by an election process. Other members of the core group may nominate any core

group member or they may nominate themselves to stand for election. The remainder of the core group then takes a vote. The nominee with most votes takes up the position of the second CHP Forum representative.

Representation of the PPF on other relevant committees may be elected from the Core Group

In addition there may be from time to time a need for focus groups to be formed to look at or discuss particular areas of health or health services. Those groups may be populated from the network of PPF members who have indicated that they have a specific interest in the particular area or topic that has necessitated a requirement for a focus group.

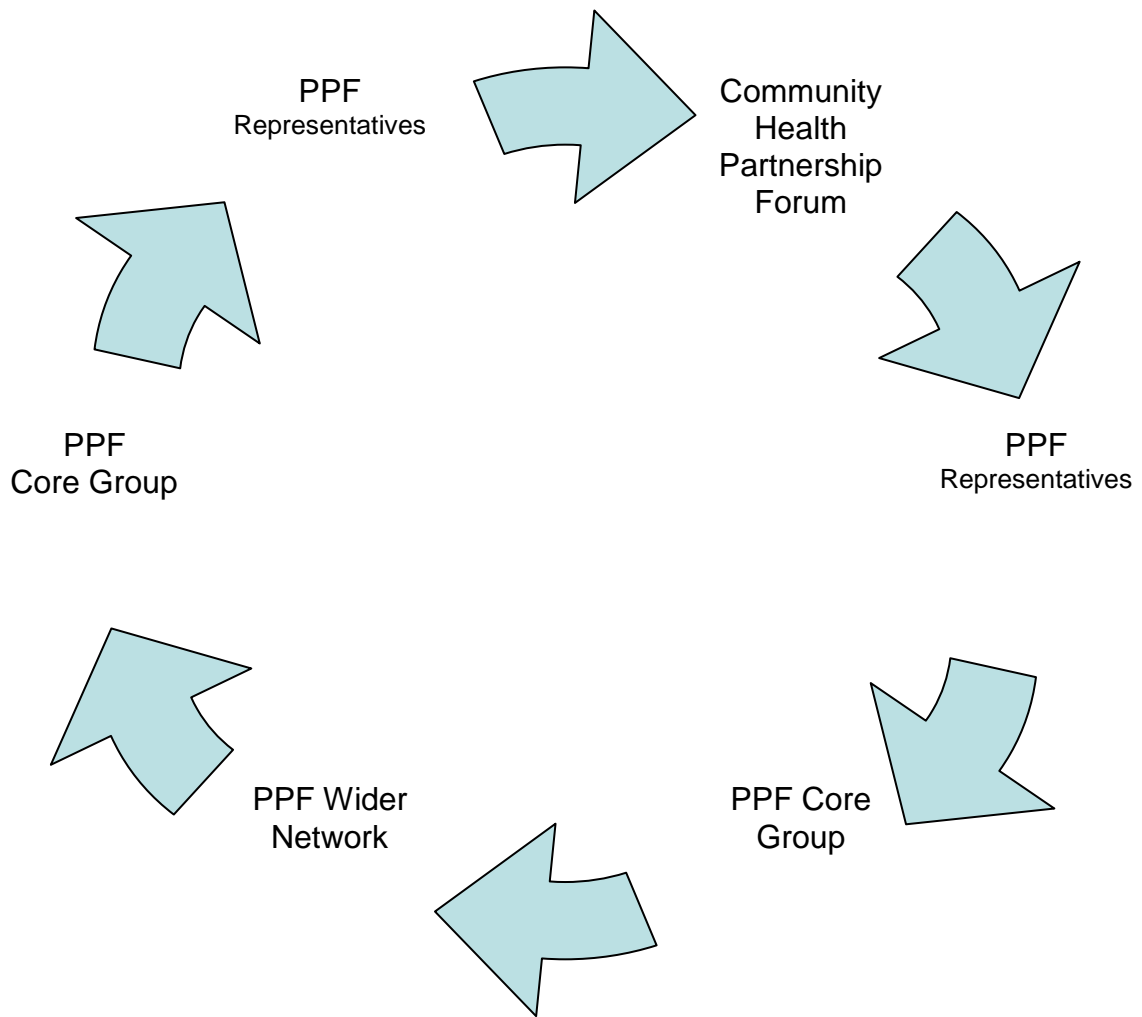
The Core Group will be informed of any focus groups that have been requested. Any relevant points coming from the focus groups may be discussed with the Core Group.

The Core Group may assist in supporting any focus groups that are requested.

Specifically the PPF Core Group will;

- monitor functioning of the Working Agreement between the PPF and CHP;
- decide how best to respond to requests for involvement of the PPF from the CHP, Ayrshire & Arran Health Board, Special Boards and other interested groups, e.g. the Scottish Government;
- ensure that activity is co-ordinated with, and consideration given, to existing structures;
- promote networking between PPF member organisations, groups and individuals where there are areas of common interest;
- strive to expand membership of the PPF and in particular consider ways to involve 'hard to reach groups';
- Review this Working Agreement at regular intervals;

Two way Process of engagement;



Roles and responsibilities of the PPF members representing the PPF on the CHP forum

East Ayrshire PPF chairperson along with one elected core group member will represent the PPF on the CHP Forum

These two members will have the mandate of the PPF to represent the views of all members in this role.

These members will have voting rights on behalf of the PPF and therefore will not necessarily be presenting their own personal views. Any conflict of interest must be declared.

It will be considered good practice to elect at least two additional members to take up the roles of being replacement CHP Forum representatives in the event of one or both of the elected representatives being on long term absence or sickness, to ensure that the PPF is always represented at the CHP Committee.

All members serving on the CHP Forum, including those from the PPF will be bound by the rules as laid out in the Community Health Partnership (Scotland) Regulations 2004.

(<http://www.opsi.gov.uk/legislation/scotland/ssi2004/20040386.htm#2>)

Members of the PPF who serve on the CHP Forum will be bound by the same arrangements as other members of the CHP Forum as agreed by the CHP

Appointment of PPF Representatives

PPF representatives will be appointed for two years.

The process for appointing representatives will be:

The elected core group chair person will fill one of the CHP Forum representative roles with the second CHP representative role being filled by a core group member who has been elected by the core group to fill this position.

- information will be sent out to PPF members about the role and all PPF members will be reminded that if they would like to represent the PPF at CHP meetings then they should contact the PPF co-ordinator and indicate that they wish to become a member of the Core Group;
- Any member of the PPF can become a member of the Core Group subject to the agreed number of Core Group members and thereafter may stand for election to represent the PPF at the CHP Forum;
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- Where there is more candidates than required, a vote will be held by the Core Group members;
- The PPF will be informed on who the elected representatives are;
- Background information about the elected representatives may be made available to the PPF membership after agreement on what information the elected representatives wish to be placed in the public domain;

The Role of Core Group Members

Core Group members require being as familiar as possible with the consensus of views of the community of East Ayrshire as well as with

outcomes of consultation and engagement activity.

To work with representatives to ensure good communication with CHP, the PPF, voluntary/community groups and the wider communities of East Ayrshire

Whilst being part of the CHP decision-making process, this must not compromise the voice of the members of the PPF.

Where the CHP considers all the facts and then makes a decision that does not reflect the views of the PPF, then the PPF will be able to make their views known on this to the CHP and to the Scottish Health Council.

The CHP will ensure that the reasons why such decisions were taken are shared openly.

The CHP, the Core Group members and the PPF should be aware that PPF representatives are acting as a conduit for information and whilst speaking at the CHP Forum or at the Core Group are not particularly representing their own views on any given subject

All members will seek to conduct themselves in accordance with the principles of the Ethical Standards in Public Life etc (Scotland) Act 2000 and the National Standards for Community Engagement;

All members of the core group should familiarise themselves with the terms of reference of the core group and should act and carry out core group business accordingly.

Code of Conduct for PPF members

All members who represent the PPF will be expected to follow the PPF code of conduct as follows,

- all members of the PPF have a right to feel physically and emotionally safe, be treated with respect, be given an opportunity to voice their views and be listened to;
- if members of the PPF have any issue in relation to members of staff supporting the PPF then this should be raised with the CHP Facilitator in the first instance.

- individual members of the PPF must not act on behalf of the PPF when they have not been requested/elected to do so. Where the PPF members, including those who are serving on the CHP Forum, are seen to act in isolation, the PPF Core Group in conjunction with the CHP must be able to deal with such circumstances and should report those situations to the PPF co-ordinator who will take them forward to the CHP Facilitator.

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 of the conflict of interest could be:

- financial
- personal
- associations
- employment.

In dealing with, or responding to, a conflict of interest the overarching principle applied will be that 'common sense will prevail'.

Meetings

The East Ayrshire PPF Core Group will meet on the first Monday of every Month with exception given if or when this coincides with a public holiday when suitable arrangements will be made, ensuring that all who may be required to know about such arrangements will be notified in good time.

Minutes and agendas of core group meetings will be sent to every member of the core group not later than five working days prior to the core group meetings unless special circumstances prevail that prevents this from being possible.

Any member of the PPF can request a copy of these papers by contacting the PPF coordinator

All interested parties will receive agendas, papers and minutes as is relevant of any other meetings that may involve the wider PPF network.

Venues will be accessible and meet the requirements of the Disability Discrimination Act.

Papers will be available in different formats e.g. audio, large print, braille as requested.

Any member of public may attend a PPF core group meeting to learn and to witness how the core group carries out its business. To ensure that the venue of the meeting is large enough to accommodate the number of attendees,

members of public who intend uptake of this opportunity would be expected to inform the PPF coordinator of their intention in good time prior to the meeting that they would like to attend.

Support for the PPF

The CHP will ensure that the PPF has the necessary support and resources required to develop and undertake its role and responsibilities. Such support will include:

- **Professional Support:** PPF members will have access to a named officer as a first point of contact with the CHP. This officer will be able to advise directly or refer on to those who can assist as the need arises.
- **Training and Development Support:** Staff from the CHP will work with the PPF to assess and identify training and development needs.
- **Administrative Support:** The PPF Core Group will have access to support provided by the CHP to administer the structural, communication and representative requirements of the PPF. The CHP will ensure that the PPF is provided with such information and facilities as are necessary to perform its function.
- **Financial Support:** The CHP will ensure that the PPF is provided with reasonable financial resources required to perform its role and function, including:
 - support for training and development activities;
 - payment of course and conference/event fees;
 - Out of Pocket expenses will be paid in accordance with Ayrshire & Arran Health Board "Volunteer and Lay Member Out of Pocket Expense Policy" Appendix (1)

Support requirements will be defined by the PPF Core Group and agreed with representatives of the CHP, with input from the Scottish Health Council where relevant.

Time Commitment of PPF Members

The amount of time that PPF members commit to the PPF related activities is to a large extent up to the members themselves and could involve:

- reading information provided;
- disseminating information as appropriate;
- attending meetings/events;
- compiling feedback (where relevant).

Communication

Communication between the PPF and the CHP will be co-ordinated by the PPF Core Group and will be based on the information contained in the PPF database.

Where the PPF is asked to become involved in a specific area, the Core Group will decide how this can best be achieved. The Core Group will be able to utilise a full range of involvement/participation techniques, e.g. events, focus groups, surveys etc.

All requests by NHS staff for public involvement should be made initially to the Public Partnership Forum Co-ordinator. Individuals who request the use of the PPF will be encouraged to fill our, "Working with the Public Partnership Forums" documentation, however this is not mandatory. Where this documentation has not been completed relevant information should be given to the PPF coordinator; for example A brief description of the request, reason why you would like to involve a member of the PPF, what you expect from individual PPF members or details of frequency, location and timing of the involvement opportunity (if relevant) .

The PPF database is password protected. Members of public who have registered their interest in the Public Partnership Forum supply their personal contact information; identify their particular interest/s in healthcare services and their preferred method of communication. This information is stored on the PPF database. This information will only be used in connection with Public Partnership Forum business and will not be passed to any third party unless any individual, whose details are stored on the PPF database, gives express permission to do so. . This information is used to supply / circulate information to PPF members in a targeted fashion

The Public Partnership Forum Co-ordinator and members of NHS Ayrshire & Arran staff who are closely connected with the PPF will be able to access the PPF database. .

The PPF will hold an annual event to show case and inform attendees of the progress and the results of PPF involvement with the CHP, NHS Ayrshire & Arran and other partners. This event will be open to all members of public who wish to attend though numbers may be controlled depending on the location and availability of suitable accommodation..

Contact with the Media

All press contacts should be made in the first instance through the Public Partnership Co-ordinator who will then direct these to the Core Group and

take advice from the Communications department of NHS Ayrshire & Arran Health Board

The Public Partnership Forum Coordinator will inform East Ayrshire CHP of any press contacts that have been made, giving East Ayrshire CHP the opportunity to respond prior to any publication

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

Evaluation and Monitoring

Two methods will be used to effectively monitor and evaluate the PPF

1. Scottish Health Council

The Scottish Health Council (SHC) with the assistance of the Local Advisory Council (LAC) will quality-assure the Patient Focus and Public Involvement activities of the NHS Board. Specifically the SHC will ensure that the NHS Board is carrying out its statutory duties to involve the public and promote equality of opportunity through the work of the PPF and other public involvement mechanisms.

To this end the SHC will:

- monitor the development of the PPF;
- assess how well the CHP engages with the public through the PPF;
- provide advice and support to the PPF in identifying support needs to be met by the CHP.

In fulfilling this scrutiny role, members of the Scottish Health Council's LAC will engage with PPF members, and can be a part of the PPF itself, in order to be aware of developments of the CHP. LAC members will be required to declare any conflict of interest that may arise from this arrangement.

2. National Standards for Community Engagement

The National Standards for Community Engagement will be used as the benchmark for the PPF to monitor and evaluate the working and effectiveness of the PPF.

Review of the Working Agreement

The Core Group will review the Working Agreement on a regular basis. Any

changes to the Working Agreement must be agreed by the CHP and the PPF. Consultation with the Scottish Health Council may take place during the review of this working agreement. ^{Draft Copy}

East Ayrshire PUBLIC PARTNERSHIP FORUM Core Group

Terms of Reference

Introduction;

In order to maximise the effectiveness of the Public Partnership Forum, a core group of around fifteen members will be formed to discuss and decide on how best to deal with information coming from both the CHP Forum and from members of public

Having a core group will ensure that the Public Partnership Forum has representation on the Community Health Partnership Forum and will assist the Public Partnership Forum in all of its duties. The core group will meet on a regular basis paying particular attention to meeting within the timeframe of each Community Health Partnership committee meeting.

Purpose:

Our main aim is to work with and support the Community Health Partnership in all of its activities and to ensure appropriate information on health services are sent to or are readily available to The Public Partnership Forum network and to the wider public who have not yet been involved with the Public Partnership Forum.

The purpose of the Public Partnership Forum core group will be to act as a conduit between East Ayrshire's population and the Community Health Partnership Forum

To work with representatives to ensure good communication with CHP, the PPF, voluntary/community groups and the wider communities of East Ayrshire

To act as a catalyst to further ideas in local healthcare improvement

To discuss items that have been brought to our attention by the wider Public Partnership Forum and make decisions on how best to deal with them

To discuss the best ways of disseminating the various points of information from the CHP Forum to the wider Public Partnership Forum

Membership;

Membership of the Public Partnership Forum Core Group will be open to all members of public who have indicated on their Public Partnership Forum registration forms that they would like to contribute and be involved by attending meetings.

Membership should be no more than fifteen people at any one time. In the event that the core group has its full complement of members and there are requests from others to become members, then a waiting list shall be formed and kept up to date by the Public Partnership Forum Coordinator. This will be operated on a first come first served basis.

Individual core group members will be limited to a period of two year's service, though they can stay as core group members if there are no other Public Partnership Forum members (who have not recently held a core group place) waiting to take up a place on the core group.

The Public Partnership Forum core group will appoint two members as representatives of the Public Partnership Forum at the Community Health Partnership Forum

The core group will appoint a further two members of the core group to act as possible replacement representatives in the event of our Public Partnership Forum representatives being on long term absence or sickness

Representation of the Public Partnership Forum on other relevant committees may be elected from the core group

Appointment of PPF Representatives

PPF representatives will be appointed for two years.

The process for appointing representatives will be:

The elected core group chair person will be fill one of the CHP Forum representative roles with the second CHP representative role being filled by a core group member who has been elected by the core group to fill this position.

- information will be sent out to PPF members about the role and all PPF members will be reminded that if they would like to represent the PPF at CHP meetings then they should contact the PPF co-ordinator and indicate that they wish to become a member of the Core Group;
- Any member of the PPF can become a member of the Core Group subject to the agreed number of Core Group members and thereafter may stand for election to represent the PPF at the CHP Forum;
- Where there is more candidates than required, a vote will be held by the Core Group members;
- The PPF will be informed on who the elected representatives are;
- Background information about the elected representatives may be made available to the PPF membership after agreement on what information the elected representatives wish to be placed in the public domain;

Specific Role of Public Partnership Forum Core Group;

- monitor functioning of the Working Agreement between the Public Partnership Forum and the CHP
- decide how best to respond to requests for involvement of the PPF from the CHP, Ayrshire & Arran Health Board, Special Boards and other interested groups, e.g. the Scottish Government, Scottish Health Council etc.
- ensure that activity is co-ordinated with and consideration given to existing structures;
- promote networking between Public Partnership Forum member organisations, groups and individuals where there are areas of common interest;
- strive to expand membership of the Public Partnership Forum and in particular consider ways to involve 'hard to reach groups';
- Review the Public Partnership Forum Working Agreement at regular intervals;

Code of Conduct;

- All members of the core group have a right to feel physically and emotionally safe, be treated with respect, be given an opportunity to voice their views and be listened to;
- If members of the core group have any issue in relation to members of staff supporting the core group then this should be raised with the CHP Facilitator in the first instance
- Where the Public Partnership Forum members, including those who are serving on the CHP Forum, are seen to act in isolation, the Public Partnership Forum core group in conjunction with the CHP Forum must be able to deal with such circumstances and should report those situations to the Public Partnership Forum co-ordinator who will take them forward to the CHP General Manager.
- All core group members should carry out their duties in accordance with the PPF Working agreement held with the CHP

It is the responsibility of all Public Partnership Forum 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 of interest could be:

- financial
- personal
- associations
- employment.

The CHP, the core group and the Public Partnership Forum should be aware that the elected representatives are acting as a conduit for information and whilst speaking at the CHP Forum or at the core group are not particularly representing their own views on any given subject

In dealing with, or responding to, a conflict of interest the overarching principle applied will be that 'common sense will prevail'.

Meetings;

The East Ayrshire PPF Core Group will meet on the first Monday of every Month with exception given if or when this coincides with a public holiday when suitable arrangements will be made, ensuring that all who may be required to know about such arrangements will be notified in good time.

Minutes and agendas of core group meetings will be sent to every member of the core group not later than five working days prior to the core group meetings unless special circumstances prevail that prevents this from being possible.

Any member of the PPF can request a copy of these papers by contacting the PPF coordinator

Venues will be accessible and meet the requirements of the Disability Discrimination Act.

Any member of public may attend a PPF core group meeting to learn and to witness how the core group carries out its business. To ensure that the venue of the meeting is large enough to accommodate the number of attendees, members of public who intend uptake of this opportunity would be expected to inform the PPF coordinator of their intention in good time prior to the meeting that they would like to attend.

Papers will be available in different formats e.g. audio, large print, braille as requested. Please give us ample notice of requirements

Glossary of terms that are occasionally used at various meetings

PPF- - - Public Partnership Forum	NHS- - - National Health Service
CHP- - - Community Health Partnership	LA- - - Local Authority
SHC- - - Scottish Health Council	LF- - - Locality Forum
CPP- - - Community Planning Partnership	CCF- - - Community Council Federation
LOG- - - Locality Officers Group	CVO- - - Council for Voluntary Organisations
VS- - - Voluntary Sector	PTC- - - Princes Trust for Carers
MH- - - Mental Health	

