



# Governance

## CODE OF CONDUCT

All persons managing and conducting Nottingham City LINK business agree to abide by the Nottingham City LINK Code of Conduct (and associated governance policies) at all times whilst engaged in activities associated with the Nottingham City LINK.

The success and reputation of the Nottingham City LINK is dependent upon a professional, fair and open steering group with a high standard of integrity and commitment to the LINK's aims and objectives. To this end Nottingham City LINK members and participants are expected to uphold principles of integrity, objectivity, accountability, openness and honesty.

It is important that members and participants are aware of, and understand the Nottingham City LINK Code of Conduct and its associated governance arrangements.

### Standards

Nottingham City LINK members and participants are required to treat everyone with courtesy and respect at all times.

From time to time members and participants may have to deal with difficult people or situations, in such circumstances they should maintain high standards of professionalism and fairness. Rudeness, offensiveness, threatening, violent or abusive behaviour is not acceptable in any circumstance.

In order to establish and maintain effective professional relationships with appropriate agencies, members and participants should promote the values of the Nottingham City LINK, respect staff/colleagues and handle conflict in a professional manner and develop a spirit of teamwork.

Discrimination of any kind for any reason is not acceptable.

If you are subject to unacceptable behaviour, please inform the Chair of the Nottingham City LINK Steering Group. If the circumstance involves the Steering Group Chair please contact your Nottingham City LINK Host. **You can choose to do this formally by following the complaints procedure or informally by arranging a meeting.**

Members and participants should be reliable and punctual and be able to demonstrate honesty, integrity and fairness.

The Nottingham City LINK aims to promote a positive and effective environment and members' and participants' behaviour should be above reproach or criticism. Failure to act appropriately and professionally can result in being asked to leave the Nottingham City LINK.

Nottingham City LINK members and participants may find themselves in a position where they are also service users. A member or participant must avoid using their position as a Nottingham City LINK member to gain any advantage or preferential treatment.

Whilst the Nottingham City LINK has no desire to place restrictions on, or interfere with, a member or participants private life, there may be circumstances when external interests affect their engagement with the Nottingham City LINK. Where the member or volunteer is not acting as a representative of their employer, outside employment or business interests must not conflict or interfere with their duties as a Nottingham City LINK member or participant.

Nottingham City LINK members or participants should not use facilities such as telephone, postage or access to admin/secretarial support for their personal use and the use of resources should be restricted to Nottingham City LINK work only.

Anyone who feels personally compromised as a result of their duties as a Nottingham City LINK member or participant must inform the Chair of the Steering Group. If the circumstance involves the Steering Group Chair please contact your Nottingham City LINK Host.

## **Process**

All complaints arising on authorised Nottingham City LINK business and in direct relation to Nottingham City LINK business should at first be referred to the Steering Group to decide on the appropriate action.

The Nottingham City LINK will discuss how to proceed and consider the following actions:

- Informal meeting and resolution, through communication, mediation and training as appropriate.
- If the matter is considered to be sufficiently serious that it might impact on the Nottingham City LINK Public Liability e.g. if the matter concerns financial irregularities in relation to the Nottingham City LINK this must be referred on to the Nottingham City LINK Host by the Steering Group.
- Request the matter is written as a formal complaint and forward to the appropriate recipients on behalf of the complainant.

All complaints or disputes regarding the Nottingham City LINK or Nottingham City LINK Host should in the first instance be made to the host, or Nottingham City LINK Chair. Complainants should receive a response stating the length of time for consideration and investigation within 10 working days.

The Steering Group will decide appropriate action in relation to a dispute or complaint made to them regarding the Nottingham City LINK Host performance and this might be through mediation, referral on to the Local Authority Officer responsible for contract monitoring or writing to the Carers Federation, depending on the nature, extent and seriousness of the complaint or if any dispute cannot be resolved internally.

Any Nottingham City LINK member or participant attending a meeting of any kind as a Nottingham City LINK participant must first of all seek authorisation to do so. The member or participant should provide information as to the level of participation they will be having in that meeting and authorisation should be sought from the Nottingham City LINK Steering Group Chair or Vice Chair.

## COMPLAINTS POLICY

### Standards

The Nottingham City LINK is committed to investigating complaints promptly and thoroughly. A complaint is defined as a clear expression of dissatisfaction about the standard of Nottingham City LINK service, action or lack of action affecting an individual or group. The Nottingham City LINK is committed to dealing with all complaints in an efficient and understanding way.

Sometimes misunderstandings can occur and in these cases the Nottingham City LINK wishes to settle complaints efficiently and informally at the first point of contact. If the complaint cannot be handled this way, then the procedures below are to assist.

### Process

Any complaints should be made in writing (via email or letter) and sent to the Nottingham City LINK chair-C/O Host address. If your complaint is concerning the Nottingham City LINK Chair please send to the Host C/O Team Leader.

An acknowledgment letter will be sent within 5 working days and if it cannot be dealt with immediately. We aim to send a final written answer within 20 working days of receiving your complaint.

If we cannot answer within 20 working days then the complainant will be kept regularly informed. A letter explaining the result of the complaint will be issued.

The complainant will be treated with respect and the complaint will be kept confidential (except in matters concerning child protection and vulnerable adults)

A meeting will take place with the complainant and be chaired and minuted by appropriate/nominated participants in order to investigate and resolve the complaint.

If, after investigation, the complaint cannot be resolved to the satisfaction of the complainant, then an appeal can be made within 7 working days of the result of the complaint. This appeal is to be sent to the Host (Nottingham City LINK Team) and will be investigated to confirm that the correct process has been followed and the decision referred back to the complainant.

## **CONFIDENTIALITY**

The Nottingham City LINK, the Nottingham City LINKs team, and all its members and participants will abide by the Data Protection Act at all times.

Any personal information or individual details received by an authorised Nottingham City LINK representative, or member of the LINK team will not be passed on to others, and will be treated with high standards of confidentiality at all times.

Any information given, or complaints made by the Nottingham City LINK or to the Nottingham City LINK will be kept strictly confidential, and will only be seen by those dealing with the complaint.

All written confidential information and documents will be stored in a locked filing cabinet in the Nottingham City LINK team office, and will only be accessed by authorised staff. All electronic information is stored on a protected server, and on computers which are accessed via password and only accessible by the individual member of staff.

All members and participants wishing to undergo enter and view training will have undertaken a full CRB check, and the details of this will be kept strictly confidential, and stored at the Nottingham City LINKs team office.

The Nottingham City LINKs team will hold a database of members and participants on a protected server which can only be accessed by password by the Nottingham City LINKs team.

Any requests from within the Nottingham City LINK or outside party for information or contact details regarding an individual on the database, will be declined unless permission has been granted by the individual on this specific occasion.

## **CONFLICTS/DECLARATION OF INTERESTS**

The reputation of the Nottingham City LINK as an open, fair, professional body with a high standard of integrity and commitment to its aims and objectives is dependent on the Nottingham City LINK members and participants.

Members and participants must not allow any interests to conflict with the effectiveness of the Nottingham City LINK. A declaration of interest should be raised if this becomes evident.

Members and participants will be required to make a written disclosure to the Nottingham City LINKs Chair indicating any connections they have with organisations or agencies with whom the Nottingham City LINK is working or during the course of its business.

Members and participants are responsible for updating the Nottingham City LINKs Team when changes occur.

## **CRIMINAL RECORDS BUREAU POLICY & ENTER & VIEW POLICY**

The criminal record of a member or participant will be taken into account only when the conviction is relevant. Unless the nature of the work demands it, you will not be asked to disclose convictions that are 'spent' under the Rehabilitation of Offenders Act 1974. Having an 'unspent' conviction will not necessarily bar you from being a member or participant. This will depend on the circumstances and background to your offence(s). If you will be carrying out such activities as those listed below, you **must** disclose any conviction(s) - spent or unspent (including bind over's, cautions or charges that have not yet been disposed of):

Activities that brings you into contact with vulnerable groups such as the infirm, elderly, mentally ill and young people under the age of 18.

Enter and View activities, which are concerned with the provision of health and social care services, and which is of such a kind as to enable you to have access to people in receipt of such services in the course of carrying out these activities.

Where a conviction has been disclosed in an individual's application, a discussion will take place regarding the offence and its relevance to the participant.

The Carers Federation uses the Criminal Records Bureau (CRB) Disclosure Service to obtain information to enable the Nottingham City LINK to assess the suitability of members or participants in positions of trust. The Nottingham City LINK complies fully with the CRB code of practice and does not discriminate unfairly against any subject of a CRB disclosure on the basis of conviction or other information revealed.

The Nottingham City LINK complies with the CRB code regarding the secure storage, handling, use, retention & disposal of CRB disclosures and disclosure information and with its obligations under the Data Protection Act 1998.

### **Enter & View**

For more information on Enter and View, and the CRB guidelines surrounding Enter and View please see the attached Enter and View governance document.

## DECISION MAKING

### Standards

The reputation of the Nottingham City LINK as an open, fair, professional body with a high standard of integrity and commitment to its aims and objectives is dependent on the Nottingham City LINK members and participants.

The Nottingham City 'LINK' Steering Group will meet regularly, usually monthly, to make decisions on matters which fall within its area of interest. Decisions should be taken objectively and without favour or prejudice to any Trust or agency involved in health and social care. This will ensure that there is no possibility of undue influence or preferential treatment given.

The Nottingham City LINK Steering Group, when making decisions, should consider local priorities, diversity of the population and the geographical area. Existing activities should be considered so that information already obtained through previous activities can be placed into the decision making matrix and will ensure that work is not duplicated.

Consideration should be given to reaching and involving individuals, groups and communities which have been "easy to ignore" in the past.

Nottingham City LINK Steering Group members who receive gifts and/or hospitality should not place themselves under an obligation that might influence or be perceived to influence their future decisions or conduct and these items must be declared and recorded clearly. Nottingham City LINK Steering Group members should be cautious when accepting hospitality, ensuring that it is appropriate and not lavish. They should also be careful that this could not be construed as a way of exerting improper influence over them.

The Nottingham City LINK also has a range of task and finish groups which can be convened for a time limited period to work on specific activities. These groups have the authority to make decisions based on the prior agreement of the Nottingham City LINK Steering Group, and will refer their recommendations to the main Nottingham City LINK Steering Group as appropriate.

The Nottingham City LINK will ensure that the decisions it makes are reflective of the priorities of the local community and will evidence that wide consultation has taken place. The Nottingham City LINK decision making matrix and scoring mechanism will be used when priorities compete.

## **Process**

A Nottingham City LINK Steering Group shall be appointed from a Public Meeting of the Nottingham City LINK. Any interests that might impact on decision making or reflect a conflict of interest must be declared with the nominations.

Any resident of Nottingham City or representative of a community or voluntary group serving the area and participating in a Nottingham City LINK Public Meeting shall have full voting and participation rights at that meeting.

The Steering Group shall be comprised of a maximum of 18 people and be representative of Nottingham City in terms of third sector organisations and individuals and shall be appointed for not less than one year.

The names of all Steering Group representatives and those authorised to act on behalf of the Nottingham City LINK shall be published.

Any non-statutory person, resident or representative of a third sector organisation serving Nottingham City can ask to be nominated for election to the Nottingham City LINK Steering Group.

The Nottingham City LINK Steering Group shall have a Chair and Vice Chair directly elected from a Public Meeting and be appointed for at least one year.

Nominations for Chair and Vice Chair positions should be submitted 10 working days before the meeting date. Any interests that might impact on decision making or reflect a conflict of interest must be declared with nominations.

Further Steering Group positions might be included as and when the Steering Group decides. Such decisions must be agreed at a Nottingham City LINK Public Meeting with new positions open to nomination and election in the same way as Chair and Vice Chair.

The Chair shall be responsible for facilitating the Nottingham City LINK Steering Group and Public Meetings and signing the Nottingham City LINK Annual Report. In absence of the Chair the Vice Chair shall be responsible for facilitating the Nottingham City LINK Steering Group meeting and Public Meetings.

Decisions of the Steering Group shall be on a majority voting basis and subject to each meeting being quorate with a minimum of 40% of membership present and in the event of a split decision the Chair shall hold the deciding vote.

All authorised Nottingham City LINK meetings shall have an agenda and any supporting papers circulated by the Nottingham City LINK Host at least 7 working days prior to the meeting.

Items for inclusion on a Nottingham City LINKs meeting agenda may be submitted through the Nottingham City LINK Team for consideration by any member of the public but this must be done 15 working days before any meeting and accompanied by any supporting documentation

All notes and minutes of meetings of the Nottingham City LINK will be published by the Nottingham City LINK Team within 10 working days of the meeting.

All meetings of the Steering Group shall either be Public Meetings or Meetings held in Public and shall be publicised by the Nottingham City LINK Office at least 20 working days in advance

The Nottingham City LINK shall have a range of Task Groups which can be convened for a time limited period to work on specific activities. Task Groups may also include joint working with other LINKs if relevant to the care/health issue under consideration. Task Groups do not have the authority to make final decisions, and will refer their recommendations and reports to the Nottingham City LINK Steering Group as appropriate.

The Steering Group shall hold responsibility for constituting Nottingham City LINK Task Groups to achieve the Nottingham City LINK Work Plan. The membership and remit of all Task Groups shall be published.

Any resident of Nottingham City or representative of a Third sector organisation serving Nottingham City can be an authorised member or participant of a Nottingham City LINK Task Group. Anyone interested in acting within a Nottingham City LINK Task Group should provide their names to the Steering Group through the Nottingham City LINK Team.

Issues to be included in the Nottingham City LINK Work Plan shall be identified where possible through Public Consultation, with special effort being given to reaching and involving individuals, groups and communities which have been “easy to ignore” in the past. The Nottingham City LINK will ensure that the decisions it makes are reflective of the priorities of the local community and will evidence that wide consultation has taken place.

Use of the Nottingham City LINK name, powers and resources in relation to a health/care service issue shall be based on first gaining agreement for that issue to be included in the Nottingham City LINK Work Plan.

The Steering Group shall be responsible for ensuring the Work Plan is fully implemented and monitored

Referral of an issue to the Scrutiny Committee shall only be made on an issue that is part of the Nottingham City LINK Work Plan and shall be made through the

Nottingham City LINK Steering Group and in accordance with the protocol agreed with the Scrutiny Committee.

All decisions and procedures of the Nottingham City LINK, including any changes in such procedures, shall be published.

Decisions on making a report or recommendation to a Service Provider or anyone else shall be made by the Nottingham City LINK Steering Group.

The Steering Group shall be responsible for ensuring the Nottingham City LINK Annual Report and Finance Report is produced and presented at an (Annual General Meeting) AGM then circulated to all Stakeholders.

## ELECTIONS

The Nottingham City LINK will operate democratically with the following processes;

- The Steering Group of the Nottingham City LINK will be elected at the annual general meeting, with no more than three members remaining in rotation for continuity (method to be agreed by the Steering Group) all retiring members are eligible for re-election
- Any person, group or organisation can put themselves forward for membership on the Nottingham City LINK providing they are a resident of Nottingham city, employed in Nottingham city, a potential service user or a friend or family member of a service user. Statutory representatives cannot put themselves forward for election as they cannot have voting powers, however appropriate statutory representatives will continue to support and be present by invitation within the Nottingham City LINK.
- Any person, group or organisation wishing to be elected should complete a membership form, including information such as time allocation and previous experiences.
- The election process will be carried out within the structure formally agreed by the Nottingham City LINK, in line with the legal requirements relative to its company structure. The host team can be involved in an advisory capacity only.

## **ENTER & VIEW**

Enter and Viewing of Health and Social Care services on behalf of the Nottingham City LINK shall be carried out only by authorised and CRB checked representatives of the Nottingham City LINK, as decided on by the Nottingham City LINK Steering Group, reviewed on a yearly basis.

The Steering Group shall approve and authorise individuals via a selection process to represent the Nottingham City LINK for the purpose of Enter and Viewing Health and Social Care provider services in accordance with Guidance published by the NHS Centre for Involvement. The individuals the Nottingham City LINK authorises will be known as 'Authorised Individuals.'

All Nottingham City LINK authorised individuals for Enter and View activities shall hold a current CRB check that is acceptable to the Nottingham City LINK as decided by the Steering Group following the endorsed practice of the CRB. The criminal record of a participant will be taken into account only when the conviction is relevant. Unless the nature of the work demands it, you will not be asked to disclose convictions that are 'spent' under the Rehabilitation of Offenders Act 1974. Having an 'unspent' conviction will not necessarily bar someone from being a member or participant. This will depend on the circumstances and background to the offence(s). Where a conviction has been disclosed in an individual's application, a discussion will take place regarding the offence and its relevance to the member or participant.

The Nottingham City LINK shall comply fully with the CRB code of practice and will not discriminate unfairly against any subject of a CRB disclosure on the basis of conviction or other information revealed.

Anyone wanting to apply for a CRB check as a Nottingham City LINK member or participant should first have the agreement of the Nottingham City LINK steering group, and then discuss this with the Nottingham City LINK team to ensure they are fully aware of the application procedure and any implications for themselves.

Authorised Nottingham City LINK members or participants for the purpose of conducting an Enter and View visit shall carry Nottingham City LINKs authorisation clearly identifying them as an authorised and accredited Nottingham City LINK representative.

Entering and Viewing of health and social care providers on behalf of the Nottingham City LINK shall be as part of the Nottingham City LINK Work Plan.

### **LINK Role**

- To determine who is authorised to make decisions on behalf of the LINK about who are to be authorised individuals

- To decide on one key individual to be lead liaison with Carers Federation HR manager in respect of CRB disclosure processes. Confidentiality regarding this procedure and outcome to be observed at all times.
- To establish a system to ensure discussions take place with applicants prior to CRB form being issued
- To develop a risk assessment procedure to support this activity
- Authorised Individuals to undergo training prior to Enter and Viewing

### **Host Role**

- To issue the required paperwork to applicants at the request of the LINK
- To check identification and maintain an administration log of CRB disclosures
- To process CRB forms
- To receive and log disclosure forms from the Criminal Records Bureau
- To inform the nominated representative of the LINK about the outcome of the application
- To train authorised representatives to Enter and View

## **EQUAL OPPORTUNITIES**

### **Policy Statement**

It is the policy of the Nottingham City LINK not to discriminate against its participants and members on the basis of their gender, sexual orientation, marital status, pregnancy, gender reassignment, race, religion or belief, colour, nationality, culture, ethnic or national origin, disability or age, social or employment status, domestic responsibilities or trade union membership.

Our members and participants shall not be disadvantaged by any policies or conditions of service which cannot be justified as necessary for operational purposes.

The Nottingham City LINK shall, at all times, strive to work within legislative requirements as well as promoting best practice. The Nottingham City LINKs long-term aim is that the composition of its membership should reflect the community and that all individuals should be offered equal opportunities to achieve their full potential. Nottingham City LINK is committed to a programme of action to make this policy effective and to bring it to the attention of all its members. The principle of non-discriminatory action and equality of opportunity applies to the treatment of all individuals that the Nottingham City LINK comes into contact with.

The following paragraphs deal with the specific categories of areas of work which we have identified as potentially giving rise to equal opportunity issues and provides specific guidance on the parameters of our policy. This policy is for guidance only and shall be provided to all Nottingham City LINK Members and Participants.

### **1. To Whom Does This Policy Apply?**

1.1 This policy applies to all members of the Nottingham City LINK Steering Group and all Nottingham City LINK participants.

1.2 All individuals have a duty to act in accordance with this policy, and therefore to treat colleagues, visitors and any persons associated with Nottingham City LINK business with dignity at all times, and not to discriminate against or harass other individuals. In some situations, the Nottingham City LINK may be at risk of being held responsible for the acts of individual members and therefore shall not tolerate any discriminatory practices or behaviour.

### **2. Personnel Responsible For Implementation Of Policy**

2.1 All members and participants of the Nottingham City LINK are as responsible for the success of this policy and must ensure that they familiarise themselves with the policy and act in accordance with its aims and objectives.

2.2 Those working at a Steering Group level have a specific responsibility to set an appropriate standard of behaviour (Code of Conduct), to lead by example and to ensure that the members and participants of Nottingham City LINK adhere to the policy and promote the aims and objectives of Nottingham City LINK with regard to equal opportunities. To facilitate this process, members shall be given training on equal opportunities.

### **3. Scope and Purpose of Policy**

3.1 The Nottingham City LINK will not unlawfully discriminate on grounds of gender, sexual orientation, marital status, gender reassignment, race, religion or belief, colour, nationality, culture, ethnic or national origin, disability or age, pregnancy, trade union membership, or employment status.

3.2 This policy applies to membership and participation, to training and development, opportunities for representation, to conditions of service; to health and safety and to conduct when undertaking Nottingham City LINK business and, to disciplinary procedures.

3.3 The Nottingham City LINK will take appropriate steps to accommodate the requirements of members and participants religions, cultures, and domestic responsibilities.

### **4. Forms of Discrimination**

Discrimination may be direct or indirect and it may occur intentionally or unintentionally. Direct discrimination occurs where someone is put at a disadvantage, for a reason related to one or more of the grounds set out in paragraph 3.1. Indirect discrimination occurs where an individual is subject to an unjustified provision, criterion or practice which puts them at a particular disadvantage because of, for example, their sex or race. Discrimination also includes victimisation and harassment.

### **5. Disability Discrimination**

If you are disabled, or become disabled in the course of your Nottingham City LINK membership or participation, you are encouraged to tell us about your condition. This is to enable the Nottingham City LINK to support you as much as possible. You may also wish to advise the Nottingham City LINK Chair of any reasonable adjustments to your working conditions or the duties of your membership or participation which you consider to be necessary, or which would assist you in the performance of your Nottingham City LINK duties. Careful consideration will be given to any such proposals and they will be accommodated where possible and proportionate to the needs of your membership and participation. Nevertheless, there may be circumstances where it will not be reasonable for the Nottingham City

LINK to accommodate the suggested adjustments and this being the case Nottingham City LINK will ensure that you are provided with information as to the basis of the decision not to make any adjustments.

## **6. Breaches of the Policy**

If you believe that you may have been disadvantaged or harassed on any grounds you are encouraged to raise the matter through the Nottingham City LINKs Chair, or through the Nottingham City LINK Team Leader.

If, after investigation, you are proven to have harassed any other person or worker on the grounds of sex, marital status, sexual orientation, religion or belief, race, disability or age or otherwise act in breach of this policy you may be asked to leave the Nottingham City LINK.

## **EXPENSES & FINANCE**

The Steering Group shall monitor and authorise spending of the Nottingham City LINK budget on behalf of the Nottingham City LINK, to ensure cost effective implementation of the Work Plan.

The LINK budget and finance reports shall be provided on a monthly basis to members of the Steering group and circulated to all on the Nottingham City LINK contact list.

Individual expenses shall be paid for authorised activity only and in accordance with best practice on payment of volunteer expenses so that costs should not be a barrier to participation.

Travel is currently payable at 40p/mile when a car is used otherwise public transport rates apply unless special circumstances apply. Taxi use must be agreed and pre-booked via the Nottingham City LINK Host and used only where appropriate (e.g. when public transport is unavailable). Authorised attendance at a full day event relating to the Work Plan of the LINK, where lunch is not provided, can claim subsistence allowance as follows: Lunch – up to £5.00 / Evening meal – up to £10.00.

Where authorised Nottingham City LINK representatives are using their own resources on authorised Nottingham City LINK business, a contribution of 70% towards replacement cartridges and other miscellaneous costs can be paid. These payments will need to be agreed in advance with the Steering Group and noted in minutes of the meeting.

Responsibilities to care for a child or an adult can be a barrier to participation. Therefore, Carer and childcare costs can be reimbursed to ensure Carers can attend authorised meetings to carry out authorised activity on behalf of the Nottingham City LINK

Claims for expenses must be accompanied by relevant receipts and claimed on a monthly basis by using the appropriate expenses form. Forms can be requested from the Host

Requests for expenses not covered by this document should be made to the Steering Group.

Authorised Nottingham City LINK representatives are expected to follow agreed financial procedures at all times. No changes to local financial procedures may be made without approval through a Nottingham City LINK meeting.

Authorised representatives are expected to ensure that they use funds and resources entrusted to them for the purpose intended and in a reasonable and responsible manner.

Any authorised Nottingham City LINK representative aware of potentially corrupt or fraudulent activities by other representatives in relation to Nottingham City LINK business has a duty to report this to the Nottingham City LINK Host.

Authorised Nottingham City LINK representatives who receive gifts and/or hospitality should not place themselves under an obligation that might influence or be perceived to influence their future decisions or conduct in relation to Nottingham City LINK activity

## **HEALTH & SAFETY**

The Nottingham City LINK accepts responsibility for all aspects of accident prevention but in doing so, can only exercise this responsibility with the active co-operation of all members and participants. The promotion of Safety and Health at work must be regarded as a mutual objective for all members and participants and effective joint consultation on accident prevention will be maintained. The LINK will comply with the Health & Safety at Work Act 1974, and with any subsequent health and safety legislation which applies to its activities.

### **Towards this end, the Nottingham City LINK Steering Group will:**

1. Provide and maintain safe and healthy working environments for its meetings and members within the framework of statutory requirements and Codes of Practice.
2. Provide Health & Safety training for employees as may be necessary.
3. Maintain a constant interest in the general aspect of safety by:
  - (a) Allocating responsibility to the Nottingham City LINKs Chair who may delegate responsibility to other Nottingham City LINK members and participants.
  - (b) Stimulating joint consultation
  - (c) Making arrangements for promoting and co-ordinating health and safety procedures and training.

### **Members and Participants of Nottingham City LINK have a responsibility to:-**

1. Work safely and efficiently and with due regard for the health and safety and welfare of others including the public.
2. Report any accidents and incidents that may lead to injuries in a log book completed and signed by the individual involved, and followed up where possible.
3. Report all unsafe conditions that arise.
4. Adhere to rules and regulations made both in relation and with regard to particular work or procedures.
5. Co-operate with all parties when accidents require investigation.
6. Comply with statutory obligations and requirements of the Codes of Practice.

## **Responsibilities**

It shall be the responsibility of the Nottingham City LINK Chair to ensure that this Policy is carried out and the Chair shall report to the Host from time to time on any action taken, or for further guidance with regard to the Policy.

## TERMS OF REFERENCE

### Purpose

To support the Nottingham City Community to have a voice and involvement with influencing the way health and social care services are planned and delivered in accordance with the needs of the people that use them.

### Membership

The Nottingham City LINK will consist of individuals, representatives of groups and organisations, and voluntary organisations, with an active interest in health and social care within the Nottingham City area and its borders.

Each member has one vote, except for members representing statutory organisations whom can attend but are unable to vote. Where possible each member can be represented by a substitute if they are unable to attend, however this person cannot have voting rights.

Membership of the Nottingham City LINK steering group will last for up to one year, following which elections will take place. (Please refer to the election governance document.)

### Participation

The Nottingham City LINK will consist of individuals, representatives of groups and organisations, and voluntary organisations, with an active interest in health and social care within the Nottingham City area and its borders.

Participation is open to all individuals residing, working or representing service users in Nottingham City indiscriminately. Each participant has one vote within the election process which will take place annually. Participation lasts for the duration of the Nottingham City LINK, participants are free to commit their time and resources to their discretion.

### Responsibilities of the Nottingham City LINK

- To ensure the ongoing development of the Nottingham City LINK, it's Steering Group, participants, and any affiliated time specific working groups, task and finish groups, and consultations until March 2011.
- To ensure extensive stakeholder consultation on all models, ways of working and future priorities, issues or consultations presented to the Nottingham City LINK.
- To ensure that both health and social care interests are incorporated into the workings of the Nottingham City LINK, and to involve the entire Nottingham City community within this including minority and vulnerable groups.
- To ensure that the Nottingham City LINK will consist of individuals, representatives of groups and organisations, and voluntary organisations, with

an active interest in health and social care within the Nottingham City area and its borders.

- The Nottingham City LINK and all its workings and participants are compliant with government regulations, and the Nottingham City LINK governance documents.
- To agree democratic processes for elections in 2009, and abide by these processes for following elections.
- To ensure that good working practices are built with existing health and social care providers as well as voluntary organisations within the Nottingham City area and its borders, and the Nottingham City LINK host organisation and team.
- To agree a work plan for the elected year, and to set up working groups in order to complete set pieces of work within a specified time limit.

### **Meetings**

Meetings will be held on a monthly basis, with working groups and task and finish groups held as and when necessary. These meetings will usually last for no longer than two hours.

An annual general meeting will be held at least annually, as well as consultation and engagement events at the discretion of the Nottingham City LINK.

### **Joint Working**

The Nottingham City LINK will work closely and alongside existing groups, agencies, organisations and bodies. The Nottingham City Link will ensure partnership working with commissioners and service providers within Nottingham City Nottingham City, bordering areas, and relevant national bodies.

## **PROCEDURE FOR IDENTIFYING AND REPORTING ABUSE**

The Nottingham City LINK members and participants during the course of its work will be presented with many scenarios and meet many individuals. This Policy is therefore designed to highlight issues arising when volunteers may be communicating with Vulnerable Adults.

For the purpose of this document a Vulnerable Adult is a person who is over the age of 18 and is unable to care for themselves or assert themselves against abuse due to possibly being frail or old, having mental health issues, a physical illness or some form of disability. Individuals who suffer in this way may be more open to abuse, neglect and possible exploitation by other individuals.

It is fundamental to this protection policy that the welfare of the client is always regarded as paramount. All vulnerable adults have a right to protection from abuse irrespective of their culture, ability, gender, language, racial origin, religious belief and/or sexual identity. It is acknowledged that all suspicions and allegations of abuse will be taken seriously and responded to swiftly, appropriately and professionally. All members and participants of the Nottingham City LINK irrespective of the role being performed have a responsibility to report all concerns to the appropriate individual. The appropriate individual during the transitional stages of the Nottingham City LINK will be the Team Leader of the host organisation.

### **Abuse**

A wide range of behaviours and circumstances may be considered abusive:

Abuse may be carried out deliberately, or through negligence or ignorance. The abuse may involve a single incident, or multiple incidents. It may happen to one person in a continuing relationship, or in a service context to more than one person at a time.

Different types of abuse may include:

Financial/ material abuse

Sexual abuse

Physical abuse

Psychological/ emotional abuse

Verbal abuse

Institutional abuse

Neglect and acts of omission

Social abuse

Discriminatory abuse

**Abuse of Individuals under 18.**

It is possible that Nottingham City LINK members or participants could also be made aware of child abuse/abuse of younger people. Again in these cases please notify the Team Leader of the host organisation.

## ROLE OF THE HOST

The role of the host organisation is to support the Nottingham City LINKs set themselves up and decide what work they need to do and to support them in their work. The host has a dedicated team for the LINK including:

- 2 x Community Engagement Workers covering the city areas
- 1 x Research specialist support role
- 1 x Communications specialist support role
- 1 x Specialist BME Community Engagement Worker

The Nottingham City LINK host is *'The Carers Federation'* and the host's performance is measured by the Nottingham City Council and the host is obligated to adhere to ISO 9000 standards.

The relationship between the host and the Nottingham City LINK should be complementary and build upon the skills and expertise that the Nottingham City LINK and the host each bring to their role.

The host's role is to provide support that enables Nottingham City LINK members and participants to maximise their involvement. This may include seeking out and recommending models of best practice for Nottingham City LINKs, for example models for developing research, communications, community engagement and supporting volunteers, capacity-building and training.

Roles of the host include:

- Informing the community about the Nottingham City LINK and raising awareness
- Encouraging participation from members of the community and the voluntary and community sector
- Providing administration support and administering the business of the Nottingham City LINK
- Working with the Nottingham City LINK to develop clear systems and processes that work well
- Working in conjunction with the Nottingham City LINK steering group to manage the Nottingham City LINK budget
- Reporting Nottingham City LINK activities to the OSC and to the public where required

- Supporting community involvement
- Reporting progress to the local authority
- Providing advice and support to the Nottingham City LINK steering group and task and finish groups
- Supporting the Nottingham City LINK to communicate with health and social care commissioners, service providers, councillors and other stakeholders

### **Nottingham City LINK Outcomes**

With the hosts support, Nottingham City LINK will be confident and efficient in its goals to be able to reach out to the communities it serves. Nottingham City LINK will be able to contribute to the improvement and shaping of Health and Social Care Services provided for the people of Nottingham City.

## **ROLES AND RESPONSIBILITIES**

Members and participants of the Nottingham City LINK have the following roles and responsibilities;

- To work closely with, and abide by both local and national government legislation and guidelines. Our aims and objectives are to shape and improve health and social care services locally.
- To actively encourage and enable all those residing, working or potential service users in Nottingham City to have a voice, and give the tools to participate in the Nottingham City LINK.
- To work closely with the Nottingham City LINKs support team in the following areas;
  - Research
  - Communications
  - Reporting
  - Community Engagement
  - Monitoring and evaluation
  - Joint working, partnerships and networking
- To ensure that the Nottingham City LINK and all its groups and participants comply with each of the remaining thirteen governance documents.
- To be responsive and receptive to the viewpoints and experiences of all service users, their families, carers and the community.
- To improve health and social care inequalities, and to ensure accessibility for all.
- To ensure fair representation across the community.
- To develop and maintain effective and inclusive communication.

All members and participants acting for or on behalf of the Nottingham City LINK have the following roles and responsibilities;

- A full understanding of the role of the Nottingham City LINK and what it aims to achieve, and the boundaries within this.
- A commitment to positive and effective work for the benefit of all those living, working or representing service users interest in the Nottingham City area.
- A commitment to work in partnership with others and not duplicate existing work and good practices which can be built on.
- A commitment to inclusivity, diversity and equal opportunities.
- To commit the required amount of time to the role, as is necessary to meet the aims and objectives of the Nottingham City LINK, and as decided by the Nottingham City LINK. None attendance on three consecutive Nottingham City LINK Steering Group meetings without reasonable justification will be considered a breach of the conduct governed by the Nottingham City LINK steering group.

- The Nottingham City LINK and Nottingham City LINK team should endeavour to undertake appropriate training when relevant.
- All Nottingham City LINK members and participants are advised to have volunteer business insurance for vehicle use.