



PART ONE TERMS OF REFERENCE

1. NAME

- 1.1. Will be the Local Involvement Network in Cornwall here after known as **LINK in Cornwall**.

2. MISSION

- 2.1. LINK in Cornwall is the independent voice of all people in Cornwall and exists to inform, develop and improve local health and social care services.
- 2.2. LINK in Cornwall does this by actively finding ways to engage with and encourage participation from all individuals, groups and communities across Cornwall.

3. WHAT WE DO

- 3.1. The job of LINK in Cornwall is to listen to and reflect peoples views and experiences of local services and to work with the people who plan and run them to help make them more effective and to improve delivery.
- 3.2. LINK in Cornwall works collaboratively with Health and Social Care service providers to ensure integration and an equality of access to services.

4. HOW WE DO IT

- 4.1. By talking directly to health and social care professionals about a service that is not being offered or suggesting ways that an existing service could be improved.
- 4.2. Researching specific issues of concerns to the community and making recommendations to the people who plan and run services, requesting a satisfactory response within 20 working days.
- 4.3. Asking for information about services from commissioners and providers, asking for a satisfactory response within 20 working days.
- 4.4. In accordance with the 'Enter and View' national guidance, carrying out spot checks on services that are publicly funded to see if they are working well.
- 4.5. Referring issues to Cornwall County Councils Health and Adult Social Care Overview and Scrutiny Committee [HASCOSC] if it seems that action is not being taken. A satisfactory response can be requested for within 20 working days.

For the purpose of the remainder of this document, LINK in Cornwall will subsequently be referred to as LINK.

5. STRUCTURE

5.1. PARTICIPATION

- 5.1.1. Participants must be an individual living in Cornwall, a user of services in the county, and or; they must be a representative of a voluntary or community group, service user group or any other relevant organisation that operates in Cornwall.
- 5.1.2. Individual participants must be aged 16 and over.
- 5.1.3. Participants can register by application form which can be completed via any means that meets the needs of the individual or organisation concerned.
- 5.1.4. Registering with LINK means that individuals and group representatives are expected to work in accordance with the values, principles and aims of LINK as stated in the Terms of Reference, Code of Conduct and LINK Work Plan.
- 5.1.5. Once registered individuals and group representatives can contribute as Wider Participants or Active Members [which includes being part of a Task Group] and vote to elect Theme Group Facilitators. In addition registration enables participants to stand for election as Theme Group Facilitators or to be considered for co-option onto the Facilitation Group.
- 5.1.6. Participants will remain a part of LINK until they request to leave or, in exceptional circumstances, if they are asked to leave as a result of conduct deemed to be incompatible with the LINK Terms of Reference and/or Code of Conduct.

5.2. HOW TO PLAY A PART IN LINK

- 5.2.1. Participants in LINK can choose between varying levels of involvement in LINK:

Wider Participants: those who wish to be kept informed of LINK activity, participate in open meetings and feed in their views and experiences of health and social care services.

Active Members: those participants who chose to move on to undertake activities and be involved in shaping LINK priorities and / or contributing to the LINK Work Plan activities.

Facilitation Group Member: those participants elected or who have been co-opted on to the Facilitation Group to work at the centre of LINK to support, mobilise and monitor LINK's priorities, activities and Work Plan delivery.

Task Groups: anyone registered with LINK contributing to a specific LINK activity which has the focus on an issue they have indicated as a topic of their concern.

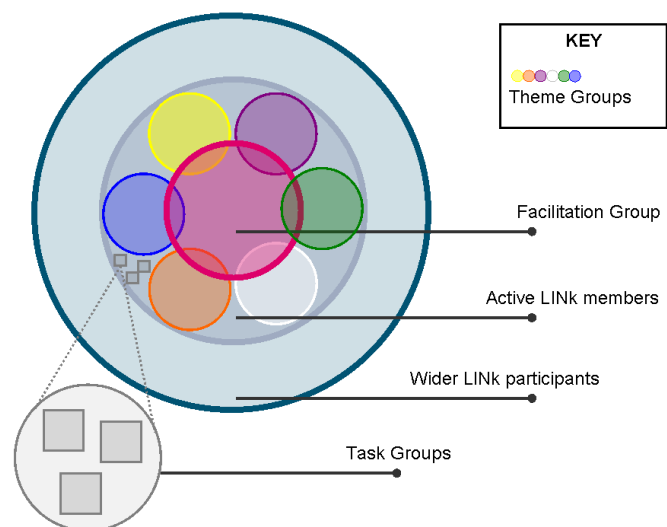


Diagram depicting the levels of involvement in LINK

5.2.2. THEME GROUPS

- 5.2.2.1. The Theme Groups coordinate the views and experiences of LINK participants and external contributors to better understand and reflect the health and social care landscape in Cornwall.
- 5.2.2.2. This landscape forms the basis on which the Theme Groups recommend activities/issues to be taken forward as a priority in the LINK Work Plan.
- 5.2.2.3. Any registered participant can choose to be part of a Theme Group.
- 5.2.2.4. Each Theme Group will have 3 elected Facilitators who are responsible for representing the Groups recommendations for the Work Plan at the meetings of the Facilitation Group.
- 5.2.2.5. Each group must work within the LINK governance documents.
- 5.2.2.6. If the need arises to limit the number of members on each group, then the Facilitation Group will look at the process to determine this.
- 5.2.2.7. If the need arises to review the themes on which the Groups are based, this can be done at a quarterly meeting of the Facilitation Group. Providing the review retains the 18 elected leads across 6 groups, the themes can be flexible.
- 5.2.2.8. Theme Groups should reflect through their focus and members a relevant balance of health and social care.
- 5.2.2.9. The Facilitation Group together with the support of the Host Organisation will identify what level of support is to be given to each Theme Group and allocate resources inline with the Work Plan, capacity and budget.

5.2.3. FACILITATION GROUP

- 5.2.3.1. The LINK Facilitation Group will replace the transitional Implementation Group on 10th October 2008.
- 5.2.3.2. The Facilitation Group is composed of 18 elected members who facilitate the 6 Theme Groups [3 elected Facilitators per Theme Group]. In addition there are 3 co-opted members to provide skills and background where there is an identified gap.
- 5.2.3.3. The Facilitation Group has overall accountability for the direction of LINK. Their main aim is to mobilise, support and enable LINK to prioritise and carry out its Work Plan.
- 5.2.3.4. The Facilitation Group will decide/give authorisation to where, when, how and by whom the actions in Section 4 of these terms of reference will be used, based on the recommendations from the Theme Groups.
- 5.2.3.5. The membership of the Facilitation Group will endeavour to reflect a good range of skills, knowledge and experience. It will aim to be diverse and be demographically and geographically representative and seek to achieve a balance in its membership between individual and group representatives.

5.2.3.6. The Facilitation Group values energy, creativity and enthusiasm and believes these skills play an important part in decision making.

5.2.3.7. The Facilitation Groups roles are to:

- Be committed and focused – to dedicate time and to actively contribute to maintaining LINK’s mission, purpose, values and to mobilise LINK to deliver the Work Plan.
- Be accountable – to ensure an open and transparent LINK where all actions and decisions can be explained to the public and are regularly communicated across LINK and to the outside world. This includes producing an Annual Report and accounting for all financial activity, ensuring resources are allocated fairly, wisely and effectively.
- Be compliant – to ensure compliance across LINK to its governing principles and to deal with conflicts and complaints effectively.
- Be consistent – to ensure the quality and continuity of LINK messages across reports and recommendations made in the name of LINK, monitor resulting activity and maintain the reputation of LINK across all its activities and working relationships.
- Be insightful – to regularly review LINK’s effectiveness and take steps to ensure LINK continues to work well.

5.2.4. FACILITATION GROUP – WHO DOES WHAT

5.2.4.1. The Host Organisation will support the Facilitation Group to ensure its meetings provide the opportunity for every member to speak and be heard.

5.2.4.2. The Host Organisation will support the Facilitation Group in diarising, organising and taking minutes of meetings.

5.2.4.3. The Host Organisation will provide financial monitoring and reporting. It is for the Facilitation Group to allocate funds within the budget heads of the discretionary LINK budget, using the financial information provided. If required the Group will co-opt a member with a strong financial skill base.

5.2.4.4. The Facilitation Group will co-opt a Communications and Media Lead who will work across LINK building up capacity and seeking opportunities to be represented in the media and to develop a local profile. The Media lead will ensure that all media communications are representative of the collective voice of LINK.

5.2.5. TASK GROUPS

5.2.5.1. To reflect the cross cutting nature of health and social care issues, the Facilitation Group can set up Task Groups, as and when required, to undertake issue specific pieces of work.

5.2.5.2. To facilitate a wide and varied involvement of participants, Task Group members are drawn from across the levels of participation. This can be

Facilitation Group members, Theme Group members and wider participants who have an expressed interest in the focus of the Task Groups activity.

5.2.5.3. Task Groups will have their own Terms of Reference as agreed by the Facilitation Group or which have been set by national standards.

5.2.5.4. The Facilitation Group together with the Host Organisation will identify clear work programmes and timescales for the Task Groups, authorise any outcomes from the Group along with determining what level of support is to be given to each group and allocate resources inline with the Work Plan, capacity and budget.

6. MEETINGS

6.1. MEETING SCHEDULE

6.1.1. Open meetings of the Facilitation Group will be held on at least a quarterly basis.

6.1.2. These meetings will be open to LINK participants to attend and observe.

6.1.3. Theme Groups and Task Groups will meet as per their own schedule and outcomes will be captured through the Facilitation Groups quarterly meetings.

6.1.4. The location for meetings will be determined by the Facilitation Group.

6.2. MEETING ORGANISATION

6.2.1. A record of all Facilitation Group meetings will be kept by the Host Organisations LINK Support Officer.

6.2.2. Notes of the meeting will be sent to all active participants and will be available to wider participants and the public online, or by request, within 5 working days from the date of the meeting.

6.2.3. Items for the Facilitation Group Agenda can be received from any source and are to be sent to the Host Organisation – LINK Support Officer 10 working days prior to the meeting.

6.2.4. The Agenda will be set by a member of the Facilitation Group, who will be determined on a rotational basis.

6.2.5. Agendas for meetings and associated papers will be available to LINK and the public online, or by request at least 7 working days prior to the meeting.

6.2.6. A minimum of a third of the Facilitation Group members must be present at a meeting to be able to make decisions.

6.2.7. If a vote is required to make a decision all Facilitation Group members have the right to vote.

6.2.8. The Facilitation Group can invite observers to the meeting, as and when required. Observers will not have voting rights nor will any LINK staff from the Host Organisation who attend the meetings to support LINK.

6.2.9. All meetings will be held in accordance with the Code of Conduct and other related governance documents

6.3. ANNUAL GENERAL MEETING [AGM]

- 6.3.1. As part of one of the Facilitation Group open meetings, LINK will hold an AGM for all participants each year.
- 6.3.2. The Facilitation Group will produce an Annual Report via the Host Organisation.
- 6.3.3. Entitlement to stand for election and voting for Facilitation Group members will be open to all registered LINK participants irrespective of their present or previous involvement.
- 6.3.4. Participants can stand for election via self nomination. Voting will be held via postal and email ballot in accordance with the guidelines and timescales of the Election Procedure. The results of the ballot will be announced at the AGM.
- 6.3.5. Each Facilitator is in post for a minimum of 2 years before being required to stand down or for re-election. On this basis one out of the three elected Theme Group Facilitators must stand down or for re-election at the AGM, the following year one of the Facilitators [excluding the one newly elected at the AGM the year before] must stand down or for re-election the following year and so on.
- 6.3.6. The maximum term for a person to be a member of the Facilitation Group is 6 years.

6.4. EXTRAORDINARY GENERAL MEETING [EGM]

- 6.4.1. An EGM can be called at the agreement of two thirds of the Facilitation Group plus the Host Organisation or by request of 50% or more of LINK registered participants.

7. REVIEW AND CHANGES TO GOVERNANCE

- 7.1. A review of the governance arrangements will be undertaken in time for the AGM in October 2009; 1 year from the date of their introduction and formal adoption on October 10th 2008.
- 7.2. The Facilitation Group with the support of the Host Organisation, can agree by a two thirds majority to amend and introduce changes to the governance arrangements, pending approval at the next AGM.



PART TWO CODE OF CONDUCT

PARTICIPATION IN LINK OBLIGES ANY INDIVIDUAL / GROUP REPRESENTATIVE TO ABIDE BY THIS CODE OF CONDUCT.

1. ORGANISATIONAL VALUES

The seven principles of public life, known as the 'Nolan Principles' have been adopted as LINK's Organisational Values.

Selflessness: Participants in the LINK should take decision solely in terms of the public interest. They should not do so to gain financial or other benefits for themselves, their family or their friends.

Integrity: Participants in the LINK should not place themselves under any financial or other obligation to outside individuals or organisation that might influence them in performance of LINK duties.

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

Accountability: Participants in the LINK are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate.

Openness: Participants of the LINK should be 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.

Honesty: Participants in the LINK have a duty to declare any private interest relating to their participation and to take steps to resolve any conflicts arising in a way that protects the public interest.

Leadership: Participants of the LINK should promote and support these principles by leadership and example.

2. CONFLICTS OF INTEREST

To ensure that LINK carries out its responsibilities in an impartial and transparent way a 'Register of Interests' will be maintained by the Host Organisation.

Participants will always strive to act in the best interests of LINK.

Participants will declare any conflict of interest, or any circumstances that might be viewed by others as a conflict of interest, as soon as it arises. Participants accept that this may result in them agreeing to withdraw from the decision making process which could be biased or seen to be influenced by the conflict of interest.

Participants will submit to the judgement of the LINK Facilitation Group and the LINK Host Organisation [as an independent party] and do as required regarding potential conflicts of interest. In the event of failing to declare a conflict of interest, participants accept that this may be viewed as a breach of the Code of Conduct.

3. CONFIDENTIALITY

Participants will respect the confidentiality of personal and private information that may be shared by fellow participants in the working of LINK.

4. GROUND RULES FOR MEETINGS

- Listen attentively and respect others views
- Do not interrupt other speakers
- Use plain language
- Make contributions clear, concise, factual and to the point
- Strive for consensus
- Bring conflict into the open with a view to problem solving – solutions require discussion and team work
- Come on time and plan to stay to the end
- Switch off mobile phones
- Don't converse with your neighbours while others are speaking
- Start from the premise of understanding other people's points of view
- Do not dominate discussions

5. PROTECTING REPUTATION

Participants will not speak in the name of LINK to the media without prior knowledge and approval from the Media Lead in the LINK Facilitation Group.

Participants will, when speaking in a public forum and/or in their role as a representative of an organisation independent from LINK, make it clear that their opinions are their own or that of the independent organisation. Participants will not make statements in the name of LINK unless they reflect an agreed collective opinion of LINK even when this may not agree with their own personal views.

Participants will strive to establish respectful and courteous relationships with all they come into contact with in carrying out activities in the name of LINK.

6. ENTER AND VIEW REGULATIONS

If undertaking a role as part of the 'Enter and View' group participants will;

- abide by the National Code of Conduct governing 'Enter and View' visits
- undergo LINK training in relation to Enter and View activity

- respect the confidentiality of all concerned, including service users and the confidentiality of the procedures of the organisation involved
- adhere to the brief of the visit
- give due respect to the professionals involved
- undergo a criminal record bureau check.

7. PERSONAL GAIN

Participants will not personally gain materially or financially from their participation in LINK.

Participants will document expenses and seek reimbursement according to the procedure.

Participants will use LINK resources responsibly, when authorised and in accordance with procedure.

8. DECLARATION

Individual: As a participant in LINK and when undertaking any activity in the name of LINK, I agree to abide by the values that underpin all LINK activity and the principles of conduct as detailed in the LINK Code of Conduct below:

Local Group: As a participant in LINK and when undertaking any activity in the name of LINK, I agree on behalf of all members of the group I am representing to abide by the principles of conduct as detailed below and accept it is my responsibility to pass these LINK values and principles on to the rest of the group.