



## **GOVERNANCE FRAMEWORK**

### **1. MISSION STATEMENT/STATEMENT OF VALUES**

- a. The Manchester LINK is the umbrella organisation which brings together other networks, organisations, communities and individuals in Manchester to give them a voice in improving health and social care services.*
- b. We do this by working in a collaborative and inclusive way across Manchester taking account of the rich diversity of the people of Manchester and their needs*

### **2. AIMS AND OBJECTIVES**

The LINK's main job will be to:

- a.** Give everyone the chance to say what they think about their local health and social care services – what is working well and what is not so good.
- b.** Give everyone the chance to check how health and social care services are planned and run.
- c.** Feed back what people have said about services so that things can change for the better."

### **3. STRUCTURE OF LINK**

#### **a. Who can be a member of the LINK**

We want to be accessible and open, but as a public involvement network, we are primarily for the people of Manchester.

- i. There will be two types of membership :
  - Individual Membership which is open to anyone living in the City of Manchester
  - Group Membership which is open to any voluntary group or commercial organisation which operates in the City of Manchester
- ii. Membership to the LINK excludes the following
  - People who live outside the boundaries of the city of Manchester
  - Health and Social Care statutory organisations
- iii. Membership will be by registering an interest and this can be done by telephone, in person or in any way which meets the need of the individual. Groups will complete a membership form.
- iv. Membership has no time limit. It ends when the member chooses to leave, or if the member's conduct leads to the LINK ending the membership.



**b. Annual General Meeting**

AGM will be held once a year, and will include the whole LINK membership. An AGM must have at least 10 members of the LINK or 10% of the LINK membership present. The LINK will present its Annual Report at the AGM

**c. Steering Group**

- i. The Steering Group will replace the Transitional Board in November 2008
- ii. The function of the Steering Group will be to steer the work of the LINK and to support and enable the groups to carry out the work of the LINK through:
  - Ensuring that the Steering Group is representative of Manchester's people and that as wide a range of views are heard as possible
  - Allocating resources for the work of the LINK, recognising that there are limited resources within the LINK and it cannot take on all the work that is required
  - Communicating with the wider community
  - Planning work and allocating resources to support that work
  - Supporting groups undertake work and to take up issues as necessary
  - Supporting Groups to produce credible reports which commissioners and providers and others can use to improve services
  - Approving reports produced by groups on behalf of the LINK
- iii. Membership of the Steering Group
  - The membership of the Steering Group for the first year will be up to 15 members plus the chairs of working groups as ex – officio members (to be reviewed after 1 year), elections will take place by postal ballot.
  - 5 will be elected by the full LINK individual membership where each individual member will have one vote
  - 5 will be elected from organisational group members by those groups who are members of the LINK where each group will have one vote.
  - Up to 5 final members will be co opted by those 10 elected to the Steering group to ensure that the Steering Group is representative of Manchester and has the necessary skills to undertake its work.
- iv. Election of the Chair / Vice Chair
  - For the 1<sup>st</sup> year the election for Chair and Vice Chair will be carried out by the Steering Group



- v. Functioning of the Steering Group
  - 1. Meetings of the Steering Group will normally be in public and normally be held once a month. This will be reviewed after 1 year
    - o Papers will normally be sent out to a week beforehand, and will be in public domain
    - o Draft meeting minutes will be in the public domain 5 working days after taking place and Steering Group members will be notified of the actions they need to carry out by the LINK Support Organisation
    - o Quorum: a minimum of a third of the members must be present for the meeting to be able to make decisions.
  - 2. Sub committees: There will be three sub-committees of the Steering Group:
    - o Finance Committee to:
      - monitor expenditure
      - set up rules for reimbursing members expenses incurred undertaking the work of the LINK
    - o Governance Committee to review Governance arrangements
    - o Publicity Committee to promote the LINK and encourage wider participation
- d. **Working Groups**
  - v. Members of the LINK can propose that the Steering Group set up a working group. The Steering Group will either agree to set up the group or refuse the request, depending on the priorities set by the Steering Group. Each working group is required to report back their progress to the Steering Group. The Steering Group could close a working group if it has reason to believe the group is no longer required or is not conforming to the code of conduct of the LINK.
- vi. Rules for the running of these groups
  - The Chair of each group will become ex – officio members of the Steering Group and will be required to report back to LINK Steering Group
  - Each Group should have Terms Of Reference which set out what the groups is for and how it is to be run, which are agreed by the Steering Group
  - The group should produce a plan of work and this plan must be agreed by Steering Group
  - Any meetings of the group will normally be in public unless members decide there are clear reasons of confidentiality for the meeting not to be public. This will be for the members to decide.



- Groups have to conform to the code of conduct of the LINK
- The Steering Group together with the Support Organisation will agree on what level of support to give each group in terms of organising meetings, taking minutes at meetings and supporting work projects in light of available resources

#### **4. Work of the LINK**

- a. The work of the LINK will be undertaken mainly through the working groups.
- b. The LINK has statutory powers which give it the ability to
  - i. Question commissioners and providers and receive a response within a 20 working days
  - ii. Refer issues to Overview and Scrutiny Committees and get a response within 20 days
  - iii. Enter and view premises where publicly funded care is being provided and to do this the LINK will
    - Identify premises in association with current work being undertaken by groups
    - Seek people who would be interested to undertake visiting and develop a pool of trained visitors
    - Put in place training programme
    - Develop a programme of visiting with reports back to steering group and any other group that would need to know the outcome
    - Report back to relevant providers and commissioners
- c. The LINK can support other organisations to do pieces work but would need to approve any report if the organisation wanted such support from the LINK, and the LINK would need to be acknowledge
- d. The LINK will provide feedback in relation to any piece of work using a wide range of means. It will also seek publicity for any pieces of work that are carried out and will put reports in the public domain.

#### **5. Relationships with commissioners and providers**

These are set out in the Communications and Engagement Strategy. This is attached at Appendix 1.



**Conduct of LINK members**

- a. Link members must abide by the code of conduct which is based on the seven principles of public life. This is attached at Appendix 2.

**6. Complaints**

- a. If there is a complaint about the Support Organisation this will be dealt with through the Support Organisations own complaints procedure
- b. If there is a complaint about the LINK, an individual or a group, this must be made in writing to the Chair and it will be considered by the Board in a private part of the Board meeting. The Chair will arrange for an independent investigation of the complaint if this is required
- c. If there is a complaint about the Chair this must be made in writing to the Vice Chair and it will be considered by the Board in a private part of the Board meeting in the absence of the Chair. The Vice-Chair will arrange for an independent investigation of the complaint if this is required

**7. Review**

- a. A review of these Governance arrangements once agreed will be undertaken at the Annual General Meeting in the Spring of 2009.
- b. These proposals expire in 31 October 2009