



# Operations Manual Physical Disability User Group





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## Philosophy behind User Groups.

### **From a Human Perspective:**

In the caring professions such as the NHS or Social Services to think of Users as consumers can and will be alien not only to the service recipient but also the service provider. This is perfectly natural as no one in their right mind wishes to be a consumer of cancer services or degenerative illness services etc. Service providers also do not wish to be looked upon either as purely doing it for the money. Human nature being what it is however can in some circumstances lead to services not actually putting the Users interest first and in some instances can lead to inappropriate and inefficient services.

### **As a driving force:**

A way of looking at Users of services that are provided by public bodies such as the NHS or Councils is to think of Users as consumers. In the private sector if organisations do not provide the consumer with what they require they will eventually go out of business. The main driving force behind ensuring companies remain competitive is provided by the consumer, or “market forces,” as it is more commonly known.

In the public sector service providers, can if allowed, fail to modernise and not suffer the consequence of going out of business. This can mean that not only does the end User suffer but also service providers can be placed in impossible positions where they still try to provide services with inadequate resources as the pressures on these services increase.

A properly run User Group may provide an additional driving force to help improve efficiency of services. It can also act as an additional asset to lobby the relevant Authorities should a lack of resources be the underlying problem.

### **A Source of Market Research (Users needs):**

In the private sector a manufacturer or service provider conducts market research to determine what the end User requires. In the public sector market research is not always conducted. This can lead to the service provider delivering a service they believe is for the best when in fact the end User requires something different. By having a User Group where true consultation takes place “market research” can be conducted.

### **Professional resistance:**

Professionals may view User groups as an erosion of their perceived power. This may lead to professionals in positions of authority blocking any change processes required by Users of a service. Professionals may also perceive User Groups as a criticism on their professional judgement. User Groups can also be seen as yet another overhead on already stretched resources. To overcome these problems User Groups must be seen to add value to the services.



## Principles:

In order to balance the conflict of interests that may exist between service providers and recipients a set of principles should be agreed upon by all the major stakeholders in a service. If these principles are based on morality then the most vulnerable should always have their interests put first. By adopting a set of principles the power (authority) does not then lie either with the service provider or the service recipient. The power lies within the principles. The User group works to the set of principles that were agreed upon by all stakeholders during the countywide consultation into physical disabilities.

## Joint Working:

When working together both parties own any decisions that are made. This helps prevent the “them and us attitude” that can lead to negative conflict and a blame culture.

## Clinical Governance:

The White paper *The new NHS: Modern, Dependable* (Department of Health, 1997) Introduced the term Clinical Governance. It was defined as

*“ a framework through which the NHS organisations are accountable for continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which excellence in clinical care will flourish”*

The Patient Experience is one of the Seven Pillars of Clinical Governance that the Strategic Health Authority proposed back in February 2000. In order to measure quality the User (Consumer) must be involved. Creating a safe environment and conducting independent, properly constructed User surveys can give a true picture of the “*Patient Experience*”

I research into disability



I am an expert

I help the disabled



I know a lot about the disabled

I am disabled



I know **TOO MUCH** about being disabled!



## **Aims and Objectives of User Group**

1. To ensure that service providers are given a balanced view of Users needs, wishes and views of services.
2. To ensure that services delivered reflect the Users needs, wishes and views by working in partnership with service providers.
3. To develop a communication strategy for keeping Users informed about services and the existence of the User Group

## **Roles and Responsibilities of User Group**

1. To ensure that all service Users are informed about the aims and objectives of the User Group.  
(Procedure No PDUG 01/04)
2. To ensure the User Group principles are adhered to as far as is reasonably practicable.  
(Procedure No PDUG 02/04)
3. To ensure that all service Users are kept informed.  
(Procedure No PDUG 03/04)
4. To ensure that a trained User representative is available to sit on interviewing panels where appropriate.  
(Procedure No PDUG 04/04)
5. To ensure a safe environment is provided where Users can be consulted on issues relevant to their needs as service Users.  
(Procedure No PDUG 05/04)
6. To ensure services are monitored from a Users perspective.  
(Procedure No PDUG 06/04)
7. To ensure the User Group is adding value to the service.  
(Procedure No PDUG 07/04)



## PROCEDURES

### Procedure No PDUG 01/04

1. To ensure that all Service Users are informed about the aims and objectives of the User Group.

To ensure all Service Users are informed about the aims and objectives of the User Group they must be provided with a User Group leaflet (**pages 29-30**). Due to the fact that all Users will initially be assessed for a required service the responsibility of ensuring this happens will rest with the Integrated Community Team. In order that this is monitored a section on the Teams induction procedure for all new Users shall contain a tick box to ensure this happens.

### Procedure No PDUG 02/04

2. To ensure the User Group principles are adhered to as far as is reasonably Practicable.

The User Group has 6 principles that were agreed upon by all stakeholders during the extensive countywide consultation exercise in 2000.

- Consistency
- Equity of access
- Relevance
- User control
- Best use of resources
- Joint working

*An expansion on these principles is given on page 28*

Whenever a decision is to be made by the User Group these principles shall be applied to whatever options are available. A formal option appraisal process will conduct this with scores recorded for each principle against each option. The results will be published in Bright Ideas and on the web to ensure transparency.

### Procedure No PDUG 03/04

3. To ensure that all service Users are kept informed

The User Group shall provide a 16 page quarterly newsletter containing such information as requested by the recipients. Other information deemed useful or interesting to Users will be provided as available.

All User Group meetings will be documented, minutes will be sent to those Users requesting copies. Any user requesting this information will have it provided free of charge. This information shall also be made available on the web site and will evolve to contain such information, as the Users request as far as is reasonably practical.



#### **Procedure No PDUG 04/04**

4. To ensure that a trained User representative is available to sit on interviewing panels where appropriate.

The User Group shall provide a trained User representative to sit on interviewing panels for disability service staff to provide the Users perspective on the candidate. The User representative shall have undergone formal training as agreed by the User Group. The User Group shall choose the User representative using its own selection criteria. The User representative shall adhere to all employers' policies and User Group procedures (**Page31**) relating to staff selection. Should there be a disagreement between parties the employer will take the final decision. The User representative shall report back to the User Group on the effectiveness and suitability of the procedure.

#### **Procedure No PDUG 05/04**

5. To ensure a safe environment is provided where Users can be consulted on services relevant to their needs as service Users.

Safe environment

*For an expansion on the meaning of a "Safe environment" please turn to the Glossary of terms*

In order to provide a safe environment where Users can be consulted a quarterly User Group meeting will be held. These meetings will be open to any User of physical disability services who wishes to attend.

- All Users will be entitled to travel expenses, which will be reimbursed on the day of the meeting.
- The rate is 37 pence per mile if using own transport or Taxis will be paid for on presentation of receipt.
- Any other individual attending these meetings other than a User will only attend by invitation from the Group.
- All parties will treat each other with respect and openness.
- All individuals' views and experiences will remain confidential unless agreed to the contrary by the individual and shall remain within the meeting.
- Relevant services.

Such services that are believed to be relevant to this User Group are.

- Disabled equipment services.
- Wheelchair services.
- Respite care.
- Crisis care.
- Rehabilitative care.
- Palliative care.
- Housing adaptations.
- Therapy services.
- Day care.
- Social Inclusion services.
- Transport.



- Voluntary services

Although the list is not exhaustive such items for discussion shall be relevant to disabled people and will contain services that the User Group has the possibility of influencing.

**Procedure No PDUG 06/04**

6. To ensure services are monitored from a Users perspective.

To ensure a true User perspective of a service is obtained the group shall adopt the guidelines as laid down in **pages 32-34**.

**Procedure No PDUG 07/04**

7. To ensure the User Group is adding value to the service.

The Kaplan and Norton 1992 “Balanced Score Card” system will be used to monitor and provide an overview of the User Group. This will be consistent with the embedding of Clinical Governance into service planning and delivery as per Northampton Community Healthcare NHS Trust: Clinical Governance Report and Development Plan 2000-2001. **Pages 35-6**.



# User Group Chairman

Responsibilities.

To ensure the User Group carries out its responsibilities as stated in the Groups operating procedure.

## Tasks

- To attend User Group and other meetings, which are relevant to, Physical Disability services
- To arrange venue for User Group meetings.
- To liaise between service providers and User's to facilitate setting agenda's for PDUG meetings.
- To keep up to date with all initiatives relevant to Physical Disability services.
- To ensure a trained User is available and chosen by the group for interviewing.
- To ensure the User Group has the necessary resources.

## Skills required.

- Able to use the Internet.
- Communication and presentation skills.

## Qualities required

Essential criteria

1. You must live in the Northamptonshire area.
2. Have a strong personal commitment to the development of the service.
3. To act within the principles agreed upon by all stakeholders during the countywide consultation.
  - Equity of access.
  - Best use of resources
  - Relevance
  - User Control
  - Joint working
  - Consistency
4. Be able to demonstrate a commitment to the needs of User's.
5. Be a good communicator with plenty of common sense.
6. Be committed to the public service values of accountability, probity, openness and equality of opportunity.
7. Be able to demonstrate an interest in healthcare issues.



8. Be available to attend additional meetings that relate to physical disability service as necessary.

#### Desirable criteria

1. Have experience as a carer or user of the service.
2. Have an understanding and/or experience of management in the public, private or voluntary sectors.
3. Be able to offer specialist skills or knowledge relevant to the work of the User Group.
4. Have experience serving in the voluntary sector, particularly in an organisation working in health care issues.

#### **Estimate of time input 17 hrs per quarter<sub>2</sub>**

(Meetings approx 8 hrs.)

(Travel approx 2 hrs.)

(Researching information relevant to physical disability services 6hrs)

(Liaising with stakeholders and setting agenda 1hr.)



# User Group Member

Responsibilities.

To represent the User's interests.

## Tasks

To attend User Group meetings.

To share ideas and experiences of services for physically disabled people.

## Skills required.

No special skills required.

## Personal attributes

A. To believe in the principles agreed upon by all stakeholders during the countywide consultation. I.e.

- Equity of access.
- Best use of resources
- Relevance
- User Control
- Joint working
- Consistency.

B. Be a User of Northamptonshire's disability services. This may be as a User, Carer or Family member.

C. To be able to treat others with integrity.

## Estimate of time input 3 hrs per quarter

(Meetings 2hrs per quarter)

(Travel 1 hr)



# User Group Facilitator

## Responsibilities

To facilitate User Group meetings

## Tasks

To ensure current knowledge of matters on agenda.

To ensure all parties have the opportunity to voice their opinions.

To ensure meetings are conducted in a positive manner.

## Skills required

To have good communication skills.

## Personal attributes

To be assertive.

Have a strong personal commitment to the development of the service.

To act upon the principles agreed upon by all stakeholders during the countywide consultation. I.e.

- Equity of access.
- Best use of resources
- Relevance
- User Control
- Joint working
- Consistency

To demonstrate a commitment to the needs of User's.

To be committed to the public service values of accountability, probity, openness and equality of opportunity.

To be able to attend meetings.

## Estimate of time input 5 hrs per quarter

2 Hrs facilitating meeting.

2 Hrs to keep up to date with items on agenda.

1 Hr travel.



# User Group Secretary

Responsibilities.

To distribute all relevant information to User's.

## Tasks

To ensure data base of User's is current.

To attend User group meetings and record minutes.

To type up minutes and Agendas of meetings and distribute.

To distribute newsletter.

## Skills required.

To have computer skills in Microsoft word and Access.

## Personal attributes

A. To act upon the principles agreed by all stakeholders during the countywide consultation. I.e.

- Equity of access
- Best use of resources
- Relevance
- User Control
- Joint working
- Consistency.

## Estimate of time input 12 hrs per quarter.

(Meetings approx 2 hrs maximum)

(Travel approx 1 hrs.)

(Type up minute's 4hrs)

(Distribution of minute's 1hr)

(Distribution of quarterly newsletter average 3 hrs per quarter)

(Updating of User database 1hr)



# User Interviewer

Responsibilities.

To ensure Procedure PDUG 04/04 is adhered to.

## Tasks

To attend interviewing panel.

To attend User Group meetings.

## Skills required.

To have interviewing skills as stated in PDUG 04/04

## Personal attributes

A. To act upon the principles agreed by all stakeholders during the countywide consultation. I.e.

- Equity of access.
- Best use of resources
- Relevance
- User Control
- Joint working
- Consistency.

B. Be a User of Northamptonshire's physical disability services. This may be as a User, Carer or Family member.

## Estimate of time input 13 hrs per candidate. Training 20hrs

(Meetings approx 2 hrs maximum)

(Travel approx 2 hrs.)

(Pre-screening/selection criteria of possible candidates 3 hrs)

(Interviewing candidates 6 hrs)

(Training 2 day course)



# User Group Treasurer

## Responsibilities.

To ensure User Group accounts are kept in an acceptable form for auditing purposes.

## Tasks

1. To attend User Group meetings to administer expenses.
2. To keep detailed records of all User Group expenditure.
3. To provide a detailed yearly breakdown of expenditure.
4. To keep receipts of all expenditure.

## Skills required.

To have numeracy skills.

## Personal attributes

A. To believe in the principles agreed upon by all stakeholders during the countywide consultation. I.e.

- Equity of access.
- Best use of resources
- Relevance
- User Control
- Joint working
- Consistency.

## Estimate of time input 6 hrs per quarter.

(Payment of travel expenses/ attending meetings 2hrs)

(Travel to meetings 1hr.)

(Keeping of financial records 3hrs)



# Newsletter editor

## Responsibility.

To write, edit and collate a quarterly 16- page newsletter containing information as requested by the readers.

## Tasks.

To obtain contributions to the newsletter by maintain regular contact with statutory and voluntary organisations for the physically disabled.  
To edit information and provide in a form suitable for publication as a newsletter.

## Skills required.

To be able to use suitable software for publishing a newsletter or be willing to learn.

## Personal attributes.

A. To act upon the principles agreed by all stakeholders during the countywide consultation. I.e.

- Equity of access.
- Best use of resources
- Relevance
- User Control
- Joint working
- Consistency.

B. To have good communication skills and common sense.

C. To be able to work independently

D. To have suitable organisational ability

## Estimate of time input 16hrs per quarter

Liaising with contributors 2 hrs

Researching relevant information 6hrs

Compiling newsletter 6hrs

Arranging printing 2hrs



# Web Site Administrator

## Responsibilities

To design, publish and administer the User Group web site

## Tasks

To design and publish pages to the Internet web site.

To develop and update the site to meet Users wishes.

To publish PDUG meetings, agendas and newsletters on the website

To liaise with relevant local websites with a view to linking.

## Skills required

To have computer skills in Microsoft word, Microsoft FrontPage and Dreamweaver

To have experience in designing web pages, publishing and updating information to a domain name at the Web Hosting Company

## Personal attributes

Have a strong personal commitment to the development of the service. To act upon the principles agreed by all stakeholders during the countywide consultation i.e.;

- Equity of access.
- Best use of resources
- Relevance
- User Control
- Joint working
- Consistency.

Be a User of Northamptonshire's physical disability services. This may be as a User, Carer or Family member.

To demonstrate a commitment to the needs of Users.

To be committed to the public services values of accountability, probity, openness and equality of opportunity.

## Estimate of time input 27 hrs per quarter.

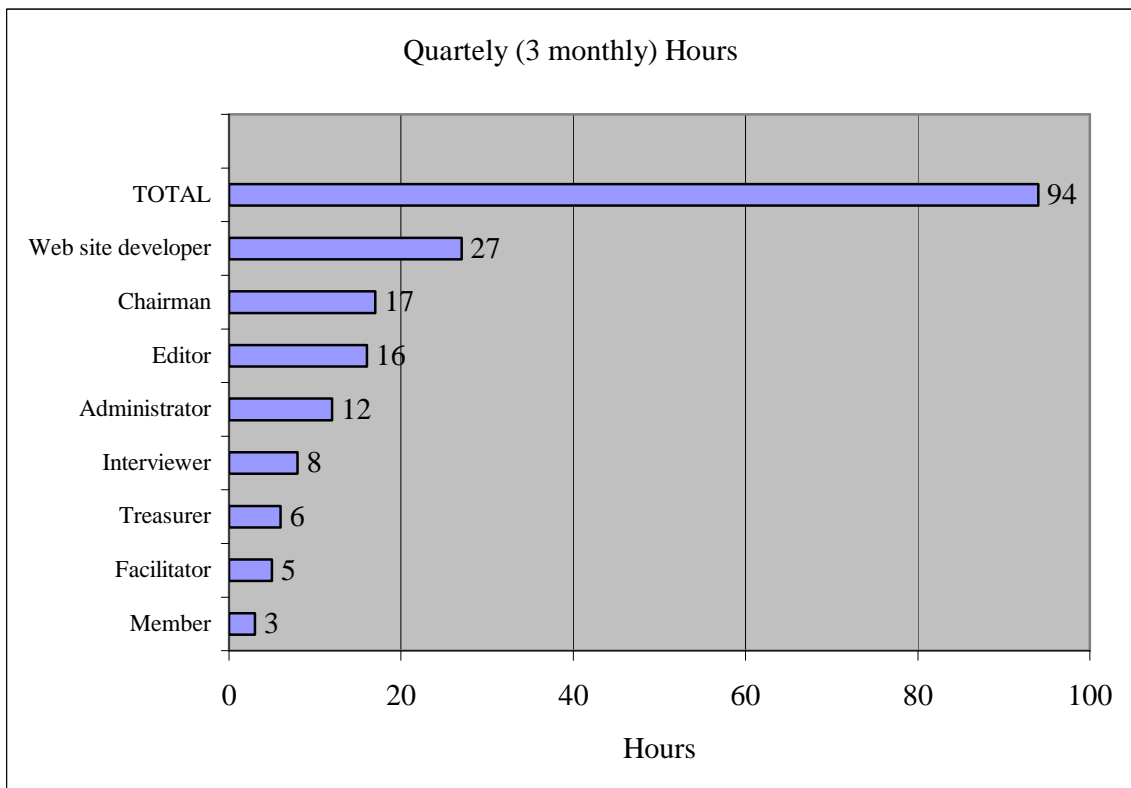
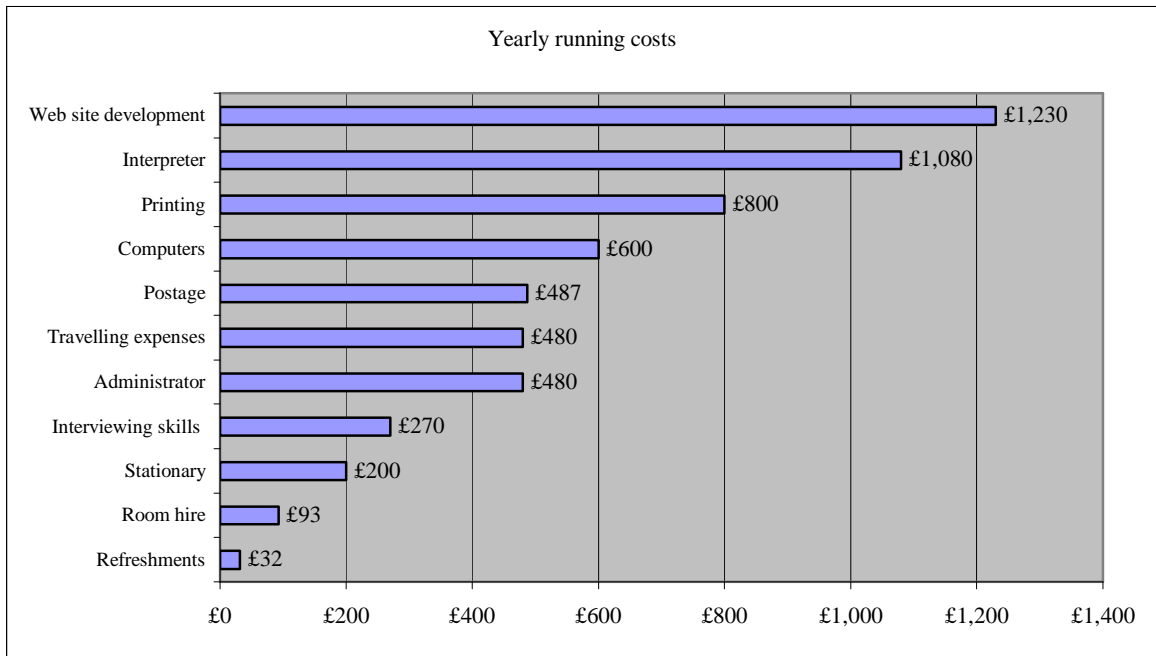
(User Group Meetings approx 2 hrs maximum)

(Travel approx 1 hr.)

(Updating and development of web site 24 hrs)



## Resources required for running User Group





# Constitution.

Adopted on the ..... day of ..... 20.....

## A NAME

The name of the group is...**Physical Disability User Group** (PDUG)... ("the Group")

## B ADMINISTRATION

Subject to the matters set out below the Group and its property shall be administered and managed in accordance with this constitution by the members of the Executive Committee, constituted by clause H of this constitution ("the Executive Committee").

## C OBJECTS

The Group's objects ("the objects") are:

- To be the recognised body of Users of Physical Disability services in Northampton by providing a safe environment where the service providers can consult Users
- To ensure Users are given the opportunity to be consulted and informed about services for the physically disabled in Northamptonshire

## D POWERS

In furtherance of the objects but not otherwise the Executive Committee may exercise the following powers:

- (i) power to raise funds and to invite and receive contributions provided that in raising funds the Executive Committee shall not undertake any substantial permanent trading activities and shall conform to any relevant requirements of the law;
- (ii) power to refuse to give the PDUG approval for any service changes, which have not taken place without comprehensive formal documented User Consultation
- (iii) power to buy, take on lease or in exchange any property necessary for the achievement of the objects and to maintain and equip it for use;



- (iv) power subject to any consents required by law to sell, lease or dispose of all or any part of the property of the Group;
- (v) power subject to any consents required by law to borrow money and to charge all or any part of the property of the Group with repayment of the money or so borrowed;
- (vi) power to employ such staff (who shall not be members of the Executive Committee) as are necessary for the proper pursuit of the objects and to make all reasonable and necessary provision for the payment of pensions and superannuation for staff and their dependants;
- (vii) power to co-operate with other charities, voluntary bodies and statutory authorities operating in furtherance of the objects or of similar charitable purposes to exchange information and advice with them;
- (viii) power to establish or support any charitable trusts, associations or institutions formed for all or any of the objects;
- (ix) power to appoint and constitute such advisory committees as the Executive Committee may think fit;
- (x) power to do all such other lawful things as are necessary for the achievement of the objects.

## **E MEMBERSHIP**

- (1) Membership of the Group shall be open to any person who has used the services for the physical disabled in Northamptonshire. This applies to either direct users of services or unpaid carers. Membership is on a voluntary basis and is free.
- (2) Every member shall have one vote.
- (3) The Executive Committee may by unanimous vote and for good reason terminate the membership of any individual: Provided that the individual concerned shall have the right to be heard by the Executive Committee, accompanied by a friend, before a final decision is made.

## **G HONORARY OFFICERS**

At the annual general meeting of the Group the members shall elect from amongst themselves a chairman, a secretary and a treasurer, who shall hold office from the conclusion of that meeting.

## **H EXECUTIVE COMMITTEE**

The Executive Committee shall consist of not less than 3 members nor more than 6 members being:



- (1) (a) the honorary members specified in the preceding clause;  
(b) not less than 3 and not more than 6 Members elected at the annual general meeting who shall hold office from the conclusion of that meeting;
- (2) The Executive Committee may in addition appoint not more than two co-opted members but so that no-one may be appointed as a co-opted member if, as a result, more than one third of the members of the Executive Committee would be co-opted members. Each appointment of a co-opted member shall be made at a special meeting of the Executive Committee and shall take effect from the end of that meeting unless the appointment is to fill a place which has not then been vacated in which case the appointment shall run from the date when the post becomes vacant.
- (3) All the members of the Executive Committee shall retire from office together at the end of the annual general meeting next after the date on which they came into office but they may be re-elected.
- (4) The proceedings of the Executive Committee shall not be invalidated by any vacancy among their number or by any failure to appoint or any defect in the appointment or qualification of a member.
- (5) Nobody shall be appointed as a member of the Executive Committee who is aged under 18 or who would if appointed be disqualified under the provisions of the following clause.
- (6) No person shall be entitled to act as a member of the Executive Committee whether on a first or on any subsequent entry into office until after signing in the minute book of the Executive Committee a declaration of acceptance and of willingness to act in the trusts of the Group.

#### **I DETERMINATION OF MEMBERSHIP OF EXECUTIVE COMMITTEE**

A member of the Executive Committee shall cease to hold office if he or she:

- (1) becomes incapable by reason of mental disorder, illness or injury of managing and administering his or her own affairs;
- (2) is absent without the permission of the Executive Committee from all their meetings held within a period of six months and the Executive Committee resolve that his or her office be vacated; or
- (3) notifies to the Executive Committee a wish to resign (but only if at least three members of the Executive Committee will remain in office when the notice of resignation is to take effect).

#### **J EXECUTIVE COMMITTEE MEMBERS NOT TO BE PERSONALLY INTERESTED**



- (1) [Subject to the provisions of sub-clause (2) of this clause] no member of the Executive Committee shall acquire any interest in property belonging to the Group or receive remuneration or be interested (otherwise than as a member of the Executive Committee) in any contract entered into by Executive Committee.
- (2) [Any member of the Executive Committee for the time being who is a solicitor, accountant or other person engaged in a profession may charge and be paid all the usual professional charges for business done by him or her or his or her firm when instructed by the other members of the Executive committee to act in a professional capacity on behalf of the Group: Provided that at no time shall a majority of the members of the Executive Committee benefit under this provision and that a member of the Executive Committee shall withdraw from any meeting at which his or her own instruction or remuneration, or that of his or her firm, is under discussion.]

## **K MEETINGS AND PROCEEDINGS OF THE EXECUTIVE COMMITTEE**

- (1) The Executive Committee shall hold at least two ordinary meetings each year. A special meeting may be called at any time by the chairman or by any two members of the Executive Committee upon not less than 4 days' notice being given to the other members of the Executive Committee of the matters to be discussed but if the matters include an appointment of a co-opted member then not less than 21 days notice must be given.
- (2) The chairman shall act as chairman at meetings of the Executive Committee. If the chairman is absent from any meeting, the members of the Executive Committee present shall choose one of their number to be chairman of the meeting before any other meeting is transacted.
- (3) There shall be a quorum when at least one third of the number of members of the Executive Committee for the time being or three members of the Executive Committee, whichever is the greater, are present at a meeting.
- (4) Every matter shall be determined by a majority of votes of the members of the Executive Committee present and voting on the question but in the case of equality of votes the chairman of the meeting shall have a second or casting vote.
- (5) The Executive Committee shall keep minutes, in books kept for the purpose, of the proceedings at meetings of the Executive Committee and any sub-committee.
- (6) The Executive Committee may from time to time make and alter rules for the conduct of their business, the summoning and conduct of



their meetings and the custody of documents. No rule may be made which is inconsistent with this constitution.

- (7) The Executive Committee may appoint one or more sub-committees consisting of three or more members of the Executive committee for the purpose of making any inquiry or supervising or performing any function or duty which in the opinion of the Executive Committee would be more conveniently undertaken or carried out by a sub-committee: provided that all acts and proceedings of any such sub-committees shall be fully and promptly reported to the Executive Committee.

## **L RECEIPTS AND EXPENDITURE**

- (1) The funds of the Group, including all donations contributions and bequests, shall be paid into an account operated by the Executive Committee in the name of the Group at such bank as the Executive Committee shall from time to time decide. All cheques drawn on the account must be signed by at least two members of the committee.
- (2) The funds belonging to the Group shall be applied only in furthering the objects.

## **M PROPERTY**

- (1) Subject to the provisions of sub-clause (2) this clause, the Executive Committee shall case the title to:
- (a) all land held by or in trust for the Group; and
- (b) all investments held by or on behalf of the Group;

to be vested in not less than three individuals appointed by them as holding trustees. Holding trustees may be removed by the Executive Committee at their pleasure and shall act in accordance with the lawful directions of the Executive Committee. Provided they act only in accordance with the lawful directions of the Executive Committee, the holding trustees shall not be liable for the acts and defaults of its members.

- (2) If a corporation entitled to act as custodian trustee has not been appointed to hold the property of the Group, the Executive Committee may permit any investments held by or in trust for the Group to be held in the name of a clearing bank, trust corporation of any stockbroking company which is a member of the International Stock Exchange (or any subsidiary of any such stockbroking company) as nominee for the Executive Committee, and may pay such a nominee reasonable and proper remuneration for acting as such.

## **N ACCOUNTS**

The Executive Committee shall ensure:



- (1) the keeping of accounting records for the Group
- (2) the preparation of annual statements of account for the Group;

## **O ANNUAL GENERAL MEETING**

- (1) There shall be an annual general meeting of the Group, which shall be held in the month of September in each year or as soon as practicable thereafter.
- (2) The Executive Committee shall call every annual general meeting. The secretary shall give at least 21 days' notice of the annual general meeting to all the members of the Group. All the members of the Group shall be entitled to attend and vote at the meeting.
- (3) Before any other business is transacted at the first annual general meeting the persons present shall appoint a chairman of the meeting. The chairman shall be the chairman of subsequent annual general meetings, but if he or she is not present, before any other business is transacted, the persons present shall appoint a chairman of the meeting.
- (4) The Executive Committee shall present to each annual general meeting the report and accounts of the Group for the preceding year.
- (5) Nominations for election to the Executive Committee must be made by members of the Group in writing and must be in the hands of the secretary of the Executive Committee at least 14 days before the annual general meeting. Should nominations exceed vacancies, election shall be by ballot.

## **P SPECIAL GENERAL MEETINGS**

The Executive Committee may call a special general meeting of the Group at any time. If at least ten members request such a meeting in writing stating the business to be considered the secretary shall call such a meeting. At least 21 days' notice must be given. The notice must state the business to be discussed.

## **Q PROCEDURE AT GENERAL MEETINGS**

- (1) The secretary or other person specially appointed by the Executive Committee shall keep a full record or proceedings at every general meeting of the Group.

The PDUG will, as far as is reasonably practicable, always apply the agreed six guiding principles before making any decisions.

- Best use of resources
- Equity of Access
- Consistency
- User control
- Relevance



- Joint working

**R NOTICES**

Any notice required to be served on any members of the Group shall be in writing and shall be served by the secretary of the Executive Committee on any member either personally or by sending it through the post in a prepaid letter addressed to such member at his or her last known address in the United Kingdom, and any letter so sent shall be deemed to have been received with 10 days of posting.

**S ALTERATIONS TO THE CONSTITUTION**

The Constitution may be altered by a resolution passed by not less than two thirds of the members present and voting at a general meeting. The notice of the general meeting must include notice of the resolution, setting out the terms of the alteration proposed.

**T DISSOLUTION**

If the Executive Committee decides that it is necessary or advisable to dissolve the Group it shall call a meeting of all members of the Group, of which not less than 21 days' notice (stating the terms of the resolution to be proposed) shall be given. If the proposal is confirmed by a two-thirds majority of those present and voting the Executive Committee shall have power to realise any assets held by or on behalf of the Group. Any assets remaining after the satisfaction of any proper debts and liabilities shall be offered back to the source. Should the source be unable to receive surplus funds they shall be given or transferred to such other charitable institution or institutions having objects similar to the objects of the Group as the members of the Group may determine or failing that shall be applied for some other charitable purpose. A copy of the statement, for the final accounting period of the Group must be sent to the Commission.

**W ARRANGEMENTS UNTIL FIRST ANNUAL GENERAL MEETING**

Until the first annual general meeting takes place this constitution shall take the effect as it references in it to the Executive Committee were references to the persons whose signatures appear at the bottom of this document.

This constitution was adopted on the date mentioned above by the persons whose signatures appear at the bottom of this document.

Signed: .....

.....



.....

.....



## Qualities required for Executive members

### Essential criteria

1. You must live in the Northamptonshire area.
2. Have a strong personal commitment to the development of the service.
3. To act within the principles agreed upon by all stakeholders during the countywide consultation.
  - Equity of access.
  - Best use of resources
  - Relevance
  - User Control
  - Joint working
  - Consistency
4. Be able to demonstrate a commitment to the needs of User's.
5. Be a good communicator with plenty of common sense.
6. Be committed to the public service values of accountability, probity, openness and equality of opportunity.
7. Be able to demonstrate an interest in healthcare issues.
8. Be available to attend additional meetings that relate to physical disability service as necessary.

### Desirable criteria

1. Have experience as a carer or user of the service.
2. Have an understanding and/or experience of management in the public, private or voluntary sectors.
3. Be able to offer specialist skills or knowledge relevant to the work of the User Group.
4. Have experience serving in the voluntary sector, particularly in an organisation working in health care issues.



## Glossary of terms

### CONSTITUTION.

*The body of fundamental principles or established precedents according to which a state or other organisation is governed.*

### ***Equity of access:***

To apply this principle admission and eligibility criteria for services or equipment must be fair, transparent and made available for both Users and Providers to view.

### ***Best Use of resources:***

To apply this principle the User Group should request information from a consumerist's point of view. For instance when receiving physiotherapy in the private sector you are told the cost is £x per hour, you do not have to concern yourself with how much of this goes towards the physiotherapists wages and how much pays for lighting and heating of the building etc.

### ***Relevance:***

To apply this principle the service being reviewed must have some significance to services for the disabled in Northamptonshire.

### ***User control:***

The User Group has the right not to give their formal approval to any changes in services should they consider it not to be in the Users interests.

### ***Joint working:***

To apply this principle the Group shall always refer to the agreed option 3 (**Appendix 5**) before making a decision on any changes in services.

### ***Consistency:***

To apply this principle the Group shall always refer to the County Wide Physical Disability Strategy Document (Circa 2000) before reaching a decision on any changes to services.

**Procedure:** A method of performing a task.

**Task:** A piece of work to be done or undertaken.

**User:** A person who uses the disability services in Northampton. This can be either a direct User or unpaid carer

**Safe Environment:** Surroundings where the User can express their true views and experiences of services without fear of repercussions and free from external influences.



**PDUG**

I wish to receive the newsletter ?

I wish to receive minutes and agendas of PDUG meetings ?

I wish to attend meetings ?

I wish to receive a copy of the Group operating procedure. ?

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Email \_\_\_\_\_

(Please note we are a voluntary and independent organisation and your details will not be passed on)

**YOUR VIEWS AND EXPERIENCES WILL HELP TO IMPROVE SERVICES NOT ONLY FOR YOURSELVES BUT ALSO FOR OTHERS**



**PDUG**

**PHYSICAL DISABILITY USER GROUP**

**9 Holman Close  
Weston Favell  
Northampton  
NN3 2TF**

**Tel 01604 406710  
Email  
lantopp@btopenworld.com**

**PHYSICAL  
DISABILITY  
USER GROUP**

Your service providers value your views, experiences, ideas & wishes.



**Tele 01604 406710**

## Who are we?

We are a group of people who have used the physical disability services in Northamptonshire. If you want to

- **Have your say**
- **Meet other disabled people or unpaid carers.**



- **Find out what's happening to services**

We issue a quarterly newsletter to keep Users updated. **in Northampton**

Please return completed form to—

PDUG, 9 Holman Close  
 Weston Favell Northampton. NN3 2TF  
 Or Alternatively Ring 01604 406710  
 Or Email [iantopp@btopenworld.com](mailto:iantopp@btopenworld.com)

## Our aims are

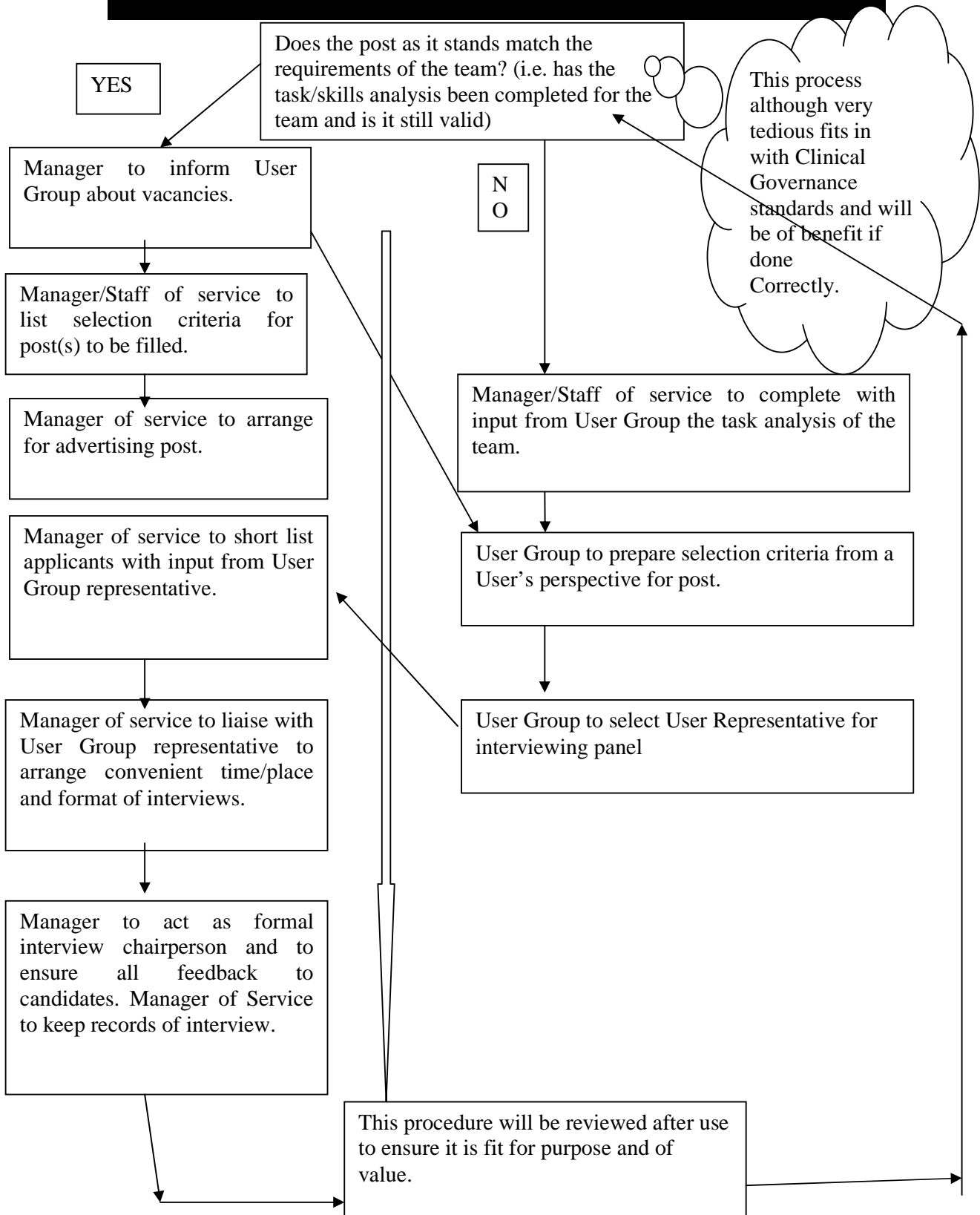
1. To obtain individual User's experiences of services.
2. To provide a safe environment where Users can conduct a forum on disability issues relating to the services used.
3. To develop a communication strategy for keeping Users informed about services and the existence of the User Group
4. To provide a trained User for interview selection teams
5. To support one another.

## We work to the following principles

The User Group works towards improving the service for ALL Users. This is facilitated by adopting the six principles agreed upon by all stakeholders during the County Wide Consultation process in 2001

1. Consistency
2. Equity of Access
3. Best use of resources
4. Relevance
5. User control
6. Joint working







## User Involvement Surveys

### PDUG 06/04

Why should the Users be involved in monitoring a service.

As the service is there for the User it is only right and morally correct that the User should be asked their opinion on how a service is perceived by them. Not only is it good management practice to gain the Users perspective of a service but it is also a directive from the Government that services will be designed around the patient.

***The true perspective of the User is obtained.***

Not the perspective of someone who thinks they know the User's perspective.

***The User feels no pressure in giving their view.***

Some Patients are grateful for whatever help they receive and do not know their rights. Some Patients may feel that if they comment adversely it may affect the future service they receive.

***The aim of the survey is made clear to start with.***

This should hopefully prevent surveys being put together, which ask questions of no value in improving or monitoring a service.

***The results of the survey are valid, reliable and useful***

It is worth remembering that when conducting User Surveys what we are actually doing is conducting research. The results obtained from the research will only be of use if the actual research measures things, which are.

- a. Measured accurately.
- b. Truly reflect the Users perspectives
- c. Are useful in helping to improve the service.
- d. Obtains output measures from the services that are valid.



## Procedure For Conducting User Surveys

### PDUG 06/04

1. The initial aim of the survey is to be stated clearly.
2. A party with no vested interests shall complete the survey.
3. The relevant User Group will be involved from the start.
4. The questionnaire is to be constructed using the following guidelines.

#### **Outline of stages in questionnaire construction.**

- a. What is the theoretical starting point of the research?
- b. What is known already?
- c. What research has been done?
- d. What can your proposed research contribute and therefore what are its aims?
- e. What information is required to fulfil these aims?
- f. Undertake exploratory fieldwork
- g. If a questionnaire is to be used what type will it be and how will the sample be derived?
- h. Consider the most appropriate questions to ask. These will depend upon the aims of the research, the target population and the time and resources available.
- i. Construct a first draft taking into account the order of questions and that pre-coded questions are easier to analyse.
- j. Pilot the questionnaire and record the opinions of a sub sample. Gain critical but supportive comments from those familiar with the design and analysis of questionnaires.
- k. Edit the questionnaire to check on form, content and sequence of questions. Make sure the questionnaire is neatly typed and all instructions, coding are clear, and filter questions, if any, are understandable.
- l. Administer the questionnaire noting the dynamics of the interviews and comments of the interviewers. (If used)
- m. Analyse the questionnaire drawing upon statistical techniques.

#### **Question wording.**

1. Ensure the questions are not too general or insufficiently specific.
2. Use the simplest language possible to convey the meaning of the question, bearing in mind the intended audience.
3. Avoid using prejudicial language, which may be unwittingly, sexist or racist in their assumptions. E.g. avoid the assumption that it is generally better to have a man at the head of a department composed of both men and women.
4. Avoid ambiguity and two questions in one.



## **PDUG 06/04**

5. Eliminate vague words as they encourage vague answers.
6. Avoid leading questions. People replying will either react negatively to your presumption or answer in accordance with what they believe to be your wishes when the aim is to discover their opinions.
7. Ensure that the respondents have the necessary knowledge to answer the question.
8. Do not presume that respondents follow the patterns of behaviour you wish to know about. E.g. if you are interested in how many cigarettes people smoke a day don't ask this question straight away. They may not smoke hence a filter question such as "Do you smoke" is required.
9. Avoid hypothetical questions.
10. Be cautious in the use of personal questions for both ethical and practical reasons.
11. Recognise the problems of recall. People may not remember what is required, or it may not have the significance in their lives that you anticipate.



## **To ensure the User Group is adding value to the service.**

### **PDUG 07/04**

The User Group must not become a drain on financial resources, which could be used, for a greater benefit elsewhere in the Disability services. To prevent this happening a transparent picture of what the User group provides and has achieved needs to be given so that both the Users and service commissioners can judge for themselves.

In order to monitor the User Group the balanced score card system (Kaplan and Norton 1992) has been adopted. This balanced scorecard system gives complex information at a glance and has been adopted to fit in with the Northampton Community Healthcare NHS Trust: Clinical Governance Report and Development Plan 2000-2001.

*The Balanced Scorecard is a management system that supports a **holistic** approach to service planning and presents four different perspectives within which to develop service plans and performance measures. It compliments the traditional finance and activity measures and allows people to see at a glance if improvements in one area have been achieved through a sacrifice in another.*

By adopting this system both Users and Commissioners will be able to see if the User Group is providing best value by using resources most efficiently or is just an additional overhead, which provides limited value to the end User. It would also be unfair of the User Group to request this sort of information from other service providers without providing it on itself.



## The Balanced Scorecard Links Performance Measures

How do we look to commissioners?

### Financial Perspectives

Goals	Measures
<p><i>1. To achieve our Roles and responsibilities within our predicted budget.</i></p> <p><i>2. To raise funds through charitable sources</i></p>	<p><i>1. Actual financial resources used in running User Group.</i></p> <p><i>2. Amount of funds rose through charitable sources.</i></p>

How do User's see us?

What must we excel at?

### Customer Perspectives Perspective

Goals	Measures
<p><i>Users see the Group principles being adhered to.</i></p> <p><i>To keep Users who wish to be informed.</i></p>	<p><i>Comments from User survey</i></p> <p><i>82% from 2003 survey. Quarterly newsletter, website development and number of hits, documented formal monthly meetings.</i></p>

### Internal Business

Goals	Measures
<p><i>All service Users are aware about the aims and objectives of the User Group.</i></p> <p><i>Where service providers develop and review their policies and procedures in partnership with disabled Users. (Standard 4.2, 4. 1.)</i></p>	<p><i>71% from 2003 user survey returns.</i></p> <p><i>No changes in services without true consultation through the User Group.</i></p>

Can we continue to improve and create value?

### Innovation Learning Perspectives

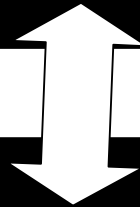
Goals	Measures
<p><i>New services designed around Users needs</i></p>	<p><i>Results from User surveys</i></p>



## OPTION 3- Jointly Commissioned and Provided Services

### Specialist Health Services

Specialist rehabilitation, respite and crisis care for people with multiple or complex health needs.



Joint Services for People  
with  
Physical Impairments

*Therapeutic rehabilitation and maintenance care*

Respite and crisis care

Equipment and medical loans

Personal support

Community support and development



## Bright ideas survey. 2003

A total of 339 questionnaires were sent out.  
 299 to Users of the service  
 40 to different organisations or individual staff who work for these organisations.

A total of 139 were returned by the 06/01/04  
 121 by Users of the services. (40%)  
 18 by different organisations or individual staff who work for these organisations.  
 (45 %)

As not everybody answered all the questions on the returns the results have been calculated by using the total number of people who answered each individual question.

### Results from User returns

#### Newsletter questionnaire

Do you wish to continue to receive the newsletter Bright Ideas? Yes 91% No 9%

Do you think the newsletter keeps you informed about services?

	Not at all   Moderately   Totally
	82%

What else would you wish to see in the newsletter?

	Less   Same   More
More information on Services available?	82%
More information on future initiatives for service improvements?	80%
More transparent information of services available?	77%
More contributions from Users?	78%

#### User Group questionnaire

Are you aware of the roles and responsibilities of the User Group?

	Not at all.   Moderately.   Fully
	71%

	Yes	No
Have you seen a copy of the User Group leaflet?	73 (72%)	29 (28%)
Do you want a copy of the User Group leaflet?	47 (51%)	45 (49%)
Do you wish receive minutes and agendas of User Group meetings?	59 (58%)	43 (42%)
If you are a User would like to become more involved with the User Group's role in interviewing?	13 (14%)	85 (86%)



## Results from Organisations & Staff

### Newsletter questionnaire

Do you wish to continue to receive the newsletter  
Bright Ideas? Yes 94% No 6%

Do you think the newsletter keeps you  
informed about services?

Not at all Moderately Totally  
77%

What else would you wish to see in the newsletter?

More information on Services available?  
More information on future initiatives for  
service improvements?  
More transparent information of services available?  
More contributions from Users?

Less Same More  
91%  
84%  
84%  
85%

### User Group questionnaire

Are you aware of the roles and  
responsibilities of the User Group?

Not at all. Moderately. Fully  
62%

Have you seen a copy of the User Group leaflet?

Yes No  
4 (33%) 8 (66%)

Do you want a copy of the User Group leaflet?

10 (83%) 2 (17%)

Do you wish receive minutes and agendas of User  
Group meetings?

4 (31%) 9 (69%)

If you are a User would like to become more involved  
with the User Group's role in interviewing?

N/A

The returns also contained some very valid points, requests and words of  
encouragement. These are listed below in no particular order of significance.

1 I find bright ideas interesting and informative.

2 The day may well come when I have to make more use of these services than I do  
now.



3. This person no longer lives here. In fact this place has not been a care home for over two years!
4. I wish to be cancelled from your list of people who attend your meetings. The original meetings were very supportive but recently the meetings have a different format and leave me feeling depressed at the state of affairs.
5. Why not tell us what you require.
6. Rather unwell, without help since the 21<sup>st</sup> March. Sorry unable to attend meetings.
7. Thank you for the hard work the PDRT User Group does in fighting for the silent majority.
8. Cost and labour saving devices.
9. Places where access is excellent and wheelchair users treated as equals X 2
10. Holidays for people with disabilities.
11. I am writing on behalf of someone who is not really interested in doing anything socially and is doing as well as can be expected with Parkinson's. Don't bother to send anything any more in future.
12. Convalescent Facilities, which are disabled accessible.
13. Cuts in services/additional services
14. More on Favell House
15. Thank you, to the User Group for fighting for the silent majority