

# Role description and summary of responsibilities and duties

<b>Post Title:</b> Lived Experience Member (approx. 9 months)	<b>Grade:</b> Voluntary
<b>Department:</b> Chief Nursing Officer's Directorate	<b>Division/Section:</b> Complex Individualised Commissioning (CIC)
<b>Post Nos:</b>	<b>Reports to:</b> PHB Programme Manager

*Please note at the end of this document we have a 'Glossary of Words' which explains the terms used through this document.*

## What is a Personal Health Budget?

A Personal Health Budget, or PHB, is an amount of money that is used to support an eligible individual's health and wellbeing needs. This is planned and agreed between them and/or their representative, and the local Integrated Care Board (ICB). To receive a PHB, an individual must have a strength-based person-centred PHB care and support plan – this sets out their assessed needs, desired outcomes and how their PHB will be used to meet their assessed needs.

Personal health budgets:

- give disabled people and people with long term health conditions more choice, control and flexibility over their health and care
- provide personal care based around what matters to the individual
- is not new money, but a different way of spending health funding to meet the needs of an individual.

## About the PHB Procurement Framework

The aim of developing a PHB Procurement Framework is to have a menu of trusted and qualified providers who can deliver a variety of PHB support services. Individuals who receive a PHB will use the Framework to choose a Provider to work with and pay for the Provider's service(s) using their PHB.

The PHB Procurement Framework will be co-produced with individuals that have lived experience of receiving and/or managing a PHB, Social Care Direct Payment and/or Integrated Budget. Lived Experience Members will form the Lived Experience Group which will work with the NCL ICB PHB Programme Manager to shape and influence the development of the PHB Procurement Framework.

## About the role

The Lived Experience Members will be expected to demonstrate the highest standards of integrity and commitment, and to:

- bring your views, perspective, and constructive challenge to the group, championing the views of PHB service users, carers and/or representatives, ensuring that this informs the procurement process
- provide independent judgement using your lived experience perspective and apply this to the project
- positively and collaboratively contribute to discussions and suggest solutions to problems.

### **Time commitment**

It is estimated that, as a minimum, the role will require attending at least two Lived Experience Group meetings a month, which would last between 90 minutes and 2 hours, and the necessary time to prepare for these meetings, over a 9-month period. Most of these meetings are likely to be virtual via MS Teams, so you will need to have access to a computer with internet connection. You need to be able to attend the meetings having done the necessary reading and preparation so that you can input into the discussions and development of the PHB Procurement Framework.

During the last three months of the project, the number of meetings is expected to increase. This will ensure that the Lived Experience Members have strong involvement in, and clear oversight of, the development of the Procurement Framework development – and the process for evaluating PHB providers.

### **Reward and recognition**

As recognition of the work and commitment shown to the project, a high street gift voucher or cash payment will be made available to Lived Experience Members every two months for the duration of the project. The value of the gift voucher or cash payment is £150 (per two months). In return, you would need to be able to make most meetings and any additional planned activity such as service user workshops or Care Manager training you might be asked to participate in and have agreed to attend during the project.

### **Contacts and relationships**

Your main contacts on the PHB Procurement Framework project will be the PHB Programme Manager and PHB Officer.

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### Eligibility criteria

To be considered, you must meet the eligibility criteria below.

- Preferred but not essential, be a resident and registered with a general practice in one of these boroughs: Barnet, Camden, Enfield, Haringey or Islington.
- Preferred but not essential, be a Peer Leader who has successfully completed Steps 1 to 3 of the NHS England (NHSE) Peer Leadership Development Programme.
- Be able to commit to approximately 10 hours per month including attendance at two Lived Experience Group meetings a month, meeting preparation (including reading papers in advance), plus training that is organised. The number of meetings may increase at certain points in the project, and we will let you know this in advance.
- To either:
  - receive or have received a PHB, Social Care Direct Payment or Integrated Budget (joint funded budget provided by social care and the ICB)
  - be or have been a carer, parent and/or representative for an individual who received a PHB, Social Care Direct Payment or Integrated Budget.
- Be over the age of 18 and be able to attend meetings during the day and evenings.
- Participate in public facing activities connected with the project and ICB.
- Discuss your lived experience in receiving and/or managing a PHB, Social Care Direct Payment or Integrated Budget.
- Able to discuss the care and support received and the difference it made to your quality of life as well as answering questions during training.

Whilst volunteering on the PHB Procurement Framework project, there will be an opportunity, if you wish, to become a Peer Leader by completing the NHSE Peer Leadership Development Programme Steps 1 to 3. These programmes are free and available online on the Future Learn website ([www.futurelearn.com](http://www.futurelearn.com)). The Peer Leader Programme supports people with lived experience to develop their knowledge, leadership skills and confidence to self-manage their health condition, support their peers, and collaborate with the health and care system to influence and effect change. It is delivered by the Lived Experience Team in the Personalised Care Group at NHS England, and you will receive group support to complete this programme while volunteering as a Lived Experience Member.

### Your application

To apply for this role, you must submit a short statement summarising your suitability for the role.

Please review the following carefully and include evidence in your application statement. The application statement should not exceed two pages and must clearly detail your name and contact details.

Completed application statements should be sent to:  
**nclibc.personalhealthbudgets@nhs.net** by: **Monday 13th February 2023 at 12pm.**

Informal interviews will be held within two weeks after the application closing date. The Panel will be made up of the PHB Programme Manager, PHB Officer, Caretrack and PHB Specialist and possibly one other. In your application statement, please outline how you meet the requirements below.

### **Skills, abilities and experience requirements**

You must provide evidence that you have the following essential skills, abilities and experience:

- have supported individuals, or yourself have experience, to receive and manage a PHB, Social Care Direct Payment or Integrated Budget
- ability to work positively, collaboratively and as a team player to complete a task or activity
- experience and passion for improving health, care and outcomes for PHB individuals
- ability to understand and evaluate a range of information and evidence so that you can reach informed judgement
- ability to review and interpret survey feedback (most likely online and in workshops)
- ability to decide on common themes based on what the feedback tells us
- ability to empathise with other people's personal situations and how these impacts upon their lived experience and perspective
- strong oral and written communication skills and interpersonal skills, including the ability to communicate with a range of people from healthcare professionals to service users
- awareness of and commitment to equality, accessibility, diversity and inclusion.

### **Knowledge**

The following understanding / knowledge is desirable but not essential:

- ability to present to others including at service user workshops
- have links to networks and other groups
- an understanding of Personal Health Budgets, Social Care Direct Payment or Integrated Budget
- an understanding of the structures of the NHS, local authorities and community and voluntary sectors.

### **Role accountability**

Lived Experience Members will be accountable to the Chair(s) of the Lived Experience Group and PHB Programme Manager for carrying out role responsibilities.

### **Role support**

We will provide a general induction to the NCL ICB and the role, alongside training. Ongoing support will be provided by the PHB Programme Manager to enable you to participate confidently and fully in the Lived Experience Group business. We will ensure that successful applicants are supported to understand what the PHB Procurement Framework project objectives are, and any use of NHS terminology will be explained.

Please clearly state your any access requirements you have, such as a BSL interpreter for the meetings or hard copies of meeting papers, on the application statement so we can ensure you have the appropriate support.

### **Declaration of interests and ensuring public confidence**

If you have any business or personal interests that might be relevant to the work of the PHB Procurement Framework project, and which could lead to a real or perceived conflict of interest were you to be appointed as a Lived Experience Member, please provide details in your application statement.

Should you be successful in your application, if there is anything in your professional history that if brought into the public domain may cause embarrassment or disrepute to NCL ICB, please provide further details in your application statement. Failure to disclose such information could result in the NCL ICB terminating the honorary contract.

### **Equality, diversity and inclusion**

In line with the Public Sector Equality Duty, the ICB is committed to an Equal Opportunities Policy which affirms that all individuals engaged by the ICB should be afforded equality of treatment and opportunity in employment irrespective of sex, sexual orientation, age, marital status, pregnancy and maternity, race, religion or belief, gender reassignment or disability. All individuals engaged by the ICB are required to observe this policy in undertaking the responsibilities of their role and their conduct and conduct towards internal and external stakeholders.

### **Confidentiality**

All those engaged by the ICB shall always keep confidential and not use (except to the extent that disclosure and/or use is authorised by NCL ICB and/or is required for the proper performance of their responsibilities) any information obtained by them during the term of office which is of a confidential nature and of value to NCL ICB.

### **Health and safety**

All those engaged by NCL ICB have a duty to ensure the health and safety of themselves and others whilst at work. Safe working practices and health and safety precautions are a legal requirement. All accidents must be reported, and all office holders must participate in accident prevention by reporting hazards and following relevant policies and procedures.

### **Acceptance of Gifts and Hospitality**

The conduct of Lived Experience Members in the public service should be scrupulously impartial and honest and, in this context, any offers of gifts or hospitality should be discussed with the NCL ICB Head of Governance, prior to acceptance.

## Glossary of Words

**Lived experience:** an individual with a first-hand experience of receiving and/or managing a PHB (Personal Health Budget), Social Care Direct Payment or Integrated Budget (joint funded by social care and the ICB).

**Co-production:** a coming together of interested people to develop a shared project, idea or initiative.

**Peer leadership:** a person with lived experience who is committed to working collaboratively with the health and social care system to provide leadership and empowerment for strategic co-production, peer support and self-management education.

**Procurement:** a formal process to buy and/or receive goods and services.

**Framework:** a menu containing details of approved and qualified providers of services located in one place.

**Commission:** a formal instruction or arrangement to have a service or product created at an agreed cost. In the health and care system a 'Commissioner' would make the instruction to a 'Provider'.

**Provider:** an organisation who receives payment to deliver an agreed service to the commissioner (ICB) at a cost.

**North Central London ICB:** The NHS North Central London Integrated Care Board (ICB) is a statutory NHS organisation responsible for developing a plan for meeting the health needs of the population, managing the local NHS budget and arranging for the provision of health services in the Integrated Care System. The NCL ICB area includes: Barnet, Camden, Enfield, Haringey and Islington). ICBs are a key change in the Health and Care Bill and have replaced Clinical Commissioning Groups. These changes came into effect on 1 July 2022.

**Service Specification:** The Service Specification will detail the set of documented requirements and quality standards wanted from a service or product and will be delivered/produced by a Provider. The Service Specification is a significant part of the procurement process.

**Contract:** a written or spoken agreement explaining terms and conditions between interested parties.