



*Working together to improve the lives of unpaid carers in Somerset*

## **Carers' Voice Somerset**

### **Code of conduct, roles and responsibilities**

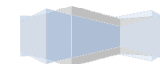
#### **Members' code of conduct**

The purpose of this code is to support us to all work together to improve the lives of unpaid carers in Somerset. Carers' Voice Somerset as an organisation may be judged by the conduct of individual members, trustees and associated groups; it is therefore essential that we all abide by this code.

It is important to us that we empower our members to participate, share and inspire people through their contact with Carers' Voice Somerset and we will do this by:

#### **1. Celebrating and promoting the Carers' Voice Somerset philosophy**

1.1 It is important for clarity that all Carers' Voice Somerset members have a unified understanding of our Vision, Mission and Values. These guiding principles reflect our core beliefs as we connect and work with others and plan what we need to do now and into the future. Our aims are both real and aspirational and are about the kind of organisation that Carers' Voice Somerset is and desires to be as it moves forward.



Members should define Carers' Voice Somerset clearly to others as outlined within the Carers' Voice terms of reference and strategic plan.

1.2 Members should celebrate and promote the quality of Carers' Voice Somerset across Somerset and more widely the South West of England and beyond.

1.3 Members should work together to improve understanding of Carers' Voice Somerset and its benefits to the wider carer community.

## **2. Ensuring that all members conduct themselves in a way that reflects the vision, aims and values of Carers' Voice Somerset and which promotes the work Carers' Voice Somerset.**

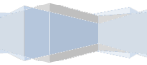
2.1 Members should ensure that they act in accordance with UK laws at all times, following the good practice guidelines of Carers' Voice Somerset principles and criteria, and does not bring Carers' Voice Somerset into disrepute.

2.2 The logo of Carers' Voice Somerset belongs to the organisation and should not be used in any way by individual members, unless the member has been given specific permission from Carers' Voice Somerset.

2.3 Members are encouraged to participate and contribute to the ongoing work of Carers' Voice Somerset, for example through consultations and local groups.

## **3. Working together to monitor and review Somerset's Commitment to Carers**

3.1 Carers' Voice Somerset aims to connect carers, former carers, commissioners and organisations that provide support and



services to carers in Somerset. Members should have an awareness of the needs of unpaid carers in Somerset and demonstrate a commitment to improving carers lives.

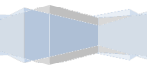
3.2 Members should share ideas and support each other to work in forward and solution focused ways.

#### **4. Additional**

4.1 Members will not add any copyrighted material to the Carers' Voice Somerset or Somerset Choices websites without the consent of the owner of that material. Where a member breaches this rule Carers' Voice Somerset shall hold them personally liable for any costs associated with their actions.

4.2 Members will follow the guidelines and rules for communication on the Carers' Voice Somerset and Somerset Choices websites.

4.3 It is a requirement of all Carers' Voice Somerset members to agree to adhere to our code of conduct. Members in breach of this code of conduct may, have their membership revoked.



## Meeting Conduct:

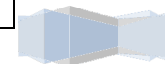
Meetings will be solution-focused, forward thinking and foster an environment that encourages listening and creativity.

Members will:

- Work together.
- Communicate in ways that are positive, polite and harmonious listening to and respecting each other's views.
- Support and encourage each other.
- Avoid jargon, acronyms, and abbreviations and accommodate additional communication needs wherever possible.
- Not single out individual members for scrutiny or challenge.
- Keep to the agenda and be guided by the Chair Person.
- Respect confidentiality and privacy.
- Represent the strategic needs of carers.
- Sign post individual concerns and issues accordingly in adherence to point 5 of our terms of reference.

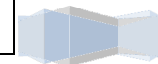
Role	Definition	Responsibilities	Who
<b>Carers' Voice Somerset</b>	<p>Carers' Voice Somerset is an influencing body concerned with improving the lives of carers* in Somerset.</p> <p>Carers' Voice Somerset was set up in response to National Strategies to ensure that carers are able to access the appropriate support and services they need that will enable them to:</p> <ul style="list-style-type: none"> <li>• Maintain a good level of health and well-being.</li> <li>• Remain in their caring role for as long as they wish.</li> </ul>	<p>Carers' Voice Somerset will be aware of and respond to the local and national policies for carers and work together with partners, to ensure that the needs of carers are taken into account. They will do this by:</p> <p>Reviewing, with commissioners, the overall value and effectiveness of the services to carers.</p> <p>Taking a lead role in the design, implementation and monitoring of the 2015 – 2018 "<i>Somerset's Commitment to Carers</i>" which will provide a combined county strategic document and action</p>	<p>It is made up of representatives of organisations and agencies which have a stake in supporting carers in the county. Carers' Voice Somerset brings together carers, former carers, local providers, Somerset Clinical Commissioning Group and Somerset County Council commissioners.</p> <p>See point 2 of the Terms of Reference.</p>

	<p>The overall purpose of Carers' Voice Somerset is to advise and make recommendations on the joint development of health, social care and related services.</p>	<p>plan.</p> <p>Overseeing the development of subsequent reappraisals or revisions of "Somerset's Commitment to Carers".</p> <p>Influencing commissioning spending plans.</p> <p>Discussing and addressing issues of common concern to carers in Somerset.</p> <p>Raising awareness and improving understanding of the role carers play in supporting other people.</p> <p>Exchanging ideas, skills and sharing examples of good practice in developing support and services for carers.</p>	
<p><b>Carer Members</b></p>	<p>Carers who have been agreed by the Chair as being a Carer member of Carers' Voice Somerset.</p> <p>Carers who attend their local carer support groups.</p> <p>Carers who have been asked to attend by their local attend a Carers' Steering Group.</p> <p>Carers who are Vision Group Leaders who have been asked to attend by the Carers' Voice Project Officer.</p>	<p>Speak on behalf of carers in their locality.</p> <p>Speak on behalf of their respective Carer Service.</p> <p>Provide feedback from carers attending Vision Groups, influencing and guiding the development of local strategy and decision making.</p> <p>Actively support and promote the work of Carers' Voice Somerset.</p> <p>Adhere to the members conduct requirements.</p> <p>Abide by these terms of reference.</p> <p>Read all papers distributed in relation to each meeting.</p>	

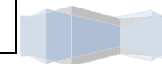


		<p>Undertake actions and report progress as directed at meetings.</p> <p>Inform the Carers' Voice Project office of their attendance or non-attendance.</p>	
<b>Officer Members</b>	<p>Officers from organisations who have endorsed "Somerset's Commitment to Carers"</p> <p>Have appropriate authority to undertake work on behalf of Carers' Voice Somerset within their organisations.</p> <p>Have appropriate authority to take up issues within their organisation to resolve issues presented to Carers' Voice Somerset, by carers.</p> <p>Are able to feed back to their organisations about the work and actions of Carers' Voice Somerset.</p>	<p>Champion carers at local and national level (via Somerset Carers Service/s)</p> <p>Represent Their organisation at Carers' Voice Somerset Quarterly Meetings and other forums, events etc. as requested by the Chair.</p> <p>Influence and guide local strategy and decision making.</p> <p>Undertake specific tasks and actions on behalf of Carers' Voice Somerset. Actively support the work of Carers' Voice Somerset.</p> <p>Adhere to the members conduct requirements.</p> <p>Abide by these terms of reference.</p> <p>Read all papers distributed in relation to each meeting.</p> <p>Undertake actions and report progress as directed at meetings.</p> <p>Inform the Carers' Voice Project office of their attendance or non-attendance.</p>	<p>Somerset County Council Service and Operations Manager Adult Social Care – Carers Lead (Jon).</p> <p>Somerset County Council Strategic Commissioning Manager Adults &amp; Health (Tim).</p> <p>Somerset Clinical Commissioning Group Service Development and Clinical Engagement Manager (Emma).</p>
<b>Adults &amp; Health Carers</b>	Facilitates Carers' Voice Somerset		Somerset County Council Senior

<b>Lead.</b>	<p>Leads on the development of Somerset's Commitment to Carers.</p> <p>Works in partnership with key stakeholders to implement Somerset's Commitment to Carers.</p>		Commissioning Manager (Vicky)
<b>Chair</b>	<p>Carer Member of Carers' Voice Somerset who is duly elected to Chair the Carers' Voice Somerset Quarterly meetings.</p>	<p>In addition to the carer member responsibilities, the Chair will also:</p> <p>Chair the Carers' Voice Somerset Quarterly Meetings.</p> <p>Chair the Carers pre meeting when the Vice Chair is unavailable.</p> <p>Support the Administrator (Project Officer) to prepare and circulate appropriate papers and minutes in a timely manner.</p> <p>Make decisions and approvals of membership.</p> <p>Oversee the development of Somerset's Commitment to Carers with the Carers Lead.</p> <p>Support the partnership work of Carers' Voice Somerset.</p> <p>Attend Carers Service Contract meetings on behalf of Carers' Voice Somerset.</p> <p>Attend other meetings and forums as required by Carers' Voice Somerset.</p>	
<b>Vice Chair</b>	<p>Carer or former carer member of Carers' Voice Somerset duly elected to be the Vice Chair of Carers' Voice Somerset.</p>	<p>In addition to the carer member responsibilities, the Vice Chair will also:</p>	



		<p>Chair the carers' pre meeting.</p> <p>Chair the Carers' Voice Quarterly Meeting when the Chair is unavailable.</p> <p>Support the Chair in the Chairs' responsibilities.</p> <p>Support the Administrator (Project Officer) to prepare and circulate appropriate papers and minutes in a timely manner.</p> <p>Support the development of Somerset's Commitment to Carers.</p> <p>Support the partnership work of Carers' Voice Somerset.</p> <p>Attend any other meetings and forums as required by Carers' Voice Somerset.</p>	
<b>Project Officer</b>	<p>The officer from Somerset County Council who: provides project development and support in regard to the delivery of the responsibilities of Carers Voice Somerset Board.</p> <p>Ensures the ongoing development, implementation, monitoring and review of Somerset's Commitment to Carers.</p>	<p>Extends the Carers' Voice network by liaising across a wide body of contacts at local and regional level, ensuring effective connection to and engagement and consultation with.</p> <p>Facilitates a clear two-way method of communication between local carers and the work of "Somerset's Commitment to Carers". This includes designing and implementing a number of ways that carers can give their views and increase the number of carers participating in the monitoring and development of Somerset's Commitment to Carers.</p> <p>Leads the development and strategic direction of Carers' Voice Somerset.</p>	





		<p>Leads in the co ordination and planning of Carers' Voice activities.</p> <p>Produces and presents papers to boards and committees.</p> <p>Co-ordinates and facilitates Carers' Voice promotional activities across the county.</p> <p>Provides the key administrative functions of Carers Voice Somerset Partnership Board, including formation of the agendas and completion and distribution of minutes as necessary. Take any necessary actions following Board meetings.</p>	
<b>Non – Voting members of Carers' Voice Somerset.</b>	<p>Any organisation who is required to have a place with Carers' Voice Somerset, or, for the purpose of work for Carers' Voice Somerset as identified by the Chair.</p> <p>These organisations do not have voting rights for reasons of conflict of interest.</p>		<p>Observers</p> <p>Add further as appropriate</p>

