**Leicestershire Partnership NHS Trust**

**Lived Experience Partners**

**Application and Information Pack**

**May 2023**

**Lived Experience Partners**

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**April 2023**



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Key dates and timescales

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| Application Closing Dates | **Friday 30th June 2023** |
| Shortlisting of Applications | **4th July 2023** |
| Informal Interviews | **17th to 21st July 2023****(Date, time, and venue to be confirmed following shortlisting)** |
| Information Drop-in Sessions | **1st June 2023 at 4.00pm (via MS Teams)** **8th June 2023 at 4.00pm (via MS Teams)** |
| Recruitment Timescales | **Up to 6 weeks following interviews** |

**Introduction to Leicestershire Partnership Trust**

Leicestershire Partnership NHS Trust (LPT) believes that patients and carers can be influential partners in driving, delivering, and supporting change and improving services. **We want to collaborate with** patients, their carers, and families **as equal partners to** enable us to deliver high quality healthcare services.

We work alongside schools, local hospitals, GP practices, social services and other local authority departments such as housing and education, as well as working with voluntary organisations and local community groups, in order to achieve our goals and to ensure that anyone we care for is treated to the highest possible standard. We provide care and support through three divisions which focus on:

* Adult Mental Health Services
* Families, Young People and Children’s Services and Learning Disability Services
* Community Health Services

You can find out more at [www.lpt.nhs.uk](http://www.lpt.nhs.uk)

The Lived Experience Partner role is a key part of our Lived Experience Leadership Framework. Our Lived Experience Partners will work alongside clinical and non-clinical staff, patients, and carers, drawing upon personal experience and expertise to provide insight into the design, improvement and delivery of the services provided by the Trust.

We are looking to recruit Partners into several roles across all our three divisions as well as within our Corporate Services.

In addition to our Lived Experience Partners, we are also recruiting two Patient Safety Partners and three members for our People’s Council. Details about these roles can be found in their own application and information packs. To find out more please contact us at LPT.Patient.Experience@nhs.net

**Lived Experience Leadership Framework**

Our Lived Experience Leadership Framework has been developed in partnership with people with lived experience. The Framework which is taken from the Patient Leadership Triangle developed by InHealth Associates sets out how the Trust places lived experience and patient and carer voice at al levels of the Trust.

Lived Experience Partners will be working alongside services and teams. Partners will participate in quality improvement programmes, governance committees, as well as other activities like training, recruitment, and input into academic papers.

We call them ‘partners’ largely because they bring professional and personal wisdom alongside their experiences of using our services.

They are not representatives or there to provide feedback (we have other mechanisms for that) but are ‘advisors’ and ‘critical friends’ who check assumptions, ask questions, provide insights into reframing issues or identifying problems, change dynamics and model collaborative leadership.



**Lived Experience Partner Role Description**

|  |
| --- |
| **ROLE DESCRIPTION** |
| **Role Title:** | Lived Experience Partner  |
| **Role Purpose:** | Work alongside clinical and non-clinical staff, patients, and carers, drawing upon personal experience and expertise to provide insight into the design, improvement and delivery of the services provided by Leicestershire Partnership NHS Trust.  |
| **Hours:** | Hours will be flexible, depending on the project (s) you will be working on. We will collaborate with partners to ensure working arrangements are suitable, hours per month will not exceed 10 hours per month. |
| **Reports to:** | Patient Experience and Involvement Team. Support will be provided by the service/team with which the Partner is working with. |

# What is the main purpose of the role of a Lived Experience Partner**?**

Drawing upon your experience of living with a health condition and other life expertise:

* Provide a patient perspective on the design, planning, delivery and performance of services and issues related to patient and public experience of the Trust.
* Work as an equal partner alongside staff and patients in helping to co-produce the design, delivery, and evaluation of our services.
* Use your lived experience to provide advice and expertise on what support and services will make a positive difference to patients and carers.

# What will being a Lived Experience Partner involve?

* Bringing a lived experience perspective help to shape and improve the quality of the services provided by the Trust.
* Collaborating with us to deliver the National Institute for Clinical Excellence (NICE) shared decision-making guidance.
* Helping us to promote equality, diversity, and inclusion in everything we do.
* Respecting and valuing different opinions.
* Making reasonable adjustments to make sure that you can fully fulfil your role, including supporting you with carer costs and carer’s leave costs.
* Helping us to tackle health inequality.
* Participating in training and development programmes.
* Drawing upon your own experiences and expertise to help identify ideas and workable solutions to the challenges faced and help ensure that patient and carer experiences are at the forefront of everyone’s minds.
* Collaborating with you to review how things are going and identify key actions, training issues or lessons learnt for future Partners to be successful.
* Being part of a network of like-minded people, other patients and carers who want to be effective on creating high-quality local health and care services.

# What will I need to do to be a Lived Experience Partner?

* Have access to a computer with internet connection. (This will be discussed with you on application to ensure you have access to the equipment you need to fulfil the role of Partner, this will include being set up with an NHS email address.)
* Access to a landline and / or mobile phone.
* Be able to attend meetings (face to face and virtual via MS Teams)
* Be able to prepare and participate in meetings so you will understand the overall plans, objectives, and context.
* Attend a Trust induction and undertake mandatory training as required by the role e.g., safeguarding, data protection (these will be online training sessions)
* Attend role specific training, including a Patient Leadership Training Course.
* Travel between healthcare sites to attend meetings (you will be reimbursed for any costs incurred).

# What type of activities will I be involved in as a Partner?

Partners will be involved in a range of projects and programmes of work across the Trust for example they may be involved in co-delivering training to Trust employees, or co-leading projects with Trust employees. Opportunities will be shared with Partners who will then express an interest and if matched to a project, will be invited to meet with the lead to:

* Develop a shared understanding of your role.
* Agree how you will communicate during the project.
* Identify practical support needs (admin, access, and parking, etc.).
* Agree financial support and identify ongoing information needs (timing,

format, etc.).

* Identify learning and development requirements.
* Be a go to for any queries you have and for supervision support.

# During an activity you will:

* Work with clinical and non-clinical staff as an equal partner in the design, delivery and evaluation of a named review or project (This may also include working with other patients and carers or users of a service).
* Attend and actively participate in key strategic meetings so you will understand the overall plans, objectives, and context of such discussions.
* Contribute positively to conversations and provide regular feedback and reflections via reports/e-mails to the Patient Experience and Involvement Team and other Lived Experience Partners highlighting any issues of concern as well as achievements.

Person Specification

|  |  |  |
| --- | --- | --- |
| **Outlined below are the experiences, skills, and characteristics that we believe make someone an ideal candidate for the role of PCP. *If you wish to apply, please consider each. Any training and support requirements will be discussed with you following your application.*** | **(E)essential** | **(D)desirable** |
| 1 | Experience of using or caring for someone who uses services provided by Leicestershire Partnership Trust. | E |  |
| 1.2 | The ability to draw on personal experience and expertise in a balanced way for quality improvement for all users of local services.  | E |  |
| 1.3 | Experience of speaking in a group, e.g., contributing to meetings. | E |  |
| 1.4 | Experience of involvement in service evaluation, audit, research, or quality improvement work |  | D |
| 1.5 | Good standard of written and spoken English | E |  |
| 1.6 | Good interpersonal and communication skills | E |  |
| 2.0 | Listen actively, observe, and learn from all those around you. | E |  |
| 2.1 | Use internet and communicate using email, Microsoft Word, landline, and mobile phone. | E |  |
| 2.2 | Work with others to develop effective relationships built on trust, credibility, and respect.  | E |  |
| 2.3 | Feel able to consider questions about complexities you have yet to understand. Reflect upon new knowledge. | E |  |
| 2.4 | Work collaboratively with Patients and Carers, clinical, and non-clinical staff as an equal partner in the design, improvement, and evaluation of named reviews or projects. | E |  |
| 2.5 | Work with others, and alone, to achieve agreed tasks and deadlines and provide reflection on how things are going.  | E |  |
| 2.6 | The ability to understand, interrogate, and use data. |  | D |
| 2.7 | Understanding of issues facing patients or carers from diverse communities and minority groups |  | D |
| 2.8 | The ability to lead the co-production and delivery of projects. |  | D |
| 2.9 | The ability to co-lead/lead the delivery of training |  | D |
| 3 | Be able and willing to demonstrate the Trust’s values and behaviours:* Valuing one another
* Work together
* Taking personal responsibility
* Always learning and improving
* Recognising and valuing people’s difference
 | E |  |
| 3.1 | Be able to demonstrate a non-judgemental, respectful attitude toward others. |  | D |
| 3.2 | Demonstrate an understanding of co-production. |  | D |
| 4 | Attend meetings (8-10 hours per month) during normal working hours (Monday to Friday, 9.00am – 5.00pm) | E |  |
| 4.1 | Travel, by car or public transport, between home and Healthcare sites for meetings, etc.  | E |  |
| 4.2 | Understand confidentiality and data protection agreements.  | E |  |

# Training and Support for Lived Experience Partners

All Partners will be required to attend Trust induction which is an online induction. In addition to this you will be required to undertake training via our ULearn online training portal or via a workbook on the following areas:

* Information Governance & Confidentiality
* Equality and Diversity
* Infection, Prevention and Control
* Safeguarding – Adults and Children
* Health and Safety
* Fire Safety
* PREVENT (training developed by the UK Government to address terrorism and non-violent extremism).

There will be a range of learning and development opportunities available to Partners. These will be shared throughout the time in post which may include:

* Patient Leadership Programme
* Introduction to Quality Improvement
* Experience Based Co Design
* Facilitation skills

Partners can also be supporting in producing a portfolio of skills and learning which can be collated into a C.V or portfolio of skills which could be used to support applications for employment or further education.

Partners will also have access to the Trust Health and wellbeing support offers and access to staff support networks. Partners will also be able to connect with fellow Lived Experience Partners through a Peer Support Group and 1:1 peer mentoring.

We want our Lived Experience Partners to be reflective of the population that we serve. We therefore welcome applications from across all communities including but not exclusive to Black and Asian Minority Ethnic groups, people from different religions, LGBTQ+, people with both physical and learning disabilities, children, and young people and those from socially and economically disadvantaged communities.

# Recruitment Process

To apply for a role as Lived Experience Partner, you will be required to apply. Support will be available to anyone who wishes to apply and can be found in our application pack. The recruitment process will work as follows:

* Application submitted
* Application shortlisted against criteria and person specification
* If shortlisted you will be invited to attend an informal interview, either face to face or online, based upon your preference

If successful, you will be required to submit information as part of your application process, as this is a requirement for the Trust. This will include:

* + Verbal character references
	+ Eligibility to work in the UK check
	+ DBS check
	+ Occupational health assessment (to identify if you need any additional support to undertake your role as a Lived Experience Partner)
	+ Bank details so we can pay your involvement payment, if you choose this, and any out-of-pocket expenses

# Disclosure Barring Service (DBS)

Please note that this role will require a DBS check.

You will be required to declare any spent or unspent criminal convictions, cautions, reprimands, or warning on your application form, and you may be questioned about this during your interview or afterwards.

Please note that having a criminal record will not necessarily bar you from working within our Trust although this will depend on the nature of your offences.

# Expenses and Remuneration

Partners are in senior expert adviser roles that demonstrate strategic and accountable leadership and decision-making activity.

Remuneration will be discussed and agreed on an individual basis as we recognise that recognition means different things to different people. You can choose not to receive an involvement payment. For those who wish to take an involvement payment this will be paid at a rate of £20.00 per hour. Payments will be paid through the Trust’s payroll system and will be subject to statutory deductions including tax and national insurance (NI), although this will be dependent on individuals’ earnings and tax code.

If you are in receipt of state benefits, you should seek advice from the relevant agency, for example Jobcentre Plus, ideally in advance of applying and certainly before accepting an offer of a role which attracts an involvement payment, even if you intend to decline the payment

All Partners will be able to claim for out-of-pocket expenses including support for those with caring responsibilities and can also include payments towards broadband costs and travel.

### **Diversity and equality of opportunity**

**Lived Experience Partner Equal Opportunities Monitoring Form**

Why we are asking you to complete this form

Leicestershire Partnership NHS Trust are committed to promoting equality and eliminating unlawful discrimination, and we are aiming to achieve diversity in the range of people we involve. You do not have to answer these questions, and we understand that some of this information is personal and sensitive in nature. However, gathering this data helps us to understand if we are involving different groups of people, and to make improvements if some groups are not represented.

Equal opportunities information

Thank you for completing these equal opportunity monitoring questions. Please return this together with your application form to LPT.Patient.Experience@nhs.net



**Additional Information**

* We would not expect individual applicants to have all capabilities and skills
* A DBS check and references will be required for this role
* We value and promote diversity and are committed to equality of opportunity for all and appointments are made on merit
* Applicants are advised to seek further financial advice as involvement payments may have tax implications as the payments may be regarded as earning whether they are employed, unemployed, retired, or receiving state benefits.

### **It is advisable to consider:**

* Why you are interested, including personal experiences or processes in the NHS (or other organisations)
* What skills, past experiences, and insights you feel you can bring to the role.
* Any potential conflicts of interest we should consider
* Any accessibility issues we need to adjust for
* Please also indicate what days and times of the week are best suited and if there are any you are unable to commit to.

**How to apply:**

We are also offering anyone interested in becoming a partner an **informal discussion. Please tick one of the boxes below** to tell us which session you would like to attend or if you would like an informal chat, please contact us at LPT.Patient.Experience@nhs.net and we will be happy to arrange this for you.

 4.00pm – 5.00pm 1st June 2023

 2.30pm – 3.30pm 8th June 2023

 I am not able to make the dates above and would like to arrange a call

 I am happy to submit my application without attending an introduction session

When you are ready, please complete the application form included with this information pack.

Once you have completed your form you can either:

Post it to us at: **FREEPOST LPT Patient Experience**

Or you can email it to: LPT.Patient.Experience@nhs.net

The deadline for sending us your application form is end of day **Friday 30th June** **2023.**

Informal interviews will take place between **17th and 21st July 2023**, the date, time, and venue for your informal interview will be confirmed if you are shortlisted.

**Supporting you with your application**

If you would like support in completing your application form, we would be happy to help. Please contact us in the first instance at LPT.Patient.Experience@nhs.net

You can apply using a video or by **submitting your application in person** via an Online meeting with a member of the team. This would allow you to answer the questions on the form in person, these would then be recorded on the form by a member of the team for you.

**Application Form to become a Lived Experience Partner**

|  |  |
| --- | --- |
| **SURNAME:** |  |
| **FORENAME(S):** |  |
| **PREFERRED NAME (how do you prefer to be addressed):** |  |
| **TELEPHONE:** | **DAY:** | **EVENING:** |
| **EMAIL ADDRESS:** |  |
| How do you prefer to be contacted? |
| Are there any reasonable adaptations we would need to consider when offering you a role of a Lived Experience Partner? |
| **Are you currently, or do you have any experience of involvement work with the Trust or other NHS organisations. This could include volunteering, taking part in consultations, quality improvement projects etc? please tell us about the work you have done (box will expand when typing)** |
| **Please tell us how your lived experience would make you suitable for this role?**  |
|  |
| **What transferrable skills do you have that you feel are relevant or you would hope you use as a Lived Experience Partner?** |
|  |
| **Tell us what you are enthusiastic about and anything else you would like to tell us as part of your application**  |
|  |

**Tell us which area of the Trust’s work you would like to be involved in (please tick one box)**

Physical Health Services

Mental Health Services

Services for Older People

Services for Children and Young People

Learning Disability and Autism Services

Corporate Services (Governance)

I certify, to the best of my knowledge, that the information provided on this application form of Interest form is correct.

Signed: …………………………………… Date: …………………………………….

Print Name: ……………………………………………………………………….

**Lived Experience Partner Helpful Information**

**What type of role is a Lived Experience Partner?**

Lived Experience Partners are experts by their lived experience. Partners can work with the Trust in a range of ways, all of which will be discussed with you on your application. The Trust will support you to choose which way works best for you.

**Will I get paid?**

Remuneration will be discussed and agreed on an individual basis as we recognise that recognition means different things to different people. You can choose not to receive an involvement payment.

For those who wish to take an involvement payment this will be paid at a rate of £20.00 per hour. Payments will be paid through the Trust’s payroll system and will be subject to statutory deductions including tax and national insurance (NI), although this will be dependent on individuals’ earnings and tax code.

If you are in receipt of state benefits, you should seek advice from the relevant agency, for example Jobcentre Plus, ideally in advance of applying and certainly before accepting an offer of a role which attracts an involvement payment, even if you intend to decline the payment

All Partners will be able to claim for out-of-pocket expenses including support for those with caring responsibilities and can also include payments towards broadband costs and travel.

**Does being a Partner mean that I am classed as an employee of the Trust?**

No being a Partner does not constitute a contract of employment. Nothing in the arrangements between the Trust and Partners shall render a Partner as an employee or agent of the Trust.

All Partners will be recruited on the Trust’s Bank which means that there will be a recruitment process. As a member of the Trust’s bank the following terms will apply:

* There is no obligation on the part of the Trust to offer any work to you
* There are no regular or fixed hours of work
* You will be required to submit timesheets if you are claiming involvement payments (via our Easypay app)
* You will be required to undertake recruitment checks
* You will be required to undertake formal induction
* You will be required to undertaken mandatory training
* You will be required to sign an agreement based on terms and conditions with the Trust to be a member of the bank

**Can I become a Partner as a Volunteer?**

Yes, you can become a Partner as a Trust volunteer. However, it is important to note that Trust volunteers do not receive any financial payment in respect of their time.

**How else can I be recognised for my work as a Partner?**

We understand that not everyone will wish to receive any payment for their time and that recognition can be given in many ways. As a Partner we will be happy to discuss this with you, for example you may wish to build up a C.V. of your work, receive individual certificates for your work or use your Partner work to get the skills and experience to return to work. We will be happy to support you in a way which best suits your wishes.

**Will I be offered training to support me as a Partner?**

Yes. All Partners will be offered a range training, and this will be discussed with you during the application process. All Partners will be required to attend Trust induction. In addition to this you will be required to undertake training via our ULearn online training portal or via a workbook on the following areas:

• Information Governance & Confidentiality

• Equality and Diversity

• Infection, Prevention and Control

• Safeguarding – Adults and Children

• Health and Safety

• Fire Safety

• PREVENT (training developed by the UK Government to address terrorism and non-violent

extremism).

• Essentials for Patient Safety (Level 1) and Access to Practice (Level 2)

All Partners will be required to attend our Patient Leadership Programme (2 days) on 21st and 28th June 2023.

**What if I need any specific adaptations for me to a Partner?**

These will be discussed with you at your application. As part of our recruitment if needs are identified these will be discussed with our Occupational Health Service who will then advise and support you with any specific adaptations required to allow you to undertake your role. These will include accessibility needs, both for attending regular meetings and one-off events. Information which be needed in an accessible format for you e.g., in large print.

**Can I have more than one Partner role within the Trust at the same time?**

Partners should hold **no more than three** Partner roles at the same time where they are receiving a payment and **no more than five** roles if those roles do not attract an involvement payment.

**How long can I work as a Partner?**

The Trust has set a limit to the length of time Partners can be in their role. This is limited to a **maximum of four years continuous involvement**. By doing this we aim to ensure that our Partners contribute effectively to our work and that we continue to make opportunities available for a diversity of people to support our work.

**Will I need special equipment to become a Partner?**

Yes. As many of the activities you will be involved with are online you will require access to a computer and the internet. Support with this will be discussed with you on your application and we may be able to provide you with a laptop and equipment to help you undertake your role. You will also require access to a telephone so that we can contact you.

**Will I need to undertake a Disclosure Barring Service (DBS) application?**

Yes. Please note that this role will require a DBS check.

You will be required to declare any spent or unspent criminal convictions, cautions, reprimands, or warning on your application form, and you may be questioned about this during your interview or afterwards.

Please note that having a criminal record will not necessarily bar you from working within our Trust although this will depend on the nature of your offences.

**Will I have to use my personal email address in my role?**

All Partners will be issues with a NHS email account which they will be required to use in all work with the Trust. By having an NHS email address, you can access a range of offers and support such as NHS Discounts, Health and Wellbeing support and regular communications with the Trust.

**How much time will I have to commit to in my role as a Partner?**

This is up to you. Partners will be required to commit to around 10 hours per month, however this will depend upon the work that you are doing. We will discuss this with you on your application to becoming a Partner and at each activity you are involved with. You will never be expected to do more hours without any prior discussion and agreement with you first.

**What if I cannot attend a meeting or am unwell?**

Not a problem. We appreciate that our Partners will be balancing their own health and wellbeing whilst working as a Partner and it is important that Partners feel able to step away if they need to. All we will ask is that our Partners let us know if they are feeling unable to work, or need a break from their role, this way we can also ensure that we can provide support if needed.

If you in receipt of involvement payments and you are unable to provide bank work that you have agreed to do because you are unwell it is your responsibility to notify the Bank Manager of any absence. As a bank worker you are not entitled to contractual sick pay. Statutory sick pay will be assessed on a case-by-case basis on production of relevant medical certification.

**Am I entitled to annual leave pay?**

You are not entitled to any contractual leave. However, you will be entitled to 5.6 weeks annual

leave in a year under the Working Time Regulations which equates to 12.5 % of your basic rate of

pay. Pay for annual leave will be paid automatically. This will show on your payslip as "WTD”

payment. You will not be entitled to any further payment in respect of this leave entitlement.