



# WAVOCC Representation Workshops

- Aim: to enable participants to effectively represent the opinions and views of the voluntary sector working in Health and Social Care
- Objective: give participants the necessary information to be an effective representative



## Background to Representation, so why bother?

- The NHS/County Council have a duty to involve VCS Organisations not in just the delivery of Health and Social Care services but also in planning for them strategically.
- For the VCS contribution to be as effective as possible, clear engagement and representational structures need to be in place.



# WAVOCC and The Worcestershire Context

- WAVOCC are regularly being asked for Health and Social Care Representatives!

Just to name a few current WAVOCC representatives:

- At Worcestershire Partnership WAVOCC hold two seats on the Health and Social Care Partnership Board, and one seat on the Children and Young People Partnership Advisory Body
- At NHS Worcestershire we have a seat on the Worcestershire PCT Patient and Public Involvement Forum, and WAVOCC members are governors for the Worcestershire Mental Health Partnership and Worcestershire Acute NHS Hospitals Trust



# Principles of Representation

- The VCS itself must determine how and by whom it should be represented
- WAVOCC representatives should be drawn from its membership and/or from the trustee board
- WAVOCC representatives must be able to draw views from and report back to our constituency's networks
- In all representational roles, individuals act, speak or are present on behalf of all the voluntary and community groups and organisations that are members of WAVOCC. They should, therefore, reflect a broad cross-section of views and be bound by any collective decisions taken, rather than representing their own or their organisation's interests.
- Any conflicts of interest must be acknowledged



## What is the system for recruiting a WAVOCC Representative?

- WAVOCC are initially approached – most often by the lead/chair of the group – for a representative
- In negotiation with the working group lead a role description and a person specification are drawn up.
- These, together with the terms of reference of the group, will be circulated to WAVOCC members
- Member organisations will be asked to nominate an individual who complies with the person specification



## What happens if there is more than one application

- If there is more than one application WAVOCC will initially approach all candidates aiming to negotiate a lead candidate
- If this is not possible WAVOCC will then conduct an election process within agreed timescales
- As part of this election process WAVOCC members will be asked to vote for their preferred candidate



Coffee Break:

***Please think about, and discuss:***

*From your knowledge of Countywide and district Health and Social Care Boards and Committees, and from your organisation's perspective, which committees/boards/groups would be best for you to attend?*



## What makes an effective Representative?

- They are clear about the remit & the value of their role
- They have effective communication skills
- They have empathy with, and understanding of, other voluntary sector groups.
- They understand the importance of feedback and sharing of information
- They identify the real concerns of voluntary organisations & prioritise key issues



## What else makes an effective Representative?

- They work constructively with others
- They have the confidence to effectively put forward issues in meetings
- They remain objective
- They use the skills & qualities that they already have and recognise essential skills that they need to develop



## Expectations of a Representative

***Please discuss:***

- *What are your expectations of representation?*
- *What are the expectations of your organisation?*
- *What are the expectations of the sector?*



## Expectations of a Representative

- To understand the Health and Social Care organisations that you're representing
- To understand the key issues for these organisations
- Represent the differing views of organisations
- Understand the purpose of the meeting you are attending



# Expectations of a Representative

- Liaise with WAVOCC/organisations prior to meetings
- Ensure key issues are on the agenda prior to the meeting
- Contribute to discussions and getting relevant points across
- Report back through the relevant WAVOCC channels.



# So Why Report Back

## *Discussion*

*So why report back, and to whom?*



# 'So, Why Report Back'

- To strengthen our collective voice
- To show VCS professionalism
- To inform the VCS working in Health and Social Care
- To allow the sector good time to respond to change/opportunity.



# Effective Reporting Back

- Ensure feedback is given within agreed timescales
- Summarise key discussion points
- Identify any action required with timescales
- WAVOCC will disseminate information to other members/the sector
- Reporting to be made available in a variety of formats



# Concerns

- If any organisation has concerns about the way the representation is being carried out, or the communication processes, they have the right to appeal to WAVOCC who will appoint an independent person to investigate



# Seek support from others

## **YOU ARE NOT ALONE!**

- **WAVOCC have a wealth of experienced representatives and in this we aim to be a self supporting community**
- **WAVOCC have developed a representatives' 'toolkit' to help you become an effective representative**