



***National Treatment Agency
for Substance Misuse***

**NTA POLICY ON INVOLVEMENT OF USERS AND FAMILY
MEMBERS**

March 2008

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1. Introduction

1.1. The NTA is a Special Health Authority which came into being in 2001 to oversee the effective commissioning and delivery of drug treatment services in England. While the NTA are not directly involved in the provision of services or in the clinical care of users, the organisation values the input of people who have experience of drug problems and using drug treatment services and those of and their family members at a national, regional and local level. Since the organisation's inception, user and family member involvement has been integral to the NTA's work to facilitate and drive improvements in the commissioning and delivery of effective drug treatment services. This policy document sets out both the principles and the practice the NTA will use to involve users and family members in its work to assure the delivery of high quality and effective drug treatment systems.

1.2. Section 11 of the Health and Social Care Act 2001 places a duty on NHS organisations to make arrangements to involve and consult patients and the public in:

- planning services they are responsible for
- developing and considering proposals for changes in the way those services are provided
- decisions to be made that affect how those services operate.

The overall aim of Section 11 is to increase patient-centred care and improve the users and family members experience by ensuring they are involved at the beginning of any process to develop or change services. Section 11 applies to all NHS organisations, including national agencies, strategic health authorities, and local trusts. It can also apply to non-NHS service providers, who provide services to patients through contracts and service level agreements, or a commissioning partnership where the NHS is one of the partners.

1.3 The Department of Health has published Reward and Recognition (revised August 2006) which sets out the principles and practice of service user payment and reimbursement in health and social care. This policy is based on the principles and practices set out in Reward and Recognition, and reflect our commitment to involving users and family members in line with good practice and our duty under section 11 of the Health and Social Care Act 2001. It is important to note however, that while the policy has used Reward and Recognition as a guide, it has not incorporated all recommendations (e.g. those that do not readily apply to the NTA due to the NTA not being directly involved in service provision/patient care).

1.4 Scope of policy and definitions used

This policy has application only to those pieces of involvement work initiated by and undertaken on behalf of the NTA at regional and national level. Users and family members seeking guidance on local involvement policies should contact their local DAT Partnership or treatment service provider.

For the avoidance of doubt, it should be noted that individuals employed by DAT partnerships as user and/or carer leads or development workers will not be eligible for paid involvement opportunities under this policy.

While it will often be appropriate for users and family members to draw on their own experience of drug treatment, this policy does not relate directly to involvement in drug treatment (whether a user's own treatment or a family member becoming involved in a user's drug treatment as part of an agreed care plan).

For those pieces of NTA involvement work that attract payment, the policy will only apply to those users and family members legally allowed to work in the UK (e.g. age 16 or over and in possession of the appropriate work permits).

The term 'User' has been adopted rather than 'Service User' as the policy applies to drug users both inside and outside the drug treatment system. The term 'Family Members' was chosen to ensure the widest possible application to this group, and in essence includes anyone with current or past experience of a loved one's drug misuse who has (or had) an interest in the wellbeing of that drug user, regardless of their relationship or whether they are still in contact with the user in question.

2. The benefits of involvement

2.1. The NTA recognise that there are many benefits to involving users and family members in its work. Involving users and family members is not an end in itself but a way of achieving three fundamental objectives:

- strengthened accountability to all stakeholders
- services that genuinely respond to the needs of users and family members
- a sense of ownership and trust.

Therefore, at national, regional, commissioning and service provider level, the NTA seeks the active involvement of users and family members in planning, delivering and evaluating service provision.

2.2. The NTA recognise that there is a range of ways of involving users and family members in its work to assure delivery of effective drug treatment systems in England. These range from formal and informal consultation processes to involvement in specific programmes and working groups. The NTA also recognises that individuals will want to become involved in different ways and make different levels of contribution which are of benefit both to them and to the organisation. The NTA will endeavour to ensure that a wide range of opportunities for involvement are provided which reflect the different ways in which users and family members wish to be involved. Much of this involvement will be provided on a voluntary basis, but there may be instances where due to the level of skill, time and commitment required the person will be offered a payment for their contribution.

3. Principles of good practice

3.1 The principles of good practice for user and family member involvement are:

General:

- The NTA will discuss and agree on the terms of involvement with users and family members prior to work being commenced
- Users and family members will be given the right information at the right time to be able to make an informed choice about how and on what terms they wish to be involved
- The contribution users and family members make can be recognised and valued in all sorts of ways such as being thanked, positive feedback and acknowledgement, practical assistance, training, personal development or seeing the impact of the work and changes made as a result of involvement. Payment can also be offered for certain levels of involvement

Payment related:

- A wide range of users, with different needs and experiences are encouraged and supported to be involved. The way that payment and/or reimbursement of expenses are settled should not needlessly create barriers to that deter users or family members from being involved.
- Before starting any paid work with the NTA, users and family members should ensure that they liaise with their local benefit office to obtain the right information and support to prevent a breach of their benefit conditions. Breach of benefit conditions can result in benefits being stopped¹.
- Users and family members are paid according to open and consistent criteria that take into account the level of involvement, the type of work and the skills and expertise required.
- Paperwork to claim payment and reimbursement is kept to a minimum. Where paperwork is necessary to safeguard both the NTA and the user or family member, it should be accessible and easy to understand.

¹ Please note that the NTA is not qualified to give advice as to the exact impact paid work will have on users and family members in receipt of state benefits. In all cases the NTA regional and national teams will sign-post users and family members to their local benefits office for expert advice.

4. Levels of involvement

4.1 Defining Involvement

When involving users and family members in the work of the NTA it is important to define what involvement actually means. Reward and Recognition sets out levels of involvement and suggests that opportunities at level 1 and 2 should be voluntary and those at level 3 or 4 and should be offered payment. The following examples refer to 'Reward and Recognition' where appropriate, and describe the differing levels of user and family member involvement which may be applicable to the NTA.

Voluntary involvement

Opportunities for involvement which are about informing people or consulting on decisions will be offered on a voluntary basis. Types of involvement in the NTA which meet these criteria include regional user or family member forums, service user surveys and working groups which seek opinion and comment.

Paid involvement

Opportunities for involvement which will attract payment include participation on annual regional treatment planning panels, activities which require specific pieces of work to be delivered such as writing reports, facilitating training events, making presentations or chairing conferences.

The examples given above are not exhaustive and each case will be discussed between the NTA representative and user/family member in line with the above examples and Reward and Recognition (where applicable). When offering any opportunity for involvement the NTA will be clear about the level of involvement required and the basis on which it is offered. Those opportunities which involve a greater level of skill and commitment from those involved will be more likely to attract payment. The NTA and the user or family member will need to be clear that they are able to meet the expectations this type of involvement will demand.

5. Managing user and family member involvement

5.1 Defining the level of involvement.

Where any opportunity for user or family member involvement is made available the NTA will define the level of involvement according to the criteria set out above including whether the opportunity will be offered on a voluntary basis or whether payment will be offered.

5.2 Establishing a role criteria for involvement

Where any opportunity for paid involvement is being offered the NTA will provide a written role description for the task (Appendix 1). This will include expectations including time commitments; the level of participation, skills required and agreed deliverables.

5.3 Registering for involvement

Each of the NTA regional teams will establish a register of those users and family members who wish to become involved in specific projects/ groups (excluding attendance at routine meetings such as the regional user and carer forums). The NTA regional team will ask all users and family members to submit the form (complete with supporting information) within pre agreed timescales. Applicants will then be informed of appropriate opportunities (either paid or unpaid) by the regional team if and when they arise. This will be reviewed with the user or family member annually. A registration form is included at Appendix 2. ²

² By exception, where no registered users and family members are considered suitable for a specific involvement opportunity, a separate process will be conducted to identify users and family members who may be suitable.

5.4 User or family member involvement induction checklist

When the user or family member is approached with an opportunity for involvement the user/family member lead will go through an induction checklist. This will ensure that the user or family member is clear about their role, the expectations involved the basis of their involvement and that they have been given all the information required in order to make an informed decision on involvement. The checklist is provided at Appendix 3.

5.5 Selecting users and family members for involvement

When selecting users and family members for involvement opportunities the national or regional user/family member lead must ensure that the user family member has the relevant skills to fulfil the requirement. This will involve meeting with the user or family member to agree their skill and knowledge base. Users and family members should not be offered any roles for which there is not a clear consensus that they will be able to meet the requirements. If a user or family member should not be successful in being selected for involvement opportunities, written feedback will be provided stating the reasons for this. The decision of the responsible manager (e.g. Regional Manager, Programme Manager or other NTA Senior Manager) will in all cases be final.

5.6 Payment of expenses for users and family members engaged in involvement work for the NTA

Users and Family Members undertaking paid and unpaid involvement work for the NTA will have entitlement to claim expenses in line with the NTA Users and Carers Expenses Policy. The exception to this is childcare costs, which cannot be claimed for by users or family members undertaking paid involvement work (this is in accordance with NTA policy for all paid members of staff).

6. Roles and Responsibilities for user and family member involvement

6.1 NTA national and regional teams have the following responsibilities:

- A duty of care towards users and family members who become involved. This duty of care is paramount, and includes ensuring that the individual is able to meet the demands of the involvement without causing undue stress, financial hardship, risk of lapse/relapse, or otherwise disadvantaging the individual.
- To ensure that all involvement work undertaken by users and family members on behalf of the NTA will take place in a safe and well managed environment
- To provide regular support and feedback during the period of the involvement work
- To provide adequate expertise, information, time, administrative and financial resources to support effective user and family member involvement.
- To provide this policy to all users and family members who wish to become involved and explain its meaning and implications (if required).
- To ensure that the practices contained in the policy are carried out consistently across the organisation. Staff will receive relevant training to ensure they are aware of the policy and follow it in practice.
- to ensure that budget allocations are made available at a national and regional level to support this user and family member involvement policy

6.2 Users and family members have the following responsibilities:

- To understand and agree to the terms and conditions upon which they get involved, be it on a paid basis or on a voluntary basis.
- To agree to and commit to meeting the requirement of the role whether it is on a paid or voluntary basis.
- To declare any earnings to their tax and benefit offices as appropriate and ensure that these offices are fully and appropriately informed of any payments they receive.
- When involvement undertaken on a paid basis, to abide by the standards of conduct expected of all individuals in paid work with the NTA, including a commitment to anti-discriminatory practice. The NTA staff member involved with the individual project will be able to give more information on the standards required.
- When involvement undertaken on a paid basis, to understand and accept that they do not have any remit over NTA business outside of the specific remit of the project they are working on.

7. Payment Rates

7.1 The payment framework provides a guide for payments. These tariffs will be reviewed at regular intervals.

Preparation time and participation in treatment panels, report writing, chairing regional groups*, facilitating groups for consultation/survey completion purposes **	£10.00 per hour
Chairing a conference	£100.00
Short presentation (up to 30 minutes)	£40.00
Presentation (30+ minutes) Half day workshop/seminar Half day training event	£100.00
Full day workshop/seminar Full day training event	£200.00

*Note: before any paid work is embarked upon, the user/ family member and NTA representative will agree the likely duration of the work and thereby set the approximate amount of money they will receive. For attendance at working groups, the time spent attending the meeting will be paid (please see NTA user and family member expenses policy for out of office/ overnight stay allowances).

**Note: involvement in NTA research e.g. completing the Service User Survey, or acting as a 'privileged access' interviewer does not fall within the scope of this policy - rather this policy refers to paid and unpaid involvement at regional and national level in the NTA's work to drive improvements in the delivery of effective drug treatment services

8. Making payments to users and family members

Where payment for specific pieces of work is deemed appropriate there are two options for how money can be paid and these are contained in 8.1 and 8.2 below:

8.1 The user or family member will be paid on an independent consultancy basis and the NTA will be responsible for deducting tax through the pay as you earn scheme (PAYE)

While users or family members may wish to be paid in cash or cheque, this is not possible. The NTA is responsible for deducting tax and national insurance contributions, and, if it fails to do so, is liable for the back tax and national insurance that would have been payable. The NTA has no facility to do this other than via the payroll, as we have no information about total earnings of users and family members.

Users or family members will therefore require a bank account into which their remuneration can be paid. Those who do not currently have a bank account will need to open one in order for payments to be made. Basic bank accounts are available for those who have poor credit histories and for whom a current account may not be available. Basic bank accounts are available from all major high street banks and the Post Office. The NTA can provide users and family members with information on where they can find support and assistance to open such an account should they wish to do so. In line with legal requirements those receiving payments will need to demonstrate that they are legally entitled to work in the United Kingdom.

Before starting paid work with the NTA, users and family members should:

- a) Complete a form to enable the payment to be made into an appropriate bank or building society account (Appendix 4) on being provided with this form, individuals will also receive
 - Information to enable them to complete the section regarding ethnicity in line with the NTA's equal opportunity monitoring policy
 - A list of acceptable forms of identification
- b) Provide a P45 or complete a P46. The latter is a form that will enable the HM Revenue and Customs (HMRC) to issue the correct tax code.

A new starter pack for users and family members has been produced by the NTA Human Resources Department. A pack can be provided through national and regional leads for users and family members, to those people who are entitled to payment under this scheme.

8.2 The user or family member will be self employed and responsible for declaring and paying their own tax.

It should be noted that people in receipt of certain benefits for living costs cannot register to be self employed. No declaration of self employment should be made without the individual having notified HM Revenue and Customs. People who are registered as self employed will have an HM Revenue and Customs reference number. The NTA has a letter and form that anyone wishing to declare themselves self employed should complete and return before commencing paid work with the NTA (Appendix 5)

There are a number of ways in which payments for work and receiving expenses can affect entitlements to benefit. Users and family members will be expected to check with their local benefits office to ensure they are not penalised for participation in NTA work.

Appendix 1: NTA User/Family Member Involvement Role Description

Name of Task/Group		
Purpose of the Task/Group		
Payment Rate		
Meetings to be attended		
Outputs to be delivered where applicable	Task	Timescale
Time Commitment Required		
<p>All participants are required to:</p> <ul style="list-style-type: none"> • Familiarize themselves with the aims of the group/task and understand what the group has been set up to do • Attend meetings on time or forward apologies to the Chair • Read relevant papers before the meeting • Contribute to the smooth running of the meeting and respect the views of others • Ask for clarification/explanation when necessary 		

Appendix 2: User/Family Member Involvement Registration Form

Please complete this form to register your interest in becoming involved in NTA activities. The information will help us ensure that all sections of the community are represented and we can invite you to become involved in activities which match your area of interest and your skills and knowledge.

Name		
Age		
Ethnicity		
Male/Female		
DAT of residence		
Contact information	Address: Phone number: Email address:	
Areas of interest	 	
Skills	Providing feedback Contributing to meetings Representing others Reviewing documents Chairing Presenting Delivering training Report writing Other	
Willing to undertake involvement work at national level?		
Knowledge	Drug Services Stimulant use Opiate use Other drug use Carer services Criminal Justice Diversity Issues Other	
Level of commitment per month (please indicate)*		
Any other relevant information		

*Please note that hours of paid may affect your benefit entitlement. Please contact your local benefits office for more information.

Appendix 3: User/Family Member Induction Checklist

The user/family member is not employed in a full time capacity in a user or family member involvement role		
The user/family member involvement policy has been provided and explained		
An involvement registration form has been completed		
The involvement activity has been explained		
Role description has been provided		
Requirements and expectations have been clarified and agreed		
The participant understands that the activity is undertaken on a		
	Voluntary basis	
	Paid basis	
Expenses policy has been provided and explained		
The user/family member has clarified whether their benefits will be affected with the benefit office		
Where the activity is to be paid relevant starter form have been completed and provided to Human Resources Department		

NTA Staff Member
Signature **Date**

User/Family member
Signature **Date**

Appendix 4 – Starter Form (Part A)

Reference

NTA

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TO BE COMPLETED BY EMPLOYEE	TO BE COMPLETED BY HUMAN RESOURCES
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National Insurance Number – **This Must Be Entered**

--	--	--	--	--	--	--	--

Title _____

Surname _____

First Name _____

Address _____

Post Code _____

Telephone No _____

Date of Birth _____

Ethnic Code _____

Nationality _____

Religion _____

Marital Status _____

Eligibility to work in UK Verified by: _____ **Date:** _____

Where applicable, visa end date _____

Job Title _____

Occupational Code _____

NTA Site _____

Start Date _____

Contracted Hours _____

Contract Type _____

If Fixed-Term, End Date _____

Pay Scale/ Spot Salary _____

Pay Point _____

L/Weighting _____

	Name of Allowance	Amount Per Annum
Other Allowance 1	N/A	N/A
Other Allowance 2	N/A	N/A

COST CENTRE – REFER TO REQUEST TO RECRUIT

--	--	--	--	--	--	--	--	--	--	--	--	--	--

Sign Employee _____ Date _____	Sign HR _____ Date _____	Sign Manager _____ Date _____
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HR → Emp (sign) _____ Date _____	Comp Rcd HR (sign) _____ Date _____	R'cd NHS SBS(sign) _____ Date _____	Payroll (Input) No: _____
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Appendix 4 – Starter Form (Part B1)

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TO BE COMPLETED BY THE EMPLOYEE

Please verify all the details outlined in Part A of this Form and complete any areas that are blank, then complete the relevant details below. On completion, please return promptly to HR for input onto Payroll system by NHS Shared Business Services

Bank Details

Name on Account _____

Bank _____

Branch _____

Account No								
------------	--	--	--	--	--	--	--	--

Sort Code								
-----------	--	--	--	--	--	--	--	--

Roll No (if applicable) _____

Pensions Scheme

Attached with this form, you will find guidance on the NHS Superannuation (Pension) Scheme, membership of this scheme is voluntary, unless you advise otherwise you will automatically be enrolled into the scheme.

Would you like to opt out of the NHS Superannuation (Pension) Scheme

YES/NO

If yes please complete SD502 & return

Other Employment

Are you currently employed by another organisation e.g. part time work?

If yes, please state the organisation:

Organisation _____

Previous NHS Service

If you have worked previously in the NHS, please complete the last Trust or Authority that you have work for:

Organisation _____

Date From _____

Date Until _____

Employee Signed: _____

Date: _____

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Appendix A – Starter Form (Part B2)

TO BE COMPLETED BY THE EMPLOYEE

PRIVATE AND CONFIDENTIAL

THIS FORM WILL BE KEPT ON YOUR STAFF FILES AND IS FOR EMERGENCY USE ONLY. PLEASE ENSURE THAT YOU KEEP HR INFORMED OF ANY UPDATES TO THIS INFORMATION

Emergency Contact Details

Full Name _____

Relationship _____

Address _____

Post Code _____

Telephone No _____

Please state any medical conditions that you feel HR should be made aware of e.g. asthma, diabetes

Employee Signed: _____

Date: _____

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Appendix 5

SCHEDULE D INFORMATION CAPTURE FORM

Please complete the relevant section below

Section 1

Please complete this section if you are operating as a **Limited company**.

1. Name of Company:

2 Name of consultant:

3. Home address:

4. Name and address of tax office to which you have or will submit accounts on behalf of the company

5. Corporation Tax reference:

6. Client Company's VAT registration number, if relevant:

7. Company registration number:

By signing this section, you confirm that the company operates PAYE and the fees payable under this contract will be included in the accounts of this company.

Signature:

Date:

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Section 2

Please complete this section if you are operating as a **sole trader**

1. Name of consultant:

2. Home address:

3. Are you a sole trader:

4. HM Revenue & Customs Reference Number:

5. By signing this section, you confirm that the Inland Revenue have agreed and have given authority for any remunerated work that you do not to have tax withheld by your customers (please include any relevant documentation).

Signature:

Date: