

MSLC Good Practice

Case study - A paid Coordinator for Norfolk and Norwich MSLC

What has been achieved?

Funding for a paid committee coordinator role, starting in the financial year 2014/15 and becoming more clear, and better established over time. With a modest increase to budget for 2015/16 based on achievements and demonstrated value. The budget also includes £2k expenses for room hire, travel expenses, child care costs, licence fee for online survey software, stationary, etc.

How did the paid Coordinator role come about?

Rachel Scarff initiated the role, drafted the practical details, and secured the agreement with the clinical commissioning group (CCG), based on the previous agreement with the primary care trust.

What does the MSLC Coordinator do?

The coordinator carries out the administrative work that keeps everything running smoothly, running the committee (e.g. producing agendas and minutes; ensuring documents are presented professionally; that terms of reference are up to date, signed off and followed; budgeting; supporting user involvement activities, including making sure expenses are paid in a timely way). She may also assist liaise with any MSLC work and bodies that the MSLC feeds into, including committees run by the professional development midwives, the trust's website, SCN, PALS and Child Health and Maternity Network, developing MSLC surveys, analysis and report writing; promotion of the MSLC; liaison with the CCGs to ensure their support and feeding in to NCT branch activity.

How do you see the role developing?

The CCG has agreed to provide increasing support, based on the time and resources needed to achieve good results, and seeing examples of good practice from other MSLC's. The Coordinator role includes ensuring that:

- service user input is developed,
- the CCG and other stakeholders are fully engaged
- an annual work plan (with quarterly objectives) is created and maintained; and
- MSLC accounts are monitored.

How does this contribute to public and parent involvement (PPI)?

Our MSLC believes that the Coordinator should be committed to the objectives of the MSLC and have a passion for its work. The post-holder must be a service user representative and truly behind the cause. There is now a clear plan for including engagement of new groups of parents and collection of their experiences and feedback. Rachel Scarff said:

'Initially, I asked the bare bones for running the MSLC: £5k per year to cover room hire fees, refreshments and expenses, and 20 hours paid work per quarter for an MSLC Co-ordinator to attend two meetings, agenda writing and minute taking and distribution. (Most of the time and energy I dedicate to the MSLC is voluntary, I work around 12-15 hours a week, of which 1-2 hours are paid.)

'For the financial year 2015/16 I have budgeted for a modest increase to 32 hours per quarter (approximately 3.3hours per week during term time), to carry out maternity services user surveys and

March 2015 See Norfolk MSLC templates, funding application, budget, work plan & annual report.

write up the findings. So it still covers only part of the hours worked. Payment of 12 hours per week in 38 term-time weeks (approximately £8k salary), would enable paid time to attend clinical network, CCG and other meetings to represent service users and be a positive force for change.'

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