



CODE OF PRACTICE

Obligations of the organisation requesting users for teaching and research

Organisations seeking to recruit user participation in teaching or research activities through UNTRAP are advised:

All requests for user involvement in research and users for teaching should be made in writing and include a role description, and a person specification with an estimate of the amount of time involved. This role description will be circulated to people on the UNTRAP database, and time should be allowed for the information to be sent out and for people to consider their existing obligations and availability.

One month period should be allowed for the process of sending the information to the users, waiting for responses and passing the list of interested users to the organisation for selection.

If the request is for the participation of users in a Steering Committee, the organisation needs to a) request a minimum of two users and b) make sure that a member of the Committee is available half an hour before each meeting so the user can be briefed and advised about the agenda and any other arising issues.

UNTRAP will send names and contact details of users who have expressed an interest in being involved. It will be up to the commissioning organisation to make a selection and inform UNTRAP of their decision.

The organisation needs to send a thank-you letter and an acknowledgment of participation by users in any activity and provide details to UNTRAP for quality assurance purposes.

Organisations will be asked to provide feedback on their experience of involving members of UNTRAP, the nature of their involvement, what

support needs were expressed and how these were met. Feedback will also be sought from involved users.

UNTRAP welcome information about conferences, workshops or events which may be of interest to members and enable the lay membership to build their knowledge and understanding of research. The members appreciate this information well in advance. We have members with specific interest in aspects of social care for different age groups and with specific interest in research related to a range of chronic diseases.

Reimbursement

Rates

- For teaching - the payment will be determined by the teaching rates of the University where the user is invited to teach.
- For user participation in research and committee meetings– the rate is a minimum of £20.00 per hour. This is intended to meet users out of pocket expenses (excluding travel), as well as reflecting the time and effort of participation.

Travel expenses and car parking

The University/Organisation needs to make appropriate arrangements to reimburse the costs of travel expenses and car parking.

If users incur costs of being involved which are not covered by the £20.00 per hour we would expect organisations to adjust the reimbursement to cover this rate of expenses.

Mode of payment

The University/Organisation should reimburse costs in a way that suits the user's circumstances.

Impact on benefits

UNTRAP members are aware of their responsibilities to inform the Benefits Agency of any payments received which may impact on their benefits entitlement. Organisations also have a responsibility to advise users that payments may affect benefits. If UNTRAP members need help with benefits advice they should be recommended to use an independent advice service such as that provided by the Citizen's Advice Bureau.

UNTRAP administrative fee

As a contribution towards core funding, UNTRAP charges an administrative fee of £200 from researchers, who request user-involvement.

This covers:

- Advice on recruitment strategy and role description
- Distribution of call for involvement to all members of UNTRAP
- Administrative work involved in the call and support to UNTRAP members involved
- Advice on all aspects of the involvement process, including roles and responsibilities, payment procedures, and training

For researchers applying for NIHR funding, UNTRAP charges a further administrative fee of £1000, which is to be included in the research budget and paid if a project receives funding. This fee covers that continued support of UNTRAP throughout the project, including

- On-going support and advice on involvement activities, training needs and payment issues
- If needed, distribution of calls for involvement for new or additional patient representatives and advice in this process

Agreement to UNTRAP's Code of Practice

Organisation agreement:

I (please print name)..... agree to UNTRAP's Code of Practice for organisations, as outlined above.

Signature:Date:

Authorisation by UNTRAP:

Signed for UNTRAP:

Name:

Signature: Date:

One copy to be returned to UNTRAP organisation

One copy to be retained by UNTRAP