

Engagement Panel

Terms of Reference – February 2024

Evidence supports the simple idea that people who experience a service are often better placed to design and review it.

Established in 2019 the Engagement Panel acts as a critical friend to discuss Officers' proposed engagement plans, service design and policy and strategy development. Members of the Panel are recognised as experts by experience.

Role and Purpose of the Panel

- To encourage and support the Department to increase the extent to which it co-produces its service design with people who are experts by experience, carers, and families.
- To provide advice to shape engagement plans and activities.
- To review and make recommendations on the Department's proposals around service design and policy and strategy development.
- To review information that is to be shared with people, to ensure it is suitable for the audience (checking language, appropriate formats)

Membership – Roles and Responsibilities

Volunteer Members

Co-Chair Panel meetings

Provide insight and advice based on lived experience.

Director or Adults and Communities, Assistant Director of Strategic Commissioning

Co-Chair Panel meetings

Promote the role and impact of the Panel across the Department and with senior management.

Lead Practitioners

Provide a key link to staff working within the Adult Social Care Department

Strategy and Planning Team

Co-ordinate and support the development of the Panel to ensure that it has a clear role, vision, and priorities.

Raise awareness of the Panel across the Department and embed the expectation that it be consulted on engagement plans and service design proposals.

Undertake administrative duties for the Panel.

Maintain and promote a record of the Panel's work and its impact.

Meetings – Administration and Conduct

Meetings

- Meetings will be held monthly, in-person
- Agendas will be circulated a week before each meeting, and minutes/notes will be circulated within a week of each meeting
- Plain language will be used, with any abbreviations explained
- The Red and Yellow card system will be used to indicate when someone does not understand (Red) or wishes to speak (Yellow)

Expenses

Reasonable travel expenses will be reimbursed at each meeting – members are requested to bring receipts if travelling by public transport.

Conduct

People will be polite and respectful towards each other. Discussions should **focus on the role and purpose** of the Panel. Members can/may wish to share personal experiences that relate to an agenda item, but the meetings are not the appropriate forum to air personal issues/grievances. Members are required to adhere to our confidentiality statement.

Confidentiality

It is likely that the Panel will see plans, ideas, and documents, that are confidential or sensitive. Once work has been completed all confidential information must be destroyed or deleted.

Panel members must:

- Identify any work or discussions that need to be treated as confidential
- Refrain from discussing any confidential Panel work with non-members
- Inform the Panel of any conflict of interest and not use any confidential information for any personal or professional gain

Conflict of Interest

Members must inform the Strategy & Planning Team of any involvement they may have with other organisations which could result in a conflict of interest with the work of Adult Social Care, such as a close family member working for a service provider, have a financial interest in a company that provides services or goods to the Council.