



North East Lincolnshire
Clinical Commissioning Group

NORTH EAST LINCOLNSHIRE CCG

COMMUNITY FORUM

Sally Czabaniuk
Engagement Manager
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NORTH EAST LINCOLNSHIRE CLINICAL COMMISSIONING GROUP

TERMS OF REFERENCE

COMMUNITY FORUM

1. PURPOSE

1.1 The Community Forum is part of the CCG's governance arrangements (Appendix 1) that exists to:

1.1.1 Provide assurance to the CCG Partnership Board/Partnership Board that there are robust structures, processes and accountabilities in place for engagement with local people around the commissioning decisions of the organisation.

2. STANDARDS OF BUSINESS CONDUCT/CONFLICT OF INTEREST

2.1 All Committee Members must adhere to the CCG's Constitution and Standards of Business Conduct / Conflicts of Interest policies, together with NHS England statutory guidance on managing conflicts of interest.

Where a member of the committee believes that he /she has a conflict of interest in relation to one or more agenda items, they must declare this at the beginning of the meeting wherever possible, and always in advance of the agenda item being discussed. It will be responsibility of the Chair of Committee to decide how to manage the conflict and the appropriate course of action.

To further strengthen scrutiny and transparency of CCG's decision-making processes the CCG has an appointed Conflict of Interest Guardian. This role is undertaken by the CCG's Integrated Governance & Audit Chair.

2.2 Any interests which are declared at a meeting must be included on the CCG's Declaration of interest Register. Where this is not already the case, the individual with the conflict must ensure that the item is added to their declaration as soon as is practicable following the meeting.

3. TERMS OF REFERENCE

3.1 The Terms of Reference of the Community Forum are as follows:

3.1.1 To oversee, challenge and hold the CCG to account around involving local people in their decision making.

- 3.1.2 To provide a conduit between the CCG and the Community Forum through the PPI Lead on the Partnership Board.
- 3.1.3 To ensure that, through the various Service Triangles/Working Groups and Committees, engagement with the wider community, including accord members, is undertaken to gather information and views and inform decisions
- 3.1.4 To offer practical support to new projects where community engagement is required
- 3.1.5 To highlight areas of concern raised by the wider community and potential need for change, where appropriate
- 3.1.6 To listen to, discuss and agree new proposals / changes that are required; challenging decisions, where appropriate
- 3.1.7 To ensure that any proposals and / or decisions regarding services, service change, etc. have had appropriate community involvement
- 3.1.8 To support the CCG arrangements for compliance with equality and diversity requirements in all engagement activities in line with national requirements.

4. MEMBERSHIP

- 4.1 Membership of the Community Forum is as follows:
 - Community Representatives for the Service Triangles
 - Equality & Diversity
 - Delivery & Assurance
 - Quality Committee
 - Care Contracting Committee
 - Communications & Engagement
 - Health and Wellbeing
 - Other roles as determined by the CCG

These posts are filled via expressions of interest from the Accord membership scheme using the agreed Recruitment & Selection process. (Appendix 2 provides the criteria for eligibility).

- 4.2 Attendees of the Community Forum are as follows:
 - CCG Executive Leadership representative
 - CCG Engagement Lead
 - Partnership Board PPI Lead
- 4.3 The Community Forum may request the attendance of any member of staff or senior/clinical lead from the CCG or outside organisations as and when appropriate.

- 4.4 The chair of the Accord Steering Group has an open invitation to attend Community Forum meetings where appropriate

5. QUORUM

- 5.1 The Community Forum will be quorate if any six members are present.

6. FREQUENCY OF MEETINGS

- 6.1 The Community Forum will meet monthly

- 6.2 Meetings of the Community Forum will be planned for the calendar year ahead.

- 6.3 Decisions may be taken between physical meetings through email, teleconference or other 'virtual' means. Any such decisions will be recorded and taken to the following meeting for information.

7. REPORTING ARRANGEMENTS

- 7.1 The Community Forum reports to the CCG Partnership Board through the PPI Lead

- 7.2 The Community Forum will ensure as part of the reporting arrangements that highlights and exceptions in relation to community engagement are communicated internally and externally as appropriate.

8. ADMINISTRATIVE ARRANGEMENTS

- 8.1 Administrative support will be provided to the Community Forum by the Corporate Support Team.

- 8.2 The Chair of the Forum, the CCG Executive Leadership representative and the Engagement Lead will draw up the agenda for each meeting.

- 8.3 The agenda and papers will be distributed five working days in advance of the meeting.

9. REMUNERATION

- 8.1 Remuneration is set by the CCG's Remuneration Committee.

10. TENURE

- 9.1 The Community Forum is a permanent committee of the CCG

11. DATE OF AGREEMENT FOR TERMS OF REFERENCE AND DATE OF NEXT REVIEW

10.1 These Terms of Reference were discussed at the Community Forum meeting held on 11 April 2017 and will be reviewed by the end of March 2018.

12. DATE OF TERMS OF REFERENCE RATIFICATION BY REPORTING COMMITTEE

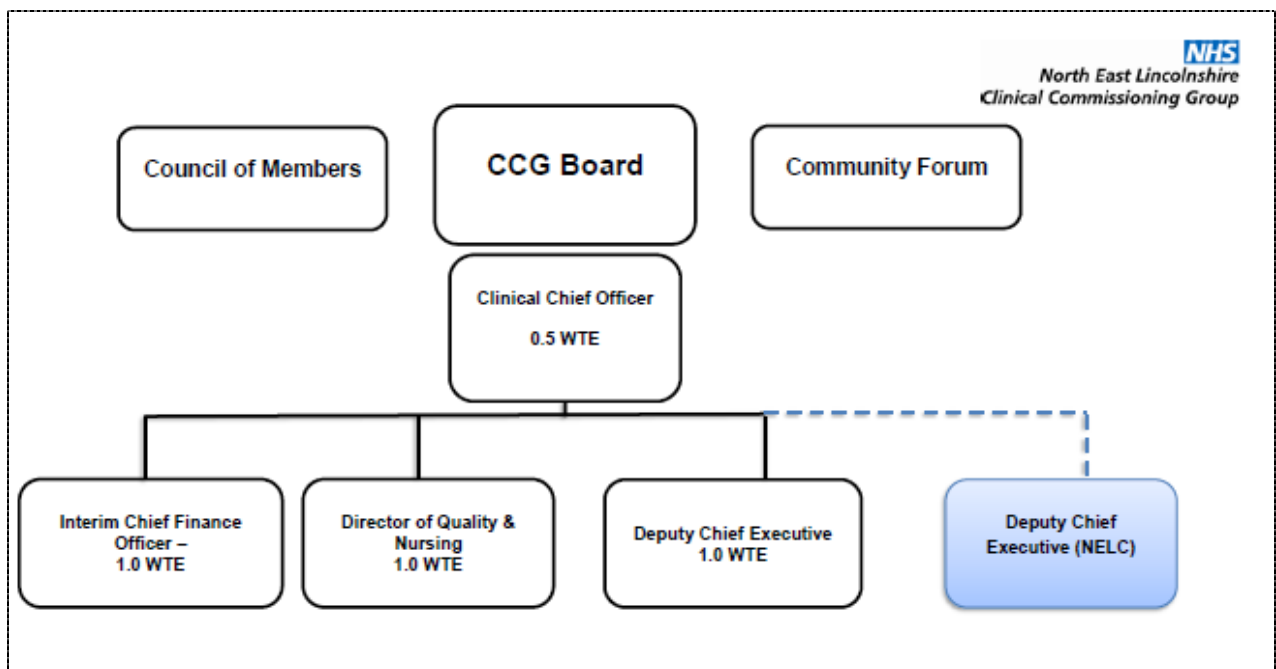
11.1 These Terms of Reference were ratified by the Governing Body on 11 May 2017

13. DATE OF EFFICACY REVIEW AND FREQUENCY

12.1 The Community Forum will undertake a review annually of its efficacy as a committee and how well it meets its Terms of Reference

Appendix 1

CCG Structure



APPENDIX 2

COMMUNITY FORUM: ELIGIBILITY CRITERIA

North East Lincolnshire Clinical Commissioning Group's (CCG) purpose is to commission services on behalf of the community relating to the health and social care needs of people in the area.

As part of their establishment CCGs were required to “**make arrangements for the public to be engaged in governance arrangements by ensuring that the CCG Partnership Board includes at least two lay people**”.

North East Lincolnshire CCG has strengthened this commitment through the development of the Community Forum. Community Representatives, which are drawn from the CCG's Accord membership scheme, have the opportunity to contribute to the CCG's governance arrangements through positions on Service Triangles, committees and working groups. These positions are appointed to through the Recruitment & Selection Process.

The purpose of appointing Community Representatives into these positions is to create a framework whereby there is assurance that the public have a direct say in what services are commissioned, and drive the commissioning strategy of the CCG.

1. Role of the Community Forum.

The role of the Community Forum is to oversee, challenge and hold the CCG to account around involving local people in their decision making. All the people who are involved in roles as Community Representative or who sit as a representative on a committee/working group are members of the Community Forum.

The Forum:

- provides a conduit for information for CCG and Community Members;
- listens, discusses and agrees new proposals/changes that are required;
- challenges decisions, where appropriate;
- offers practical support to new projects where community engagement is required (including Service Triangle areas);
- highlights areas of concern raised by the wider community and potential need for change, where appropriate;
- it is not a forum to raise personal issues or complaints.

2. Community Representative Roles

The positions that the CCG has requested a Community Representative are set out in the Terms of Reference .

- 3. Appointment of Community Representatives to Service Triangles / Working Groups/committees**
 - 3.1. Appointment to a term of office on the Community Forum will follow the agreed Recruitment & Selection process.
 - 3.2. Applicants must be over 16 years old and a member of Accord
 - 3.3. Exclusions of eligibility are set in accordance with Appendix 3

- 4. Election of the Chair / Vice Chair of the Community Forum**
 - 4.1. Expressions of interest will be sought from the Forum members for the roles of Chair and Vice Chair and where there is more than one candidate a ballot of the Forum members will be carried out
 - 4.2. In the event of either role not being filled the CCG will arbitrate to decide who takes the role(s)
 - 4.3. Terms of office for these roles are three years

- 5. Terms of Office**
 - 5.1. A term of office to an appointed role is three years
 - 5.2. Incumbent members may serve for a second successive 3 year term of office subject to a dialogue between the CCG and the individual to confirm that both are content for the appointment to continue
 - 5.3. There will be a regular process of individual reviews throughout the term of office with the escalation of any concerns or issues via the Forum chair
 - 5.4. Where a vacancy occurs before completion of the three year term this will be filled through the Recruitment and Selection process
 - 5.5. A member may not serve on more than one Triangle at any one time
 - 5.6. A member may not serve in a role for more than two consecutive terms of office, however, in the event where no other suitable applications are received from candidates who meet the minimum criteria this may be extended to one further 3-year term

- 6. Notice**
 - 6.1. Where a Community Representatives steps down from their role before completion of their term of office they are required, wherever possible, to give 3 months' notice. This will enable a replacement to be appointed and for a period of handover between the two Community Representatives to enable continuity of the role and work being undertaken.
 - 6.2. If at any point the organisation deems that a Community Representative's is:
 - not effectively carrying out their role and cannot be supported to remedy that fact, or
 - that they are in breach of the Forum's Code of Conduct then they will be removed from that role with immediate effect.

 - 6.3. Exit interviews will be held to gain feedback on the Community Representative's experiences. This will support the effectiveness of both current and future Community Representative Roles.



7. Definitions

Executives

To be appointed by the Clinical Commissioning Group.

Community Representatives

Members of Accord appointed to named positions within the Community Forum

Clinical Commissioning Group

NHS North East Lincolnshire Clinical Commissioning Group,
Athena Building, 5 Saxon Court, Gilbey Road, Grimsby, DN31 2UJ.

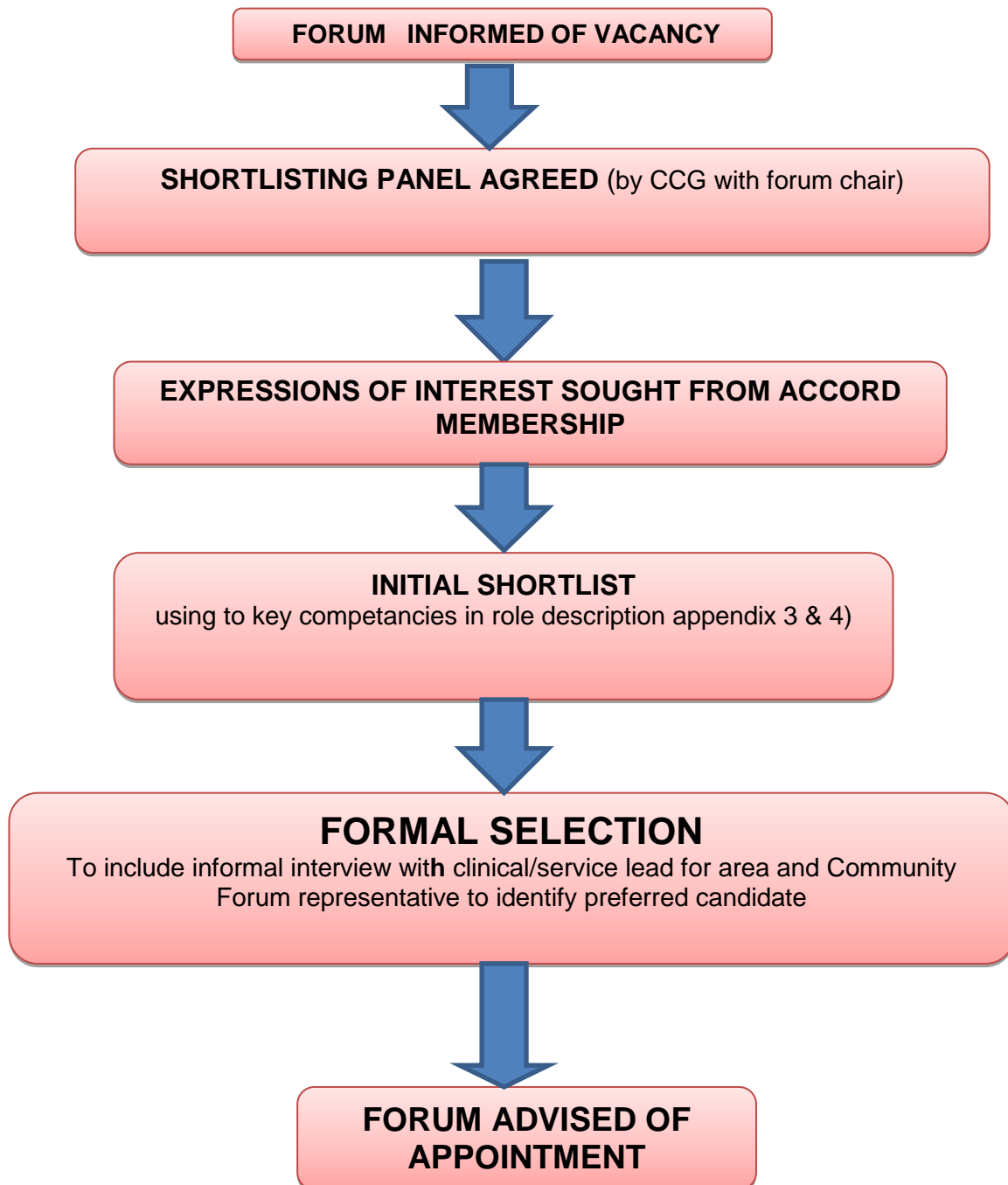
Appendix 3 - Exclusions of eligibility

A person may not become or continue as a Community Representative if:

- he/she has within the preceding two years been dismissed, otherwise than by reason of redundancy or ill health, from any paid employment with a Health or Social Care Service Body;
- he/she is a person whose tenure of office as the chairman or as a member or director of a Health or Social Care Service Body has been terminated on the grounds that his appointment is not in the interest of the health or care service;
- he/she is a Director of the CCG, executive director, non-executive director, chairman, chief executive officer of another NHS Trust, except where he/she is a Governor by virtue of being the Appointed Governor of that NHS body;
- he/she is a member of a Healthwatch Board
- he/she has had his/her name removed from a list maintained under regulations pursuant to the 2006 Act, or the equivalent lists maintained by Local Health Boards in Wales under the National Health Service (Wales) Act 2006, and he/she has not subsequently had his/her name included in such a list;
- he/she is the subject of a Sex Offenders Order and /or his/her name is included in the Sex Offenders Register;
- he/she has failed to repay (without good cause) any amount of monies properly owed to the CCG;
- he/she has in the five years preceding his/her proposed election or appointment been confirmed as an 'intractable complainant' in accordance with the relevant CCG policy for handling complaints;
- he/she is incapable, by reason of mental disorder, illness or injury, of managing and administering their property and affairs;
- he/she is a member of the local authorities' Overview and Scrutiny Committees covering health matters;
- he/she is the spouse, partner, parent or child of a member of the Board of Directors of the CCG.
- he/she has acted in a manner deemed contrary to the interests of the CCG;
- he/she is a person who within the preceding 5 years has been convicted in the British Islands of any offence if a sentence of imprisonment (whether suspended or not) for a period of not less than 3 months (without the option of a fine) was imposed on him/her.

Appendix 4 – Recruitment and Selection process

The Engagement Team will provide administrative support to the recruitment and selection process



APPENDIX 5

Community Representative: Service Triangles

Role Definition:

The aim of the role is to work alongside the clinical and managerial leads for the specified programme/service area to ensure that any service change proposals have appropriate community involvement and that concerns raised by the community are acknowledged and considered within the relevant service areas.

Deliver and Improve

- Support and contribute to the delivery of triangle / working group plans and objectives
- Convey success and demonstrate improvement, for example working with the Service Lead to ensure information held on the CCG and Accord websites is accurate and up-to-date
- With the support of the CCG Engagement team, to advise the Clinical and/or Managerial Service/Programme Lead on the appropriate community involvement requirements for any proposals that they wish to put forward to the CCG Council of Members
- To challenge any Service/Programme Lead proposals and/or decisions that does not appear to have had appropriate community engagement.
- To contribute to the commitment to ensure that clear decision making processes and governance arrangements are adhered to within the CCG

Analyse and Plan

- To put forward proposals for discussion, based on knowledge gathered from the Community Forum, any other community members or the general public.
- Facilitate links with local groups / organisations with an interest in the topic
- To contribute to the work with the Clinical Lead, Service Lead and CCG wider management team to
 - Inform service shaping remodelling and redesign
 - Shape, implement and review service specifications to ensure they are fit for purpose
 - Design and review pathways to ensure patients receive the best quality outcome
 - Actively support all aspects of the commissioning cycle
 - Influence and inform market shaping
- To contribute to the work with the Clinical Lead and Service Lead and CCG wider management team to ensure the services we commission demonstrate
 - Improvements to services
 - Reduction in health inequalities
 - Increased quality in the services delivered
 - Improved user experience, and
 - Value for money

- Working with the Engagement team to ensure that any proposals and/or decisions regarding services have had appropriate community involvement and that clear evidence on the impact of that engagement can be seen
- To contribute to the regular performance review of the triangle against the objectives to ensure that these are being achieved and where these are below target, help to develop and implement action plans to ensure that these are brought back on track in a timely manner.

General:

- Pro-actively seek views of wider public where relevant, supported by the Engagement team (could be for triangle / working group proposals or wider CCG issues that the forum agrees to seek view upon or take forward).
- To be a proactive conduit between the Service/Programme Lead and the Community Forum
- To liaise with the Community Forum to ensure up-to-date knowledge of developments across all service/programme lead areas, as well as the CCG Council of Members and Partnership Board.

Time Commitment:

- Attendance at regular service / programme meetings – frequency to be agreed (work on basis of minimum 5 hours per month)
- Attendance at the monthly Community Forum meetings
- Attendance at ad-hoc meetings/ availability for telephone discussion with CCG managerial Service/Programme Lead and/or Clinical Service Lead – minimum 2 hours per month
- Attendance at ad-hoc meetings with any other Accord members, or specific community groups, as appropriate
- Informal annual 1-1's with the Chair of the Forum.
- Informal annual 1-1's for the Chair of the Community Forum will be carried out with a member of the CCG Board
- Good attendance at Forum meetings is essential in order for the community representative to carry out their role. Where a member is absent from more than two consecutive Forum meetings or is absent from 6 or more meetings over a 12 month period without reasonable explanation (as determined by the Chair), then the Chair will make contact to discuss the reasons for absence and commitment to the role; and this may result in termination of appointment
- Where a member is unable to fully carry out their role due to ill health or personal matters they may be granted an extended leave of absence in agreement with the Chair

Key Competencies / skills:

- Strong communication skills and ability to communicate at all levels
- Interest in service/programme area
- Strong links into the community of North East Lincolnshire
- Ability to contribute to the change agenda to create sustainable services for North East Lincolnshire and to think strategically
- Confidence to challenge and debate with professionals
- Experience of formal Committee or Board meetings
- IT skills would be beneficial
- Email address is required.

APPENDIX 6

Community Representative: Working Groups / Committees

Role Definition:

The role of the Community Representative is to work as a member of the committee / working group. The Community Representative will participate in all aspects of the work of the committee with a particular emphasis on ensuring that any decisions or proposals have appropriate community involvement and that concerns raised by the community are acknowledged and considered within the relevant agenda items.

Deliver and Improve

- Support and contribute to the delivery of Working Group / Committee plans and objectives
- With the support of the CCG Engagement team, to advise the Working Group / Committee on the appropriate community involvement requirements for any proposals being considered.
- To challenge any Working Group / Committee proposals and/or decisions that does not appear to have had appropriate community engagement.
- To contribute to the commitment to ensure that clear decision making processes and governance arrangements are adhered to within the CCG

Analyse and Plan

- To put forward views and comments, based on knowledge gathered from the Community Forum, any other community members or the general public.
- To contribute to the work with the Working Group / Committee and CCG wider management team to ensure the services we commission demonstrate
 - Improvements to services
 - Reduction in health inequalities
 - Increased quality in the services delivered
 - Improved user experience, and
 - Value for money
- Working with the Engagement team to ensure that any proposals and/or decisions have had appropriate community involvement and that clear evidence on the impact of that engagement can be seen
- To contribute to the regular performance review of the Working Group / Committee against the objectives /terms of reference to ensure that these are being achieved and where these are below target, help to develop and implement action plans to ensure that these are brought back on track in a timely manner.

General:

- Pro-actively seek views of wider public where relevant, supported by the CSU engagement team (could be for triangle / working group proposals or wider CCG issues that the forum agrees to seek view upon or take forward).
- To be a proactive conduit between the Working Group / Committee and the Community Forum
- To liaise with the Community Forum to ensure up-to-date knowledge of developments across all service/programme lead areas, as well as the CCG Council of Members and Partnership Board.

Time Commitment:

- Attendance at regular Working Group / Committee meetings – frequency to be agreed (work on basis of minimum 5 hours per month)
- Attendance at the monthly Community Forum meetings
- Attendance at ad-hoc meetings/ availability for virtual decisions, i.e. by email between meetings.
- Informal annual 1-1's with the Chair of the Forum
- Good attendance at Forum meetings is essential in order for the community representative to carry out their role. Where a member is absent from more than two consecutive Forum meetings or is absent from 6 or more meetings over a 12 month period without reasonable explanation (as determined by the Chair), then the Chair will make contact to discuss the reasons for absence and commitment to the role; and this may result in termination of appointment
- Where a member is unable to fully carry out their role due to ill health or personal matters they may be granted an extended leave of absence in agreement with the Chair

Key Competencies / skills:

- Strong communication skills and ability to communicate at all levels
- Interest in the responsibilities of the Working Group/Committee
- Strong links into the community of North East Lincolnshire
- Ability to contribute to the change agenda to create sustainable services for North East Lincolnshire and to think strategically
- Confidence to challenge and debate with professionals
- Experience of formal Committee or Board meetings
- Experience of and confidence in dealing with large amounts of complex information
- IT skills would be beneficial
- Email address required.