



Vanguard Community Panel Terms of Reference

1. Introduction

The key role of the group is to bring together members of the community to work in partnership in order to;

- Ensure patient, carers and the public's voice is heard
- Support the Vanguard and Care Closer to Home agenda

2. Membership

Membership of the community panel is open to anyone who lives in Calderdale or has a keen interest in the local health and social care community of Calderdale.

Membership will represent the local demographics and geography of Calderdale.

Membership will be reviewed annually and priority will be given to new members who can serve underrepresented demographic and/or geographic communities of Calderdale within the panel.

3. Roles and responsibilities

Community panel members

- Members are required to declare any interest that may conflict with their role by being part of the panel. If any member is unclear about conflicting interest, they should declare this and seek further guidance.
- Members will be asked to consider getting involved in a range of activities e.g. events, meetings, surveys, look at engagement plans. These will be on an ad hoc basis as needs arise rather than a formal set of meetings.
- Feedback information from the community, in general which may affect healthcare
- Give patients a voice and feedback from engagement and consultations
- Will not act as forum for discussion of personal issues or health and social care related complaints
- Send apologies if you are unable to attend any activities/events/meetings



- Everyone must respect confidentiality. Sometimes we must decide not to write things down or tell other people about what we have heard

A full list of roles and responsibilities' developed by community panel members is attached.

Vanguard Programme

- Provide induction, ongoing training and support where necessary
- Provide access to Vanguard opportunities in a timely manner
- Keep community panel members informed of Vanguard activity via the Vanguard communications officer.
- Review membership annually

4. Management and reporting

Day to day management of the community panel will be delegated by the Vanguard Board to a member organisation of the Vanguard programme.

Activities of the community panel will be recorded in the Vanguard programme highlight reports to the Vanguard board.

5. Review of terms of reference

These Terms of Reference will be reviewed annually.

Date:

Approved by:

Designation:



Community Panel
Roles and Responsibilities

| What our role is | What our role isn't |
|--|--|
| <ul style="list-style-type: none"> • Raise awareness of local health concerns • Share experiences • New ideas or ways of working • Bring a new perspective • Ensure guidance is provided to people • Make sure the person/patient voice is heard • Influencing decisions • Making a difference for the vulnerable • Voice community opinion • Keep the work 'grounded' in reality • Maintain vision • Consider/listen/be inclusive to issues beyond our own personal experience • Add some creative input • Empower the voice of the people to the community we are representing • Keep up to date with development • Work with others • Respect others • To represent patients/community • Influence change & challenge • Our voice to be heard • Hear plans/express views/constructive criticism/review plans/ decisions/feedback views • Be part of a team – include everyone & consider all opinions/views • Don't be dismissive without due consideration • Be open and honest • Be actively involved – don't come just to fill your time, really be interested in the project | <ul style="list-style-type: none"> • No to tell people what to do – not to dictate • Don't do the role of the professionals • To judge • Just attending meetings for the sake of it • Not listening to wider communities • Do it! – we can shape but not do it • Not about being a 'vexatious complainant' – it's about being solution focussed and sensible • Not being a 'me me' person • Not here to push our personal agenda • Not here to be box tickers or enable lip service • Directing management • Not responsible for finance • Personal agenda/axe to grind! • Don't tell them what to do – share views and advise, not dictate • Not to represent whole community • Not to design services • Not inflict our personal views • Not here to dictate → can advise, influence • We don't want it to be a tick box exercise • Don't make it personal, be objective for community |



Responsibilities

- Confidentiality, don't leak information
- To respect everyone else's opinion
- Team building exercises
- Training
- Celebration of work
- Be open, represent views, listen – be the voice of those that can't and empower those to find their own voice that can
- We have a responsibility to behave as 'active citizens'
- To hold 'them' accountable
- To be an 'active partner'
- Confident in a room of 'professionals' (our skills/knowledge/experience/importance)
- In work time I have a responsibility to my employer and my service users
- Personally as a service user to promote change and better services
- Representation of views
- Ensure accurately reflected
- Present yourself in an objective/professional manner
- Demonstrate convictions via engagement/action
- Engage with wider community
- To be available, commit time/effort, honest about commitment
- Listen/respect others' views
- Seek first to understand
- Be objective
- Be heard
- Honesty
- Do what you say you will wherever possible – time constraints allowing