**Citizens’ Panel**

**Terms of Reference**

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**Purpose and aims**

The Citizens’ Panel (CP) is being set up by agreement of the Collaborative Partnership Board to provide an independent view and critical friendship on matters relating to our Accountable Care System (ACS). In particular, the group has been set up to ensure that the voice of the local population is heard and influences any developments. It will do this by making sure engagement opportunities are created for citizens, patients and carers and that they are meaningful, targeted and relative to the changes suggested. The Panel will ensure that its work and the issues reflected by citizen engagement are given equal importance to the work of professional health and care partners throughout the lifetime of the programme.

The specific purpose and aims of the Panel are:

* To support the ACS with advice and guidance so that it can meaningfully engage patients, carers and citizens in the planning and shaping of future services and in the development of transformation proposals on behalf of all partners;
* To review stakeholder engagement plans related to potentially substantial service transformation proposals to ensure engagement activity adequately meets the Cabinet Office’s Consultation Principles (2016).
* To comment on whether a proposal is a service change and priority areas for engagement
* To comment on and promote innovation and improvement in stakeholder engagement;
* To review (often complex) service related and / or financial information to ensure any information is easily understandable and clear before being shared with the wider public;
* To encourage the ACS team to ensure protected and other ‘seldom heard’ groups are given appropriately tailored opportunities to shape future services;
* To bring any local issues that may have some bearing on the implementation of the SYB Plan to the attention of the group.

**Authority and Governance**

The CP is an advisory body and as such is not a decision making body and has no delegated authority. Its role is to make recommendations to the Collaborative Partnership Board. The Collaborative Partnership Board is made up of leaders from the main health and care organisations in South Yorkshire and Bassetlaw and oversees proposals to improve to local care and services. However, the individual organisations that are represented on the Board retain responsibility for making decisions using their own governance structures.

**Recruitment and Membership**

Sheffield CCG is the organisation that provides an office base and accompanying services to the South Yorkshire and Bassetlaw ACS. Sheffield CCG is responsible for appointing members of the Panel (and any agreed sub-groups). This includes responsibility for developing a suitable person specification for the role that new applicants will be assessed against as part of the recruitment process.

The CCG will endeavour to ensure that CP is broadly representative of the population served, in particular by locality. However, given the limited number of places available, any final decisions regarding the selection of new members will be jointly decided by a member of SYB ACS communications and engagement team and a lay representative from the Joint Committee of CCGs. Support and any necessary training for CAP members will be provided by the SYB ACS communications and engagement team.

The membership of the CP will include:

* Up to 15 citizen representatives who are able to contribute to the aims of the plan because they have experience and involvement in local health and care issues or working knowledge and interest in the development of health and care services locally
* A representative of Healthwatch (or nominated deputy)
* A JCCC lay member
* A Provider Federation governor
* A SYB ACS partner communications lead
* A SYB ACS partner engagement lead
* A member of the SYB ACS Communications and Engagement team

Representatives of other organisations and the workstream groups that have been developed to deliver against each of the SYB ACS priorities may be invited to attend CP meetings as required.

Lay members of each of the work stream groups will be treated as associate members of CP and will receive any action notes from CP meetings within one week of each meeting to enable them to support CP’s ability to complete the actions it sets as appropriate. The agenda for CP meetings will also be circulated to associate members one week in advance of each meeting to provide an opportunity for them to share relevant information from their work stream groups and register an interest in attending a specific CP meeting should they wish to.

Full membership is for two years in the first instance and can be extended following an annual review should members wish to extend their term of office.

**Chair**

One of the citizen representatives will be the chair of the Citizens’ Panel and expressions of interest will be sought from those applying to join the Panel. This role will be reviewed every six months.

**Quorum**

The quorum for conducting a meeting of the CP is the attendance of:

* At least five citizen members
* A representative of Healthwatch or a lay member or a governor
* At least one member from the ACS Communications and Engagement team

**Meeting Frequency and Attendance**

* Meetings will be monthly for up to three hours. Timing of the meetings will be discussed at the first meeting and set to suit the majority of members.
* The meeting location will start at 722 Prince of Wales Road, Sheffield and members will agree subsequent locations, subject to budget
* Documents that will be reviewed during face-to-face meetings will be sent out by email or post approximately 1 week in advance of meetings.
* If members cannot attend a face-to-face meeting, they will be able to contribute via email or over the phone instead. In addition to face-to-face meetings members may be asked to have input by email or over the phone
* After face-to-face meetings, a summary of the meeting will be sent to all members
* Frequency will be reviewed as part of the continued evaluation of the group’s effectiveness and review of its Terms of Reference.

**Communication**

* Members will be asked to confirm that they are happy to share their email address with all other Panel members
* Information and papers will be provided in a format suitable for members. Please let us know if you require information in a particular format
* If members need to discuss anything in-between meetings, they can do so via email or via an online forum set up to enable members to communicate– training and support will be provided if desired

**Remuneration**

Citizen members will be reimbursed for any expenses incurred in line with Sheffield CCG’s non-staff expenses claim policy. A copy of this policy can be obtained from CP’s administrator.

Professional members and professionals attending meetings upon request will be reimbursed in line with the relevant policy within their own organisation.

**Confidentiality**

Members of CP will need to be able to discuss most matters freely with patients, the public and others to ensure that they are able to represent views fully and accurately. However it is understood that, in its role as critical friend, there will be times when confidential information which involve issues of commercial or personal sensitivity are discussed before they can legally be shared with the wider community. All members of CP will need to sign a confidentiality agreement to ensure information that will be specifically identified as confidential during meetings is not be shared by members outside the CP.

**Evaluation and review**

The outcomes of the CP will be evaluated by all members of CP every six months and the Terms of Reference will be reviewed every 12 months.