

## **Engagement Advisory Panel**

### **Information about the panel October 2019**

#### **Purpose / role of the panel:**

- to provide critique and suggestions to work regarding engagement or co-productive activity;
- to support the increase, both qualitatively and quantitatively, of engagement and co-productive activity;
- to develop a yearly action plan 'one-page plan' to improve engagement practice.

#### **Membership**

The Panel should be representative of the adult social care community. The areas are:

- Autism
- Carers
- Dementia
- Learning Disability
- Mental Health
- Older Persons
- Physical Disability
- Sensory Disability
- Transitions.

Panel membership will be renewed every 2 years.

#### **Accountability**

The Co-Production Officer or Chair will be responsible for organising the Panel's agendas.

The Co-production Officer or Chair will report directly into Adult Social Care's Departmental Management Team (DMT) on behalf of the Panel. This will be as and when plans need approval.

#### **Review**

The Panel will review the terms of reference yearly or as necessary.

### **Measuring the effectiveness of the Panel**

The Co-Production Officer, or Chair, will keep a record of all engagement plans, suggestions made, and actions taken.

The panel will keep a record of the one-page plan and progress made.

The panel will provide an update report to the department's management team, yearly or as requested.

### **Working methods / ways of working**

Many things about social care are important but this group is to positively support the department to engage with the community more, and in the best ways.

This group is not to talk about issues or questions about other things within adult social care, that do not relate to the purpose of the Panel.

### **Meetings**

- The Advisory Panel will meet monthly.
- The Commissioning Business Manager will chair the meetings.
- The Co-Production Officer will organise the room and drinks.
- The agenda for the following meeting will be discussed at the end of each meeting and final agendas will be circulated a week before each meeting.
- Plain English should always be used.

At the end of each meeting, the following meeting date will be planned. Where a date isn't agreed, or a room can't be found, the Co-Production Officer or Chair will e-mail a date within one week.

Meetings will go ahead if more than half of the members can make the date.

Meetings will be cancelled if over half of the members send apologies. This way decisions can still be made at each meeting.

### **Expenses**

Travel expenses – These will be reimbursed at the start of each meeting

Any other relevant expenses need to be raised, discussed and agreed by the chair.

### **Work outside of meetings**

Any actions for work outside the meeting will need to be agreed and recorded. This could be things like reading documents before a meeting, promoting engagement activities, gaining advice and feedback from the community or personal development e.g. training.

### **Conflict of Interest**

A Conflict of Interest is any situation where a Panel Member's actions, recommendations or decisions could potentially be seen to be influenced by an existing relationship. Common examples of such relationships may include:

- Direct connections with a Service Provider through the services they receive,
- A close family member working for a Service Provider,
- Financial links, such as holding shares, in a company that provides services or goods to the Council.

All panel members need to tell the council about any involvement they may have with other organisations, providers of social care services, government bodies or corporate/commercial interests which could result in a conflict of interest with the work of Adult Social Care.

### **Confidentiality**

All panel members will need to follow our confidentiality statement.

#### **Confidentiality Statement**

It is likely that the Panel will see plans, ideas and documents, that are confidential or sensitive. They may need to be shared with the public at specific times as part of planned communication. This could be for fairness reasons, or to not cause unnecessary confusion or distress to people using our services.

All Members of the Engagement Advisory Panel should:

- inform the Panel of any work or discussions that need to be treated as confidential;
- not share or discuss any confidential Panel work with any non-members;

- inform the Panel of any conflict of interest and not use any confidential information for any personal or professional gain;
- destroy or delete all confidential information once the Panels role in the work is finished;
- not discuss any other member's views or shared experiences outside of the meeting unless this is to raise a concern about someone's safety to the appropriate council workers.

## **Definition of terms**

### **Departmental Management Team (DMT)**

This group is the main decision maker for Adult Social Care. It is chaired by the Director of Adult Social Care and members include all Assistant Directors and Business Partners.