



# East of England Ambulance Community Engagement Group

## Terms of Reference

### Introduction

Improving engagement and communication with the public we serve is crucial if the Trust is to understand and manage public expectations and outcomes, and implement the changes identified by these expectations. We currently have a number of volunteers that come under the remit of the Patient and Public Involvement team, principally the former Trust User Group and Ambulance Ambassadors who support EEAST to engage with local communities and represent their views to the Trust.

The introduction of Sustainability and Transformation Plan areas (STPs) and recent changes in the Trust's operational structure to align with this means the current structure of patient and public involvement volunteers is no longer fit for purpose.

### Purpose

To bring together all volunteers in EEAST patient and public involvement under one structure that reflects the current structure of EEAST Operations and Sustainability and Transformation Plan (STP) areas, enabling improved engagement with local communities.

### Role of the EEAST Community Engagement Group

To ensure the interests of all patients, carers and the public are appropriately represented in all aspects of Trust business and to engage with and act as ambassadors for EEAST in the communities it serves.

### Membership

#### Public Members

Any eligible member of the public, patients or carers, resident within the Trust area.

#### East of England Ambulance Service Support for the Community Engagement Group.

Patient and Public Involvement (PPI) team for the Trust

Patient Advice and Liaison Service (PALS) and Complaints teams for the Trust

Communications team for the Trust

Other staff as appropriate

### Functions

- To act as a two-way sounding board between the Trust and the Patients and Public as Critical Friends
- To provide representatives on all appropriate Trust groups to represent the views of public and patients.

- To help to identify opportunities for patients, carers and the public to influence decision making in the development of the Trust services.
- To engage with and represent patients and the public covering the nine strands of diversity, age, disability, gender reassignment, race, religion/belief, gender, sexual orientation, marriage/civil partnership, pregnancy/maternity.
- To support the Trust policy to advancing equality of opportunity between people from different groups and foster good relations between people from different groups.
- To advise, as appropriate on the Trust's response to national initiatives.
- To contribute to the Trusts Quality Accounts, CQUIN and other quality performance initiatives, and to initiate and/or participate as appropriate in research and surveys.
- To express views to the Trust that are representative of the Community Engagement Group and/or the public not an individual opinion.
- To support the Trust to meet the aims for patient and public engagement contained in the Five Year Forward View and the Health and Social Care Act (2012) and that patients and the public are given the opportunity to influence the planning and provision of services and relevant policies of the Trust

### **How the CEG will do this**

Produce a work plan and report activity against the plan at meetings of the group and to the Board via the Quality Governance Committee.

- Members will be expected to have read any material that has been sent to them for discussion and consideration prior to the meetings
- Acknowledging prior experiences and expertise, members will contribute their opinions on discussion items
- Members will report and share non-confidential information with networks and their local communities

### **Code of Conduct**

The Community Engagement Group agrees to adhere to the EEAST values:

- Care
- Teamwork
- Quality
- Respect
- Honesty

### **Constituency and Selection of Community Engagement Group Members**

**(Recruitment process to be confirmed following the outcome of the work of the Trust Volunteer recruitment T&F group)**

The Community Engagement Group will actively seek recruits across the entire region according to the principles of equality inclusiveness and diversity.

All new members will go through a selection process in line with the safer recruitment process, that will include; an application form, a self-declaration disclosure and interview with a panel of people that includes a member of staff from the Trust, and a member of the Community Engagement Group. Membership of the Community Engagement Group will be predicated by receipt of clear Enhanced Disclosure and Barring Service check, over eighteen years of age and resident within one of the Trusts 6 Counties. Members may *not* be employed by EEAST, or be members of Health Overview and Scrutiny Committee (HOSC) or a Health and Well-being Board.

All members must complete a Disclosing and Barring Service (DBS) check before acceptance on to the Community Engagement Group and attend an annual review of their membership and involvement thereafter, conducted by the sector co-ordinator and member of staff from the Trust.

To ensure that the group constituency represents the nine strands of diversity, age, disability, gender reassignment, race, religion/belief, gender, sexual orientation, marriage/civil partnership, pregnancy/maternity.

The Trust will not tolerate unfair discrimination on the basis of spent criminal convictions, Trade Union membership or non-membership.

In order to enable the above, where possible the needs of members will be considered and times and location of meetings and other activities adjusted to accommodate them.

### **Chair / Sector Co-ordinators**

The Community Engagement Group covers the whole Trust to implement its Trust wide work plan.

Community Engagement Group members will elect a chair annually. The chair will normally stand for two years but not more than three.

The Community Engagement Group members are allocated into six sector groups aligned with the Trust's current operational structure of East and West localities and Sustainability and Transformation Plan (STP) areas. (See appendix 1) Each sector will be led by a sector co-ordinator who will be appointed through an application process.

The Chair and Sector Co-ordinators will be responsible for representing the views of the Community Engagement Group to the Chief Executive and Chair of the Trust as required and at the Volunteer Engagement Forum (VAF).

### **Frequency and format of meetings**

The majority of the work plan tasks will be undertaken in each sector. It will be the responsibility of each sector co-ordinator to facilitate activities in their sector and to support their CEG members. Much of the co-ordinators role can be carried out via email and telephone. However, if a local meeting of all sectors members is required they will be chaired by the sector co-ordinator at a location of their choosing. Mileage for any journeys carried out as part of CEG work will be reimbursed at the standard rate of 40p per mile. This will be reviewed annually.

The Chair and sector co-ordinators will form a steering group who will meet centrally 4 times a year to lead and co-ordinate the work of the group and to facilitate delivery of the workplan.

In addition, there will be two CEG information days / meetings a year. These meetings will be held at a central location and will be an opportunity for all members to hear from and get updates from senior Trust staff on a variety of topics.

### **Reporting procedures and notes from the meetings**

All CEG members are required to complete an activity form on a monthly basis to report on their personal activity against the work plan. Activity forms will be sent out by the PPI team at the end of each month. Sector co-ordinators will be responsible for gathering together forms from all members including nil returns and to share a summary of this each month with the PPI team. The PPI team will produce monthly reports of the activity of the group to be

presented to Quality Governance Committee (QGC), the Director of Nursing and Clinical Quality, and EEAST operational management teams to keep all informed and for assurance purposes.

All Community Engagement Group volunteers will be required to be active members and their membership reviewed after any reasonable period of inactivity.

**Requests for information**

All requests for information from CEG members to the Trust shall be made through the sector co-ordinator and Trust Sector Manager and the PPI Team kept notified so that requests can be registered and monitored thereby ensuring a timely and appropriate response from the appropriate department or manager.

All such enquiries shall be submitted by the Community Engagement Group Chair or sector co-ordinators as appropriate.

**Accountability**

The Community Engagement Group shall operate within the governance frame work of the East of England Ambulance Service NHS Trust (EEAST) and will report to the Quality Governance Committee (QGC).

Community Engagement Group members are required to comply with the procedures published in support of these TOR.

Terms of Reference Agreed: .....

Signed (Member): .....

Date: ..... Review Date: .....

These Terms of Reference shall be reviewed annually

Appendix 1

**EEAST Community Engagement Group Structure**

<b>Community Engagement Group Chair:</b>	
<b>West Locality</b>	<b>East Locality</b>
<b>Cambridgeshire and Peterborough</b> CEG Sector Co-ordinator: Members:	<b>Norfolk and Waveney</b> CEG Sector Co-ordinator: Members:
<b>Milton Keynes, Bedfordshire and Luton</b> CEG Sector Co-ordinator: Members:	<b>Suffolk and North Essex</b> CEG Sector Co-ordinator: Members:
<b>Hertfordshire and West Essex</b> CEG Sector Co-ordinator: Members:	<b>Mid and South Essex</b> CEG Sector Co-ordinator: Members: