



## In Health and Social Care East Renfrewshire

Terms of Reference January 2021



A group of local people and organisations within East Renfrewshire who work together with the Health and Social Care Partnership (HSCP) to inform, improve and review HSCP services.

The HSCP delivers local health and social care services for the residents of East Renfrewshire. It is committed to improving the health and wellbeing of people living and working in East Renfrewshire



- Encourage as many people as possible to come forward with their experiences and let them know their opinions are relevant and their voices will be heard. This will help inform and improve local health and social care services.
- Build our membership and connections so that together we can support and influence change within the HSCP
- Inform, improve and critically review East Renfrewshire Health and Social Care services.

Your Voice is represented on a number of HSCP groups and committees. i.e.

- **Integration Joint Board**
- **Clinical Care and Governance Group**
- **Strategic Planning Group**
- **Participation and Engagement Strategy Implementation Group**

Members decide who represents Your Voice on these and other groups

Our main aim is to raise awareness of the issues being faced by the whole community to influence decision making in the HSCP and to make sure there is a You Said We Did approach to letting people know their views are valued.



### How do we do it?

By connecting with all interested people, community groups and organisations through



- Face to face and virtual/online meetings
- Information sharing – accessible and appropriate - i.e social media, publications etc
- Engagement/public events,
- In partnership with other organisations – i.e Community Hub, 3<sup>rd</sup> Sector organisations, East Renfrewshire Council, Talking Points and so on.

Members will often be involved in other groups too and can raise awareness of Your Voice through their own networks.

Your Voice have also involved in specific HSCP areas of activity like producing an HSCP Volunteers Expenses policy and influencing the development and testing of Care Opinion.

### Meetings

- We meet monthly. We alternate meetings between different areas and at different times to reflect people's busy lives. We are currently meeting online but normally meet in buildings.
- We have a **Code of Conduct** which sets out how people should behave in all meetings. In accordance with this code we aim to ensure everyone feels their contribution is valued and every member is able to share their views /experiences.
- Agendas and any papers are sent out a week before any meetings. Agendas will consist of standing items and any other items agreed at the previous meeting.
- Members will decide how meetings are chaired. This could be a permanent chair or a rolling one, giving others the opportunity to take on the role

- The general governance of Your Voice is something that should be discussed fully between members before any decisions are made. This is an ongoing process subject to review and change.

## Who can be involved?

Anyone who lives, works, volunteers or represents/supports people in East Renfrewshire

People who are passionate about wanting to ensure that everyone's voices and views are heard and shared

We aim to ensure there is a broad mix/ balance of individuals, groups and organisations represented.

The group understands that people can have busy lives and members can be as little or as much involved as they wish

We encourage new members by asking what's important to them about being involved and illustrate the impact of involvement.

We encourage honest input, knowledge or experience of services and a willingness to contribute to the aims of Your Voice.

## Support

We want equality of involvement for all and will support anyone to be able to join in regardless of personal circumstances. This could be

- A "buddy" system for new members.
- Pairing off with another member as a peer /natural support.
- Relevant training if required.
- Support to participate by paid staff from organisations or just someone they know. Any support person would attend meetings in accordance with the Code of Conduct.
- Information/meeting structure in a format that allows people to contribute

We want to ensure that those who wish to attend can, either physically or online or at the very least receive information from the group so that they can feed into the meetings and decisions.



## HSCP support

- The HSCP will provide administrative support for Your Voice meetings and activity.
- The HSCP has a Volunteers Expenses form and can provide assistance to Your Voice members who need support to attend meetings and events. This could be (accessible) transport, replacement care, information in other formats etc.

The Terms of Reference will be reviewed in July 2022.

Your Voice Working Group will decide how to tackle any issues arising from the Terms of Reference.

January 2021

