



East of England Ambulance Community Engagement Group

Terms of Reference

Introduction

The purpose of these Terms of Reference (TOR) is to set out the role, constituency, structure and operating processes of the East of England Ambulance Service NHS Trust (The Trust) Community Engagement Group (CEG). The Trust is fully committed to fulfilling the outcomes required by our Commissioners in accordance with its values. 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. The Trust's Community Engagement Group (CEG) consists of members of the public and volunteers who act as critical friends to support the East of England Ambulance Service NHS Trust (EEAST) to engage with local communities and represent their views to the Trust. The Community Engagement Group members may also have special areas of interest or expertise which can support the Trust to develop and engage with specific groups or stakeholders.

Community Engagement Group members are supported by the Patient and Public Involvement Team. Membership of CEG is an unpaid role and the time donated by our members is greatly valued by the Trust at all levels.

The East of England Ambulance Service Trust provides emergency response and patient transport services across six counties. Operational structures are continually reviewed alongside service demands and pressures. The Community Engagement Group is required to be dynamic in its approach to align with this and ensure that the right people are engaged with at the right time.

The Trust’s Patient and Public Involvement Strategy was coproduced with our patients and the public. This sets out a clear direction for Patient and Public Involvement activity and is supported by the Community Engagement Group as key stakeholders in the delivery of this.



Purpose

The East of England Ambulance Service Trust is passionate about putting patients and the communities that we serve at the heart of our services. The Community Engagement Group brings together patient and public representatives, enabling improved and meaningful engagement with local communities and stakeholders.

Membership

Public Members

Any eligible member of the public, patients, or carers who are resident within the Trust area or are users of the East of England Ambulance Service Trust.

Members of the Community Engagement Group must be 18 years of age or over. Young people are welcomed to get involved with support to ensure that they are able to engage safely with a proactive approach.

The Trust welcomes Community Engagement Group Members from all backgrounds and characteristics. Including the nine protected characteristics of diversity such as age, disability, gender reassignment, race, religion/belief, gender, sexual orientation,

marriage/civil partnership, pregnancy/maternity. The Trust does not discriminate or exclude members based on any of the above and values diversity in the representation of our patients.

Exclusion from membership

The following are not eligible for membership of the group:

1. Any person employed by EEAST in a paid role (including Bank or contracted employment)
2. Members of Health Overview and Scrutiny Committees (HOSC)
3. Members of Health and Well-being Boards

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

There are a number of teams across the Trust who are able to provide support for the Community Engagement Group. This list is not exhaustive, some teams or specialist professionals within EEAST may approach the CEG as experts to raise a project or awareness.

- Patient and Public Involvement (PPI) team for the Trust
- Patient Advice and Liaison Service (PALS) and Complaints teams for the Trust
- Patient Experience Lead for the Trust
- Patient Experience Team for the Trust
- Patient Safety Team for the Trust
- Volunteers Hub (TBC)
- Communications team for the Trust

Role of the EEAST Community Engagement Group

To ensure the voices of our patients, their carers and our communities are appropriately represented within the Trust. The Community Engagement Group engage with and act as ambassadors for EEAST in the communities it serves. Community Engagement Group members have specific areas of responsibility in supporting the effectiveness of this:

Responsibilities

1. To act as a two-way sounding board between the Trust and the Patients and Public as Critical Friends
2. To provide representatives on all appropriate Trust groups to represent the views of public and patients.
3. To help to identify opportunities for patients, carers and the public to influence decision making in the development of the Trust services.
4. 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.
5. To support the Trust policy of advancing equality of opportunity between people from different groups and foster good relations between people from different groups.
6. To advise, as appropriate on the Trust's response to national initiatives.
7. To express views to the Trust that are representative of the Community Engagement Group and/or the public not an individual opinion.
8. To support the Trust to meet the aims for patient and public engagement contained in the Five Year Forward View – next steps, the Health and Social Care Bill 2021, the Patient Safety Incident Framework and NHS Complaints Handling Framework and that patients and the public are given the opportunity to influence the planning and provision of services and relevant policies of the Trust.
9. To work with NHS Integrated Care System (ICS) area structures to engage with local communities in partnership with other health and social care providers.
10. To support the Trust in the delivery of the PPI strategy.

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 Patient Safety and Engagement Group (PSEG) and Peoples Engagement Committee (PEC).

Members are asked to have read any material that has been sent to them for discussion and consideration prior to the meetings

1. Acknowledging prior experiences and expertise, members will contribute their opinions on discussion items
2. Members can 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:

1. Care
2. Teamwork
3. Quality
4. Respect
5. Honesty

CEG members should present themselves in a professional manner when engaging with EEAST, stakeholders and the public. It is asked that members are mindful that they are representatives of EEAST when they are public facing and ensure that they demonstrate the Trust's strategic vision and values.

CEG members should have an awareness of the Nolan principles and act in accordance with these.
<https://www.gov.uk/government/publications/the-7-principles-of-public-life/the-7-principles-of-public-life--2>

Selection of Community Engagement Group Members (Recruitment process to be confirmed)

The Community Engagement Group will actively seek recruits across the entire region according to the principles of equality inclusiveness and diversity. Seeking individuals who can bring experience and skills to the group which will support the workplan.

All new members will go through a selection process in line with the safer recruitment process, this will include; an application form, a self-declaration disclosure and interview with a panel of people that includes a member(s) of the PPI team from the Trust, and the chair and / or an ICS Co-ordinator of the CEG. On acceptance by the recruitment panel of the Community Engagement Group final acceptance will be predicated by receipt of clear Enhanced Disclosure and Barring Service check, and resident within one of the Trusts 6 Counties.

All members should attend an annual review of their membership and involvement thereafter, conducted by the sector co-ordinator and member of staff from the Trust.

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 / ICS 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 bi-annually. The chair will normally stand for two years but not more than three.

The Chair 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) with support and assistance from the ICS coordinators.

The ICS Coordinators are to maintain an overview of challenges and engagement opportunities within their local area. They can support and encourage members to become involved in local events. Ensuring that feedback from their communities is fed into the Trust.

The ICS Coordinator should engage regularly with the other ICS Coordinators in the group to support and gain an understanding of local and regional challenges or engagement opportunities. Sharing ideas and encouraging overall quality improvements in line with Trust strategy.

Speciality Portfolio holders

Portfolio holders will lead on their portfolio on behalf of the CEG. This will include organising meetings and activities with other members in their portfolio group or working group to engage with communities, patients and the public on these workplan areas.

Portfolio holders should regularly report progress of work in their portfolio area to the CEG Chair, PPI team and other group members through reports given at CEG meetings or as required.

EEAST Patient and Public Involvement Team

The Patient and Public Involvement Team are employed by EEAST to coordinate, support and facilitate all areas of Patient and Public Involvement for the Trust. This includes:

1. Leading on patient and public involvement for EEAST
2. Delivering the Patient and Public Involvement Strategy
3. Producing EEAST patient story discovery interviews for the Board and staff training
4. Organising, attending and supporting engagement throughout the 6 counties served by EEAST to enable engagement events and educational visits for the communities EEAST serves. Providing resources and promotional items to assist with these events.

5. Working with specialist groups of community representatives to ensure the voices of all communities are heard and contribute to EEAST development. This includes liaison with Healthwatch.
6. Facilitating the EEAST Community Engagement Group with day-to-day administration and support to enable the group to deliver it's workplan.

The commitment of EEAST to the Community Engagement Group and detail of how the PPI team and EEAST will support the group is outlined in the CEG Charter (See Appendix)

Frequency and format of meetings

The majority of the work plan tasks will be undertaken in each ICS area. Much of the ICS co-ordinator's role can be carried out via email, telephone or on zoom or teams. However, if a local meeting of all ICS area members is required, they will be chaired by the ICS co-ordinator at a suitable location agreed with the PPI team. 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. Members must submit expense forms as per expenses claim process (See process document)

If it is felt necessary, the Chair and ICS co-ordinators will meet as required to co-ordinate the work of the group and to facilitate delivery of the workplan across all ICS areas.

Full CEG meetings will be held quarterly, one of which will be an Annual Members Conference. These meetings will be an opportunity to hear from all CEG portfolio areas and working groups on progress and to hear from EEAST on any specific topics or updates as required.

Extraordinary meetings can be called as and when required, with a suitable notice period.

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 report forms will be sent out by the PPI team and returned to the PPI team at the end of each month.

The PPI team will produce reports including CEG activity to be presented at the Patient Safety and Engagement Group, to the Director of Nursing, and to EEAST operational management teams to keep all informed.

All Community Engagement Group volunteers should be active members and may be contacted by the PPI team or Chair after a period of inactivity. The Trust is invested in the wellbeing of its volunteers and support may be offered as required.

Requests for information

All requests for information from CEG members to the Trust shall be made through the CEG Chair and PPI Team 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 ICS co-ordinators as appropriate.

Escalation Process

There may be times when a CEG member, ICS Coordinator or the Chair want to escalate an item of concern or interest within the Trust. Feedback and information are always welcomed

The process to escalate through the Trust is:

1. ICS Co-ordinator
2. Through the Chair of the CEG
3. PPI Team
4. Patient Experience Lead

Should the matter need to be raised further then any one of the above can facilitate this 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 PSEG and PEC

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

TBC – ICS area

Appendix 2

Community Engagement Group Charter

The Trust, and specifically the engagement team commit to providing:

1. Ongoing support and facilitation of the group.
2. Provide a budget for the group.
3. Recording all engagement activity on the Trust engagement database.
4. Signposting members to engagement opportunities when they arise via contact to EEAST, however, most engagement opportunities should be identified by CEG members in their communities.
5. Resources as required for engagement activities (including leaflets, promotional items and appropriate equipment for stalls).
6. Training / guidance on giving presentations.
7. Arranging two CEG information days a year.
8. Co-ordinate involvement in IPC audits
9. Co-ordinate CEG involvement in complaint peer reviews
10. Co-ordinate CEG involvement in staff inductions.
11. Invite nominated CEG members to appropriate Trust groups and meetings.
12. Engagement with ICS area Heads of Operations

13. Communication, updates and information from EEAST to ensure members are kept informed with all developments. (This will involve a review of the most effective way of communicating with the group, as it is recognised members do not feel informed)
14. Administer payment of mileage and expenses to CEG members. However, mileage will only be paid if a report is submitted detailing the activity undertaken.
15. Providing DBS checks and administration for new members.
16. Hold annual individual reviews with all CEG members (akin to compassionate conversations) so individuals can have the opportunity to discuss their contributions to the group and any concerns they may have.

CEG members will be expected to:

1. Assist the Trust with patient and public engagement. To act as an ambassador for EEAST in the communities it serves, fulfilling the member role description.
2. Act as a critical friend to the Trust.
3. Support EEAST in achieving its four goals; to provide better care, value our people, provide value for money, to improve performance.
4. Provide a monthly report of all engagement activity they have undertaken as a member of the CEG during the month. All reports must be submitted by the 7th of each following month. If the member has not undertaken any activity during the month they must still submit a nil return. (If it is not reported it did not happen!)
5. Attend meetings where they are the nominated CEG member – or organise a deputy to attend should they be unavailable.
6. Attend an annual membership review.

7. Members will be expected to attend a minimum of 50% of CEG meetings and those these are nominated to attend on behalf of the CEG. Attendance will be monitored and discussed during their annual membership review.
8. Find opportunities in their community to engage and represent EEAST.
9. Undertake a reasonable (specifics could be agreed) quantity of activities on behalf of the CEG each year.
10. Nominate a new Chairperson for the CEG, to start in April 2019.
11. To not email directly the OCE or Trust Chair, or other Trust managers. All requests for information must come through the Engagement team in the first instance.

The Chair of the CEG will be expected to:

1. Lead the CEG.
2. Provide support for members and co-ordinators
3. Escalate queries to the Engagement team as appropriate.
4. Be committed to leading the group forward
5. Motivate the group
6. Organise meetings of the sector co-ordinators as required.
7. Ensure the group are meeting the expectations listed above.
8. Raise any concerns with the Engagement Team should EEAST not be fulfilling its commitments to the group.

ICS Co-ordinators will be expected to:

1. Escalate queries to the CEG Chair and Engagement team as appropriate.
2. Support members in their ICS area
3. Organise meetings with members as required
4. Hold a set of engagement resources (provided by the engagement team) for the use of members in the sector.

If a member is unable to reasonably fulfil the above expectations EEAST will review their membership of the group and if appropriate may ask the member to leave the group. This will usually take place as part of the annual membership review.

Benefits

1. There will be a clear understanding between both EEAST and CEG volunteers about what is expected from both sides.
2. Improved relationship being the CEG and EEAST.
3. Improved engagement with patients and the public.
4. Improved recording of engagement activities.
5. Improved value for money and use of resources.

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