

Adults and Communities Citizen-led Quality Boards

Terms of Reference

"Our aim is to improve Adults and Communities services.

We believe the only way to do this is by people who use services; carers; citizens and people who provide services, working together with the Council to share the things that are going well, and find ways of improving the things that need to get better.

We call this co-production."

November 2013

Adults and Communities Citizen-led Quality Boards

Terms of Reference

Page
3
4
5
5
6
6
7
7
7
7
8
9
13
17
18
19

Adults and Communities Citizen-led Quality Boards

Terms of Reference

Citizen-led Quality Board – Assessment and Support Planning Citizen-led Quality Board - Commissioning

1. Background information: What does Adults and Communities do?

- **1.1** Adults and Communities is part of Birmingham City Council. We used to be known as Social Services.
- **1.2** We support adults in Birmingham to live as independently as possible and to be part of their local community.
- **1.3** People may need our help if they, or someone they care for:
 - is vulnerable due to old age:
 - has a physical disability;
 - has a sensory impairment, for example is Blind or partially sighted or is Deaf or has a severe hearing loss;
 - has a learning disability;
 - has a mental health difficulty:
 - is affected by HIV; or
 - is affected by drug or substance misuse.

1.4 Our range of services includes:

- Advice and guidance about services available to all adults, such as leisure, transport, health and education;
- Advice and equipment to keep people safe and prevent or delay them needing long term care for example, preventing a fall:
- Assessing people's adult social care needs, and the needs of their carers:

- Support to help people regain their independence and live as independently as possible in their own home, for example short term enablement services;
- Providing people who are eligible for our services with an Individual Budget to pay for longer term care which includes:
 - Personal care for example help with eating meals, washing and dressing (Home Care / Night Care services)
 - Supporting people to take part in community activities
 - Supporting carers to continue caring; and
- Residential and Nursing care for people who need more support than can be provided in their own home.

2. Aim of the Quality Boards

2.1 Adults and Communities have set up two Citizen-led Quality Boards – one covering the work of the Assessment and Support Planning services and one for Commissioning services.

Assessment and Support Planning services are responsible for assessing people's social care needs and arranging care and support to meet those needs.

Commissioning services are responsible for making sure that there is a choice of good quality services available that meet the needs of the people who use our services and their carers.

- **2.2** The Boards aim to check that the Adults and Communities Assessment and Support Planning, Safeguarding and Commissioning services produce the best outcome for the citizens of Birmingham within the current available resources.
- **2.3** The Boards report to the Directorate Management Team of Adults & Communities and will share their work and findings with Birmingham Healthwatch once it starts to operate (after April 2013) Birmingham Healthwatch will be part of a national network of
- Birmingham Healthwatch will be part of a national network of Healthwatch groups set up by the Government to give a voice to citizens in the delivery of their local health and adult social care services. The Boards will provide updates to the Council's Health and Social Care Overview & Scrutiny Committee.

3. Duties of the Boards

The duties of the Boards are as follows:

- **3.1** To gather evidence about the effectiveness and quality of the Assessment & Support Planning, Safeguarding and Commissioning services.
- **3.2** To check whether services are meeting the needs of the people using them and their carers.
- **3.3** To monitor the quality of the services.
- **3.4** To recognise areas of good practice.
- **3.5** To develop minimum standards for services from a service user and carer perspective.
- **3.6** To identify any areas of concern / areas for improvement.
- **3.7** To co-produce with Adults and Communities and representatives from other organisations, solutions for improving the quality and outcome of adult social care services in Birmingham.
- 3.8 To make recommendations to Birmingham City Council and other organisations to influence service improvement in adult social care services.

4. How will the Boards carry out these duties?

- **4.1** In Board meetings to be held at least 6 times a year.
- **4.2** Each Board will develop a Work Plan that will list all the work being carried out by the Board.
- **4.3** By agreeing and working to ground rules for conduct of meetings. Ground rules will be reviewed as and when necessary.
- **4.4** Through task and finish groups subgroups of Boards.
- **4.5** By networking / linking with other organisations / groups not part of Birmingham City Council.

- **4.6** Requesting information / presentations from both services.
- **4.7** By producing an Annual Report of their work which will be made available to the public.

5. Membership

- **5.1** Each Board will have 14 members who are citizens of Birmingham 10 people who use adult social care services, 2 carers of people using such services and 2 citizens with a disability or long-term health problem, who have used their own resources or services available to everyone to meet their needs in their day to day lives.
- **5.2** Members will only be able to serve on one Quality Board at a time.
- **5.3** The membership of each Board should be as representative as possible of the people who use the services and their carers with regard to age; disability; gender; marriage & civil partnership; pregnancy; race; religion or belief and sexual orientation.

6. Application and selection process

- **6.1** Membership of the Board is by an application and selection process carried out by Birmingham City Council officers and 1 member of the relevant Citizen Quality Board.
- **6.2** People who are interested in becoming a member will be asked to complete an application form (Appendix 1) and will be invited for an interview.
- **6.3** Members of the Board must, at the time of applying, meet **one** of the following criteria:
 - Be someone who is receiving adult social care provided, arranged or funded by Birmingham City Council or funded by NHS Continuing Care
 - Be someone caring for a person who is receiving adult social care

- Be a citizen of Birmingham who has a disability or long-term health problem which means they experience barriers in their day to day lives, and who manages their own care through self-funded support and/or making use of services that are available to everyone.
- **6.4** People will be appointed to the Board for a term of three years. At the end of that period they will be eligible to apply for a further term but will be competing with anyone else who is also applying at that time. (If, in the course of their three year term, a member of the Board stops using services or caring for someone who uses services, they will be able to complete their term but will then not be eligible to re-apply for Board membership)

7. Attendance

7.1 Members should attend as many Board meetings as possible, but they are expected to attend a minimum of half the Board meetings held in any one year.

8. Review meetings

8.1 All members will be invited to meet with an Adults and Communities officer once a year to review their work on the Board, any issues affecting their attendance, and to discuss any training, support or development needs.

9. Training and support for Board members

9.1 Training will be provided for all Board members based on a skills audit of individual members and the needs of the Board as a whole.

10. Expenses

- **10.1** Board members will not be paid for their time but will be provided with taxis or reimbursed for travel costs for example: mileage, public transport fares for travel to and from Board meetings and other Board activities and be re-imbursed for arranging personal support or alternative care needed to enable them to attend.
- **10.2** Board members who are likely to incur any other out-of pocket expenses as a result of carrying out Board work should discuss this in advance with Council staff.

11. Conduct of Board meetings

Frequency of meetings

11.1 There should be a minimum of 6 Board meetings per year.

Agenda and Minutes

- **11.2** Chair / Vice Chairs and Council officer/s will agree the Agenda in advance of the meeting.
- **11.3** Minutes of Board meetings will be taken by council staff and circulated to all Board members.
- **11.4** Draft minutes will be checked and finalised by Chair/ Co-Chairs and sent to all Board members before the next meeting where they will be read, corrected if necessary and approved by the Board members present.
- **11.5** Agendas and Minutes will be sent to all Board members at least 7 days before each meeting, in the Board members preferred format for example: email; large print; yellow paper.

Chairing of meetings

- **11.6** Each Board will have a Chair and 1 or 2 Vice-chairs to be elected by the other members by secret ballot and overseen by someone independent of the Boards.
- **11.7** Chair and Vice Chairs will serve for 3 years (unless they are all being elected at the same time, in which case, one of the Vice-Chairs will serve for 2 years). At the end of their term, the Chair / Vice Chair must step down. They will not be eligible for immediate re-election, but may reapply the next time the Chair becomes vacant, alongside anyone else who applies.
- **11.8** The Chair / Vice Chair's role and specific responsibilities are set out in Appendix 2.
- **11.9** The Board will not break the law.

The Board will respect confidentiality and data protection and only share information on a need to know basis.

11.10 The Boards will, at all times, ensure that their work is sensitive and relevant to Birmingham's diverse communities and considers the needs of all groups of service users and carers.

Quorum

11.11 Quorum is the number of Board members needed at any Board meeting for it to go ahead. A quorum is 5 Board members.

Task and Finish groups

11.12 The Board may from time to time, need to form a 'Task and Finish' group. This would be chaired by a full Board member, but people not on the Board will be invited to join the group to carry out a specific piece of work within a set amount of time. The membership of 'Task & Finish' groups will be agreed between the Board and the City Council.

The details of each Task and Finish group will be recorded on a template (Appendix 3).

Conflict of Interest

- **11.13** A conflict of interest is when a Board member has one duty to the Board and another duty to their employer or organisations or to themselves.
- **11.14** All members will have an interest in the Board's decisions but no-one should be part of a Board decision if it will mean that they benefit or lose out personally or financially as a result.
- **11.15** If a Board member has a personal conflict of interest in a matter being decided on by the Board they must say so as soon as they realise and not be part of the decision making part of the meeting.

12. Conduct of Board members

- **12.1** All Board members must follow the Quality Boards' Code of Conduct (Appendix 4).
- **12.2** Any Board member may raise any matter they consider to be a breach of the code of conduct with the Chair /Vice-Chair who will decide the most appropriate action to take.

- **12.3** If the Chair/Vice Chair considers there has been a minor breach, and if the Board member whose conduct has been complained about makes a commitment to abide by the Code of Conduct in future, the matter will be concluded.
- **12.4** If the Chair / Vice-Chair thinks it is a more serious breach of the Code of conduct, they will arrange for the matter to be investigated by a Council Officer working with a Board member not involved in the complaint.
- **12.5** If the investigation substantiates the complaint, the Chair/Vice Chair and two other Board members will hear the complaint and any information the Board member who is the subject of the complaint, wishes to be heard. This subgroup will then decide what should happen next.

12.6 This might be:

- The Board member agrees to abide by the Code of Conduct in future;
- The Board member's attendance at Board meetings is suspended for 1, 2 or 3 Board meetings; or
- The Board member's membership of the Board is terminated.
- **12.7** If the Board member is suspended or their membership terminated, they have the right of appeal, before the sanction is applied. The appeal will be heard by an Adult & Communities Manager who has not had any involvement in the complaint.
- **12.8** Decisions made during the complaint process will be confidential and any public record relating to a Board member's suspension or termination of membership will only show that they were absent from the Board meeting or that they stepped down from the Board.

Glossary

1. Enablement services

In adult social care, enablement means giving people the support they need to enable them to stay as independent as possible, for as long as possible, in their own home.

The type of enablement services and support that someone can get depends on their need. For example, it could be:

- physiotherapy in hospital after surgery;
- providing a simple piece of equipment or 'assistive technology';
- learning or relearning skills such as washing, dressing and cooking; or
- carers visiting regularly to help the person build their confidence on returning home after being in hospital.

The enablement services we provide to people in Birmingham help them to do things for themselves and find out how much support they need.

Enablement services are now being used by social care and health workers in many other local authorities in the UK and in the National Health Service (NHS).

There is more information about enablement (also called 'reablement') on the Department of Health website: http://www.csed.dh.gov.uk/homeCareReablement/

2. Individual Budgets

Individual Budgets (sometimes referred to as Personal budgets) are defined on the Think Local, Act Personal website by Dept. Health as follows:

... 'Councils across England are expected to implement personal budgets for everyone eligible for ongoing support from social services. Personal budgets only include money from social services.

Personal budgets are part of an approach known as self-directed support. This means that you get told the amount of money you can spend on your support, and can use this in flexible ways. You can have the money paid to you as a Direct Payment, or you can ask the council to use it to arrange services such as home care on your behalf.'

Think Local Act Personal website:

www.thinklocalactpersonal.org.uk/Browse/SDSandpersonalbudget s/)

There is more information about personal budgets and selfdirected support on the following websites:

Think Local Act Personal:

'Making progress with Putting People First: self-directed support' www.thinklocalactpersonal.org.uk/Latest/Resource/cid=6372&

In Control website: www.in-control.org.uk

3. Co-produce / Co-production

Co-production is about people who use services, their families and carers and staff working together as equal partners to make services better.

SCIE (Social Care Institute for Excellence) define co-production as:

'The term 'co-production' is increasingly being applied to new types of public service delivery in the UK, including new approaches to adult social care. It refers to active input by the people who use services, as well as – or instead of – those who have traditionally provided them. So it contrasts with approaches that treat people as passive recipients of services designed and delivered by someone else. It emphasizes that the people who use services have assets which can help to improve those services, rather than simply needs which must be met.'

For more information see SCIE website at: http://www.scie.org.uk/publications/briefings/briefing31/

Appendices

Appendix 1

Application Form for Citizen-led Quality Board membership

APPLICATION FORM

CITIZEN-LED QUALITY BOARD

1.	Name:
2.	Date of Birth:
3.	Gender:
4.	Ethnic Origin:
5.	Address & contact details (phone, email):
lf yo	ou don't have an email address, are you willing to learn how to email?
	YES NO

6.	I am applying for Board Membership as a:
	Someone who receives Adult Social Care – go to Question 7
	A carer of someone who receives Adult Social Care - go to Question 8
	Someone who has a disability and/or long term health condition — go to Question 9
7.	Please give details of the Adult Social Care you receive
	Please go to question 10
8.	Please give details of the Adult Social Care the person you care for receives

Please go to question 10

	ell us abou					
brings yo	u into con and helps	tact with	people w	ho use so	ocial ca	
brings yo services,	u into con and helps	tact with	people w	ho use so	ocial ca	
brings yo services,	u into con and helps	tact with	people w	ho use so	ocial ca	
brings yo services,	u into con and helps	tact with	people w	ho use so	ocial ca	
brings yo services,	u into con and helps	tact with	people w	ho use so	ocial ca	
brings yo services,	u into con and helps	tact with	people w	ho use so	ocial ca	
brings yo services,	u into con and helps	tact with	people w	ho use so	ocial ca	

11.	Please tell us why you want to join the Board and what you would be able to contribute to its work
12.	Please give the name of someone we can contact who knows you and supports your application (this can be anyone who is not a relative or member of your household)
	Referee name & contact details:
	Please sign below to confirm that the information you have given is true, and to give your consent for us to check this with Adults & Communities records and with the Referee whose details you have given.
	Signed:
	Date:

Appendix 2

Chairperson – Role and responsibilities

- 1.1 The Chair and Vice Chair(s) will agree the agenda for Board meetings in advance with Adult & Communities staff
- 1.2 The Chair & Vice-Chairs will agree between themselves arrangements for sharing responsibility for chairing Board meetings and will support each other in carrying out the chairing role
- 1.3 At Board meetings the person taking the Chair will make sure that:
 - everyone attending is introduced and welcomed;
 - everyone attending has the opportunity to take part in the discussion, express their views and is listened to and treated with respect;
 - everyone keep to the agreed Ground Rules (see Terms of Reference, paragraph 4.3);
 - the agenda is followed and, as far as possible, completed;
 - the meeting is focussed on the Board's Work Plan; and
 - Minutes are taken at the meeting.

Appendix 3. Task and Finish Group Template

Task and Finish Group Outline				
Aim of this group:				
Start date:				
Date work to be				
completed by:				
Chair:				
People /				
Organisations that				
need to be involved:				
Members of this				
Subgroup:				
BCC Staff				
supporting this work:				
Any resources				
needed for this				
group:				

Appendix 4

Code of Conduct for Quality Board members

All Board members are expected to:

- 1. Treat all members of the Board with dignity and respect.
- 2. Follow the agreed Ground Rules.
- 3. Contribute to and take part in achieving the aim and objectives of the Board.
- 4. Be committed to equal opportunities for all services users and carers.
- Carry out all work on behalf of the Board in a nondiscriminatory way. This means no Board member should treat anyone unfairly or worse than anyone else because of their disability, sexuality, gender, age, background or religion.
- Keep any sensitive or personal information shared in the work of the Board confidential or shared only with people who need to know.
- 7. To pass on any information regarding possible safeguarding concerns to a council officer connected with the Board as soon as they are aware of it.