

Hull City Council – Service Provider Forums

Terms of Reference

**1. Vision:**

1.1 Provide a clear and meaningful voice for approved service providers.

1.2 Develop opportunities to present recommendations to the Hull City Council (HCC) Adult Social Care (ASC) as well as wider partners and stakeholders (local, regional and national).

1.3 Provide a clear engagement platform between service providers and public sector provisions - in order to ensure consistency in approach to provide high- quality services.

# 2. Objectives:

2.1 Promote best practice and improvements for service providers in the City.

2.2 Respond to local, regional and national strategies and plans, such as Better Care Fund, Deprivation of Liberty and Care Act.

2.3 To identify issues and look at measures and implementation plans to maintain and improve quality.

2.4 To ensure that all information and guidance is shared.

2.5 To provide an equal platform for providers to participate meaningfully.

2.6 To identify and share good practice and support.

# 3. Membership:

3.1 Each organisation will nominate a named Registered/Operational Manager. Organisations that provide multiple services in the city can choose if they wish, one Registered/Operational Manager to attend.

3.2 In order to promote consistency, no substitutes will be allowed to represent - unless communicated and agreed in advance.

3.3 Public Sector and other stakeholder membership may be extended as part of the Forum to represent assessment/provider arms.

3.4 Any additional Membership must be agreed by the Chairs.

3.5 Any changes to Membership terms will be presented to the Forum.

3.6 Members must endeavour to ensure any decisions made by the Forum on best practice are investigated within their own organisations.

3.7 Members are invited to lead on the agenda items for each Forum in consultation; agenda items for consideration need to be sent as agreed.

3.8 HCC will help communicate issues and minutes to all providers.

# 4. Frequency of Meetings:

# 4.1 Meetings should be held at least 4 times a year.

4.2 Members may be required to contribute views on matters between meetings and help communicate information to other providers.

4.3 HCC will assist the Forum in communicating goals and outcomes across Hull between meetings.

4.4 Meeting frequency is open and can be reviewed at any time.

# 5. Task and Finish Groups:

5.1 Where relevant issues are raised at the Forum which require more detailed time spent on them, then a Task and Finish group will be convened which will provide feedback to the Forum on completion of the task.

5.2 The Forum will determine the necessity to develop Task and Finish groups as and when required.

5.3 Task and Finish Group membership will be selected and agreed by the Forum.

5.4 Task and Finish Groups will be given clear guidance as to their work and reporting deadlines will be set at the same meeting.

# 6. Chairs:

6.1 There will be 2 Chairs and 2 Vice Chairs

6.2 The Chairs and Vice Chairs of the Forum will be senior officers of ASC & Provider Managers.

6.3 The ASC Chair and Vice Chair will be designated by the ASC Departmental Management Team.

6.4 The Provider Chair and Vice Chair will be elected by the Providers in attendance at the Forum on a majority vote. ASC Officers will have no vote in the election of the Provider Chair or vice Chair.

6.5 Chairs will be designated / elected annually.

6.6 Should the chairs fail to agree then they are to present to the Forum the issue, the Forum will decide by a majority vote.

# 7. Administration:

7.1 Minutes will be taken at each meeting by HCC and will be circulated for comment no later than three weeks of the meeting taking place.

7.2 A further window may be required to ensure, where and when applicable, politically, commercially, financially or operationally sensitive information can be discussed through the Chairs to ensure potential risks are managed and agreed.

7.3 Once agreed by the Chairs, the minutes will be circulated to all Providers.

7.4 Minutes will also be circulated to interested parties to ensure the effective dissemination of information, issues and actions.

7.5 Minutes will be further validated for accuracy at the subsequent meeting.

7.6 HCC will arrange appropriate venues for the meetings.

7.7 Agenda items should be submitted as outlinedno later than 14 days before the scheduled meeting; any urgent matter (within 14 days) will need the agreement of the Chairs before inclusion.

7.8 The Chairs will agree Agenda items and Any Other Business (AOB) for each Forum meeting following feedback. Where an item has been submitted for inclusion on the Agenda and has been rejected by the chairs, then this will be confirmed to them.

7.9 Where possible, the Agenda and Minutes of the previous meeting will be circulated 14 days before the date of the scheduled meeting.

# 8. Expectations of Forum Members:

All Forum members:

8.1 Can ask for things that are important to them to be added to the agenda.

8.2 Share responsibility for recommendations made by the Forum.

8.3 Will have their views respected and valued equally.

8.4 Will maintain confidentiality at all times.

8.5 Attend and participate positively in Forum meetings and training where appropriate.

8.6Formerly respond to Forum consultation documents or information requests in a timely fashion.

8.7 Ensure documents are submitted according to administration timescales.

8.8 Approve the Terms of Reference annually.

8.9 Attend extraordinary meetings or task and finish groups when necessary.

**9. Communication and Advocates**

9.1 Members will not issue public statements on behalf of the Forum unless agreed by the Chairs and the Providers they represent. This will ensure perception of bias is not created based on an expression of any personal views.

9.2Relevant Forum Members involved in any co-ordinated marketing or PR campaigns will be assisted by the HCC to establish clear roles and a co-ordinated message.

9.3Members will work with HCC to ensure a pro-active and effective dissemination of information to the sector they represent.

**10. Code of Conduct**

10.1 If a member feels that they may have a conflict of interest then the member should declare this interest. This will be noted and the member will not take part in those discussions.

10.2 The Forum is not the place for personal issues; in cases where a personal issue is raised, the member will be supported to take that issue forward outside the forum meeting.

10.3 However, individual case studies to illustrate a concern or to highlight an example of good practice may be used.

10.4 Members are expected to present and act in a professional and courteous manner at all times at the Forum or associated task and finish group.

# 11. Changes to the Terms of Reference:

11.1The Forum Terms of Reference will be reviewed annually by the chairs and ratified by the Forum.