

**SOMERSET ENGAGEMENT ADVISORY GROUP (SEAG)  
TERMS OF REFERENCE**

UPDATED APRIL 2017

**1. PURPOSE**

- 1.1 The purpose of the Somerset Engagement Advisory Group is to facilitate the effective involvement of community stakeholders, including the voluntary and community sectors, patients, carers and the public, within the work of the CCG.
- 1.2 National research has established that many protected groups experience barriers to healthcare and struggle to make their voices heard in order to influence improvements. Therefore, one of SEAG's purposes is to develop a membership of organisations and champions representing or advocating for the nine protected characteristics. SEAG acknowledges that not every cohort of the community is represented by a voluntary or community body and, therefore, that some voices and perspectives may not be heard. However, SEAG's approach will be to involve people who can advocate or feed back on behalf of those who are under-represented and to find other routes to capture feedback from marginalised groups in the community.
- 1.3 SEAG aims to ensure the voices of protected groups in Somerset are heard and provide the opportunity for these groups to be involved in the decision making of the CCG.
- 1.4 The purpose of the group is to provide a two-way communication forum between the CCG and the third sector, with health, social care, voluntary sector and community colleagues all able to bring topics, issues, concerns and information to the group for discussion and for CCG consideration. Community stakeholders will be updated on local health and social care services and any proposed changes to the way services are provided and commissioned (in line with the statutory engagement duties contained within NHS Act 2006 as amended by the Health and Social Care Act 2012, Section 14Z2).
- 1.5 The group will promote, recognise and value the diverse nature of communities in Somerset. It emphasises the CCG's commitment to ensuring that patient engagement, equality, diversity and human rights are embedded throughout its core business. The group will both scrutinise and support commissioning activities, helping to ensure that Somerset CCG meets its statutory and moral obligations under the Equality Act 2010 and Human Rights Act 1998 with particular regard to the nine legally protected characteristics.
- 1.6 In October 2016, SEAG agreed to take on an additional purpose to be part of the governance of the Somerset Sustainability and Transformation Plan (STP). This means that SEAG will bring to bear an equality focus on the work of the STP, will enable the voices of vulnerable groups in our population to be heard as part of

the design and planning of future services, and will scrutinise new models of care and proposals that emerge from the STP's four main areas of work.

## **2. KEY TASKS AND OBJECTIVES**

- 2.1 To assess how health and social care providers and commissioners should meet the needs of the local population.
- 2.2 To ensure that the views, needs and preferences of diverse and varied groups inform the development of new models of care for future health and social care services in Somerset.
- 2.3 To promote good equality and diversity awareness and practice in service provision and commissioning in Somerset.
- 2.4 To scrutinise and support the delivery of Somerset's five-year Sustainability and Transformation Plan (STP) by advising on issues relating to the four key STP work areas (prevention, community services, primary care and hospital services), including on patient engagement and equality issues.
- 2.5 To consider and advise on the impact of any new service models, policy or service changes in respect of patient and carer experience, including equality, equity, access and diversity issues.
- 2.6 To provide scrutiny, support, guidance and feedback on the development and implementation of the STP in Somerset and associated new models of care.
- 2.7 To participate in a review to inform Somerset CCG's annual Equality Delivery System (EDS) Evidence and Grading Report, providing comments and requesting changes, where applicable, on Somerset CCG's EDS grades.
- 2.8 To participate in the review and monitoring of Somerset CCG's corporate Equality Objectives.
- 2.9 To support and challenge health and social care commissioners and providers to develop inclusive approaches when involving patients, carers, lay users, staff and the public.
- 2.10 To receive the CCG's Annual Report on Equality, Diversity and Patient Engagement.
- 2.11 To link SEAG with other networks and forums, including Healthwatch, patient groups, SEOG (Somerset Equality Officers' Group), the EDS (Equality Delivery System) Group and the Voluntary, Community and Social Enterprise (VCSE) Strategic Forum.
- 2.12 To ensure that the voices of all sections of the community are heard and that commissioners and providers of services are accountable to all ages and cohorts.

## **3. MEMBERSHIP AND ACCESS**

- 3.1 Membership will include representatives from:

- Somerset Clinical Commissioning Group
- NHS Foundation Trusts in Somerset
  - Somerset Partnership NHS Foundation Trust
  - Taunton and Somerset NHS Foundation Trust
  - Yeovil District Hospital NHS Foundation Trust
  - South West Ambulance Service NHS Foundation Trust
- Lay Users, Trust Governors and those representing patients, carers and the public
- Voluntary and Community Sector Organisations
- Organisations or individuals advocating for or representing protected or vulnerable groups
- Healthwatch Somerset
- Somerset County Council (including social care)
- Members of Somerset Equality Officers Group<sup>1</sup>

3.2 Some SEAG members attend on behalf of their organisations while others are individuals / volunteers / lay users who may attend in an individual capacity or may wear several hats. Where members are attending as formal representatives of organisations, they are expected to have agreed that in advance with their organisation and to introduce themselves in that role at the beginning of the meeting. While the intention is to open the meetings to as wide a group as possible, in the interests of fairness and balance organisations should not send more than four formal representatives to a meeting.

3.3 A list of all current core members (as at April 2017) is available at the end of this document. New members are always welcome from all sections of the community and Somerset CCG will endeavour to encourage additional member groups to be included / identified as appropriate to the agenda.

3.4 Somerset CCG is committed to equal opportunity, equity and diversity. This commitment extends to our SEAG membership and we welcome everyone from our community as a member of the group. Participants and organisations will not be discriminated against on the grounds of sex, sexual orientation, disability, age, race, religion or belief, pregnancy or maternity, gender reassignment, trade union activity, HIV, marital / civil partnership or employment status.

3.5 Somerset CCG encourages and welcomes the participation by individuals and representatives of voluntary / community sector organisations that represent the

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<sup>1</sup> Consisting of Equality Officers from Somerset County Council, Sedgemoor District Council, South Somerset District Council, Mendip District Council, Taunton Deane Borough Council, West Somerset District Council

nine protected characteristics (as defined by the Equality Act 2010) as well as other vulnerable or disadvantaged groups.

- 3.6 Somerset CCG will ensure we use venues that have accessible facilities, including parking and accessible toilets, at each meeting. Travel expenses incurred by members when travelling to meetings will be reimbursed under the CCG's Lay User Policy. Communication support is available for all members of the group where necessary, for example interpreters, when the specific needs of the individuals are known.
- 3.7 CCG directors and deputy directors will rotate as chair of the Somerset Engagement Advisory Group. The CCG's Patient Public and Carer Involvement Manager will act as the deputy chair.
- 3.8 Somerset CCG Engagement Advisory Group may invite the attendance and assistance of any Director or member of CCG staff or other relevant organisation(s) to present agenda items as required and to support facilitation of discussion amongst the membership.

#### **4. FREQUENCY OF MEETINGS**

- 4.1 The Somerset CCG Engagement Advisory Group will meet on a quarterly basis. An extraordinary meeting may be called by the Chair at five days' notice.

#### **5. CHAIRING AND ADMINISTRATION**

- 5.1 Somerset CCG will be responsible for chairing and providing administrative support to the group. The group will usually be chaired by a director or deputy director of the CCG to ensure strong links with senior leaders.
- 5.2 Notes and actions of the meeting will be written in plain English. These will be circulated within 21 days of the meeting. Papers will be published on the Somerset CCG website once approved at the next meeting.
- 5.3 An agenda will be circulated ten working days in advance to enable members to consult with their representative groups. If separate papers require circulation, these should, wherever possible, be issued with the agenda to enable members to have the opportunity to read information in advance.
- 5.4 Requests for items to be included on the agenda should be sent to the CCG's Patient Engagement Team at least 15 working days before the meeting. If an item needs to be raised on the day, this will be covered under Any Other Business, subject to there being available time. There will always be a dedicated time for members to raise relevant issues and promote local news on events.
- 5.5 Reasonable expenses and costs for members may be claimed in accordance with the CCG's Lay User Policy. To clarify, this policy is tailored towards supporting individuals and representatives from small community-based groups attending a SEAG meeting. If people are attending from an organisation that already operates its own expense policy, we would ask that any costs are claimed through that organisation's process.

5.6 Names of individuals and organisations involved will be shared across the group, but private addresses and contact details will not be disclosed, except with consent.

## **6. REPORTING**

6.1 SEAG members will:

- Receive a regular e-bulletin on patient engagement news from the CCG's Patient Engagement Team;
- Cascade information and share feedback from the meetings with their colleagues, volunteers, service users and the wider community, as appropriate;
- Ensure that they help to connect SEAG with other networks and forums in which they are involved;
- Bring issues, information, concerns and news to the meeting to share with other members of the group.

6.2 Relevant feedback from SEAG meetings will be included in quarterly patient experience reports, written and presented to the CCG's Patient Safety and Quality Assurance and Governance Committees by the Patient Engagement Team.

6.3 Where SEAG members have had input in a piece of work, Somerset CCG and the system-wide STP team commit to provide regular feedback to the group, evidencing that feedback has been considered and acted upon, and confirming where and how their input has informed commissioning and service development design. The intention is to create a feedback loop so that it is clear how SEAG has influenced and shaped decision-making.

## **7. REVIEW**

7.1 These terms of reference will be reviewed annually.

Date: April 2017

Review: April 2018

### Somerset Engagement Advisory Group Core Membership.

The following reflects the invite list for SEAG as of [to be updated as of April 2017]. These have been grouped by way of protected characteristic groups where appropriate.

Age	Age UK Somerset Bridgwater Older Citizen's Forum YMCA South Coast Somerset Older Citizens' Alliance Somerset Rural Youth Project
Disability  For the purpose of this list organisations that relate to health issues and long-term conditions have also been included in this section	Compass Disability Heads Up Somerset Headway Somerset Mind in Taunton, West Somerset, Sedgemoor and South Somerset Parkinsons UK Multiple Sclerosis Society Rethink Mental Illness Somerset Advocacy Somerset Sight Somerset & Wessex Eating Disorders Association (SWEDA) South Somerset Disability Forum South Somerset MIND Somerset Mental Health Hub
Race	Mid-West European Communities Association (MECA)
Religion or Belief (including non-belief)	Representative of Chaplaincy Service from Somerset Partnership
Gender Re-assignment	Weston Boys (Female to Male) Transgender community representative (Male to Female) MIND in Taunton and west Somerset (transgender helpline)
Sex	Women's Institute
Sexual Orientation	2BU Diversity Trust Somerset Lesbian Network Diversity Voice
Marriage and Civil Partnership	No individual / organisation, as yet, has been identified to invite to represent this group.
Pregnancy and Maternity	National Childbirth Trust
Carers	Carers UK Carers Voice Compass Carers Somerset Parent Carer Forum (also links with age)

<p>Other Organisations / VCS Groups supporting many sections of the community</p>	<p>Patient Participation Group Chair Network Somerset Advice Network (at Taunton CAB) Somerset Community Care Matters South Somerset Association For Voluntary and Community Action (SSVCA) SPARK Support Empower Advocate Promote (SEAP) Swann Advocacy St Margaret's Hospice Yarlington Housing Group</p>
<p>Lay-Members A number of individuals attend and contribute to SEAG meetings. Some of these are also Governor Members of local NHS Foundation Trust. Others represent a section of the community, such as carers.</p>	
<p>Healthwatch Somerset Volunteers, the chair and staff members from Healthwatch Somerset</p>	
<p>Local Authority Mendip District Council (Homeless Officer) Public Health – Somerset County Council Sedgemoor District Council – Equality Lead Somerset County Council / Mendip District Council – Equality &amp; Engagement Leads South Somerset District Council – Gypsy and Traveller Forum Lead South Somerset District Council - Equality Lead Taunton Deane BC and West Somerset DC – Equality Lead</p>	
<p>NHS Organisations East Mendip GP Federation Health and Wellbeing Officer (Frome) Taunton and Somerset NHS Foundation Trust – Patient Engagement &amp; Equality Lead Somerset Clinical Commissioning Group including: <ul style="list-style-type: none"> <li>• GP Lead for Patient Engagement</li> <li>• GP Lead for Equality and Diversity</li> <li>• Governing Body Lay Member with lead for Patient Engagement</li> <li>• Clinical Operations Group Lay Member</li> </ul> Somerset Partnership NHS Foundation Trust – Patient Experience Manager South West Ambulance Service NHS Foundation Trust – Equality, Health and Wellbeing Lead Yeovil District Hospital NHS Foundation Trust – Equality Lead</p>	

## **GLOSSARY OF TERMS**

### **Equality Act 2010:**

This Act reformed and harmonised equality law (repealing previous equality legislation) and introduced the public sector equality duty which replaced the separate equality duties applying to race, disability and gender.

### **Protected characteristics:**

The nine characteristics protected under the Equality Act 2010. The public sector equality duty applies to: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation, and marriage and civil partnerships.

### **Age:**

This refers to a person having a particular age (for example, 32 year olds) or being within an age group (for example, 18-30 year olds). This includes all ages, including children and young people. Age is one of the nine protected characteristics in the Equality Act 2010.

### **Disability:**

A person has a disability if s/he has a physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities. Disability is one of the nine protected characteristics in the Equality Act 2010.

### **Gender reassignment:**

This is the process of transitioning from one sex to another. People who are proposing to undergo, are undergoing or have undergone a process (or part of a process) to reassign their sex have the protected characteristic of gender reassignment under the Equality Act 2010. Gender Reassignment is one of the nine protected characteristics in the Equality Act 2010.

### **Marriage and Civil Partnership:**

Marriage covers any formal union of a man and woman which is legally recognised in the UK as a marriage. A civil partnership refers to a registered civil partnership under the Civil Partnership Act 2004, including those registered outside the UK. Marriage and civil partnership is one of the nine protected characteristics in the Equality Act 2010

### **Pregnancy and maternity:**

Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding. Pregnancy and maternity is one of the nine protected characteristics in the Equality Act 2010.

### **Race:**

This is the protected characteristic of race. It refers to a group of people defined by their colour, nationality (including citizenship), ethnic or national origins. Race is one of the nine protected characteristics in the Equality Act 2010.

**Religion or belief:**

Religion means any religion, including a reference to a lack of religion. Belief includes religious and philosophical beliefs including lack of belief (for example, Atheism). Religion or belief is one of the nine protected characteristics in the Equality Act 2010.

**Sex:**

Someone being a man or a woman. Sex is one of the nine protected characteristics in the Equality Act 2010.

**Sexual orientation:**

This is whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes. Sexual orientation is one of the nine protected characteristics in the Equality Act 2010.

For more information on the demographic profile and the needs of Somerset's population, please look at the Somerset JSNA (Joint Strategic Needs Assessment) - <http://www.somersetintelligence.org.uk/jsna/>