

Terms of reference

Citizen Voice Forum

Version control

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Approved by:	Bradford District and Craven Health and Care Partnership Board
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Responsible Officer:	Victoria Simmons
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Change history

Version number	Changes applied	By	Date
1.0	Initial draft	Victoria Simmons	01/11/2022
1.1	Feedback from members	Victoria Simmons	05/01/2023
1.2	Approval from Chair	Helen Rushworth	09/01/2023
2.0	Updated following development sessions and discussions at Partnership Board	Victoria Simmons	12/04/2024
2.1	Updated following CVOG launch session and comments from members – for approval at 17 Sept 2024 meeting	Victoria Simmons	16/07/2024
3.0	Approved	BD&C Partnership Board	23/05/2025



1. Introduction and Context

Bradford District and Craven Health and Care Partnership firmly believes that our communities have the most power to create health and should be equal partners when it comes to decision making. We want to create opportunities for people to be involved in our decision-making processes and do this in innovative ways.

The Citizen Voice Forum is established to lead work across our partnership that continually improves the way we involve people and communities (sometimes referred to as engagement, participation or co-production).

2. Purpose

Citizen Voice Forum is supported by underpinning workstreams and involvement projects that support the ambitions of our partnership. The Citizen Voice Forum oversees this work and through its connections with partners, communities and citizens is able to provide advice to the Partnership Board and other committees of the ICB at place to ensure that we fulfil our involvement duties.

Set the strategic direction for citizen's voice across BDCHCP

- Working with key decision making groups to understand how citizens' voice can best influence their decision making and planning – co developing minimum expectations for involving citizens and ensuring insight from communities is acted upon
- Working with partner organisations towards the development of a joint strategy on citizen's voice, including exploring the relationship with Foundation Trust Governors and other elected representatives
- Working with Programme Boards and decision making groups to help shape plans, provide insight, feedback and challenge and influence the strategy and delivery of the partnership from a citizen's perspective
- Working with the Citizen's Forum Operational Group to identify key themes relating to strategic priorities and communities of interest

Work with priority boards and decision-making groups across BDCHCP to obtain assurance that involvement duties are met and that citizen voice is having an impact.

- Supporting self-assessment of Programme Boards and decision-making groups within the partnership against co developed minimum standards of involvement
- Supporting Programme Boards and decision making groups to implement mitigating actions to enable minimum standards to be met
- Supporting Programme Boards to engage with citizen's voices as part of the Quality Impact Assessment process
- Supporting Programme Boards to identify impact metrics relating to citizen's engagement and experience which are monitored as part of the wider portfolio of impact / benefit metrics



Oversee programmes to support and further amplify citizen voice and true coproduction by activating the Citizen Voice Operational Group.

- Developing a joint understanding of citizen's concerns and feedback which can be used to support decision making and to influence planning. This includes work to link the voice of different forums
- Facilitating seamless access to data relating to the voice of the citizen – acting as a coordinated route for Programme Boards and decision making groups across BDC H&CP to hear the citizen's voice
- Sharing experience and expertise on engagement and coproduction
- Overseeing communications strategies to ensure that the partnership is visibly communicating the outcomes of engagement and co production with citizens

3. Responsibilities

The forum is not a decision-making committee but has an advisory role in our place-based governance. The remit of the BD&C Citizen Voice Forum is to provide advice and/or recommendations in the following areas to the Partnership Board:

- Actively participating in the development of the communication and involvement strategy for Bradford District and Craven Health and Care Partnership.
- Ensuring that all plans within the Bradford District and Craven are informed by the views and experiences of people and communities we serve.
- Maintaining and embedding co-production as a core principle of the partnership.
- Supporting collaboration and strengthening partnerships between colleagues working in involvement, engagement, coproduction, or experience, in our place.
- Providing oversight and alignment of involvement, engagement, coproduction, or experience initiatives across Bradford District and Craven.
- Making use of shared intelligence to provide citizen perspectives on the quality of health and care services.
- Providing a mechanism for partner organisations to hold each other to account on how we act on citizen voice.
- Making appropriate links with other committees in place to support the work of the partnership.

4. Membership and attendees

Membership

As a steering group our membership will be drawn from networks and organisations that are key to the development of our wider programme of work.

- **BDCHCP Programme Director (Chair)**
- BDCHCP Associate Director of Communications and Involvement
- Healthwatch Bradford District lead officer
- Healthwatch North Yorkshire lead officer
- BDCFT Deputy Director: Patient Safety, Compliance and Risk
- BTHFT Assistant Chief Nurse & lead for patient experience



- Airedale NHSFT, Deputy Chief Nurse & lead for patient experience
- VCSE activation contract representative for citizen voice
- Bradford Council, Assistant Director Neighbourhoods & Community Services
- Bradford Council, People Commissioning Transformation Lead
- Bradford Children and Families Trust TBC
- North Yorkshire Council, Localities Manager for Craven
- BDCHCP Equality, Diversity, and Inclusion Lead

The Forum will be chaired by a programme/priority director on a rotational basis, to ensuring strong connection to strategic decision making. Managerial support will be provided by BDCHCP Senior head of communications and involvement.

The steering group may invite others to attend meetings, including attendance for specific agenda items. The Chair shall retain discretion to determine the extent to which additional attendees shall participate in discussions. Additional attendees will not participate in decisions.

BDCHCP's Partnership Board member with responsibility for citizen voice ('Chief Listening Officer') will be invited to attend meetings and will receive all papers in order to provide assurance and escalations to the Board.

5. Arrangements for the conduct of business.

Chairing meetings

- 5.1 The meetings will be run by the chair. In the event of the chair of the steering group being unable to attend all or part of the meeting, the vice-chair or managerial lead will chair the meeting.

Quoracy

- 5.2 For meetings to be quorate, a minimum of 50% of members is required, including the Chair.
- 5.3 For the sake of clarity:
- a) No person can act in more than one capacity when determining the quorum.
 - b) An individual who has been disqualified from participating in a discussion on any matter and/or from voting on any motion by reason of a declaration of a conflict of interest, shall no longer count towards the quorum.
- 5.4 Members of the forum may participate in meetings by telephone, video or by other electronic means where they are available. Participation by any of these means shall be deemed to constitute presence in person at the meeting. Members are normally expected to attend at least 75% of meetings during the year.



- 5.5 Members of the forum may nominate a deputy to attend a meeting that they are unable to attend. The deputy may speak and vote on their behalf.

Frequency of meetings

- 5.6 The steering group will meet quarterly. The Chair may call an additional meeting at any time by giving not less than 7 calendar days' notice in writing to members.
- Twice yearly development sessions will be held jointly with the Citizen Voice Operational group.

Declarations of interest

- 5.7 Each member must abide by all policies of the organisation it represents in relation to conflicts of interest.
- 5.8 Where any member (or any other attendee present) has an actual or potential conflict of interest in relation to any matter under consideration at any meeting, the Chair (in their discretion) shall decide, having regard to the nature of the potential or actual conflict of interest, whether or not that member (or attendee) may participate in meetings (or parts of meetings) in which the relevant matter is discussed. The action taken to manage the conflict of interest will be recorded in the minutes.

Support to the Forum

- 5.9 The steering group's lead manager is the Place Based Partnership Senior head of communications and involvement. Administrative support will be provided to the steering group by officers of the Place Based Partnership. This will include
- Agreement of the agenda with the Chair in consultation with the Lead Manager, taking minutes of the meetings, keeping an accurate record of attendance, key points of the discussion, matters arising and issues to be carried forward.
 - Maintaining an on-going list of actions, specifying members responsible, due dates and keeping track of these actions.
 - Sending out agendas and supporting papers to members five working days before the meeting.
 - Drafting minutes for approval by the Chair and Lead Manager within five working days of the meeting and then distribute to all attendees following this approval within 10 working days.
 - An annual work plan to be updated and maintained as required.

6. Reporting

- 6.1 The steering group is accountable to Partnership Board, which provides the formal leadership and coordination of the local health and care system.
- 6.2 The Chair shall draw to the attention of the Partnership Board any significant issues or risks relevant to the BD&C Health and Care Partnership.
- 6.3 The steering group will receive the Experience of Care reports and the Chair will present these reports to the System Quality Committee with commentary and recommendations from the forum.
- 6.4 The forum shall submit an annual report to the Partnership Board.
- 6.5 The forum will receive for information the minutes of other meetings which are captured in the work plan.

7. Conduct of the Citizen Voice Forum steering group

- 7.1 All Members and Attendees will operate in accordance with the SPA and any other relevant policies or documents agreed by the Partnership Board.
- 7.2 Members of the steering group will abide by the 'Principles of Public Life' (The Nolan Principles) and the NHS Code of Conduct.
- 7.3 The forum shall undertake an annual self-assessment of its own performance against the annual plan, membership and terms of reference. This self-assessment shall form the basis of the annual report from the forum.
- 7.4 Any resulting changes to the terms of reference shall be submitted for approval by the Partnership Board.