Elmbridge Older Person’s Advisory Body – Terms of Reference

1. Name of Partnership

The partnership is known as the Elmbridge Older Person’s Advisory Body.

Legal Status and Source of Powers

The Elmbridge Older Person’s Advisory Body is a non-statutory partnership. Members include Borough Councillors, County Councillors, statutory and voluntary organisations providing services for older people, service users and carers.

Changes occurring during 2014/15

During the last year the Older Persons Forum closed down and members of the Forum were invited to attend the Elmbridge Older Persons Advisory Body. This resulted in a number of new members, including Walsingham Care, Crossroads Care Surrey, Virgin Care, Sunrise, Age UK Surrey and Carers Support Elmbridge.

Aims and Objectives

- To listen and respond, recognise and involve, foster partnership and focus on specific outcomes in terms of delivering better services for older people resident within the Borough of Elmbridge.

- To improve public services for older people by better meeting their needs, listening to their views, and encouraging and recognising their contribution.

- To receive reports where appropriate from the Trustees of the Elmbridge Trust for Older People on monies left to the Trust and to update the Committee on any focus for how monies should be spent in the future. It is recognised that a number of the gifts are left for a specific purpose. (The Elmbridge Trust for Older People was developed when it was agreed that Community Support Services should not be using the Age Concern terminology in terms of describing areas of their work.) That the Elmbridge Trust for Older People was an appropriate vehicle for people to leave donations for the discretionary areas of activities provided by the council where service users or their relatives wish to acknowledge benefits received from services across centres, transport, relief care, Meals on Wheels etc.
The Advisory Body will do this by:

Engaging with older people in the planning of services directly receiving feedback from the two Elmbridge service user groups.

- To ensure reports go to the Overview and Scrutiny Committee on identified needs of older people.
- To seek to ensure the Trust is aware of the key unmet needs in terms of non-statutory provision being identified in the community.
- To lobby for new and improved services to be provided either by Borough Council, Adult and Community Care Services Surrey County Council or Clinical Commissioning Groups or health providers.
- To respond to consultation documents.
- To identify specific work areas that the Advisory Body may wish to undertake by setting up sub-groups or working with Officers.
- To recognise the achievements and responsibilities for older people, and increase the opportunities available for them to contribute to their community.
- To focus on specific topics / areas per meeting. The meeting focus will be agreed from one meeting to the next and other partners may be invited as appropriate, dependent on the topic. To provide a regular opportunity for member updates.

The Advisory Body will appoint Trustees and receive resignations.

Relevant Officers from Community Support Services will be in attendance at the meetings. There is the option to invite specific Officers or specific individuals from partner organisations to attend meetings to discuss specific areas.

A Chairman and Vice Chairman will need to be appointed on an annual basis.

**Membership**

Four Councillors appointed by the Borough Council – the Overview and Scrutiny Committee appoints four Borough Council Members annually.
The Social Affairs Portfolio Holder may be invited to attend meetings as an observer.

Up to two Surrey County Councillors

Representatives appointed from organisations:

CHEER Manager
Chief Executive, Walton on Thames Charity
Elmbridge Housing Services Manager
Elmbridge Housing Trust
Whiteley Village
Voluntary Action Elmbridge Manager
Weybridge Advisory Service, Citizens Advice Bureau
Elmbridge Social Care Team Manager, Social Services
Mid Surrey/West Elmbridge Alzheimer’s Society
Elmbridge 50+ Network/Elmbridge Seniors
Surrey Police
Carer/User Representative
Carer/User Representative
East Link Committee Representative
West Link Committee Representative
Homesupport Elmbridge
Friends with Dementia
Walsingham Care
Crossroads Care Surrey
Virgin Care
Sunrise
Age UK Surrey
Carers Support Elmbridge.

Discussions are taking place with the Clinical Commissioning Groups/health providers to identify appropriate representatives following health changes.

The required quorum of the Elmbridge Older Person’s Advisory Body is one-quarter of its membership.

**Roles and Responsibilities**

1.1 The role of the Chair is:

1.1.1 To champion the work of the Elmbridge Older Persons’ Advisory Body, specifically work projects and themes and campaign on key issues and topics highlighted through the Advisory Body Meetings.
1.1.2 To represent the Elmbridge Older Persons’ Advisory Body at other meetings within Elmbridge.

1.1.3 To ensure the effective actions result from agenda items.

1.1.4 To ensure effective action programme takes place and monitoring the work of the group, particularly through the themed meetings of the Advisory Body.

1.1.5 To facilitate the contribution by all Advisory Body Members at meetings.

1.1.6 To agree Advisory Body Agenda.

1.1.7 Liaise with SCC/health partners, third sector and other local organisations as well as the community to ensure activities/actions are co-ordinated.

1.1.8 To ensure that the Advisory Body consults and engages with the Elmbridge community.

1.2 The role of the Vice-Chair is to:

1.2.1 To support the Chair in the functions listed above.

1.2.2 To support the Chair when unavailable for partnership activities.

1.3 The role of Community Support Services Officers are to:

1.3.1 Prepare the agenda and take minutes.

1.3.2 Work with lead officers to make practical arrangements for specific meetings.

1.3.3 Co-ordinate actions identified by the Elmbridge Older Persons’ Advisory Body.

1.3.4 Ensure that lead officers are taking forward identified actions.

1.3.5 Liaise with Chairman and Vice Chairman in respect to the Advisory Body action programme.

1.4 The role of Advisory Body Members:

1.4.1 To highlight issues and actions from the Advisory Body where appropriate at other Forums.
1.4.2 To participate in the Advisory Body and Working Groups where appropriate.

1.4.3 To communicate and gain support for preventative and support services for older people across Elmbridge.

1.4.4 To raise issues and information to be considered by the Body.

1.4.5 To commit resources (time or financial support) where possible to support the delivery of services.

**Performance Management**

The Advisory Body agrees activities going forward. The Advisory Body Review in 2009 resulted in the proposal to select themes for three meetings each year.

Performance Management of Community Support Services activity is reviewed at each meeting but information is reported in a quarterly format.

**Accountability**

The Advisory Body is accountable to the Overview and Scrutiny Committee. As a minimum requirement, the Advisory Body is required to formally report to the Overview and Scrutiny Committee on an annual basis.

The Chairman is supported by the Community Support Services Officers to achieve the aims and objectives. The Advisory Body also provides a mechanism to consult older people and the local community as a whole.

**Meetings**

The Elmbridge Older Person’s Advisory Body takes place three times a year in February, April and October/November. Members of the Advisory Body may submit items for the Agenda, which must be agreed by the Chair. Meeting papers will be made available one week before the meeting. Standing items on the Agenda to include:

1.5 Monitoring of Community Support Services activity.

1.6 Monitoring of partnership activities and new initiatives.

1.7 Key themes.
**Decisions Making**

Where an item is placed for a decision on the Agenda, the majority of Members must agree to the position. If a decision is split, the Chair has the casting vote. Where the Advisory Body Member has sent a representative, he/she has voting rights (if agreed by the Chair prior to the commencements of the meeting). Where an Advisory Body Member cannot attend a meeting in which a decision is placed and he/she is unable to send a deputy, they may communicate their decision/opinion in writing via the Lead Community Support Service Officer or Chair prior to the meeting.

Advisory Body Members may make decisions out of session via written communication (hard copy or electronic). Unless unavoidable, a minimum of two weeks should be allowed for decision making out of session.

When appropriate, recommendations of the Elmbridge Older Person’s Advisory Body will be submitted to the Overview and Scrutiny Committee with the relevant Minute

**Risk management**

The Advisory Body will retain a risk register, which will be reviewed on a regular basis. Member organisations will review the risk of their own involvement with the Advisory Body in accordance with their own procedures.

**Commitment to equalities**

The Advisory Body is committed to ensuring equality of opportunity in the delivering and accessibility of services it is responsible for actioning key areas of activity identified by the Advisory Body itself. It will ensure those activities meet the key aims and objectives for developing services for older people in Elmbridge. The Advisory Body will ensure equitable access to these regardless of the person’s gender, race and ethnicity, disability, sexual orientation, religious affiliation (or none), age, pregnancy, marital status, level of income, family responsibility, family definition or educational attainment. Members are committed to providing a safe environment free from unlawful discrimination and harassment both in employment and service delivery.
Additionally, the Advisory Body recognises that some of its constituent partners who are public authorities are subject to additional legislative requirements with respect to equalities and diversity, enshrined in their various equality schemes and/or equality plans. These duties commit such authorities to ensuring that any partnerships they enter into meet the statutory equality duties forbidding discrimination, which they themselves are subject to. Further details on these can be obtained by consulting the relevant equality schemes and equality plans operational in those authorities.

**Data Quality**

Elmbridge Borough Council Officers are committed to producing and sharing data that is fit for purpose and of high quality. Specifically data will be:

1.8 Accurate (data is captured as close to the point of activity as possible – a clear audit trail is available – adequate data input controls are in place)

1.9 Complete (data is captured to meet agreed data requirements)

1.10 Valid (data is recorded and used in an agreed format which conforms to agreed definitions)

1.11 Reliable (reflects stable and consistent data collection processes across collection points over time)

1.12 Relevant (relevant to the intended purpose)

1.13 Timely (data is available for intended use within reasonable time period)

**Information Sharing**

Members of the Advisory Body are fully committed to ensuring that they share information in accordance with their statutory duties/relevant legislation. Members recognise that any data or records supplied to public bodies are potentially subject to the provisions of the Freedom of Information Act 2000.
Where personal or sensitive information is required to be shared, and Members are not signatory to a dedicated information sharing protocol, e.g. the Surrey Crime and Disorder Information Sharing Protocol, they will be expected to share such information under arrangements that are in accordance with the Data Protection Act 2000 and other relevant legislation. It is the responsibility of the supplying organisation to take steps to avoid the identification of individuals, or allow the identification of them.

Prior to information being shared, it should be made clear which organisation will be holding forum data, and arrangements made for the disposal or transferral of that data as appropriate should the Advisory Body or any of its Members cease to exist. Records held by Members will be disposed of in accordance with their internal records management policies.

Each organisation remains responsible for ensuring security measures protect the lawful use of information shared under the Advisory Body agreement.

Member organisations consequently agree to:
Take responsibility for implementing/maintaining internal arrangements to meet the requirements of this agreement
Use shared data for intended and agreed reporting purposes only
Not provide any data that contravenes legislation or breaches confidentiality

**Financial arrangements**

The Advisory Body does not hold any funds in its own name. If projects require financial resources, members of the Advisory Body will consider if their organisations are able to contribute. Contributions will be held by the lead organisation and the funds will be subject to its anti-fraud and audit arrangements (members’ internal auditors should be allowed access to information about funds they have contributed). Expenditure of joint funds will be reported to the Advisory Body. The Advisory Body does not hold any assets: if it purchases assets in future, arrangements will be made regarding use, storage and disposal.

**Administrative support**

Head of Community Support Services, Centre Services Manager, supported by Community Support Services Admin Officer or other Managers if this officer is not available.

**Conflicts of interest**
At the start of the meeting or as soon as possible, members of the Advisory Body will declare any interests in respect of any items of businesses being considered. Interests may be personal (including financial) or prejudicial.

**Complaints protocol**

The Advisory Body’s primary aim is to resolve informal complaints at the initial point of contact. Where possible, this should be done by the partner receiving the complaint. Responses to formal complaints will be co-ordinated by the Support Officer who will act as the Complaints Co-ordinator. Details of complaints will be logged, including date the complaint was made, dates when correspondence is sent and the outcome of the complaint. These will be reviewed by the Advisory Body at its next meeting in order to enable the Advisory Body to learn from the complaint. A three-stage process will apply in responding to formal complaints:

- As soon as the complaint is received, an acknowledgement will be sent. Within 20 working days, a full response will be sent to the complainant. This will be collated by the Complaint Co-ordinator from all partners involved.
- If the complainant is not satisfied with the original response, the Chair of the Advisory Body will investigate the complaint further and send a response.
- If the complainant is not satisfied after stage 2, the issue will be referred to the relevant ombudsman depending on the lead organisation for the activity.

**Termination arrangements**

There is no anticipated end date for the Advisory Body. However, if the time comes when it no longer needs to operate, arrangements will be made to conclude its business and projects appropriately. Any joint funds will be returned to the contributing organisation.

Should a major member of the Advisory Body withdraw such that it jeopardises delivery of the core actions of the Elmbridge Older Persons Advisory Body representation will be made to the organisation by the Chair on behalf of the Advisory Body in an attempt to redress the situation.

**Review and alteration of the governance document**
This document will be reviewed on an annual basis, although amendments can be made at any point in time. Amendments must be agreed by the Overview and Scrutiny Committee.

In joining the Advisory Body, new members agree to the terms of this governance document.
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