

Terms of Reference of Citizens' Partnership of HSIB

Pending redesignation as Healthcare Service Safety Investigation Branch (HSSIB)

September 2021

Constitution and Authority	The Citizens' Partnership is established by the Executive of HSIB. It has no decision-making powers, but the Chair can make recommendations of the Citizens' Partnership to the Executive and to the Chair of a future Shadow Board of HSSIB.
Purpose	HSIB recognises that the viewpoint of the following groups is essential in the development of its work: families, patients, carers, experts by experience, those who represent campaign views and those harmed by healthcare services. The Citizens' Partnership is established to support the work of HSIB by ensuring the public perspective is as integral as possible to HSIB's strategy and plans. The Citizens' Partnership will act as the voice of a 'critical friend' and its members will champion the work and efforts of HSIB. They will demonstrate and promote an approach to involving the public which is both practical and flexible so that HSIB's work and products have greater focus and relevance for the people most affected by its recommendations.
Main Duties	<p>Members should be from different protected characteristics reflecting the views of the public who are the customers of the NHS in England. They will strive to represent unheard voices and bring specific expertise and experience including lived experience to add value to the work of HSIB. Their focus will be impartial providing an independent view of the work of HSIB that is external to the operational aspects of HSIB. Members will focus on raising public awareness of HSIB's work, co-designing and providing feedback on products as well as supporting specific workstreams as required.</p> <p>The main role and duties include but are not limited to:</p> <ul style="list-style-type: none"> • Setting a workprogramme for the Citizens' Partnership with short term and longer term achievable and measurable goals which include developing ideas and activities to support effective partnership with patients and the public • Active involvement in the selection and prioritisation of investigations through to evaluation and impact using and promoting co-production as a guiding principle • Being part of consultations on proposed evaluations of HSIB's work externally and internally • Using members' networks to propose links and contacts for HSIB to support the development and thoroughness of its investigations • Working with a prospective Board to contribute to oversight of investigations so that transparency of public views is evident and the quality of feedback on those is appropriate • Assisting in developing clear methodologies to collect information on lay people's views and experiences as well as supporting activities to

	<p>evaluate/analyse the family, patient and carer experience from investigations</p> <ul style="list-style-type: none"> • Co-designing HSIB’s products ensuring principles of Equality, Diversity and Inclusion are embedded as these develop • Suggesting improvements to the quality and quantity of external facing material and resources • Reviewing any future developments in relevant political, investigative and innovative landscapes both nationally and internationally and bring these to the attention of HSIB • Being involved in or undertaking specific task and finish activities in the period intervening between meetings according to any special interest and capacity of members as directed by the Executive • Providing feedback on and support for the development of HSIB’s website, recommending improvements to this and other associated public facing material • Attending meetings once every two months to consider areas where it can support HSIB’s business plan and/or workstreams and activities for which the Executive may seek support and advice from the public perspective • Undertaking an engagement role at certain events and fora if designated by the Executive or a Shadow Board • Collaborating with the Head of Equality and Diversity and Patient and Public Involvement; the Head of Family Engagement and the Head of Policy and Strategy so that opportunities are maximised for members’ involvement and strategy alignment • Acting in accordance with the developing HSIB Equality, Diversity and Inclusion Strategy and proposing refinements to this over time • Assessing the impact of members’ involvement in the work of HSIB.
<p>Chair</p>	<p>The Chair will be appointed by the Executive for a period of 2 years initially with provision for an extension in accordance with any approved directions from DHSC.</p> <p>At the end of the tenure, the vacancy will be advertised in an open and transparent process.</p>
<p>Membership</p>	<p>Members will be appointed in an open and transparent process and the role description will specify the required attributes. The Citizens’ Partnership will comprise up to seven members in addition to the Chair. A balance of protected characteristics, expertise and experience (lived or otherwise) are essential characteristics of the Citizens’ Partnership.</p> <p>HSIB’s Director of Corporate Affairs – will be a standing member.</p> <p>A senior Investigation lead will be a standing member and this may be on a rotating basis.</p> <p>The Chair of the Citizen’s Partnership will be a de facto member of the Shadow Board.</p> <p>The previous Design and Delivery Group member who is also on the HSIB Advisory Panel is considered as a co-opted member until such time as the Advisory Panel is disbanded.</p>

<p>Attendees</p>	<p>In accordance with agenda items:</p> <ul style="list-style-type: none"> • Head of Equality and Diversity and Patient and Public Involvement - HSIB • Head of Family Engagement – HSIB • Head of Policy and Strategy - HSIB <p>Additional co-optees may be included for specific agenda items. External attendance may be invited after discussion with the Chair and Director of Corporate Affairs.</p>
<p>Terms of Membership</p>	<p>Members’ tenure is expected to be two years.</p> <p>Limited remuneration and full expenses will be applied in accordance with the HSIB policy on payments for lay contributors.</p>
<p>Administration</p>	<p>The Citizens’ Partnership will be adequately resourced from an administrative standpoint with a nominated funded administrative officer to support the group and its activities. Such support is managed by the Director of Corporate Affairs.</p>
<p>Virtual Decisions and Chair’s Action</p>	<p>Some decisions (or recommendations) may need to be made ‘in correspondence’, where there is a need to progress work before the next face-to-face meeting. The same rules of quorum will be applied to any decisions made ‘in correspondence’.</p> <p>The process for such decisions will be via email, with a formal record of the decision(s) or agreed recommendation(s) presented at the next scheduled meeting.</p> <p>The meeting’s powers for decision-making may, in emergency or urgent situations, be exercised by the Chair after having consulted at least two other core members of the group. The exercise of such powers will be reported at the next scheduled meeting, for formal ratification.</p>
<p>Planning and recording</p>	<p>Minutes of the meetings shall be presented to the Executive and the Advisory Panel or to any future HSSIB Board. Any intervening record of activities should be held by HSIB Secretariat.</p> <p>All meetings should comprise agenda, minutes and actions, papers and a forward planner of topics and business should be created. The papers should be circulated electronically a week before the meeting.</p> <p>The Citizens’ Partnership will prepare a brief annual review of its activities to present to the Executive and to a shadow Board of HSSIB.</p>
<p>Reporting and Accountability</p>	<p>The Citizens’ Partnership is appointed by and is accountable to the Executive of HSIB, but this does not preclude accountability arrangements that may be determined by a future Board.</p>
<p>Informed by</p>	<p>The following documents and initiatives represent guiding principles for decisions and initiatives underpinning the Citizens’ Partnership:</p>

	<p><u>NHS Constitution</u> (Department of Health, 2012)</p> <p>HSIB's Directions and future HSSIB's Establishment Order</p> <p>Equality Act 2010</p> <p>HSIB's Strategic Goals, Business Plan</p> <p>Advisory Panel Terms of Reference</p> <p>HSIB's approach reflects policy initiatives to involve patients and users of NHS service in England, carers and the public These initiatives include: The NHS Long Term Plan (January 2019)</p> <p>https://www.longtermplan.nhs.uk/wp-content/uploads/2019/01/nhs-longterm-plan.pdf</p> <p><u>Health and Social Care Act</u> (Department of Health, 2012)</p> <p><u>Putting people at the heart of care</u> (Department of Health, 2009)</p>
<p>Frequency of meetings</p>	<p>The meetings will be held every two months. Extraordinary meetings may be held after the Chair presents the rationale for these to the Executive.</p>
<p>Quorum</p>	<p>All members should attend the meetings taking place every two months. If this is not possible, at least three of the members should attend including the Chair.</p> <p>The Director of Corporate Affairs may on occasion delegate attendance to a deputy.</p> <p>Members who do not attend for two consecutive meetings within the year need to provide reasons to the Chair who may need to consider their continued position on the partnership.</p>
<p>Next Review</p>	<p>One year from the date of the first full meeting of the Citizens' Partnership (23 September 2022)</p>