**Service User Steering Group**

**TERMS OF REFERENCE**

**1. Purpose of the Adult Service User Steering Group**

The Service User (SU) Steering Group is part of The Brighton and Hove Wellbeing Service's commitment and belief that users of its services should be involved in guiding the service's development.

It is the SU's Steering group's responsibility to use their experiences, skills and knowledge of specific topics to provide feedback and oversee projects that involve the design and delivery of services, the development of policy and practice and will also flag issues to be taken forward within the existing Integrated Operational Forum (IOF) and Quality and Governance Forum (QGF).

The steering group will also support and promote the Wellbeing Service and help raise the profile of users’ needs, views and interests at all levels of the Wellbeing Service.

**2. Membership**

The SU Steering Group consists of a combination of staff and people with lived experience of using Primary Care Mental Health services, ideally the Brighton and Hove Wellbeing Service.

The meeting will be co-chaired by 2 Service Leads (a PCMHP Lead and an IAPT Lead)

The meeting will be co-chaired by 2 Service Leads (a PCMHP Lead and an IAPT Lead) with attendance also from up to 8 Experts by Experience, a PWP Lead, an Admin Lead and the Digital Marketing Lead (when in post). Deputies from each of the named service area (PCMHP, TT, PWP and Admin) will be available to attend.

The aim is to have a cross section of staff representing the different the Adult Wellbeing Service and IAPT Service of the Brighton and Hove Wellbeing Service and to have a cross section of service users including BAME, LGBTQ+, Older Age and Learning Disabilities. Membership of the Steering Group will be reviewed yearly in order that other staff and Service Users have the opportunity to contribute to the group.

Members will give apologies if they cannot attend the Steering Group.

Other members may be co-opted as required or other managers may be invited to attend for particular items and Deputies may attend with the prior agreement of the Co-Chairs.

**3. Values of the Steering Group**

The time, commitment and individual experiences each member gives to the forum are highly valued and will be respected during group meetings. Practically this means that people will arrive to meetings on time, give each other space to talk in the meetings and listen and respond carefully.

Members of the group will support each other during the meetings. Where it becomes apparent that members need further support in order to be involved in the group, this will as far as possible be provided on a one to one level by a member of Wellbeing staff or the Participation team.

Members are expected to use their personal experience and knowledge to support the development and improvement of the Wellbeing Service, however, this is not a forum at which it will be possible to resolve individual issues or grievances.

Other members may be co-opted as required or other managers may be invited to attend for particular items and Deputies may attend with the prior agreement of the Co-Chairs.

**4. Confidentiality**

As some of the ideas and policy may be considered sensitive, members of the Steering Group are expected to keep all discussions confidential to the group until the appropriate means of communication and consultation are decided on within the meeting itself. Where information can be shared outside of the meeting this will be made explicit during the discussions and noted in the action points.

**5. Quorum**

One of the Co-Chairs, plus a minimum of two Brighton and Hove Wellbeing Service staff and initially one Service User (moving to 2 once meeting is established) and an administrator to take minutes are required before a meeting can take place. To be reviewed at 1 year.

**6. Frequency of Meetings**

The group will plan to meet at the discretion of the chair – no more frequently than fortnightly and no less than bi monthly, with additional meetings being held where necessary.

Meetings will last for one hour and thirty minutes.

Meeting venues will be in a place that is accessible and will consider the needs of the Steering Group members.

**7. Authority**

The forum exists solely to promote, comment, recommend, guide and assist. However, it does so in the expectation that its recommendations will be considered and used to inform decision making in other meetings such IOF and QGF.

**8. Duties**

* To involve Service Users in the on-going running and development of The Brighton and Hove Wellbeing Service.
* To involve Service Users in ensuring that The Wellbeing Service is easily accessible.
* To involve Service Users in promoting and marketing of Wellbeing Service’s offer.
* To contribute to the development of clear service information for clients and referrers.
* To contribute to the development of clear information about The Wellbeing Service for relatives and carers.
* To support the development of Primary Care Mental Health peer support networks
* To develop effective structures and pathways for Service Users to share their experiences, views and feedback of using The Brighton and Hove Wellbeing Service. This could include:
	+ Attending the Brighton and Hove Wellbeing Service’s Service User Steering Group meeting.
	+ Attending a Service User Forum meeting
	+ Being part of an e-mail group that could be sent information about services and provide feedback.
	+ Service Users being available for interview on their experiences of using the service – either audio, video or written.
	+ Completing more detailed feedback forms
	+ Service Users writing personal narratives of their experiences of using The Wellbeing Service.

**9. Reporting**

The group reports to the Brighton and Hove Wellbeing Service IOF and QGF and will be a standing item on these meeting agendas. Information will then be passed throughout the Brighton and Hove Wellbeing Service meeting structures as appropriate. The Steering Group is however independent of these structures and dictates its own work schedule.

**10. Communication**

Action points will be recorded and circulated to members as soon as possible after the last meeting with details of discussion in the form of minutes. Decisions can also be noted as part of recording action points.

Any information that is needed for the group to have an informed discussion will be circulated a week prior to the meeting.

The notes of the meeting will be agreed by the Co-Chairs within five working days of the meeting. Action points will be circulated to members within 10 working days of the meeting.

All papers, minutes and documents are available in alternative formats, if requested.

**11. Review**

These terms of reference will be reviewed annually.