



SOUTHWARK & LAMBETH
INTEGRATED CARE

Southwark and Lambeth Integrated Care

Citizens' Board

Terms of reference

Remit of the Citizens' Board

- The Citizens' Board will advise the Integrated Care programme on methods of engaging as widely and in as representative a way as possible across the whole population of Lambeth and Southwark
- The Citizens' Board will gather feedback from the Integrated Care Citizens' Forum, and from wider engagement activity, and use it to influence the overall work of the Integrated Care programme
- The Citizens' Board will represent the voices of others throughout the governance of the Integrated Care programme. This will include having members of the Citizens' Board represented on the other parts of the governance structure, such as the Programme Board and Operations Board
- The Citizens' Board will take measures to ensure that integrated care is being developed and delivered in ways that meet the needs of people in Southwark and Lambeth
- The Citizens' Board will report into the Programme Board, as part of the overall governance of integrated care

Structure of the Citizens' Board

- The Citizens' Board will be made up of around 20 people
- There will be two co-chairs (one from Lambeth and one from Southwark)
- There will be two deputy co-chairs (one from Lambeth and one from Southwark)
- One seat on the Board will be allocated to Healthwatch Southwark and one seat to Healthwatch Lambeth
- We will aim to achieve a balance on the Board between older people and adults with long term conditions
- We will aim to have people on the Board with knowledge and experience of being a carer
- The two co-chairs will be members of the Programme Board
- Two Citizens' Board members will be members of the Operational Board
- Citizens' Board members may also be required to join other sub-groups of the Integrated Care programme

Skills, knowledge and experience of Citizens' Board members

- Citizens' Board members must be aged 18 or over
- Citizens' Board members must live, work or study in Lambeth
- Citizens' Board members must have knowledge and experience of using health or social care services in one of the two boroughs
- Citizens' Board members must have skills and experience relevant to being part of a Board, including good communications and listening skills, the ability to challenge constructively, the ability to take decisions, and the ability to work as part of a group
- Citizens' Board members must understand and respect the importance of confidentiality
- Citizens' Board members will value diversity and respect people from all equalities groups

- Citizens' Board members will have good links into local communities within Lambeth or Southwark, and be able to use these links in their role
- Citizens' Board members will display a commitment to developing and improving integrated care
- Citizens' Board members will bring an understanding of the experiences, needs and issues that are important to people in relation to health and social care, in particular to older people and people with long term conditions
- Citizens' Board members will bring skills or knowledge or experience relating to at least one of the areas listed - health care, social care, citizen engagement, community development, equalities, service planning, finance, IT, workforce development, research

Expectations of members of the Citizens' Board

- The Board will meet up to 10 times a year, usually an evening from around 5.00pm – 7.00pm at 160 Tooley Street, SE1
- Chairs will also attend the Programme Board up to 12 times a year, usually during the day
- Two other Board members will attend the Operational Board up to 12 times a year, again usually during the day
- Other members will attend other sub-groups, as relevant
- Chairs and Co-Chairs will attend the Citizens' Forum up to four times a year, usually from 6.30pm – 9.00pm
- Citizens' Board members must demonstrate a commitment to, and understanding of, the value and importance of public service (the Nolan principles)
- Citizens' Board members will be expected to do some background reading in advance of attending the meetings
- Recruitment to the Board will take place every two years; Board members can apply again to stay on the Board

- Members can be removed from the Board if they miss three meetings without an appropriate reason, or if they do not follow the requirements of the role

Support for the Citizens' Board

- Citizens' Board members will not receive payments; however out of pocket expenses such as transport, or caring responsibility costs, will be provided
- Staff on the integrated care programme will support the administration of the Board
- Citizens' Board members will have access to all relevant information relating to the progress of the programme
- Citizens' Board members will receive regular reports on the integrated care programme
- A training and development programme will be offered, depending on the individual and group needs of Board members
- A named contact person to answer enquiries will be available to Board members