

Wheelchair User Forum

Terms of Reference

Purpose

The role of the Wheelchair User Forum is to monitor the services and support delivered to wheelchair users across Cambridgeshire and Peterborough.

Reporting/Governance

The Chair of the Wheelchair User Forum can attend meetings of the Physical Disability Partnership Board (PDPB) to raise awareness of issues. The Chair will in turn report back to the Wheelchair User Forum.

The Chair of the PDPB will take concerns to the Adult Social Care Forum (a meeting that brings together the Partnership Boards, voice organisations and the County Council and Peterborough City Council) to raise awareness of the issues and influence strategic decision makers within Social Care.

The Cambridgeshire and Peterborough Clinical Commissioning Group will also attend to hear and give feedback

The Wheelchair User Forum will feedback on, and report to its members about any local or national initiatives affecting wheelchair users.

Tasks

1. To monitor how current and newly introduced legislation affects local service delivery.
2. To act as a voice for wheelchair users outside the forum to ensure the forum's views are communicated widely.
3. To ensure under-served groups are considered.
4. To monitor, assess and give feedback on, the value and effectiveness of commissioned services
5. To support the work of the CCG on the procurement of commissioned services
6. To ensure feedback is provided to wheelchair users on the outcomes of their involvement in the work of the Forum.
7. To work closely with the Partnership Boards and other participation bodies (e.g. Pinpoint) to identify common areas of concern or need for wheelchair users; and then to seek solutions that resolve the issues.
8. To work with the wheelchair service provider (currently AJM Healthcare)

Wheelchair User Forum members

The Forum has an open membership made up of:

- Wheelchair users
- Carers who support wheelchair users
- Statutory Service representatives
- Voluntary and Community Sector representatives

Chair

The Chair and the Vice Chair will be wheelchair users or carers, and they will be elected by the Forum. Where the Chair and Vice Chair are not available another Expert by Experience will be appointed for the meeting. If no one is able to take on the role then Healthwatch Cambridgeshire and Peterborough will Chair the meeting.

The role of the Chair is to facilitate the smooth running of meetings and to ensure that the views of all members are duly considered. Elected Chairs will remain in office for two years and may be elected for a further one year.

The Chair will aim to be available to attend meetings of the Physical Disability Partnership Board.

Wheelchair user's representatives

Individual wheelchair users are invited to attend as Experts by Experience. These may be children, young people and/or adults. Wheelchair users bring their own awareness of relevant issues.

Carers of wheelchair users are also invited as Experts by Experience. They may be carers of children, young people and / or adults. Carers bring their own experience and awareness of relevant issues.

The Forum is an open meeting, meaning that anyone can attend (as described above) and participate.

Statutory Service Representatives

The Forum will invite representatives from:

- Social Care (Cambridgeshire County Council and Peterborough City Council)
- Cambridgeshire and Peterborough Clinical Commissioning Group
- The Wheelchair Service (currently delivered by AJM Healthcare)

Voluntary and Community Sector representatives

The forum will invite representatives from organisations such as:

- Family (Voice Peterborough)
- PinPoint (Cambridgeshire)
- High Support Needs Committee of the Speak Out Council (Cambridgeshire)

Frequency and agendas

- Meetings will be held every three months
- Extraordinary meetings can be called by any of the group members, in consultation with all other members with agreement by the Chair.
- The Agenda is usually set well in advance. Any member of the group may suggest future agenda items under Any Other Business.
- Agendas will be sent out to members at least 1 week before each meeting; these will also be available on the Healthwatch website.

Referral onwards

- Where relevant issues are raised at the Board which require detailed scrutiny, a Task and Finish group will be convened. This group will feed back to the Board on completion of the task.
- Where individual issues arise, which would more appropriately be referred on for individual resolution through the Complaints Process, or through presentation at another specialist forum, members will be encouraged and supported to do so. Such issues will be treated as confidential by all board members unless there are safeguarding concerns.

Communications

Minutes and other relevant information will be publicised on Healthwatch's website, where there is a dedicated Wheelchair User Forum page. On joining the forum members will be asked how they wish to receive all communications.

Lifespan of the group

The Terms of Reference of the Cambridgeshire and Peterborough Wheelchair User Forum will be reviewed after the first year and then every three years. If there are any developments or changes to the Wheelchair User Forum the Terms of Reference will be reviewed.

These Terms of Reference were adopted by the Wheelchair User Forum on 23rd September 2019

First review: September 2020

Second review: September 2023