

North Lincolnshire Cross-Sector Provider Partnership Steering Group

Terms of Reference

Aim

To set the agenda for the Cross-Sector Provider Partnership in order to achieve the strategic outcome:

“...the needs and aspirations of the people of North Lincolnshire are met through an active, diverse, and responsive market place”.

The Cross-Sector Provider Partnership invites providers from all sectors, public, private, and the third party sector to work collaboratively. The agenda of the Partnership is informed by the objectives below:

Objectives

The Cross-Sector Provider Partnership will:

- Enable providers and partners in North Lincolnshire Council, Adult Social Services and the National Health Service to have a greater understanding of the market within North Lincolnshire
- Be a positive forum to share expertise, development, learning, innovation, information, and best practice to understand and respond to the emerging customer market
- Provide Market Position Statement updates
- Enable providers to build networks and identify ways of working together
- Identify solutions to overcome common barriers, and identify areas for joint development
- Explore workforce development opportunities
- Share challenges ahead and develop joint solutions
- Consider diversity in all aspects of the Partnership
- Develop opportunities to work in collaborative and constructive partnerships
- Invite speakers who can give insights into current initiatives

The Steering Group will meet quarterly to set an agenda for the Partnership in the following quarter.

Expectations of Steering Group members

- Every session is engaging, positive, and outcomes are clear
- Strategic and visionary
- Build understanding and trust
- Different points of view will lead to a better result for everyone
- The group will be provider-led
- Members will be honest and open
- Members will come with an open mind to encompass a broader agenda
- Members have a commitment to attending the meeting for continuity
- If conflicts of interest occur, members will be open and honest in order to resolve the issue

Outcomes and success factors

- Members of the Group are committed to contributing to meetings and taking forward actions and / or recommendations identified
- There is a partnership and collaborative approach
- Market shaping is considered everyone's business
- The Steering Group, and therefore the Cross-Sector Provider Partnership, is provider-led

Membership and representation

- There will be a named representative from each organisation on the Steering Group
- Members may nominate a substitute to attend in their place if they are unable to attend a meeting
- Substitutes should be in a position to contribute to the meeting and decision-making
- The Steering Group will aim to have members who represent all views
- There will be a maximum of 15 providers on the Steering Group

Attendance of members

- If a member has not attended for two consecutive meetings, the Steering Group will review their membership
- If members have not attended two consecutive meetings, they are contacted by the Chair to ask if they wish to continue to attend
- In the case of the above, if said member's circumstances have changed and they are no longer able to attend, they can nominate someone else from their organisation

Organisational representation

- If an organisation no longer wishes to be represented on the Steering Group, then invites are sent to all provider contacts to ask for nominations for a representative
- The Steering Group will then consider each nomination on the grounds of the balance of the group, and what the nominee can offer to the group
- The Partnership is contacted and informed of the outcome

Balance

- It will be recognised that there should be a balance of members on the Steering Group to ensure we meet the needs of all providers. The group will have equal numbers of representatives from the Local Authority, Care Home providers, Voluntary groups and Home Support providers. The Group should include national and local providers and reflect the diversity of North Lincolnshire
- Providers from the under-represented group will be invited to send applications, providing information on their organisation and what they can offer to the Steering Group
- If there are no applicants for the place from the under-represented group, then a provider will be chosen from the applicant that offers a different perspective to the group

Methods of working

- The Group will meet on a quarterly basis
- The meeting will be ninety minutes in length

- A programme of planned meeting dates will be set in advance
- An agenda will be shared in advance of meetings, however, a flexible approach will be adopted at meetings to reflect priorities and emerging issues
- The record of meetings will be in the forms of bullet point notes and actions
- Information between meetings will be shared by email
- Strategic Commissioning will provide secretariat to support the meeting
- Individual email addresses to be shared with the steering group
- The terms of reference will be reviewed annually
- The Chair and Vice Chair are to be elected annually

Decision making regarding agenda items

- Members to discuss the relevance of the issue
- Decide on priorities
- Invite a show of hands, decided by a majority vote of those present
- The meeting will be quorate if at least four representatives independent of the local authority are in attendance

Performance

- Performance measured through attendance of the Steering Group and Cross Sector Provider Partnership:
 - ❖ Are new members attending?
 - ❖ Are numbers of people attending increasing or decreasing?
- Feedback forms from the Cross-Sector Provider Partnership to establish the relevance of formatting and issues
- Minutes showing provider involvement
- Members of the Steering Group are reviewed annually

Financial

North Lincolnshire Council agrees to provide a meeting venue for:

- Quarterly Steering Group meetings
- Cross-Sector Provider Partnership events as and when required.

Voluntary contributions can be given at the Cross-Sector Provider Partnership for tea and coffee provided by the venue provider at this meeting. It is agreed that any collection will be deducted from the cost of the tea and coffee by the venue provider. Monies will be counted at the end of the meeting, recorded, and signed by a representative of Providers, North Lincolnshire Council, and the Venue Provider.

Exit Strategy

Review relevance and performance of the Cross-Sector Provider Partnership annually through success factors. If the meetings no longer reflect the success factors, decisions on the way forward or to end meetings are to be put to all providers.

Approved October 2016. Reviewed and updated July 2019. Next review to commence July 2020.

Risk Action Plan

Risk	Action
Providers do not attend the Cross-Sector Provider Partnership	Mailing list is kept up-to-date Invites are open to any provider Providers are asked to take responsibility for keeping their details up-to-date
Providers do not attend the Steering Group	Members are reviewed annually Membership is open to new providers Providers are asked to take responsibility for keeping their details up-to-date
Cross-Sector Provider Partnership is not seen to be inclusive	Information is shared on Connect to Support and North Lincolnshire Council provider zone websites Membership of the Cross-Sector Provider Partnership and the opportunity to volunteer to be on the Steering Group is open to all
Conflicts of interest between providers	Providers have agreed ways of working and their expectations, seen in the Terms of Reference

	Providers have an agreed decision-making process, seen in the Terms of Reference Chair to be aware of agreed ways of working and expectations, and ensure that these are practiced
Awareness of risk	Risk log to be reviewed annually

Cross Sector Provider Partnership Steering Group Membership as of July 2019

Name	Job Title	Organisation	Sector	E-mail
Rebecca Buss (Chair)	Managing Director	Elite Care Solutions	Home Care	rebecca.buss@elitecaresolutions.co.uk
Kirsty Sutton (Vice Chair)	Operations Director	Kapil Care Homes	Care Homes	kirsty.sutton@kapilcare.co.uk
Diane Ewen	Area Manager	Creative Support	Supportive Living	diane.ewen@creativesupport.co.uk
Emma Blyth	Registered Manager	Emerald Care Services	Home Care	emmablyth@emeraldcareservices.co.uk
Finola Blyth	Registered Manager	Emerald Care Services	Home Care	finolablyth.emeraldcare@btconnect.com
Lynn Hudson	Service Manager	Penderels Trust	Independent Living	lhudson@penderelstrust.org.uk
Luke Stocks	Registered Manager	Options (Autism)	Learning Disabilities Care Homes	luke.stocks@optionsautism.co.uk
Howard Westoby	Business Manager	Carers' Support Centre	Voluntary Sector	howard.westoby@carerssupportcentre.com
Katy Carter	Procurement Manager	North Lincolnshire CCG	NHS	katycarter@nhs.net
Penny Ellis	Senior Account Manager	Tunstall Healthcare Ltd.	Telehealth /Assisted Technology	Penny.Ellis@tunstall.com

Tracey Hotham	Senior Officer	Humbercare Ltd.	Housing Related Support	tracey.hotham@humbercare.org.uk
Jo Johnson	Service Manager – Provider Management and Development	North Lincolnshire Council	Local Authority	Jo.Johnson@northlincs.gov.uk