

# Template

## Terms of Reference / Success Criteria

### What is the scope?

Define and describe the issue / area you will be working on.

What can be influenced and what can't? ie, look and feel, but not structure, colour and design and signage and facilities and resources for patients and their families and carers

- 1) Membership - what defines a member. We said anyone who had been to more than two meetings
- 2) Frequency - the steering group will meet monthly / six weekly. Smaller working groups may focus on specific areas of work and meet more / less frequently
- 3) Remit – be specific
- 4) Conversations that exceed that remit should be held outside this meeting
- 5) We will generate learning and new ideas for co-production across our system and share them.

### What behaviours do we expect?

- To listen with respect and courtesy
- To share everything early and to learn as much as possible about the current state, current improvements and actions and current risks
- To expect to be able to make your point
- To expect, and to role-model, co-operation
- For all suggestions to be considered and discussed – ideas should not be ridiculed
- To respect people's professional roles and responsibilities
- To respect the time and energy committed by volunteers
- To respect confidentiality – information shared for the process should not be shared outside the group unless specifically agreed by the group
- To work to an ethos of trust – 'Chatham House Rule' – the freedom to express views within this process without having those views attributed to a particular individual outside of the process. This means notes of meetings will reflect the discussion.
- Members should feel safe to challenge behaviours seen as not in line with this agreement during meetings and with each other (and should always respond positively to constructive criticism) but should never criticise each other's behaviour outside of the group.
- We expect there will be times when things will go wrong – everyone is committed to learning when things go wrong, not to attributing blame. Ways of working?
- Our way of working intends to form resolutions by consensus.
- The 'terms of reference' are subject to annual review

## **How will we know we have been successful?**

### **(Success Criteria)**

- 1) Relationships established and developed so that we are working together in a sustainable way
- 2) The group has been able to influence X and Y
- 3) The group has been able to identify and resolve challenges as they have arisen

This should be recorded to demonstrate progress and achievements.

## **How will this be evaluated?**

To help keep people and work focused on moving forward it is useful to think early in your process about evaluation and identifying success criteria. Without this it is easy for work to become distracted and disrupted, and for unrealistic expectations to develop.

We asked:

- How will we know co-production has had an impact?

We set a realistic goal – x has been achieved.

We set a mood goal – x will feel.

We also wanted to measure more about how people felt:

- We did a survey 3 months in to be repeated 6 and 12 months on

## **Template**

This was developed by members of our community and health and care professionals working together to establish a framework for working together successfully (Cumbria Way Co-production Toolkit 2018)