



## **Equipment User Group**

### **Terms of Reference**

The Community Equipment Service (CES) in Sheffield is delivered by the British Red Cross. The British Red Cross deliver thousands of pieces of equipment every month to people of all ages across the city. Children and adults alike are lent equipment free of charge to support them to remain independent in their home and in the wider community.

#### **What we will do?**

The service would like to set up an Equipment User Group to help with reviewing customer feedback and in making recommendations to improve the service.

One of the functions of the group may be to look at feedback from customer surveys, develop customer information and make recommendations to further improve the service.

#### **How will we do it?**

The group will be provided with information about the service and supported to make joint decisions with the British Red Cross and Commissioners from Sheffield City Council about how the service could be improved.

It will be important for members of the group to be able to influence decision making and to see some clear actions being taken forward from the meetings.

#### **How will we feedback to other customers about what we do?**

At the first meeting we will discuss and decide how the group would like to feedback to other CES customers about service changes and improvements. It may be that the group would like to create information leaflets or bulletins to go out to other customers.

#### **Who could be a member?**

We would like to invite equipment users or their family/carers to join the group who may have some of the following experience and skills:

- ✓ Experience of using the service
- ✓ Experience of using community equipment and adaptations



- ✓ Able to put customers and community interests first
- ✓ Able to review information and data
- ✓ Confident taking part in discussions and decision making
- ✓ Able to make recommendations to improve the service
- ✓ Able to attend 90 minute meetings, 3-4 times a year

## **What support will members of the group need?**

Where possible the meeting agenda and supporting papers will be circulated to group members in advance of the meeting. Members of the group can be supported to give their feedback in a number of ways e.g. via telephone or email, if they are unable to attend meetings.

All information provided to the group will need to be delivered in a simple, jargon free format. Information can be provided in a range of formats e.g. large print, easy read and in other languages on request.

Out of pocket expenses can be reimbursed on the day of the meeting. Members of the group will be required to provide receipts for parking, travel etc

## **How should meetings run?**

Members of the group will be kept informed of future dates/times of meetings via email. At the first meeting it will be agreed on who should chair the meetings and how they will run.

## **Where will we meet?**

During the first meeting the group will decide on where they would like for all future meetings to be held.