

CLAPA National Consultation Group Terms of Reference

The CLAPA National Consultation Group has been established to enable CLAPA to gather the views and feedback from the CLAPA Community across the UK. The group will be made up of representatives from each of the UK regions and CLAPA will work with the group to look at ways in which everyone affected by cleft can work together to improve cleft care. The group will be the first point of contact for consulting on new initiatives and changes in service delivery and for asking for ideas and feedback on new pieces of research and NHS services.

1. Title

The group will be known as the 'CLAPA National Consultation Group' (known as "the Group").

2. Aims

- 2.1. The Group will discuss and promote positive ways in which the CLAPA staff team, network of volunteers and the wider CLAPA community can work together to improve local support for those affected by cleft.
- 2.2. The Group will be consulted about new initiatives, ideas or changes in service delivery and will support CLAPA, where appropriate, to consult the wider CLAPA Community.
- 2.3. The Group will act as a sounding board for a variety of new initiatives including Fundraising, National Campaigns, Communications and any significant changes in strategic focus.
- 2.4. The Group will discuss local issues raised by representatives commonly facing people affected by cleft rather than those facing individuals or specific groups. The Group will discuss matters with a view to making recommendations to CLAPA, taking account of budgetary and resource limitations.
- 2.5. The Group will act as a sounding board on relevant topical issues as and when they arise.

3. Terms of Reference

- 3.1 The Group will be a consultative, non-negotiating group, with the aims identified above.
- 3.2 If a meeting is held, CLAPA will ensure that an Agenda for discussion is created, in consultation with the Group, and circulated prior to every meeting. Representatives can also suggest matters for discussion within timescales that enable provision of information to all participants.
- 3.3 All information will be provided to Group members in sufficient time prior to each meeting and in sufficient detail to enable members to consider it adequately and to make observations and suggestions.

- 3.4 CLAPA may, from time to time, provide certain confidential information and/or documents to the Group members on a restricted basis where it believes this to be justified in the legitimate interests of the organisation. Such restrictions may, where it is deemed necessary, include a prohibition on the members passing the information on to any other individuals, whether part of or outside of CLAPA.
- 3.5 CLAPA may withhold certain confidential information and/or documents from the Group members, where it believes that its disclosure would seriously harm the functioning of the organisation and/or be prejudicial to it.
- 3.6 Any breach of paragraphs 3.4 or 3.5 above will constitute a serious breach of trust, which may constitute gross misconduct and result in disciplinary action in line with CLAPA's Staff and Volunteer Policies. However, nothing within this Agreement will affect an employee or volunteer's rights should they have made a disclosure that is protected under either Part IVA of the Employment Rights Act 1996 (Whistle blowing), or the appropriate Volunteer Policy.

4. Constitution

- 4.1. The Group will aim to have at least one representative from each of the UK regions, according to CLAPA's regional structure. Where possible, these representatives will have diverse connections to cleft lip and palate.
- 4.2. The Group will also include a Trustee and the Communications Manager. Other members of CLAPA's Management Team including the Chief Executive, Deputy Chief Executive and Head of Fundraising may join discussions as appropriate.

5. Selection of Representatives

- 5.1. All Group members will be selected following nomination to the Group by themselves or a third party, where nominees will be required to complete an Application Form.
- 5.2. The selection process will be overseen by the Communications Manager in consultation with the Deputy Chief Executive and/or members of the Regional team.
- 5.3. Regional representatives will be required to become official CLAPA volunteers for their term of office, and complete CLAPA's volunteer induction process.

6. Period of Representation

- 6.1. Regional representatives will serve a term of three years, commencing from the month in which they are confirmed. It would not be usual for a representative to serve two consecutive terms as detailed in 6.4 below.

- 6.2. In the instance where a representative wishes to resign from the Group, they should do so in writing to either the Communications Manager or to their key point of contact at CLAPA.
- 6.3. A period of overlap between one representative and another is considered ideal, but it is acknowledged that this will not always be possible.
- 6.4. The Group will be regularly informed of the situation regarding vacancies and representatives for whom their term is due to end within the next six months, with the Group discussing progress being made in recruiting a successor.
- 6.5. Where a successor is not able to be recruited immediately on a term coming to an end, the current representative will be asked if they wish to consider staying on for a period to ensure representation is continued. The representative is free to decline this offer. Where it is accepted, the additional length of time served on the Group should not exceed two years.

7. Administration

- 7.1. CLAPA national will ensure actions of discussions/meetings are recorded and circulated in a timely manner, and ensure additional administrative support is provided to the group as required.

8. Meetings

- 8.1. 'Salesforce Chatter' will be used for the majority of discussion items. Group members must sign up to receive an email alert when new posts are made to encourage discussion. If certain members do not participate, they will be contacted to ensure they are able to use this system.
- 8.2. If, during these discussions, it becomes clear that a longer conversation is needed, a meeting may be scheduled.
- 8.3. The majority of meetings will use video or tele-conferencing facilities. Travel expenses will be reimbursed for face-to-face meetings.

9. Servicing

- 9.1. It will be the responsibility of CLAPA National to ensure that the provisions necessary for the running of the Group are in place at all times.

10. Consulting

- 10.1. Representatives will be responsible for consulting with their local CLAPA community, as is deemed necessary and appropriate by the wider work of the Group, the Branches and groups within the region, and in consultation with their key point of contact and the Communications Manager.

- 10.2. The exact method of consultation will vary depending on the nature of the topic. However, due to the size of regions and resources available, the majority of consultation is expected to be by telephone, email or social media.
- 10.3. CLAPA National will ensure that sufficient resources are available should occasional visits by representatives be required.

11. Reporting

- 11.1. Regional representatives will be responsible for reporting relevant matters discussed at Group meetings with their local CLAPA community, through the website, social media, local Cleft Team(s) and at any regional events such as training or development days.
- 11.2. Representatives will be invited to attend CLAPA Conferences and be available to speak with delegates as required.
- 11.3. Minutes of meetings will be circulated to members for comment and approved by the Communications Manager prior to circulation beyond the Group. The same goes for the wording of any formal recommendations made as part of the Group's discussions.
- 11.4. Recommendations from the Group will be considered as part of the strategic and operational planning processes.