

## **Carers Voice Norfolk & Waveney Carer Wellness and Information Meetings**

### **Terms of Reference**

<b>1</b>	<b>Purpose</b>
	<p>To bring together Carers with other Carers and practitioners working in the local area to share feedback about services and support.</p> <p>At these meetings, as a Carer, you can:</p> <ul style="list-style-type: none"> <li>• Have your voice heard</li> <li>• Influence change</li> <li>• Find out about local services and support</li> <li>• Connect with other Carers including Carers Ambassadors</li> <li>• Hear speakers on topics requested by Carers</li> <li>• Meet people and organisations working in your local area</li> </ul> <p>Carers Voice Norfolk and Waveney use the information provided in the Carer Wellness and Information Meetings to improve the health and wellbeing of all Carers in Norfolk and Waveney.</p>
<b>2</b>	<b>Principles and Values</b>
	<p>Carers' views and needs are at the heart of Carers Voice and are reflected in all Carers Voice activity.</p> <p>The ethos of Carers Voice is to work in co-production with Carers on all projects and is central to everything we do.</p> <p>Through partnership working, Carers Voice ensures that the voice of Carers is heard and listened to, enabling support and services to be designed and delivered that reflect Carers' needs and interests.</p> <p>.</p>
<b>3</b>	<b>Aims and Objectives</b>

	<p>Promote open dialogue between Carers and local service providers.</p> <p>Offer opportunities for Carers to provide input on local care services and improvements.</p> <p>Ensure that Carers have awareness and the opportunity to be involved in National initiatives.</p> <p>Enhance Carers' understanding of available resources and services in their local area.</p> <p>Opportunity to be involved in the implementation and monitoring of the All Age Carers Strategy for Norfolk and Waveney.</p> <p>Ensure that Carers have a voice in decisions that affect their lives and the people they care for.</p> <p>Work in coproduction with Carers and organisations/ services to identify what works well, what could be improved and any gaps in services to ensure they meet the needs of Carers and the people they look after.</p> <p>Build a supportive community of Carers to foster shared experiences and mutual support.</p>
<b>4</b>	<b>Membership</b>
	<p>Carers in Norfolk and Waveney including Past Carers</p> <p>Carers Group Leaders</p> <p>Statutory and Voluntary, Community and Social Enterprise organisations/services working with Carers and the people they care for.</p> <p>Members can sign up to receive meeting information for their local area and can choose to receive information about other areas of interest.</p>
<b>5</b>	<b>Meetings</b>
	<p>Meetings will be organised and chaired by the Carers Voice Team.</p> <p>Meeting dates to be communicated and provided to members at the start of the year.</p> <p>Agenda topics can be proposed by any member.</p> <p>Carers will always be given the opportunity to raise "What Matters to Me" without the need to supply details in advance. Carers that are not able to attend the meeting can share any feedback via email or phone for the Carers Voice team to raise on their behalf at the meeting.</p> <p>Minutes are taken during these meeting including a list of meeting attendees. Personal information is anonymised within the body of the minutes. Feedback and outcomes from meetings will be shared with attendees and relevant organisations</p>

	<p>to ensure transparency and follow-up on any agreed actions. You can view the Carers Voice Privacy Policy here: <a href="#">Privacy Policy – Carers Voice</a></p> <p>Agendas and meeting details will be distributed a minimum of 5 workings days in advance to all members signed up to the specific area.</p> <p>A summary email with information shared during the meeting will be provided a maximum of ten working days after the meeting to members signed up to receive information about the area. This is in addition to the full minutes.</p> <p>All meeting attendees are expected to follow the Code of Conduct.</p> <p>Each meeting will focus on local, relevant issues to ensure that discussions and feedback are meaningful and tailored to the specific area. However, all meetings are open to all members across Norfolk &amp; Waveney.</p>
<b>6</b>	<b>Accountability</b>
	<p>Practitioner and Organisational Representative attendees are responsible for advancing issues raised and promoting the views of Carers at the meetings within their own organisations. Carers Voice Norfolk and Waveney will progress relevant themes through structures including Carers Voice Norfolk and Waveney Partnership and systemwide forums.</p> <p>The purpose of the Carers Voice Norfolk &amp; Waveney Partnership is to bring together Carers, commissioners, senior officers, service providers and elected councillors in a Norfolk &amp; Waveney wide strategic forum, to provide system leadership on support to unpaid Carers, promoting independence and resilience, co-developing solutions to issues important to Carers and the people they care for.</p> <p>Carers Voice share anonymised information (unless explicitly stated otherwise and with consent from the Carer) with organisations within the Norfolk &amp; Waveney Integrated Care System, to improve services for Carers and the people they care for.</p> <p>Carers Voice use feedback shared in the Carer Wellness and Information Meetings to produce an anonymised Key Themes and Activities Report which will be published on the Carers Voice Norfolk and Waveney website. This report highlights key areas of concern for Carers identified through feedback collated for Carers as well as an overview of the activities and co-production work undertaken by Carers Voice Norfolk and Waveney.</p> <p>Feedback from these meetings will feed directly into the ongoing implementation and monitoring of the All Age Carers Strategy for Norfolk and Waveney.</p> <p>By attending these meetings you agree to these terms of reference.</p>
<b>7</b>	<b>Evaluations and review</b>
	<p>Attendees will be encouraged to provide feedback on the effectiveness of each meeting, with a view to improving future sessions.</p>

	<p>Regular reviews of the format, content, and outcomes will be conducted to ensure the meetings continue to address the needs of Carers and their local communities.</p> <p>These terms of reference will be reviewed annually or as required to ensure they remain relevant and effective in achieving the aims of the Carer Wellness and Information Meetings.</p> <p>This Terms of Reference document will guide the structure, purpose, and functioning of the Carer Wellness and Information Meetings, ensuring they are productive, inclusive, and aligned with the needs of Carers in the Norfolk and Waveney region.</p>
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Reviewed January 2025