

**Putting People First
Service Users and Carer's Reference Group**



Terms of Reference

1.	Background
	<p>“Putting People First” was published in December 2007 and articulated the Government’s vision that access to high quality support should be universal and available in every community.</p> <p>This will ensure older people, people with chronic conditions, disabled people and people with mental health problems have the best possible quality of life and equality of independent living.</p> <p>“To achieve this every locality should seek to have a single community based support system focussed on the health and wellbeing of the local population. Binding together local Government, primary care, community based health provision, public health, social care and the wider issues of housing, employment, benefits advice and education/training.”</p> <p>To achieve the outcomes of the Putting People First strategy, a significant redesign is required to transform adult social care into a system capable of delivering support tailored to individuals and local population.</p> <p>Devon’s aim is to build strong communities in which everyone can play an active role and take control of their lives. We want to promote independence and choice and provide support and protection to the most vulnerable.</p> <p>Devon’s Putting People First Programme is being developed to focus on 4 major themes through which specific projects will be established to deliver the required changes</p> <p>Universal Services covers access to universal services such as transport, leisure and education as well as information, advice and advocacy with the key principle being that there is an offering available to all, irrespective of their eligibility for Social Care Funding.</p> <p>Social Capital ensures that everyone has the opportunity to be part of the community and experience the friendships and care that can come from families, friends and neighbours. This will be achieved by using the potential of people within the community to transform the way Social care is delivered and will result in reducing social isolation and provide a sense of belonging</p> <p>Early Intervention and Prevention focuses on helping people early enough and in the right way, so that they stay healthy, recover quickly and maintain their independence.</p> <p>Choice & Control ensures that people have the choice and control over their own care which enables real decisions to be made.</p>
2.	Aims of Group
	<p>To ensure the inclusion of key stakeholders through all aspects of the programme.</p> <p>To engage with people throughout the life of the programme who will benefit from its outcomes; i.e Service Users, their representatives, their families and carers.</p> <p>To learn from service users who have experience of the receiving services delivered by DCC.</p> <p>To act as a reference group for individual projects and the wider programme.</p> <p>To bring expert challenge and support.</p>

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3.	Accountability and Authority
	The group will report to the Putting People First Programme Board and individual theme boards as applicable.
4.	Chair
	To be agreed.
5.	Composition / Membership
	<p>The group welcomes involvement from</p> <ul style="list-style-type: none"> • people who will potentially benefit from the aims of the programme; • people who will have ideas and views on the programme • People who will benefit from working with other people in this context. <p>The Service User & Carer Reference Group requires two representatives from each of the following service areas:</p> <p>Older People, Physical & Sensory Disabilities, Mental Health, Learning Disabilities, Older People's Mental Health, and Carers.</p>
6.	Activities
	<p>To consider, inform and comment on the progress of the Putting People First programme and its individual projects.</p> <p>To support Devon County Council's Adult & Community Services business change process by contributing to the planning, implementation and evaluation of this change programme.</p>
7.	Programme Support
	Pamela Silkstone
8.	Frequency of Meetings
	Monthly initially and then by agreement with the group.