VETERANS AWARE ACCREDITATION STEERING GROUP
TERMS OF REFERENCE

1. Purpose

The Veterans Aware Accreditation Steering Group will seek to improve access and the experience of the Armed Forces community (reservists, veterans, families and adult cadet leaders) in the provision and delivery of services offered by Dorothy House Hospice and meet the legal requirements of the Armed Forces Bill 2021.

2. Objectives

a. Develop an action plan to support achievement (and maintenance) of the eight accreditation standards as follows:

- The organisation understands and is compliant with the Armed Forces Covenant.
- The organisation has clearly designated Armed Forces champion leadership.
- The organisation identifies members of the Armed Forces community to ensure they receive appropriate care.
- The organisations staff (and volunteers) are trained and educated in the needs of the Armed Forces community.
- The organisation will refer individuals to other services as appropriate.
- The organisation has established links to appropriate nearby services for the Armed Forces community.
- The organisation raises awareness of the Armed Forces community.
- The organisation establishes connection to the Armed Forces Community and links back to Dorothy House services.
- The organisation supports the UK Armed Forces, as an employer.

b. Oversee and implement the action plan with the aim of improving the experience of the Armed Forces community in relation to Palliative and End of Life Care.

c. Review progress and make recommendations to the Executive Team in relation to Dorothy House's commitment to the Armed Forces Covenant, Defence Employer Recognition Scheme and NHS Veteran Aware scheme and the impact these have on patient user, staff, volunteers and the wider community.

d. Consider and review the benefits of relevant local activities, partnerships and events.

e. Discuss and represent views of the workforce in matters of inclusion regarding military reservists, veterans, service spouses and partners.

f. Discuss and represent views of patient users, staff and volunteers in matters of social networks and health and wellbeing opportunities resulting from local partnerships or national programmes.

g. Engage the NHS Veterans Covenant Healthcare Alliance (VCHA) national programme team as required.

h. Discuss, agree, manage and balance interdependencies / priorities / capacity in line with the strategic direction of the organisation and Veterans Aware Accreditation.

i. Undertake a scoping exercise to increase awareness of existing Services

j. Seek opportunities for income generation by applying for appropriate grants to support Veterans Aware activities and Services

3. Remit

a. Meet monthly, and additionally as required, whilst going through the accreditation process.

There may be, as required, the need to undertake task and finish/subgroup activity with feedback to the main steering group.

b. To come prepared for the meetings, having read any associated papers and liaised with other as necessary in advance to support full discussion.

4. Behaviours:

At Dorothy House we agree to adhere to our core values in all of our activities and as such, at all times: **We Care, We Connect and We Create**

The meeting will create a safe space for healthy debate and challenge, with all discussions and input offered in a calm, professional manner in line with (our leadership behavioural framework).

Steering Group members are able to challenge both assumptions and ways of working in a positive and respectful manner, communicating openly but with due regard to equality, diversity and inclusivity.

Steering Group members will act with discretion when required and openness with their teams when the cascading and engagement of staff and volunteers is essential to our accreditation success.

5. Membership

a. Director of People and Services – Executive Champion

b. Care Services Deputy Chief Operating Officer – Meeting Chair and senior Champion

c. Self-selected staff and volunteers with personal or close family experience of the Armed Forces community.

d. Patient users as appropriate with link to the Hospice User Group (HUG) as required.

6. Quorum

a. A quorum shall be not less than four attendees, one of which must be either a. or b. above.

b. Any decisions made will be recorded and regular briefings provided to the Executive Team.

7. Frequency of meetings

Monthly whilst preparing for accreditation; 6 weekly after that.

8. Notice of meetings

Meetings will be scheduled ahead with agendas developed by mutual agreement. Any associated meeting papers will be coordinated by PA Care Services Chief Operating Officer and will be sent at least 5 working days beforehand.
Any notes associated with the meeting outcomes, including actions, will be circulated to the members within 5 working days of the meeting.

9. Reporting

Escalation of any concerns or risks associated with the Veterans Aware work will be via Executive Team through to Board of Trustees.

10. Review

Terms of Reference to be reviewed frequently.