**Lambourne End Centre User Forum – Terms of Reference**

**Background**

**Lambourne End Centre User Forum**

A representative group of the Centre’s beneficiaries to, advise, review, and inform, the Board of Trustees decision making process to help steer the strategic and operational direction of the Centre.

**Type**

An advisory group with direct representation to the Board to inform their decision making, via trustees that facilitate this forum.

**Purpose**

Represent the views and opinions of Centre users and beneficiaries, to ensure that they have a voice in the strategic and operational direction of the Centre.

**Aims**

* To share thoughts, ideas and suggestions as to how the Centre can improve and further its work,
* To provide insight into initiatives and facilities that people would like to see developed at the Centre
* To act as a “sounding board” for ideas and suggestions the Board and staff team may be considering,
* To review existing work and new initiatives to consider how these could be improved.
* To work with the Board of Trustees and staff team to further and enhance the work of the Centre.

**Authority**

This is an advisory group that provides advice and recommendations to the Board of Trustees. It is not a decision making committee.

**Membership/Composition**

The group will be composed of Centre users who reflect the diversity of beneficiaries and the range of activities they participate in. It will be facilitated by a Trustee to ensure direct representation to the Board. There will be no maximum or minimum numbers, but it is anticipated that it will contain 10 – 20 members.

Expressions of interest for members will be sought via posters around the site and on the Centre’s web site and social media platforms as well the Centre’s feedback form. Efforts will be made to ensure that the membership of the group represent the widest possible breadth of the Centre’s users and beneficiaries across the full range of the Centre’s activities.

A list of members will be made available on the website and Centre notice boards.

**Meeting arrangements**

The meetings will be held quarterly, face to face at the Centre where possible. They will be held at times that best suit the group membership and these may have to vary in time and day in order to accommodate all participants. They will most likely be held mid-week afternoons or early evenings. If people are unable to travel to the meeting they will be able to join virtually.

The meetings will be facilitated by Paul Mattias (LEL Board member) and Preet a regular Centre volunteer.

The meetings will follow an informal agenda, which will be circulated prior to the meeting and formulated in response to items raised by the group members, or other Centre users and in response to requests for information/thoughts from the Board or staff team. Notes of the meetings will be taken and circulated to the group within 10 days of the meeting.

The administration to ensure the meetings take place regularly and have the supporting documentation, facilities and hospitality, will be the responsibility of the Chief Executive’s Personal Assistant.

**Reporting**

The meeting notes will be made available to the Board of Trustees as a regular standing item at the board meeting agenda that follows a User forum meeting. Feedback will be provided from the board will be provided to the user forum via the trustee facilitator.

**Resources and budget**

Where possible each meeting will take place at the Centre where a room with projector, white board and flip chart will be made available as required. The meeting will include a short social activity to encourage team work and good communication, followed by the more formal part of the meeting. Light refreshments will be made available throughout the meeting finishing a light meal, such as BBQ or pizza.

**Outcomes**

**Review**

These terms of reference will be reviewed at the first meeting and then bi-annually after that.