

# Insights Panel

## Terms of reference

### Purpose of the group:

Lymphoma Action is looking to expand our user-engagement and representation across the UK by creating an insights panel to help shape Lymphoma Action's plans by providing feedback, insights and comments on our activities, drawing on their wide range of expertise, knowledge and experience.

Panel members will help to maintain strong links between Lymphoma Action, those affected by lymphoma and those who support us, primarily offering opportunities to connect virtually, alongside other methods of engagement.

The panel will predominantly support our strategic aim of being a voice for people affected by lymphoma, so that they can be heard, influence decisions that affect them and raise awareness of lymphoma.

### Membership:

- The panel is open for anyone who has an interest in sharing their expertise and/or thoughts for developing our work. This includes people affected by lymphoma, current supporters and, in some cases, people outside of the lymphoma community who may have specific expertise that would help us.
- Membership should include diverse representation, including geographic areas, experience and expertise and we are looking for expressions of interest from a wide variety of groups including those from BAME backgrounds and young people.
- Volunteers interested in joining the panel will fill out an expression of interest.
- Panel membership will be reviewed every three years.

### Key roles and responsibilities:

Panel members will:

- Offer valuable insights, feedback and unique perspectives for the setting and delivery of Lymphoma Action's plans and activities.
- Share ideas for developing our current and future work and services.
- Share their expertise, knowledge and experience to help us make informed decisions.
- Bring a fresh outlook and perspective across a range of development areas.
- Act as a representative for Lymphoma Action and promote our work.

Not having experience in a particular area will not affect panel member involvement.

## Operation of the panel:

- Panel members will be involved on a flexible basis supporting a range of short-term, long term, one-off or specific activities.
- Panel members may take part on an individual or group basis, depending on the nature and requirements of the activity. This will primarily be through virtual meetings with the opportunity for face-to-face meetings/focus groups where required. Other methods could include taking part in surveys, email or telephone consultations.
- Panel activity may be linked to members' interests, expertise and experience or providing general insights for our work.
- All documents that are shared must be kept confidential and not shared with any third party (for example, documents in development which are not yet finalised).

## Code of conduct:

You should positively represent Lymphoma Action throughout your involvement and in all your communications, activities and relationships as a panel member.

Panel members should also adhere to these Lymphoma Action values in order to make the operation of the insight panel as effective as possible - collaborative, trusted, focused, innovative and empowering:

- **Collaborative:** to listen well, be inclusive and treat everyone as an equal
- **Trusted:** to be open and honest and to maintain the confidentiality of personal information shared within the group
- **Focused:** to provide specific feedback on agenda items, using other appropriate channels to raise issues outside of the agenda and to focus on what is best for our beneficiaries
- **Innovative:** to be open to new ideas and think creatively about the work of the charity
- **Empowering:** help to create a supportive insights panel experience by communicating with others in an open and respectful way, appreciating everyone's contributions