

## Health and Environment Public Engagement (HEPE)



### What is HEPE?

HEPE involves members of different communities in the south west peninsula who have a shared interest in how people interact with the environment, both positively and negatively.

Members of HEPE have diverse backgrounds and experiences which they use to inform and enrich the research undertaken by the European Centre for Environment and Human Health (the Centre) and the National Institute for Health and Care Research (NIHR) School for Public Health Environments Research Exeter (SPHERE).

HEPE is supported by the NIHR Applied Research Collaboration for the South West Peninsula (PenARC)

### What is “PenARC”?

PenARC is the National Institute for Health and Care Research (NIHR) funded partnership between the universities of Exeter and Plymouth working alongside local health and care providers across Somerset, Devon, Cornwall and the Isles of Scilly.

<https://arc-swp.nihr.ac.uk/about-penarc/>

### What is “the Centre”?

Based in the Knowledge Spa in Truro, we are part of the University of Exeter College of Medicine & Health. The Centre includes researchers with many different specialities and their research focuses on the complex connections between human health and the environment.

[www.ecehh.org](http://www.ecehh.org)

### What is “SPHERE”?

SPHERE is one of nine Schools for Public Health Research across England. These are research collaborations funded by the National Institute for Health and Care Research to deliver vital research into issues that affect the health and wellbeing of people locally, nationally and globally. In partnership with the other Schools, SPHERE will work to involve people from across our communities in research on themes of Healthy Places Healthy Planet, Health Inequalities, Children Young People and Families and Public Mental Health.

[https://www.exeter.ac.uk/news/homepage/title\\_877320\\_en.html](https://www.exeter.ac.uk/news/homepage/title_877320_en.html)

## **What does being a member of HEPE involve?**

Being a member of HEPE involves being invited to contribute to this research about health and environments as a 'critical friend'. This means commenting on the work researchers are planning and how they are communicating their research as well as raising issues you think are important for researchers to look into. HEPE members also receive information about events taking place and other involvement opportunities. These will be sent out by email or post and discussed at online or face to face meetings.

Sometimes the information shared with HEPE about some pieces of research will be confidential, usually until funding decisions have been announced or a paper has been published, but at other times we will ask you to pass on information or invitations to other people in your network who might be interested.

HEPE members are not expected to be experts, nor to attend every meeting, respond to every invitation or take up every opportunity. Your level of involvement is up to you and it is okay to respond only when the issues being discussed are of specific interest to you.

From July 2022, HEPE meetings will be monthly using a mixture of on line (Zoom) meetings and quarterly face to face meetings. We seek to ensure face to face meetings are held in places which have level access and are accessible by public transport.

Online meetings are held on Thursdays either in the mornings 10:30-11:30 or the evenings 18.30-19.30. In these meetings we discuss proposals for new research and projects underway with researchers. HEPE members are asked to offer a perspective as members of the public on developing the research, carrying out the research and putting the findings into practice. HEPE members are also given updates about what evidence research projects have produced, are invited to join seminars and sometimes are offered training.

Additional one-off meetings about a particular research project or opportunities to volunteer for a committee or project steering group may also occur. These opportunities sometimes involve reading documents in advance of meetings, which are sent via email or in the post.

Between meetings, HEPE members will be contacted by email or post and perhaps asked for advice on documents about research projects and publications. Researchers often ask for feedback about how readable and understandable their documents are.

By using all these different ways of working, our aim is to give HEPE members options about how they take part and how often.

## **What qualities does a HEPE member need?**

- An interest in relationships between human health and environments, both positive and negative.
- A friendly and approachable manner.
- Reliability, trustworthiness and integrity.
- Respect for different points of view.
- The confidence to speak at meetings or comment in writing.
- The ability to listen to others.

## **Ground rules**

### **Purpose of the ground rules:**

These ground rules represent an agreement about how we work together. They include what we can expect in between meetings, and how we expect to behave during HEPE meetings. They are intended to help us work together effectively.

### **In Brief: HEPE members can be expected:**

- To treat each other and staff with respect and courtesy.
- To recognise that the purpose of HEPE is to inform research.
- To play an active and constructive part in discussions.
- To make use of the complaints procedure, if there is any dispute. (see page 7)
- To inform Kath or Ruth if they wish to step down.
- To treat information shared by HEPE members and researchers as confidential.

### **HEPE members can expect:**

- To be welcomed and listened to.
- To be able to contact a designated member of staff before and after each meeting by phone or email.
- To have any accessibility needs taken into account where possible.
- To be made aware of opportunities to be involved in research.
- To be kept up to date with research progress and receive feedback on meetings.
- To have travel expenses for attending reimbursed and a 'participation payment' to acknowledge their time. (see page 6)

Most often the ground rules will just be a reminder of our expectations of one another. Though, should someone grossly or persistently breach these rules, they may receive a warning or be asked to leave the network.

## General ground rules

1. Everyone should be listened to and treated with courtesy and respect.
2. When planning face to face meetings, we will circulate email and telephone contact details for a designated member of staff who can answer questions and help address any accessibility issues.
3. Some face to face activities may take place outside normal office hours, sometimes there may be a reason for members to try to contact university staff, or ask to be contacted, after five or on a weekend. HEPE members should, however, recognise that this is only in **exceptional** circumstances.
4. HEPE is supported from research funding in order to make sure that the research we undertake is informed by and serves the needs of the wider community. Staff may sometimes be able to signpost information and training to help HEPE members do this. But we are not a service provider nor can we give individual advice on access to services.
5. It is OK to decide not to attend any particular meeting or to take part in a project. But if you do take part, we expect you to contribute to discussions actively and constructively.
6. HEPE can expect researchers to provide them with feedback on their contribution and the progress of research projects.
7. HEPE can expect to be offered a 'participation payment' in line with current policy (see page 6) and to receive reimbursement of travel costs for face to face meeting.
8. Disputes will be resolved using our complaints procedure (see page 7)
9. HEPE keeps in touch using a shared email list. Other personal and contact details members share with staff are solely for the purpose of university administration and staff will not share this information with other HEPE members without express permission.
10. HEPE members should contact staff (currently Kath or Ruth) if they would like to be removed from the HEPE mailing list.
11. If a member has not been in contact for over a year staff will write to ask if they wish to remain on the mailing list. If the member does not respond to this correspondence they will automatically be removed from the list.

### 12. **Confidentiality:**

#### **Information from HEPE correspondence and meetings including:**

- Personal disclosures
- Research projects and ideas being discussed

#### **Should not be shared outside HEPE unless explicit permission has been given.**

- No one can speak to the media or press as a 'HEPE member' without the prior agreement of HEPE

## **Ground rules for meetings:**

1. Show respect to one another by:
  - Listening when someone is talking
  - One speaker at a time; not talking over someone, waiting until they have finished
  - Give everyone space to talk; involve quieter members
  - Raise hand to make a comment
  - Give each person time to talk and don't think that what we have to say is more important than the person speaking
  - No questions or ideas are stupid
2. Agenda:
  - Stick to the agenda
  - Everyone should have chance to influence the agenda
3. Prepare for meetings; read materials that have been sent out in advance
4. Each meeting will appoint someone to make note of jargon
5. Normally meeting notes will be taken by a member of staff
6. Consider time management and allow each to have a view
7. Give space for thinking
8. Being emotional is ok and accepted in HEPE
9. **Confidentiality:**

### **Information from HEPE meetings including:**

- Personal disclosures
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## Information about Payments

A 'thank you' payment will be offered in recognition of your contribution.

**Online meetings of an hour:** £15 + £5 to cover IT costs.

**Online meeting up to half a day:** £30 + £5 to cover IT costs.

**Reviewing documents by email** for a funded project £10

**For face to face meetings:**

- Casual meeting up to one hour (requiring little or no preparatory work)  
£15
- Formal meeting up to half day (requiring little or no preparatory work)  
£30
- Formal meeting full day (requiring little or no preparatory work)  
£60
- Formal meeting up to half day (requiring a significant amount of preparatory or follow-up work)  
£75
- Formal meeting full day (requiring a significant amount of preparatory or follow-up work)  
£150

**These payments will be made into a bank account for which sort code and account number details are required.**

Attendance at a training event will not normally attract a 'thank you' payment.

Travel expenses will normally be paid in cash on the day.

**Bus/Train/Taxi journeys:** Tickets showing the route and cost should be produced. 1st class travel is not permitted unless agreed beforehand.

No receipt is needed to claim journeys taken in your own vehicle. Mileage will be calculated by the most direct route.

**Car Journeys:** 45p per mile for the first 100 miles and 25p per mile for each mile over 100 miles on same journey. For car sharing you can claim an extra 5p per mile per participant passenger.

**Motorcycle Journeys:** 24p per mile for the first 100 miles and 9p per mile for each mile over 100 miles on same journey.

**Bicycle Journeys:** 20p per mile

If agreed in advance costs for **personal enablers or childcare** can be reimbursed following provision of a receipt from a registered provider, showing date and times.

If you have any issues with payments or claims please contact us.

Email: [hepe@exeter.ac.uk](mailto:hepe@exeter.ac.uk)

## HEPE Complaints Procedure

Things don't always go the way we all hope they will. Sometimes we might say the wrong thing or do something that upsets a member of HEPE. It is useful to have a clear way to deal with this if it happens. These procedures are intended to help us sort out problems.

### Principles

- We always want to hear if someone is unhappy about anything happening in HEPE.
- Where possible complaints will be resolved by the agreement of the people involved.
- We will acknowledge receipt of all complaints and will try to resolve them within 28 days of the complaint being received.

### Informal Resolution

If you have been offended by someone's behaviour it is best to try and talk to that person directly if you can. They could be a HEPE member, an employee of the university or a partner organisation. If you do not feel confident about talking to someone who has offended or upset you, you may ask Kath Maguire or Ruth Garside to speak to them, informally, on your behalf.

### Formal Procedure

If you do not feel able to seek an informal resolution, or have tried talking to them and are still dissatisfied, you should complain in writing to Kath Maguire or Ruth Garside. Your complaint should clearly explain what it is that has concerned or upset you and, if possible, what you would like us to do about it. This will help us to resolve the problem.

Kath or Ruth will try to contact all the people involved in the complaint, within ten working days of receiving your complaint. They will try find out each person's point of view. They may also ask for copies of any written documents that would help them understand what has happened. If you are not comfortable discussing your problem with Kath or Ruth you can raise it with the Centre Director, through their administrators.

If your complaint is about an employee of the university or one of its partner organisations we will inform the appropriate Human Resources Department. They will try, if possible, to resolve the problem at this stage.

A decision will then be made as to what further action is required. This may include being asked to take 'time out', leave HEPE or engage in mediation if appropriate. The decision will be communicated to everyone involved.

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