

Recruitment and Management of Lay Representatives Standard Operating Procedure

Yorkshire and the Humber Deanery

Workforce Training and Education, Yorkshire and Humber, NHS England



Name of Document	Recruitment and Management of Lay Representatives		
Category	Standard Operating Procedure (SOP)		
Purpose	This document is one of a suite of Standard Operating Procedures to support the management of trainees across England. This SOP is aligned to the principles of 'A Reference Guide for Postgraduate Foundation and Specialty Training in the UK' (The Gold Guide) and 'A Reference Guide for Postgraduate Dental Core and Specialty Training' (The Dental Gold Guide). Please refer to the most recent versions. This SOP is for internal use within the Yorkshire and Humber Deanery.		
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1	23/01/2024	Zoe Robb	New guidance.
2	08/01/2025	Zoe Robb, Adam Burns	Review of SOP following the national SOP publication.
3	20/01/2026	Zoe Robb, Adam Burns	Review of SOP following the national SOP publication. Changes made to reimbursement and e-Learning process.

Document Status

This is a controlled document. Whilst this document may be printed, the electronic version posted on the SharePoint site is the controlled copy. Any printed copies of this document are not controlled.

This document is not intended to be interpreted as a policy statement. This is a local guidance document for faculty and staff in the Yorkshire and Humber Deanery to enable consistency of application, it is not intended to be published on the website. It is recognised there may be exceptional circumstances when deviation from this guidance may be required.

Contents

Document Status	2
1. The Purpose of Lay Representatives	4
1.1 Purpose	4
1.2 Scope	4
1.3 Purpose of lay representatives	4
1.4 National Context	5
2. Roles and responsibilities	5
2.1 Lay Representatives	5
2.2 Deans Office	5
2.3 Directorates	5
2.4 Associate Dean Lead	5
2.5 Process Lead	6
3. Funding Arrangements	6
4. Process	6
4.1 Process for recruiting to Lay Representative roles	6
4.2 Booking a Lay Representative process	6
4.3 Processing Lay Representative Expenses	6
5. Recruitment of Lay Representatives	6
5.1 Eligibility	7
5.2 Role and Responsibilities	7
5.3 Terms and Conditions	7
5.4 Period of Appointment	7
6. Remuneration	7
6.1 Cancellation of Events	7
6.2 Preparation Time	7
7. Management of Lay Representatives	8
7.1 Review/Appraisal	8
7.2 Time commitment	8
7.3 Confidentiality	9
7.4 Concerns and Complaints	9
7.5 Notice Period	9

7.6 Training and Development	9
7.7 Acquiring and Maintaining Competence	10
7.8 Communication with Lay Representatives	10
8. Monitoring Progress of the Process	11
9. Equality Impact Assessment (EIA)	11
10. Contacts in the Yorkshire and Humber Deanery	11
Appendix A – Lay Representative Feedback Form	12
Appendix B – Lay Representative Feedback Questionnaire (ARCPs only)	12
Appendix C – Lay Representative Feedback Questionnaire (Recruitment/ Quality/ other)	12

1. The Purpose of Lay Representatives

1.1 Purpose

The Yorkshire and Humber Deanery are committed to promoting high-quality education and training, to ensure these are responsive to the changing needs of patients and local communities and represent value for money. This commitment will be supported by the standardisation and a corporate approach to lay representation.

Lay representation enables the Deanery to put patients and the public at the heart of the education, training and workforce planning processes. Their involvement in our work ensures transparency, robust decision making, inclusiveness and accountability.

The purpose of this document is to outline and support the Lay Representative process.

1.2 Scope

This SOP applies to all Lay Representatives in YH and outlines the corporate approach which must be utilised and referenced by those involved in lay representation. This SOP includes the internal procedure for recruitment, management and training of Lay Representatives.

1.3 Purpose of lay representatives

Lay Representatives act as critical friends by observing and advising on the processes of education and training across Yorkshire and the Humber, to deliver better training, leading to better patient care, outcomes and experiences.

Lay Representatives provide externality and quality assurance on processes enabling the Deanery to make fair decisions relating to issues affecting education and training; ensuring that decision making processes are consistent, robust and transparent. They observe, witness and challenge appropriately, where necessary, such processes to ensure equity of

approach and non-discriminatory practices are demonstrated by all panel/committee members.

Lay Representatives are involved in a wide variety of activities to support us, including:

- Recruitment and selection
- Annual Reviews of Competence Progression Panels (ARCPs)
- Appeals
- Quality Interventions
- Meetings
- School Boards

Through this public and patient involvement, the Deanery endeavour to connect the quality of patient care directly to the delivery of high-quality education and training.

1.4 National Context

GMC Standards for curricula and assessment systems (General Medical Council, 2010), The Gold Guide (Department of Health, 2024 10th Edition) and the Dental Gold Guide (COPDEND, 2025) highlight the importance for external scrutiny of decision making because of the important public role we undertake and the implications of its decisions for individuals.

2. Roles and responsibilities

The following section outlines the responsibilities for each stakeholder in relation to Lay Representatives.

2.1 Lay Representatives

The roles and responsibilities for Lay Representatives are stated within the Recruitment Profile for the role.

2.2 Deans Office

The Deans Office will lead the administrative processes which engage with lay representatives on behalf of the YH Deanery. The specific responsibilities of the Deans Office are the recruitment and management of Lay Representatives which is outlined in sections 4 and 6.

2.3 Directorates

All directorates within the Deanery can access the pool of Lay Representatives. They are responsible for involving lay representatives in processes or activity; this includes when there is a requirement stipulated within a SOP or policy.

2.4 Associate Dean Lead

The Associate Dean Lead is the Postgraduate Dean's nominated deputy for Lay Representatives. They are responsible for the management of the Lay Representatives and chairing the Update Meeting every six months.

The Associate Dean Lead is responsible for following up on any complaints or feedback on, or from, Lay Representatives.

2.5 Process Lead

The individual leading the process in which a Lay Representative has been involved will be responsible for providing feedback about the Lay Representative.

3. Funding Arrangements

Lay Representative claims will be funded from the Regional budget.

4. Process

4.1 Process for recruiting to Lay Representative roles

The Recruitment of Lay Representative roles is outlined in the National SOP.

This process is subject to change as we have moved into NHS England, the recruitment process may vary and will be confirmed.

4.2 Booking a Lay Representative process

Directorates are responsible for booking the Lay Representatives according to the relevant SOP, e.g. ARCP Operational Guidance. They are responsible for notifying the Lay Representative of the date, time, venue, preparation work and any changes or cancellations in a timely manner.

It is best practice for teams to contact a group of Lay Representatives with several dates over a period of time and ask them for their availability, then allocate the activity based on their response. Booking teams should consider the amount of activity a lay representative has performed prior to placing a booking. Where possible, sessions should be offered to lay representatives with the fewest number of prior bookings. This approach balances both experience and opportunity throughout the lay representative teams thus ensuring our lay representatives maintain competence across all booking types.

For example, if there are two available Lay Representatives for one date but Lay Representative A has recently done two events, but Lay Representative B has only done one event the activity should be given to Lay Representative B. This is common practice for Recruitment and Quality however it may not always be achievable in Programme Support due to circumstances of getting the dates of the ARCP Panels or Appeals set, in these cases booking a Lay Representative will be on a first come first served basis.

4.3 Processing Lay Representative Expenses

Lay Representatives will submit their expenses on Easy expenses and the Deans Office will process the claim.

5. Recruitment of Lay Representatives

The administrative processes regarding the recruitment and appointment of Lay Representatives are the responsibility of the Deans Office.

Recruitment will be carried out by a formal appointment process (via TRAC system) with the ethos of open and fair competition.

5.1 Eligibility

It is expected that candidates will live within the location of the communities served by the NHS in Yorkshire and the Humber. Lay Representatives will be members of the public without a clinical qualification. Lay Representatives must not be currently employed either in a clinical/healthcare role or as a non-executive within a local healthcare provider.

5.2 Role and Responsibilities

The role and responsibilities of Lay Representatives within their various remits and settings are detailed in the Recruitment Profile, Appendix A of the National SOP.

5.3 Terms and Conditions

The appointment of Lay Representatives is subject to the terms and conditions set out within the NHS Contract Agreement for Services.

5.4 Period of Appointment

The initial appointment is for 3 years, with a view to extending for a further term subject to the needs of the organisation and review.

Lay Representatives will not normally continue in the role for more than 6 years.

6. Remuneration

In line with [national framework](#), Lay Representatives will be reimbursed at £150.00 for a full day and £75.00 for half a day (up to 4 hours), plus travelling (56p/mile) and parking expenses.

Reimbursement for services will be via submission of an invoice using the Easy system rather than a claim form.

6.1 Cancellation of Events

We recognise the inconvenience to Lay Representative's when events are cancelled at short notice, therefore the Lay Representative will be able to claim a fee for any cancellations made as follows:

- Less than 2 working days - payment in full.
- Less than 5 working days - payment in half.

No reimbursement will be made where more than 5 working days' notice is provided.

Reasonable notice (of at least 48 hours) should be given to the Yorkshire and Humber Deanery if a Lay Representative is no longer able to attend an event they were scheduled to take part in; under these circumstances no fee will be paid.

6.2 Preparation Time

If an event involves a substantial amount of preparation time Lay Representatives are entitled to claim for this time. The agreement of preparation time should be decided by the relevant team/person booking the Lay Representative and agreed in advance of an event/meeting.

Preparation time will be reimbursed as follows:

- Less than one hour this would be included in the half daily/daily fee.
- Up to 4 hours would be paid at the half daily rate.

7. Management of Lay Representatives

The Deans Office will undertake administrative processes relating to the oversight of the Lay Representatives process which includes:

- Maintaining a central log of Lay Representatives on the online booking system and a personal profile.
- Allocating Lay Representatives to the various teams/specialities.
- Maintaining a record of all lay representative activity.
- Ensure all lay representatives have completed mandatory training ESR and maintain a record of lay representative participation in mandatory training and update events.
- Processing expenses claims.

After a period of three years Lay Representatives will rotate and be re-assigned new Specialities/Teams to ensure an appropriate level of externality/independence are maintained.

7.1 Review/Appraisal

To ensure the Lay Representatives have the required knowledge and skills and sufficient support to undertake their role, feedback will be given on their performance and contribution for example, ARCP assessment panel members, quality intervention panel members.

Feedback provided by previous groups on the performance of the Lay Representatives will be sent to the Associate Dean Lead who will deliver feedback to the Lay Representative.

Any themes or good practice will be collated and will be used as part of a group appraisal at the training and development day.

7.2 Time commitment

Lay roles with the Yorkshire and Humber Deanery provide no guarantee of work. The time commitment required will vary and availability will be mutually agreed with the Lay Representative before each event.

Lay Representatives will be expected to attend a minimum of 5 events per year. To ensure that skills and experience are maintained these should include at least one event in Quality, one in Recruitment and one ARCP Panel. For those events which last longer than a day these will count as 2 events e.g. recruitment over 2 days. In those circumstances where 5 events are not achieved the Associate Dean Lead and Lay Representative will discuss the circumstances.

The role requires the Lay Representative to demonstrate a degree of flexibility and a willingness to make themselves available for Deanery events. Therefore, if a Lay Representative is unavailable on three consecutive occasions for events at which their attendance has been requested, we may need to review their appointment.

Lay Representatives may be required to attend events across various locations in YH in person. Most events will be scheduled for weekdays; however, on some occasions there may be early starts/late finishes outside normal office hours and during a weekend. Lay Representatives are expected to accommodate these conditions as far as possible, giving advance notice to directorates or Deans Office where circumstances will not allow early starts/late finishes and weekend commitments.

A number of events will be in a virtual format, and this will be clearly communicated in advance.

7.3 Confidentiality

In the course of their duties Lay Representatives will access confidential and sensitive information; the constant exercise of discretion and tact and the maintenance of confidentiality are therefore crucial.

Particular attention should be paid to the need to protect personal data in accordance with the principles of the Data Protection Act. All such information derived directly or indirectly during the Lay Representative's work should be treated confidentially and should not be disclosed to any unauthorised person.

7.4 Concerns and Complaints

Lay Representatives are required to complete Lay Representative Feedback Questionnaires following events. If there are any matters they wish to raise they can do so via the feedback form (Appendix A) or by contacting the Deans Office Programme Support Manager and/or Associate Dean Lead. Where concern is raised, this may be considered further or investigated.

Any feedback (positive or concern) about the performance or conduct of a Lay Representative should be raised with the Deans Office using the Lay Representative Feedback Questionnaire (Panel Chair). Positive feedback will be shared directly with the Lay Representative and Associate Dean Lead.

If concern is raised about the behaviour or conduct of a Lay Representative, a review will be held with the Associate Dean Lead, Deans Office Programme Support Manager and the Lay Representative in attendance. Notes and actions of the review will be recorded. A copy will be kept on file and a copy sent to the Lay Representative.

7.5 Notice Period

Lay Advisors are not contracted as employees of NHS England therefore no notice period is required, courteous management of the change in process aligns with NHS values and behaviours.

The Deanery will give at least one months' notice to terminate the appointment of a Lay Representative. During this time, the Deanery reserve the right to cancel a Lay Representative's previously requested attendance at any arranged events.

7.6 Training and Development

All appointed Lay Representatives will be provided with appropriate training and development. A training and development programme will be set out to ensure the Lay Representatives have the required knowledge, skills and sufficient support to undertake their role. This will include an induction at the time of appointment.

In addition, the Deans Office and Associate Dean Lead will be responsible for providing training and updates for Lay Representatives regarding any relevant policies and procedures relating to the work they are undertaking. This may include involving other teams/directorates to support training.

Lay Representatives will be paid for the attendance at any mandatory training and development.

7.7 Acquiring and Maintaining Competence

All Lay Representatives must remain up to date with mandatory training in line with the national SOP. This includes:

- Equality and Diversity Training – refreshed every three years
- Information Governance Training – Refreshed Annually.

Mandatory training is accessed and recorded through the electronic staff record (ESR).

To familiarise themselves with core roles, Lay Representatives will be expected to act as observers in one ARCP/Appeal panel, Quality Meeting, and Recruitment process.

Lay representative update meetings will be held twice yearly. While it is hoped that lay representatives will attend all events, they are required to attend at least one session per year.

Update meetings will include the following core topics to maintain competence across lay representative roles:

- 1) ARCP Training and Updates
- 2) Quality Updates
- 3) Recruitment Updates

Update sessions will also include the opportunity to provide feedback to the responsible associate dean.

To maintain competence, Lay Representatives will be expected to attend a minimum of one event in ARCP/Appeal, Quality, and Recruitment within a 12-month period. On occasions where Lay Representatives fall below this threshold, a discussion will occur with the Associate Dean; NHSE may recommend further training or observation before further bookings are permitted.

7.8 Communication with Lay Representatives

The Deans Office Team will communicate with Lay Representatives via email, they will send communications and meeting invitations from the below email address.

➤ england.postgraduatedeansoffice.yh@nhs.net

Lay Representatives will ensure that they check their spam folders for any communications. They may be contacted via email from any of the email addresses listed on our [Contact Us](#) page.

Lay Representatives will not be provided with an NHS.net email address and therefore any sensitive information communicated via email should be encrypted as per [NHSE Information Security](#).

8. Monitoring Progress of the Process

The effectiveness of the policy will be reviewed on a regular basis by the Deans Office with any discrepancies or possible changes highlighted to the SOP Development and Delivery Group where required. Any adjustments following feedback or changes to national or local policy will also be considered, reviewed and highlighted. This SOP will be reviewed to consider any changes that are required formally on an annual basis.

Monitoring activity of Lay Representatives will take place via the records log maintained by Deans Office.

Each directorate will monitor Lay Representative attendance for their own events/activities in alignment with the relevant SOP/guidance. Any concerns will be fed back to the Deans Office to escalate.

9. Equality Impact Assessment (EIA)

English Deans are committed to equality, diversity and inclusion (EDI), with a duty to eliminate discrimination, promote equality and ensure inclusive opportunities are available to all with regards to age, disability, gender, ethnicity, sexual orientation, religion or belief in the design and delivery of all our services. English Deans aim to meet and exceed their statutory obligations under the Equality Act 2010 by adopting a continuous improvement approach.

10. Contacts in the Yorkshire and Humber Deanery

Role	Name	Email Address
Associate Dean Lead for Lay Representatives	Adam Burns	Adam.burns@nhs.net
Deans Office	Deans Office	england.postgraduatedeansoffice.yh@nhs.net

Appendix A – Lay Representative Feedback Form

The [Lay Representative Feedback Form](#) is now an MS Forms, click the link to view.

Appendix B – Lay Representative Feedback Questionnaire (ARCPs only)

This form is now part of the [Panel Chair Checklist](#) which is an MS Forms click the link to view.

Appendix C – Lay Representative Feedback Questionnaire (Recruitment/ Quality/ other)

The [Feedback form](#) is an MS Forms, click the link to view.