

Introduction on Dudley's Local Involvement Network (LINK)

This paper has been assembled using previous updates to the Committee on the establishment of a LINK in Dudley.

Background

All Local Authorities were required to procure an organisation or "Host" to establish and support a LINK following the passing of the Local Government and Public Involvement Health Bill 2007 (Section 223).

Dudley was allocated £518,000 by the Department of Health over a three year period commencing 1 April 2008 to procure a Host organisation.

Following the procurement process (co-ordinated by Directorate Adult Community and Housing Services) in 2008, five organisations submitted tenders to be the Host organisation. Interviews were held on 24th June and the Panel, which included two voluntary and community representatives, selected the Shaw Trust.

Shaw Trust will support the Local Involvement Network to:

- promote and support the involvement of people in commissioning, provision and scrutiny of local health and care services
- enable local people to monitor and review the standard of local health and care services and report on how they could be improved
- obtain the views of local people about their experience of local health and care services and their care needs.

Whilst it is important that the Council remains independent from the LINK it is still in a position to offer appropriate support and advice as required.

The Dudley LINK Support Officer, Maxine Makin is employed by Shaw Trust. Maxine will be delivering the update attached.

Relationship between LINKs and Overview and Scrutiny Committees

LINKs will be able to refer "health matters" to the appropriate overview and scrutiny committees.

At it's meeting in July 2008 HASC considered a relationship protocol to govern the close but independent relationship with the LINK. Arising from this HASC resolved to co-opt a non-voting member of the formal LINK onto HASC; it is envisaged that the LINK will share intelligence on health priorities and feed-back to HASC on valuable user consultation.

Report to	HASC
Report from	Maxine Makin Dudley LINK
Report date	9 th March 2009
Reporting period	Up to 28 th February 2009

LINK Development

Dudley LINK has concentrated their efforts on putting the governance in place. The group is still very small and has not allowed for people to get involved in other activity whilst the governance has been agreed. The Feb meeting looked at forming a structure to allow sub groups to be formed to look at work plans and other areas of work such as publicity and increasing participation.

LINK Training

Widening Participation 29th January 09 by expert Advisor
 Enter and View training to be carried out on the 18th March 09 by expert Advisor

LINK Governance

Progress, what has been ratified, what is outstanding

Terms of Reference	Issue 2 17 th November 2008	Now Ratified
Decision making Procedure	Issue 1 1 st October 2008	Now Ratified
Declaration and Conflict of Interests	Issue 1 8 th December 2008	Now ratified
Standard of Conduct	Issue 1 8 th December 2008	Now Ratified
Finance guidance	Issue 2 8 th December 2008	Now Ratified

Equality and Diversity	Issue 2 10 th December 2008	Now ratified
Complaints procedure	Issue 1 16 th January 2009	Now Ratified
Media Guidance	Issue 2 12 th January 2009	Now ratified
Communications Strategy	Issue 1 12 th January 2009	Now ratified

Outstanding

Enter and View Governance Document still to be ratified. This will take place after training has been undertaken on the 18th March 2009 to ensure that the participants are fully aware of what is required by the document.

Community Engagement strategy is to be written with the sub group.

LINK Elections

Progress/issues

The AGM for Dudley LINK is to take place on the 30th March 2009. The group is to decide how they will conduct the AGM on the 9th March. It is hoped that Rachel Harris (Chairman of Dudley PCT) will be a speaker and that it is used for an opportunity to gain views from attendees on Health and Social Care in Dudley that will help devise their work plan for the forthcoming year.

The group currently has an interim Chair, Vice Chair, Media Lead, Complaints Investigator, communications sub group and Finance Sub Group. Elections are to take place prior to the AGM. Nomination papers/cards have been sent to approximately 700 groups and individuals throughout Dudley along with LINK information and ways in which individuals and groups can participate

Community Engagement

This month has seen the largest activity regarding publicity to date in the hope that more participants will be engaged with Link activity.

- Postal information including LINK info, ways to get involved, AGM invites and nomination cards have been sent to approximately 700 addresses throughout Dudley.
- More than 100,000 copies of Dudley Together community magazine are delivered to households. The magazine is put together by Dudley Council, the police, health services, businesses and the voluntary sector all working together as Dudley Community Partnership.

The LINK will have the following published in this magazine Feb/March edition

LINK up

Residents interested in health and social care services are being invited to a new forum's first annual general meeting.

Dudley's LINK (local involvement network) enables local people to influence what health and social care services are provided.

Its first AGM is on March 30 from 6-8.45pm at Stourbridge Town Hall. For more information go to www.communityvoicesonline.org.uk or

dudleylink@shaw-trust.org.uk or call Maxine Makin, LINK community development officer on 07595 778034.

- Dudley Council Voluntary Services have sent out their e news to all their networks (approximately 750) with the following

<http://www.dosti.org.uk/networks/dudley-link-2.html>

They have also put information about the AGM in their late Feb e-news to all networks

- A DVD has been made that is going to 7 surgeries in Dudley from First week in March (can be viewed on www.communityvoicesonline.org)

The Surgery

3 Tenlands Road
Halesowen
Birmingham
West Midlands
B63 4JJ

Lapal Medical Practice

95 Goodrest Avenue
Halesowen
Birmingham
West Midlands
B62 0HP

Quarry Bank Surgery

165 High Street
Quarry Bank
Brierley Hill
West Midlands
DY5 2AE

New Surgery

Tinchbourne Steet
Dudley
West Midlands
DY1 1RH

Castle Meadows Surgery

100 Miking Road
Dudley
West Midlands
DY1 2TY

Northway Medical Practice

8 Alderwood Precinct
Sedgley
Dudley
West Midlands
DY3 3QY

Kingswinford Health Centre
Standhills Road
Kingswinford
Dudley
West Midlands
DY6 8DN

- A full page news paper article will be published in the communities free news papers (Stourbridge News, Halesowen News and Dudley News on the 5th March 09
- A radio slot lasting approximately 1 hr took place on the 25th Feb 09 on Bridge Radio 102.5fm. A participant of Dudley LINK accompanied me during the discussion. We aimed to get the message across of the LINKs purpose, how people could get involved and an opportunity to advertise the forthcoming AGM. The radio station have agreed to keep advertising the AGM and any further events the LINK wishes to inform the public about.
- 25th Feb was an opportunity for the Link to be part of Delivering for Dudley Day where many voluntary sector organisations congregated to celebrate their organisation or group. This went well with a few more contacts made with the public and other voluntary organisations.

Contacts with Statutory Bodies

Dudley Group of Hospitals Liz Abbiss (Head of Customer Relations and Communications)

Liz delivered a presentation on 27th Feb to talk to group about Annual Health Check and working relationship. It was suggested that the group work with the DGoH on their engagement strategy. The presentation went well. Liz has agreed to help in advertising the LINK throughout Guest, Corbet and Russell Halls Hospitals in Dudley. She can also be the contact for the LINK to access different departments throughout these hospitals.

Sam Hill Dudley PCT (Head of Community Engagement) meeting 6th Feb 09. Telephone meeting due to weather. Went well as Sam agreed to attend next meeting. She is well known in Dudley and therefore her presence was welcomed and she made a valuable contribution to the meeting. Since the meeting I have received information on their strategy for the next year which the group can use to help them devise their work plan. Sam has agreed to help advertise the LINK in anyway that she can using emails and leaflets. Also she will aim to try and get the LINK DVD into more locations where possible.

Marsha Ingram (Head of Corporate Affairs) Dudley and Walsall Mental Health partnership NHS Trust 11th Feb 09. Meeting to discuss LINKs and understand how a working relationship can be formed. Meeting was beneficial in understanding a little about the joint mental health trust. Marsha has offered to attend a meeting to talk with group to look at ways in which a partnership can be created. Marsha has links to high places throughout the trust and has offered to help in anyway she can with the LINK activity. Marsha is to send details of their strategy for the group to consult and aid them in their work plan.

ICAS – Louise Green –good meeting, will attend LINK meetings

Health Care Commission – Elaine Harper – To attended LINK meeting in Feb 09
WMAS – Marie Tideswell Regional Head of Patient and Public engagement
WMAS – PALS mgr Hazel Matthews
Aaron Sangian Dudley MBC- (Overview and Scrutiny Dudley)- Relationship protocol produced.
Aaron Sangian- Social care contact.

Meetings / events attended by either Host or LINK

- Feedback event on single complaints procedures for health and social care 15th Dec 08 – myself and LINK participant
- Workshop 29th Jan 09. Widening Participation. Expert advisor hosted workshop. Went well.
- LINK conference London 5th Feb 09. Not yet received reports but response was a bit disappointing. The two participants who attended are very down on LINKs in general and felt that lots of other participants throughout the nation also felt the need to complain about the lack of action. They did however feel inspired by some of the LINKs and their publicity material.
- Active Participant workshop 24th Feb 09 attended by two LINK participants from each of the regions LINKs. Yet to get full breakdown but initial response was very encouraging, I think this was very useful.
- 25th Feb was an opportunity for the Link to be part of Delivering for Dudley Day where many voluntary sector organizations congregated to celebrate their organization or group. This went well with a few more contacts made with the public. Also attended by LINK participants.
- Wolverhampton LINK joint AGM/ Launch Wolves Football Club 26th Feb 09. Attended by LINK participant. He felt very enthusiastic about what had had seen and has given him ideas for the Dudley LINK forthcoming AGM and how we may want to undertake a launch event (date yet to be set).
- 26th Feb 09. Care Quality Commission Leeds. Attended by Host. Looked at ways in which the CQC which will be active in April 09 and replaces the HCC, CSCI and MHAC, can work with partners to gain information. This event was not really aimed at LINK hosts but more the statutory sector. Although this was useful for me as I have a better understanding and many of the Link hosts suggested that if information were to be given it should be in a format that is easy for volunteers to respond to and it was generally felt by the statutory sector that LINKs gain a good relationship with the providers and inform the providers in the first instance rather than the CQC so there are no surprises.
- 27th Feb. Social care workshop delivered by Shobha Asar Paul Dudley MBC. The meeting looked at the responsibilities of DMBC regarding social Care. Few attendees which made it less productive. The group felt that they still didn't know how they can get involved in social care and really wanted to know what social care was being delivered in Dudley and how they could make a difference. I personally found it useful in understanding the Councils role in this department. Attended by both Host and Link.

Workplan of the LINK

Items, progress, outcomes, issues

The following work plan was created in October 08 for immediate work to be undertaken leading up to an AGM.

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Community Mapping- ongoing – sub group to look in more detail demographic and area information is available to the LINK to work from

Map Social Care – Workshop carried out on the 27th Feb to try to help this. Still more work needed.

Generate interest in link participants – marketing and publicity is currently underway

Raise profile of LINK – working with partners / stakeholders to help raise profile – LINK participants communicate at other meetings

Communication pathways with statutory organisations- currently ongoing.

- Invited to attend regular Dudley Health and Wellbeing Partnership (DHWP)
- Invited to attend regular HASC meetings next one on the 26th March 09.
- Dudley PCT, DgoH Foundation Trust and Joint Mental Health Trust have all offered to support the LINK in their activities.

Health priorities – to look at in a sub group yet to be formed. Workshops to be given to help decide once public views are received and the strategic plans of the stakeholders are viewed.

Social Care priorities – to look at in a sub group yet to be formed. Workshops to be given to help decide once public views are received and the strategic plans of the stakeholders are viewed.

Scope purpose of AGM to be held 30th March 2009 – to gain the opinions and experiences of the community in Dudley on health and social care in Dudley. Rachel Harris (Chairman of Dudley PCT) to be a speaker, details to be confirmed. More work to be undertaken on the 9th March 09

Research services provided by statutory organisations – meetings with PCT, DGoH, Joint Mental Health Trust have been carried out. A good working relationship looks promising. More detail on Social Care is still required.

Map services that are provided by GP's – to do via sub group – made contact with chair of group already formed who looks at a particular GP surgery in Dudley . I have invited them to be part of the LINK as a sub group.

Build relationships with media – media lead now in post. Sub group has been formed. Progress is going well as contacts with local free news papers and local radio have been made and should prove to be productive.