

Derby Local Involvement Network (LINK)

Annual Service Plan 2008-2009

Introduction

Following the contracting meeting, it was agreed that an Annual Service Plan should be developed to insert in to the contract for the host organisation. This would also provide the initial group of LINK members with a clear focus and an early opportunity to feed directly in to the work for the first year of operation.

The following sections outline the elements of the tender relating to the planning, with amendments made following subsequent developments.

Statement of Purpose

The purpose of the LINK is to facilitate improvements in levels of local involvement in the commissioning, provision and scrutiny of Health and Social Care services. This will involve ensuring:

1. The development of the LINK is informed by individuals and groups as this will, in turn, ensure
2. All groups within the local community are able to engage in the LINK's activities, and
3. Relationships with the statutory bodies, specifically Derby City Council and Derby City Primary Care Trust, are developed and maintained.

The role of the host is to support and enable the LINK to achieve its aims. This will involve:

1. Establishing an interim Governance Structure and facilitating the transition to the LINK's identified final Governance Structure.
2. Utilising the Host's existing networks to ensure the LINK interfaces with the relevant statutory and voluntary sector partners.
3. Establishing an interim process for transitional work in relation to the current Public and Patient Involvement forum.
4. Provide ongoing support by meeting contractual obligations around financial recording/reporting, employment of staff and annual evaluations of the host services.

Implementation Plan

It has been identified that in order to meet the requirements for establishing the LINK, that there will be two stages to the Implementation Plan. The Development stage will run for no more than six months from April 2008 and will put in place an interim structure to facilitate the wider development needed to fully meet the outcomes of the LINK. This Development stage will ensure that the LINK services can be delivered from the earliest possible opportunity, whilst ensuring appropriate time is allowed to fully develop the ways of working needed to best meet the needs of Derby.

The Delivery stage (from October 2008 onwards) will ensure the full implementation of the scale and type of involvement that will best meet the needs of the locality. There will be a review at the end of each year of the project to ensure the host is meeting its requirements and the support offered can be tailored to address any emergent issues.

Once the Development stage has been completed the host will continue to provide guidance and support, in addition to fulfilling the specified host functions. It is envisaged that the on-going nature of this relationship will allow for the developments, in both the LINK and the host, but this will be supported by an annual review of our role to ensure we are meeting all of the needs of the LINK.

Development Stage- LINK development and initial service delivery (April – September 2008)

Interim Governance Structure

In the first week of April 2008 an initial meeting inviting transitional LINK members and other stakeholders will be called. The purpose of this meeting will be to clarify the role of the members and to facilitate the implementation of the Interim Governance Structure.

In order to make the most effective start for the LINK, Derby CVS (DCVS) will use our current contacts into a range of existing Networks and Clusters of voluntary and community sector (VCS) groups that in some way link to the Health and Social Care agenda. These groupings have been identified to ensure that the widest possible level of representation is achieved and to ensure the full range of equalities issues are taken into consideration in the development of the LINK. In addition the existing members of the transitional LINK Group will also be invited to join LINK. This will ensure that the expertise previously gained through the PPI Forums informs the development of the LINK, but does not override the requirements of the LINK. Equalities monitoring will be undertaken with this group to ensure appropriate levels of representation at this initial stage, both within groups and individuals.

DCVS will facilitate this initial meeting, with the intention that following on from the successful recruitment of the staff team, they will take on the role of the host in the Interim Governance Structure.

The membership at this early stage will be as open as possible and roles will become more defined as the LINK moves through the Development Stage. Should there be individuals who have a significant conflict of interest then they will be offered an observer role, to ensure key individuals can be as engaged as possible within the development.

The initial meeting will be focused on raising the awareness of those invited about the LINK development and identifying which area of the following structure they wish to engage in.

1. **Steering Group** – Responsible for overall developments and liaison with host. They are specifically responsible for establishing the appropriate Governance Structure for the LINK from October 2008. The host's advisory role would sit with this Group. This group will take overall responsibility for the direction of the LINK including planning. They will also ensure all of the other elements of the LINK are coordinated to deliver the overall project.

2. Overview and Liaison Group –will develop and implement the processes for responding to issues raised for consideration by the LINK. They will assess the appropriateness of issues and can look at the range of possible actions including; requesting the Communication Manager undertake research; requesting a Site Visit by an Authorised LINK member; reporting to the Service Provider or referring the issue to Derby City Council's Overview and Scrutiny Commission.
3. Communications and Information Group – will set up the web site, newsletter and all other communications. They will be responsible for promoting the LINK and ensuring all necessary information is available to LINK members and others. This will include establishing the necessary Data Protection and Information handling procedures. They will also undertake specific research around issues referred by the Overview and Liaison Group.
4. Recruitment and Membership Group – Will take responsibility for ensuring all policies and procedures are in place for recruiting and supporting LINK members. This will include looking at the overall way the LINK membership will work. It may include facilitation of community meetings and other forms of community involvement. They will also look at members needs in relation to training and development work to ensure the members are able to undertake their role within the LINK, including the list of members who are authorised to visit Health and Social Care establishments.

The LINK Staff structure will support these groups and will be responsible for moving the work forward. The staffing structure has been designed to ensure the staff responsibilities align with the interim governance structure. The roles have been specifically identified as being the three areas of operation for a successful LINK and so the staffing structure will be able to deliver the necessary support to the final Governance structure, once this has been decided. The strategic role of the Steering Group will ensure the progress of each group is in line with the overall development of the LINK.

Delivery Stage – October 2008 onwards.

The role of the Host organisation is clearly outlined in this initial period as supporting the development of the LINK governance structure to develop into whatever is deemed to be the most effective means of delivering the LINK in Derby. Once the final Governance Structure has been agreed, it will be the responsibility of the Host to ensure that staff are provided with sufficient support, and that monitoring requirements are fulfilled. The nature of the role of a LINK will mean that the staff roles will develop, through the initial stage, but the roles will still be required to ensure that the work is progressed, and to ensure the membership fulfil the requirements contained in the role of the LINK.

As a substantial amount of emphasis has been placed on the LINK defining its own strategic direction it is not appropriate for the potential host organisation to provide a more in-depth plan, as this would pre-empt the decisions of the interim Governance Structure.

Project Milestones

Host Responsibilities

Task	By When	Notes
Advertise Staff posts	3 April 2008	
Adoption of revised Compliments and Complaints procedure	28 March 2008	Adopted by DCVS Board of Trustees.
Initial meeting of invited LINK members	4 April 2008	Invitees will include Transitional LINK members Representatives of VCS Networks Representatives of Stakeholders
Support Initial meetings of LINK Working Groups	30 April 2008	DCVS staff involved in these meeting will continue to engage after Staff team appointed to ensure handover
Appointment of Staff team	15 May 2008	LINK Steering Group members will be engaged in Recruitment panel.
DCVS staff support second meetings of Working Groups	31 May 2008	See below Group Work Plans.
Induction of Staff team	30 June 2008	Timing is allowing for reasonable notice periods.
Support third Working Group meeting	30 June 2008	Dependent on timing may begin handover to Staff team.
Quarterly Monitoring reports & Meetings	31 July, 31 October 2008, 31 January and 30 April 2009	Reports to both DCC and LINK Steering Group.
Support to fourth Working Group meetings	30 July 2008	Recruited team take on responsibility for Project.
Agree team work plans and handover Groups	15 August 2008	Staff team will have initial work plans but will have to complete detailed plans as part of induction
Initial Annual Review of Host role	31 March 2009	Will undertake overall evaluation of host role, will include any previous feedback and issues addressed. Evaluation completed every 12 months for period of project.

Steering Group

Task	By When	Notes
Induction and Training on development of LINK, with both Local and National context.	30 April 2008	
Agree work plans, milestones and terms of reference for LINK.	31 May 2008	Work plan will focus on work for Steering Group. Terms of reference will apply to all Groups in LINK, and will include reporting requirements and remit of Groups. Will also include conflict resolution.
Agree overall LINK Work Plan, i.e. Summarise Group plans. Receive initial progress reports on work of Groups.	30 June 2008	Will be reported to host and Local Authority to ensure all clear on development, and any implications.
Submit first quarter's monitoring against agreed milestones.	15 July 2008	Will be undertaken with Host, and will include information to all members of progress.
Begin Stakeholder Consultation	15 July 2008	Specifically looking at possible Governance Structure to meet needs of Community
Report on Consultation	30 September 2008	Will include proposals for all areas of work.

Overview and Liaison Group

Task	By When	Notes
Establish Work plans, including Milestones, and adopt LINK Terms of reference	30 April 2008	
Complete analysis of issues outstanding for PPI Forum and means of progressing them	30 April 2008	Will have to follow Initial Steering Group meeting
Establish processes for progressing issues brought to the LINK	31 May 2008	Will include full range of possible actions, including research, site visits, referral to service provider and referral to Overview and Scrutiny Committee
Begin responding to issues	31 May 2008	Options will be initially limited. Will not be necessary to develop all processes immediately, and can develop those needed as priority.
Agreement of Scrutiny and Overview Structure in context of Final Governance Arrangements	30 September 2008	Will need to include Action Plan and link to member recruitment directly, as well as overall Governance Structure.

Recruitment and Membership Group

Task	By When	Notes
Agree Terms of Reference, Work Plan etc	30 April 2008	
Complete initial research on potential modes of involvement (includes stake holder mapping and participant profile-building)	31 May 2008	<p>Will include identification of VCS networks represented, and ensure LINK members are representing the LINK.</p> <p>Will look at NHS best practice and Early Adopter projects.</p>
Launch stakeholder consultation on ways of involvement	15 July 2008	Include range of user involvement formats to ensure identify best models for range of issues. Will have to report in September.
Establish roles, Induction and training programme for LINK members	31 August 2008	Will include necessary Codes of Conduct as well as policies and procedures for appointing Members who will be 'Authorized' to undertake site visits.
Establish training programme for existing LINK members	15 September 2008	Will ensure all have same induction and clear roles.
Complete Recruitment and Membership plan	30 September 2008	Will include results of consultation. Will clearly identify programme of appropriately formatted engagement to meet needs of identified communities.
Begin recruitment and training of LINK members	30 September 2008	Will also include existing members who wish to engage in new model. Must ensure all LINK members are fit for purpose.

Communications and Information Group

Task	By When	Notes
Adopt terms of Reference and Agree work plan	30 April 2008	
Undertake analysis of potential information and communications needs for LINK	31 May 2008	<p>Will include overview of previous work in area, national guidelines and examples of good practice.</p> <p>Will include identification of VCS Networks, as well as looking at direct public engagement.</p>
Establish initial web presence and newsletter	30 June 2008	Will support coordination of work of working groups and provide opportunity to begin promoting developments.
Establish comprehensive database to monitor membership, activity, etc.	30 June 2008	Will provide basis for Web site as well as ensuring accountability.
Begin Stakeholder Consultation on Communications and promotion needs	15 July 2008	Will include 3-year strategy and Actions for first 12 months. Will also outline means of evaluating effectiveness and flexibility to respond to needs of LINK members.
Agree processes for undertaking research on specific issues	31 July 2008	
Agreement of Communications Plan	30 September 2008	Will include results of Consultation
Public Launch of LINK	1 October 2008	Will support Communications across all areas of work, as well as external promotion.