



<b>Date of meeting</b>	22 <sup>nd</sup> September 2008
<b>Title of paper</b>	Proposed LINK work programme
<b>Agenda item no</b>	5
<b>Paper number</b>	B1
<b>Action required</b>	For Decision:  to agree work plan for rest of 2008 including 'quick wins' and involvement of members beyond IE membership.
<b>Paper prepared by</b>	MAC



Date of meeting	14 July 2008
Title of paper	Proposed LINK work programme
Agenda item no.	1.9
Paper number	J
Context	<p>This outline work plan shows the following:</p> <ul style="list-style-type: none"> <li>• Work to which WCA and Interim Executive are committed under the terms of the contract with WBC with targets and deadlines where relevant</li> <li>• Suggestions for areas of work which Interim Executive may wish to carry out further work (including suggestions from public meeting)</li> </ul> <p>For information on resources available, refer to paper 1:I on Resources</p>
Paper prepared by	WCA and MAC
Action required	For information and discussion and for agreement on any additional work areas

**OUTLINE WORK PLAN FOR INTERIM EXECUTIVE – 18 JUNE TO 15 DECEMBER 2008**
**From establishment of Interim Executive to Election of LINK Executive**

For detail of work already completed, see appendix 1

	Work plan area	Key tasks identified in WCA contract with WBC (with reference to tender document)	Milestones/Target (Tender date in brackets)	Suggested areas for additional work by Interim Executive on behalf of LINK including issues raised at public meeting 17 June	Date completed
2.1	<b>Recruitment, engagement and network development</b>	Develop and expand website Develop member database and its functionality Patient Opinion set up for Wandsworth PCT, WBC and hospitals Choose configure and install CMS software Support CMS site Add copy or develop surveys for running newsletter blog (link participant bulletin) Develop online ideas tree Develop proposals for reaching hard to reach (3.2) Increase membership to reach target	300 members (31 March 09)	Information on LINK to be made available in doctors' surgeries, libraries and local papers  Consider ways of increasing accessibility of information  Agree outreach programme e.g. to working 18-44 year olds; people with social care needs who no longer qualify for support; younger and older carers  Presentation on LINK to be made at September public meeting	
2.2	<b>Research and policy development</b>	Mapping exercise (1.1)		Decide on nature and extent of mapping exercise Ensure LINK involvement in national plans (eg Darzi)	
2.3	<b>Governance</b>	Preparation of governance papers and agenda for 1 <sup>st</sup> IE meeting Input into governance of subsequent IE meetings	04/07/08 No of meetings to		

	<b>Work plan area</b>	<b>Key tasks identified in WCA contract with WBC (with reference to tender document)</b>	<b>Milestones/Target (Tender date in brackets)</b>	<b>Suggested areas for additional work by Interim Executive on behalf of LINK including issues raised at public meeting 17 June</b>	<b>Date completed</b>
		<p>IE to agree procedures for election of Executive Run election of Executive Exec assumes office Training for IE members</p> <p>Training for people standing as Exec members Consider formation of special interest groups (2.3.6) Develop person spec for Exec member (2.3.7) Develop code on volunteering (3.1.1) Agree financial operating framework (7.1) IE to agree targets for setting up dispute resolution procedures (4.8) Public meeting to review memorandum of agreement and other protocols(4.4, 4.5, 4.7)</p>	<p>be confirmed</p> <p>15/12/08 1/01/09 July/Sept Dec</p>		
<b>2.4</b>	<b>Resource development: office/staff</b>	<p>Develop protocols/guidance/policies on expenses, finance etc Staff recruitment – appoint Executive Assistant</p>	Mid July		
<b>2.5</b>	<b>LINK activities</b>	<p>Ensure LINK engagement in commissioning (4.7) Agree protocols for working with providers (5) Raise public awareness of LINK (6.1) Identify “quick wins” (6.9)</p>		Deliver “quick wins” as described on p7 and 8 of paper H.	

<p><b>2.6</b></p>	<p><b>Quality assurance/ monitoring</b></p>	<p>Weekly project meetings          Monthly reports to OSC          Monitor against outcome measure          Monitor complaints system          Develop satisfaction measures for link participation (3.1.2, 6.1)          Develop measures of participation (6.6)          Develop measures of BME representation and participation (6.7a)          Develop measures for stakeholder awareness and satisfaction (6.2)          Develop measures of "influence" (6.4)          Develop measures for commencing Authorised Representative function          Input into Healthcare Commission annual check etc (6.8)          Design complaints system</p>	<p>First tranche by 1 September</p>		
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**OUTLINE WORK PLAN FOR INTERIM EXECUTIVE**

**APPENDIX ONE – WORK CARRIED OUT IN PHASE ONE - 1 APRIL 2008 TO 17 JUNE 2008**

**From launch to establishment of Interim Executive**

	<b>Work plan area</b>	<b>Key tasks identified in WCA contract with WBC (with reference to tender document)</b>	<b>Milestones/target (Tender date in brackets)</b>	<b>Date completed</b>
<b>1.1</b>	<b>Recruitment, engagement and network development</b>	Creation of LINK identity Hold special interest public meetings/mobile display unit (1.3) Mailing: to WCA members (1.4) Mailing to others (1.4) Launch website/set up electronic network (1.7, 2) Liaison with key stakeholders Recruit target membership (incl PPIF) (1.5,1.6)  Develop FAQs (1.2.3) LINK participant bulletin Develop proposals for engaging with hard to reach (3.2.4)	Early May (1 April) (April/May 08)  12/5/08 Ongoing  Equivalent to PPI (c 40) by 1/7	12/5/08  Not yet done 12/5/08 Ongoing Website live 8/5 May 163 members by 13 June End May 08 Carried forward Carried forward
<b>1.2</b>	<b>Research and policy development (see appendix 2)</b>	Mapping exercise (1.1)		Carried forward
<b>1.3</b>	<b>Governance (see appendix 3)</b>	Prepare protocols and materials for election of Int. Ex. Including person specs Hold first public meeting Election of Interim Executive (2.11) Hold first meeting of Interim Executive Public meeting to review memorandum of agreement and other protocols(4.4, 4.5, 4.7) IE to agree decision making and governance arrangements (4.5) IE to agree different methods of involvement (4.6) IE to agree targets for setting up dispute	17 June 2008 (2 June) 17 June 2008 (2 June) 1 July 2008  17 June 2008 (2 June) 17 June 2008 (2 June)  17 June 2008 (2 June)	17 June  17 June 14 July  Carried forward?  14 July agenda  14 July agenda Carried forward

		resolution procedures (4.8) IE to agree policy for use of disbursement budget (4.9)	17 June 17 June	14 July agenda
<b>1.4</b>	<b>Resource development: office/staff</b> (see appendix 4)	Staff recruitment Staff training Set up public meeting	Mid July May 17 June 2008	Carried forward Done May
<b>1.5</b>	<b>LINK activities</b> (see appendix 5)	Initial activity programme for consideration at first public meeting and agreement by IE (4.10)	17 June 2008	Done
<b>1.6</b>	<b>Quality assurance/monitoring</b>	Agree all targets and milestones Develop user satisfaction surveys (4) Weekly project meetings Monthly reports to OSC Identify outcome measures (6) Design complaints system	Ongoing  Ongoing First report end May Ongoing Ongoing	Carried forward  Done Carried forward Carried forward