



Communications and Participations (C&P) sub group meeting
 Wednesday 5th November 2008 @ 6.00pm

Present:

Stefan Kuchar (Chair)
 Marisca Ribeiro

In attendance

Colin Adamson (MAC)
 Jeremy Ambache (LINK member)
 Simonne Reid (Host team)

Apologies

Caroline Furnivall
 Louise Shellard

No'	Agenda items	Action
1.	Minutes of previous meeting held on 2nd October 2008 Agreed.	
2.	<p>Newsletter</p> <p>The first addition of the newsletter 'Linked Up' for October had been circulated and the mailing list for those beyond the LINK membership was currently being developed. It was envisaged that the November addition would feature social care issues, a mini survey and be more interactive.</p> <p>To enable full contribution from the Interim Executive (IE) it was suggested that a member be nominated from each sub group to feed in and write articles for the newsletter.</p> <p>Jeremy Ambache fed back that he found the health and social care information and references to social services very useful.</p> <p>In order that the newsletter reached a wider audience it was suggested that it be circulated to the members of Wandsworth Voluntary Development Agency (WVDSA). Simonne Reid to follow up with Stefan Kuchar.</p> <p>It was suggested that working with user and patient groups would</p>	<p>SR</p>

	<p>help to make people feel part of the LINK. It was also suggested that Careline be contacted regarding accessing their membership.</p> <p>It was agreed that there were a number of avenues that could be explored and recommended to the full IE however, the cost implications would need to be given more thought.</p> <p>It was agreed that a work plan should be devised which would include cost elements and areas of work to be delegated to the various sub groups, which should link back into the overall LINK work programme.</p>	
<p>3.</p>	<p>Mission statement</p> <p>Discussions took place around developing a clear working mission statement that outlined what the LINK stood for. The overall view was that LINK was in a privileged position to be able to access service providers in a way others were not able to.</p> <p>The LINKs was able to influence change in health and social care and provide a persuasive voice on behalf of patients and service users.</p> <p>The following mission statement was being recommended to the IE inviting any comments/suggestions:</p> <p>‘The Wandsworth LINK exists to represent the views of carers, service users and patients in order to influence and improve the health and social wellbeing of people living in the borough’.</p> <p>Aims/Vision</p> <p>An exchange of thoughts and suggestions were explored regarding the broad aims of the LINKs and incorporating them into a working 3 year vision. The following points were seen as key elements:</p> <ul style="list-style-type: none"> • Empower service users • Provide a stronger and clearer user voice • Being an independent organisation but effectively integrated with provider/commissioner organisations and gaining their respect • Integrated networking with two way communication • Independent living • Improved outcomes regarding access to health and social care. <p>Overall it was felt that LINK provided the heart of the commissioning cycle in as much as proposals being fed in from providers/commissioners and views from the patients and users. In turn LINK were informed of decisions being made, which would</p>	<p>IE</p>

	<p>then filter to its members. In this way the LINK was a 'regulator' of the commissioners/providers of health and social care.</p> <p>The full IE were being asked to input and contribute to the final vision statement.</p>	IE
4.	<p>Accessibility</p> <p>The C&P sub group were advised that the host was in the process of arranging initial talks with various service user groups from the learning disabilities community. This was to consult with them on needs such as accessing meeting papers.</p> <p>There were a number of recognised issues such as resources, cost etc. that were being explored but could not provide an immediate fix. It was suggested that as part of the explorative work Jane Pettingell at Generate be contacted, which was an organisation that were able to translate documents into an easy read format. Host to follow up.</p> <p>Issues regarding the format and length of the LINK meeting agendas were raised and it was suggested that LINK members/members of the public be given the opportunity after each agenda item to comment/raise issues in a bid for more inclusiveness. It was agreed that this could be a recommended format from January 2009 once the full executive were elected.</p> <p>As a method of future publishing it was suggested that an article about the LINKs be placed in Brightside magazine, which provided an introduction of the LINKs, current working projects and encouraged join up to the membership. Host to follow up with Steve Maynard who oversaw the publication.</p>	Host Host
5.	<p>Questions from the public</p> <p>The C&P sub group were advised that a complaint had been received in relation to a LINK member trying to claim expenses for work they had undertaken that had not been commissioned by the LINK IE.</p> <p>It was confirmed that LINK did have a policy which outlined claims for expenses. The policy made it clear that expenses could only be claimed for when commissioned by the IE to carry out specific work on behalf of the LINK. It was believed that polices around volunteering and commissioning experts were still being worked on. Simonne Reid to clarify with Resources and Governance sub group.</p> <p>From the perspective of a LINK member Jeremy Ambache was disappointed that having put forward questions/comments to the LINK meetings he had not received any notification that they were being addressed and who they had been referred onto to provide</p>	SR

	<p>answers. It was confirmed that until recently the most appropriate means of responding had not been agreed however, it was an error that a personal acknowledgement was not sent and LINKs would endeavour to ensure this was done in the future.</p> <p>It was noted however that Jeremy Ambache's questions were acknowledged during the LINK meetings. He was asked if he was happy with this outcome, to which he confirmed he was.</p> <p>He was further advised that the questions/comments he had raised regarding 'enter and view and postal voting had been referred to the Resources and Governance sub group.</p> <p>In the future questions and responses would be published as an attachment to the minutes and would be made accessible in the same manner as the meeting papers.</p>	
<p>6.</p>	<p>Any other business Members were advised that a monthly statistical report regarding the LINKs website had been produced by Surveylab. The document contained a large amount of detail including number of visits to the site, types of pages being viewed and time spent.</p> <p>It was agreed that a simplified version of the report would be beneficial and would be valuable information as a means of exploring user engagement. Simonne Reid to circulate report.</p>	<p>SR</p>
<p>7.</p>	<p>Agenda items for next meeting: Currently items for next agenda were:</p> <ol style="list-style-type: none"> 1. Independent living/CIL 2. Increasing membership 3. Report of LINK activities <p>Other LINK sub groups were being invited to feed in priority items.</p>	

Next meeting: Thursday 4th December 2008 @ 6.00pm, WVSDA office