



Meeting of the LINK Executive Committee
 Monday 28th September 2009, 6.00-8.30pm at
 Best Western Lodge Hotel
 52-54 Upper Richmond Road
 Putney, SW15 2RN

Access: the building is wheelchair accessible

Jason Edgington
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Revised

A G E N D A

No'	Agenda item	Paper No'
1.	Welcome and Introductions	
2.	Chairs announcements	
3.	Declaration of Interests To be declared	
4.	Minutes of the previous meeting on Monday 20th July 2009 To be agreed	A1
5.	Matters arising from minutes not covered on agenda	
6.	Updates from Sub Groups <ul style="list-style-type: none"> • Chair's group • Resources & Governance • Communication & Participation <ul style="list-style-type: none"> - <i>Minutes & Matters Arising</i> - <i>Progress on project plan (working with users, carers and patients)</i> 	B1 B2 B3

	<ul style="list-style-type: none"> • Primary Health & Social Care <ul style="list-style-type: none"> - <i>Minutes & Matters Arising</i> - <i>Progress on project plans (transferring adult care and health consultations)</i> • Secondary Health & Social Care <ul style="list-style-type: none"> - <i>Minutes & Matters Arising</i> - <i>Agreeing the project plan (Hospital Discharge)</i> - <i>Progress on project plan</i> 	<p>B4</p> <p>B5 to follow</p>
Matters for discussions/decision:		
7.	Democracy and the LINK To agree the Recommendations as outlined in section 15	C1
8.	Paying LINK members To discuss the options regarding payments to volunteers	C2
9.	Update on the NHS Wandsworth plans for Battersea and North Wandsworth (Verbal)	
10.	Wandsworth LINK Strapline To agree the revised strapline	C3
Matters for information:		
11.	Financial Report To note expenditure	D1
12.	Meeting dates To note executive committee meeting dates for 2010	D2
13.	AOB	
14.	<p>Dates of next meeting: Monday 23rd November 2009, 6.00pm, venue to be advised.</p> <p>With informal discussion and refreshments available. LINK members/members of the public are welcome to attend and participate.</p>	



**Minutes of the LINK Executive Committee held on Monday 20th July 2009,
6.00 pm at the Atheldene Resource Centre, Garratt Lane**

Present:

Jeremy Ambache (Chair)
 Fitzroy Beckford
 Colleen Bowen
 Mike Grahn
 Suzanna Kawalek
 Terry King
 Vibert Luthers
 Irene Storer
 Barbara Willerton
 Jenny Weinstein

Host Team:

Jason Edgington – Director of WCA and LINK Host
 Jackie Bedford
 Susan Wheeler-Kiley

No.	Agenda item	Action
1.	<p>Welcome and Introductions Jeremy welcomed all those present.</p> <p>Apologies were received from Simonne Reid, Janet Lonergan, and Alison Buick.</p>	
2.	<p>Chair's announcements</p> <p>Annual Report Jeremy advised everyone that the Annual Report for 2008/09 had been produced. This was available both in hard copy and on the web site.</p> <p>Health Consultations/Polyclinics There was a posting on the website inviting views about polyclinics. Comments and views should be directed to NHS Wandsworth. Alternatively, people could come to one of the LINK sponsored meetings particularly the one on the 27th July at which presentations about South Wandsworth Health care plans would be made by the NHS. LINK would be submitting a report following this meeting.</p>	

	<p>Carers' Strategy Wandsworth Council, NHS and the Mental Health Team have started a consultation process on the published five year Carers' Strategy document. Two consultation meetings are being run in August by the Council. The LINK will be responsible for ensuring all views from the public are recorded properly. People may contact the Council direct or contact LINK. Noted that an easy read version of the strategy document is being prepared.</p> <p>Enter and View Seven people had been interviewed by a panel comprising Jason, Jeremy and Colleen. Three places in the team now remained. Interested people should contact LINK host staff. It was noted that service users were currently underrepresented on the Enter and View team and we would encourage them to apply.</p> <p>Jeremy expressed the importance of developing the Enter and View process. More people were needed to help Barbara Willerton, the LINK lead person. Both the Primary Health and Social Care Sub Group and the Resources and Governance Sub Group were looking to increase their membership.</p> <p>Agenda for meeting Jeremy said that we were delighted to welcome Dawn Warwick, Director of Adult Social Services, to speak about Transforming Social Care in Wandsworth.</p>	<p>JW</p> <p>All</p>
3.	<p>Declaration of Interests None announced.</p>	
4.	<p>Minutes of the previous meeting held on Monday 8th June 2009 Fitzroy asked for clarification on item 2. Election to Chair. Jeremy explained that he had been elected Chair for the first two Executive meetings. At the last meeting he was elected for the rest of 2009.</p> <p>P.3, Item 7: Suzanne should read Suzanna.</p>	
5.	<p>Matters arising from minutes not otherwise covered on the agenda</p> <p>Item 7 – Resources and Governance: Recruitment for the jointly funded (LINK/WCA) post is to proceed and interviews would take place the next week.</p>	<p>JA/JE</p>

6.	<p>Presentation and Discussion</p> <p>Dawn Warwick, Director of Adult Social Services, Wandsworth – Transforming Adult Social Care</p> <p>Dawn introduced her presentation by stating the Wandsworth Council strapline which is Taking Pride in Improving Lives.</p> <p>She explained that the concept of Transforming Social Care is that Council providers work in partnership with a whole range of representative and user organisations to enable people to live as independently as possible for as long as possible.</p> <p>A series of Government papers formed the background, starting with “Our health, our care, our say” published in 2006, “Putting People First” in 2007 and “Transforming Social Care” in 2008. The Department of Health had also published “Personal Health Budgets” in January 2009.</p> <p>The overall aim was to deliver individualised, personalised care on people’s own terms. The current system has eligibility criteria which are bureaucratic, focuses on inputs not outcomes and tries to fit people into existing services. The aim is now to look at alternatives to traditional mainstream services.</p> <p>To make transformation a realistic option, there needs to be a number of things in place including access and information for everyone, good services to prevent people having to go into hospital or residential care, and a building up of social capital.</p> <p>By 2011 Wandsworth aims to have 30% of its service users in receipt of personal budgets. Alongside this, local services need to be developed to provide viable alternatives to current care, such as residential accommodation.</p> <p>Dawn explained the pathway for those coming into social services, starting with needs assessment care and support planning, and arranging services. This pathway includes a new Resource Allocation System (RAS) which determines the person’s individual budget. Each person has a number of points allocated according to their level of need. The points equal an amount of money which they will be granted to spend on their support.</p> <p>A typical example was given concerning a young disabled person who moved from a traditional care plan to one which included personal carers thus enabling him to go to the gym and take part in the Paralympics. A person would have discussed with them s a Support Plan rather than a Care Plan.</p>	
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<p>Wandsworth Council has a programme plan in place until April 2011, and a pilot programme is being trialled on 100 people until October 2009.</p> <p>There are nevertheless issues which are 'live' – one of which is risk management and the necessity to provide a robust response to safeguarding issues. The Council needs to ensure that allocated money is not wasted, and that there are effective communication and user/carer engagement strategies in place. The role of social workers may change but Dawn assured us that social workers would welcome the changes. Some services contracts may change as different services are required.</p> <p>Questions and Comments from Members</p> <p>Maria asked about the difference between Direct Payments and Personal Budgets. Dawn explained that a Direct Payment is a cash sum made to the service users who can put it towards a day centre or employ a carer. An independent agency called Penderels help with managing direct payments. A Personal Budget is an indicative amount of funding which the individual will manage or the Council will manage for them.</p> <p>In response to Michelle's question, Dawn confirmed that the pilot programme includes people with physical and learning disabilities.</p> <p>Irene commented that most people would find self directed support too complicated and that risk management should be a high priority.</p> <p>Dawn agreed that bureaucracy needed to be reduced, but 600 people were now in receipt of Direct Payments indicating it was well received.</p> <p>Clare asked if the amount of money varied. Dawn explained that the Resource Allocation System determines the number of points which are allocated according to a person's dependency. We should be reassured that the RAS system will be transparent.</p> <p>A member asked about engaging with the isolated, hard to reach, vulnerable and minority groups of the community, and what would be the significant difference in the new system.</p> <p>Dawn replied that the pilot was the main difference. It would mean that no major publicity will be launched until the pilot is completed and systems designed appropriately. Later in the year LINK will become involved in the consultation process as</p>	
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<p>one of its key priorities.</p> <p>Colleen said that Direct Payments only cover personal care and domestic help. She asked how would people feel about moving from DPs to Personal Budgets. Dawn explained the difference in that under DP a person has full control, where users with an individual budget have as much or as little control as they wish.</p> <p>A question was asked about the effect on overall provision of social services say, to disabled people as an example. Further - how might it affect service innovation?</p> <p>Dawn assured that there would always be a place for traditional services, but alongside these there was a need to stimulate creative solutions and develop a range of new services.</p> <p>Fitzroy asked about the learning being derived from the pilot. Dawn replied that they were learning that bureaucracy needed to be reduced.</p> <p>Roger asked about cost – bulk provision of services is cost effective whereas buying individual services would cost more. He asked about day services which depend on large groups of users for their continuation. Dawn admitted that this would be a challenge for provider organisations, especially if users decide against using day centres.</p> <p>Mike S expressed his concern that resources would be led away from the NHS and Social Services. This could lead to a consumer culture and means testing. He argued the point that personalised budgets would lead to more bureaucracy and was a retrograde process.</p> <p>A further question was about how the new plans would manage the holistic needs of a person. Dawn replied that GPs who referred people to services were enthusiastic about aligning health with social care.</p> <p>There followed a number of questions about the alignment of health and social care, losing day care facilities, standards of residential care. Concern was also raised about the ability of vulnerable people to manage their own budgets and arrange care for themselves. Dawn was confident that training would resolve this.</p> <p>Peg Belson pleaded for the presentation and all information to be put onto tape for those who are blind and partially sighted. She added that this should be done automatically. Dawn promised this would happen.</p>	
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7.	<p>Up-Dates from Sub Groups</p> <p><i>Chairs' Group (Jeremy)</i> Jeremy advised that LINK had received a reply from the Council to LINK's response to the details of the Joint Strategic Needs document. LINK's suggestion that BME, carers and other principal groups needed to be included, had been turned down by the Council.</p> <p>Mike S asked about the situation with MAC. Jason confirmed that MAC had resigned. However, the relationship between WCA and MAC had not been a joint tender, and that their resignation would not affect WCA's ability to deliver support for LINK.</p> <p><i>Resources and Governance Group (Barbara)</i> The following points were agreed:</p> <ul style="list-style-type: none"> • There was funding for additional staff resources until September • Multimap was being used to calculate mileage expenses • Non-attendance at three consecutive open meetings without good reason would lead to being removed from the Executive. This would be effective from January 2009 <p>It was noted that the R&G Group only had two members and wants to recruit.</p> <p><i>Communication and Participation Group (Jenny)</i> The project plan was presented for approval.</p> <p>Jenny reported that there was a need for creative publicity to reach more people. However, it would be good to have a success story to tell.</p> <p>The Group would want to link with different community/patient groups/service user groups and GP Cluster groups.</p> <p>Malik advocated a fundamental rethink on the way LINK works – suggesting a focus on relational activity, and getting the communities with whom LINK engages to help with its work plans. This would mean meeting with community leaders and faith groups – engage first, then write the plan.</p> <p>The Executive accepted the Project Plan.</p> <p><i>Primary Health and Social Care</i> The project plan was presented and progress reported on its two priorities and project plans.</p>	<p>RA/BW</p> <p>JW</p>
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	<ul style="list-style-type: none"> Transforming Social Care – Irene had attended two steering group meetings at the Council. She wants to collect views from users and carers and feed them in to the Council. Managing input to Health Consultations – South Wandsworth meeting taking place on 27th July. <p>The project plan was accepted</p> <p>Terry advised that he was meeting with the Revd Geoff Vevers and a marketing adviser on the concerns that Geoff had raised about the GP led practice taking patients away from existing services.</p> <p>Mike S and Malik wanted to re-visit the structure of LINK, and suggested that a management committee/sub group structure did not allow experts in the audience sufficient influence</p> <p>Secondary Health and Social Care There was no written project plan but Suzanna reported that a fact finding day on hospital discharge had been held and that a second day was planned. This was an opportunity to find out from the professionals how systems were meant to work and where the problems lay. This would be followed by a questionnaire and then a carers/patient/user day.</p>	<p>RA</p> <p>SK</p>
8.	<p>Wandsworth LINK Strapline Agreed that current suggestion was too long and needed more thought. Suggestions should be conveyed to Jenny.</p>	All/JW
9.	<p>Financial Report</p> <p>Jason reported that £5k had been spent so far this year, and that £10k had been committed to part funding an additional staff member. Total final expenditure at the close of the last financial year was £59,781.71.</p>	
10.	<p>Any Other Business</p> <p>Mike S said that it appeared that Wandsworth PCT may have acted improperly over the North Wandsworth and Battersea health consultation. He is concerned about the developments in Grant Road and at Clapham Junction.</p> <p>Peg B hoped that there would be LINK representation at the public PCT meeting on 29th July.</p>	

11.	Date of next meeting: Monday 28 th September 2009, Lodge Hotel, East Putney, 6.00pm to 8.30pm	
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**LINK Executive Committee meeting
Monday 28th September 2009**

Sub group	Chairs sub group
Date of sub group meeting	18 August 2009
Paper number	B1
Summary/ Recommendations <i>(as taken from sub group minutes)</i>	To note the minutes.
Paper prepared by sub group Chair	Jeremy Ambache

**Chairs group meeting
18 August 2009
Balham Park Surgery**

Present: Jeremy Ambache, Roger Appleton, Barbara Willerton

Host: Jason Edgington, Simonne Reid

No'	Agenda item	Action
1.	<p>Welcomes & Apologies Apologies were received from Suzanna Kawalek and Jenny Weinstein.</p>	
2.	<p>Minutes of last Chairs group meeting 30 June 2009 The minutes were agreed as an accurate account.</p>	
3.	<p>Matters arising Page 1, 4.1 – updates on project plans to be available for the next executive meeting. Jeremy Ambache to notify Roger Appleton of the outstanding issues with the Secondary Health & Social Care (SH&SC) sub groups project plan so these can be pursued with Suzanna Kawalek.</p> <p>Page 2, item 4 – Jason Edgington had received a call from the Department of Health (DoH) wanting to discuss the financial accounting of the annual report.</p> <p>Page 2, item 6 – it was reported that a Local Strategic Partnership (LSP) meeting was due to take place in October. They would be deferring a decision on the number of invited representatives until January 2010.</p> <p>Page 3, item 10 – the protocols for Enter n View would be followed up by the Resources and Governance (R&G) sub group.</p>	JA/RA
4.	<p>HOST Service Level Agreement (SLA) & HOST Targets for 2009 Roger advised that he had made some amendments to the existing SLA making it more specific, however more work was required on making it measurable.</p> <p>Further comments to be submitted to Roger for inclusion and report back at the next Chairs group meeting.</p>	JA/RA

	<p>It was felt that a more pro-active approach should be played by the Host regarding follow up with the chairs on taking actions forward. It was agreed that more conversations should be had and not always left to email.</p> <p>Discussions took place around the content of minutes. Previous comments had been made by some LINK members that it wasn't always clear how a decision was arrived at as occasionally reference would be made to previous papers.</p> <p>It was suggested that where references were being made to past papers a link to that paper be provided. The chairs group felt that the issues were more about ensuring the content of the papers presented were clearer rather than adding more content to the minutes.</p> <p>Roger advised that he and Susan would be meeting with Dan, the web designers in September and would explore these issues further. Jeremy suggested that Jenny should be made aware of the meeting as her sub-group had responsibility for this aspect of LINK business.</p> <p>Jeremy updated the group on the topic of capacity advising that Sarah Ellison had been recruited to the post of Project & Outreach Worker. She would be working 4 days a week and it was hoped she would be starting in October.</p> <p>It was anticipated that this role would focus on areas such as engagement and project plans and although it was difficult to demarcate roles it would be made clear who within the Host was leading on relevant issues.</p>	
<p>5.</p>	<p>Issues from last Executive meeting – ‘our approach to democracy, governance, involvement & inclusion of members of the public</p> <p>Discussions took place around a number of challenges raised during the executive committee meeting in July from LINK members.</p> <p>It was acknowledged that it was important to encourage members to be involved in decision making about Wandsworth LINK and in order to aid it becoming more democratic clear guidelines should be adopted. Roger presented draft guidelines for comment.</p> <p>It was suggested that the guidelines were explicit in stating that</p>	

	<p>the Executive Committee were elected through the membership and were held accountable. Activities of the LINKs would be carried out through the sub groups, involving the broader membership.</p> <p>It was agreed that further debate was required surrounding the term of elections, which could be open to the wider membership for views.</p> <p>Roger to incorporate the comments discussed and put forward recommendations to the full executive.</p>	RA
6.	<p>Executive Committee meetings <i>Draft agenda for next meeting (28th September 09)</i></p> <p>Scheduled for the next executive meeting was a presentation from the Carers Centre. The presentation would be made at the start of the meeting with the business items following.</p> <p>Discussions took place around presentation content for November's executive meeting. It was proposed hospital discharge be explored striking a balance of users real issues and feedback from relevant professionals i.e. medical staff.</p> <p>Suggestions to be sought from Suzanna Kawalek, Terry King and Susan Wheeler-Kiley.</p> <p>It was reported that NHS Wandsworth were working on plans for how it would cope with the likely reduced growth in funding from 2011 and the outcomes would be known in September, which could also be a potential report back item for the November executive meeting.</p> <p><i>Suggested dates for 2010</i> The Chairs group agreed option 2, a rotation of days for the executive committee meeting dates for 2010. This option would be brought to the next executive committee meeting in September for decision.</p>	JA HOST
7.	<p>Project plans and progress on them <i>Communication and Participation (C&P)</i></p> <p>Carers consultation was complete. Jeremy had attended the Carers Strategy meeting, which had been conducted very well, although attendance was slightly low.</p> <p>Jenny Weinstein had agreed to undertake the write up.</p>	JW

	<p><i>Primary Health & Social Care (PH&SC)</i> Work was underway and some joint work with the C&P group on the transforming agenda was being done.</p> <p>Roger commented that he had spoken to Dawn Warwick after her presentation to the Exec meeting about his concerns that plans were not coherent when it came to marketing and ensuring users knew the choices available to them. There was also a risk that the Council would close services before alternatives were properly in place. It was agreed that this issue would be raised with Dawn at the next meeting.</p> <p>It was felt it would be beneficial for Jenny as chair of the C&P sub group to be invited to the next PH&SC sub group meeting in September to participate on the transforming agenda issues.</p> <p>Roger confirmed that following the meeting he would do a write up to send to Dawn and report back views at the executive meeting in November.</p>	<p>RA</p> <p>RA</p>
<p>8.</p>	<p>AOB <i>Payments & Rewards</i></p> <p>Following a number of discussions and uncertainty on whether it was legal or illegal to pay volunteers it was necessary for the Host organisation to seek advice on the potential risks of making payments.</p> <p>Having sought advice from the Department of Health (DoH), solicitors and liaison with a number of LINKs Jason Edgington updated the group on his findings.</p> <p>Advice from the solicitors was that the host should not be undertaking payments or employing volunteers, this would put the host at risk of employment liability. The DoH had made it clear that 'any member of a LINK was a volunteer and thus should not be paid to carry out any duty under the auspices of the LINK.'</p> <p>Jason also advised that if LINK went down the route of paying volunteers there would be risks of those people being able to establish employee status/rights. There would also be tax implications, national insurance contributions, sick pay etc.</p> <p>He suggested that the current rewards and payments policy</p>	

	<p>may need to be reviewed or reconsidered.</p> <p>The chairs group confirmed that LINK would not be going down the route of becoming an incorporated body or employers. In order to progress the current issues of payments they would be looking for WCA to be the employer and issue payments.</p> <p>Roger asked if a contract could be devised that would satisfy the solicitors, the WCA board and alleviate any associated risks would WCA be agreeable.</p> <p>Jason responded that he could not say that WCA would agree to this as it would undoubtedly still expose WCA to some risk. However, he would submit these requests.</p> <p>Roger stated that he would put together a paper for the upcoming WCA board meeting setting out their request for consideration, this would also be made available for the Resources & Governance sub group.</p> <p>Roger also advised that he would draft a response to the letter from the DoH evidencing information contrary to their response. Jason to send an initial letter confirming a response will be sent directly from the LINKs.</p> <p>It was agreed that a letter be devised informing the candidates currently being appointed to Enter n View of the position with regarding none payment of monies. A similar letter should also be drafted for those as appointed representatives.</p>	<p>RA</p> <p>RA JE</p> <p>RA/HOST</p>
<p>9.</p>	<p>Dates of next meeting: Thursday 15th October 2009 @ 6pm.</p>	



**LINK Executive Committee meeting
Monday 28th September 2009**

Sub group	Resources & Governance
Date of sub group meeting	10 September 2009
Paper number	B2
Summary/ Recommendations <i>(as taken from sub group minutes)</i>	<ol style="list-style-type: none"> 1. List of groups with authorised LINK representatives will be circulated to Executive in due course. 2. Democracy and the LINK. Final version of this will be circulated for discussion and approval by the Executive. 3. Enter and View training session will be held on 23rd September. 4. WCA has turned down a request for them to act as the payroll organisation for hourly payments to LINK members for activities undertaken. LINK request paper and WCA response attached. Proposal in the light of this refusal is attached for discussion by Executive.
Paper prepared by sub group Chair	Roger Appleton

**Resources & Governance (R&G) sub group meeting
10th September 2009
Bedford House, Balham High Road, SW17**

Present: Roger Appleton, Barbara Willerton

Host: Jason Edgington, Simonne Reid

No'	Agenda item	Action
1.	<p>Welcomes & Apologies Roger Appleton welcomed those present. Apologies were received from Kurt Schwarz and Betty Price.</p>	
2.	<p>Minutes of last Resources & Governance (R&G) sub group meeting 9th July 2009 The minutes were agreed as an accurate record.</p>	
3.	<p>Matters arising Page 1, technology – two laptops had now been received, with receipt of the printer due shortly. Vibert had been provided with information on different training options, which he would follow up on as well as installation of broadband. Page 2, representative roles – the group agreed the list could be circulated with the R&G minutes.</p>	HOST
4.	<p>Democratic Governance and the LINK Roger advised that he had circulated his Democracy and the Wandsworth LINK paper to the executive committee and had not received any feedback. (Post-meeting note, Jeremy reminded Roger that he had commented. His comments would be included in next version). Overall the R&G group felt the paper was well constructed, presented and set out a very reasonable argument. It was agreed the paper be re-circulated to the full exec for consideration inviting comments by the following week, once Jeremy's comments have been included.</p>	HOST
5.	<p>Enter and View Barbara Willerton updated the group on the current position of Enter and View advising that 23rd September was the date set for training, which was being run by Philip Darling.</p>	

	<p>Jenny Weinstein had submitted the revised Wandsworth LINKs Enter and view protocol to Dawn Warwick, Social Services inviting any further feedback on whether they fitted in with requirements and was awaiting a response.</p> <p>A schedule had been received from NHS Wandsworth Provider Services detailing a timetable of their audit and inspection activities. Barbara advised that she was liaising with Alison Bank's on their mystery shopper task.</p> <p>Simonne Reid reported that information had been received from Tom Magill at NHS Wandsworth who were seeking representation for the Patient Environment Action Team (PEAT) inspections. Simonne to lead on follow up.</p> <p>Barbara noted that, in the Philip Darlings material, reference had been made to an Enter and View tool kit. The R&G group were unaware of what this was and would check if Susan Wheeler-Kiley had any knowledge of it. Clarity would be sought on whether or not it was a national incentive, if not national it should be circulated to the executive for comment.</p> <p>It was reported that, at present, the number of applicants selected for Enter and View was 7, however, it was originally hoped that 10 be recruited.</p> <p>It was agreed that an advert for spaces on the team be circulated, using the training day as the hook as well as following up with those that had since registered interest.</p> <p>Any such advert would need to make it clear to prospective candidates that they would be welcome to attend the training session but would still need to go through the recruitment selection process in order to join the team.</p> <p>Barbara presented the group with indicative figures for the cost of Enter and View i.e. training, CRB's checks etc. the overall cost being £2k, which the R&G group were happy with.</p>	<p>SR</p> <p>BW/SR</p>
<p>6.</p>	<p>Payments update</p> <p>Following a pitch made by the LINKs to Wandsworth Care Alliance (WCA) regarding allowing hourly payments to volunteers it was reported that WCA had rejected the idea.</p> <p>It was agreed that the next step forward would be for the executive committee to consider the following options to:</p>	

	<ul style="list-style-type: none"> • accept the WCA decision and reverse the Executive decision on payments • seek an alternative means of finding support with a payroll function • challenge WCA's decision <p>It was proposed a paper be put to the full exec to consider the course of action.</p> <p>Roger advised that he would be writing to the Department of Health (DoH) to follow up their stated position on payments not being made to volunteers.</p>	<p>RA</p> <p>RA</p>
7.	<p>Expenditure</p> <p>Jason Edgington reported on the current spend of the disbursement budget, which had been compiled along with the Barbara Willerton, Financial Monitor.</p> <p>Discussions took place around the current layout of expenditure reporting. It was envisaged that the monitoring of budgets would become a little more complex. The best ways to account this information was discussed, i.e. creating project codes defining the budget from which the payments were being made alongside the existing codes which define what the money is being spent on. Barbara and Host to explore further.</p> <p>Roger queried the advertising cost of the Project & Outreach Worker post and whether it was a cost to WCA or part of the £10k LINK was funding. Jason to clarify and advise.</p> <p>In order to account accurately for and keep track on expenditure, a draft proforma for requests for monies had been devised. Simonne to circulate to the sub group leads and the Chair.</p>	<p>BW/HOST</p> <p>JE</p> <p>SR</p>
8	<p>AOB</p> <p>Jason advised the group that he had obtained provisional quotes on insurance for LINKs. For Employers Liability and Professional Indemnity the joint costs would be in the region of £550, covering approximately 30-50 volunteers.</p> <p>The R&G group agreed the expenditure and for Jason to action.</p>	<p>JE</p>
9.	<p>Dates of next meeting: Thursday 29th October @ 3pm.</p>	



**LINK Executive Committee meeting
Monday 28th September 2009**

Sub group	Communication & Participation
Date of sub group meeting	14 September 2009
Paper number	B3
Summary/ Recommendations <i>(as taken from sub group minutes)</i>	<ul style="list-style-type: none">• Approve LINK sending representatives to User and Carer reference groups• Approve need to recruit more active members• Request for LINK vols to man stands at carers' conference on 6th Oct and Wellbeing day 21st Oct.
Paper prepared by sub group Chair	Jenny Weinstein

Notes of Communication & Participation sub-group held on
Monday 14th Sept at 3pm at WCA

Present

Jeremy Ambache, Colleen Bowen, Maria, Fitzroy Beckford,
Susan Wheeler-Kiley & Jenny Weinstein

Apologies

Daniel Blagdon Carer Participation & Volunteer Development Officer from
Carers' Centre

Welcome

Jim Cowan lead on user and carer participation for Wandsworth Adult
Services and researcher at LSBU was introduced and welcomed

Minutes

Minutes were agreed

Matters arising

Promotion

Concern was expressed that LINK still not known about and understood in
the Borough.

It was agreed to re-approach Simonne about keeping a log of
organizations who should receive materials. Pieces had been written for
Voicing Views & carers' Newsletters but only Voicing Views published.

LINK newsletter should go out at end of the month. JW & RA had had a
useful meeting with MAC about making the website more current and
easier to navigate. More & shorter news items with links to longer
documents. Clearer signposting.

Membership of the sub group

Unfortunately, progress on attracting new active members to the group
has not occurred. This must be a priority in the next period. JC helpfully
suggested organising a training programme.

Progress on user involvement strategy

Jim Cowan apologised that LINK had not received an acknowledgement or
response to their comments on the strategy. He agreed to provide some
verbal feedback and to follow this up in writing.

He reported the following initiatives:

- Pt admin to work with Jim and increase his capacity

- New Wandsworth Guide for Supporting People
- Evaluation of START being undertaken with users & carers by users and carers
- User involvement page on Council web site
- Run further training group for user & carer participation
- Establish user & carer reference groups (with LINK representation)
- User-led staff training
- Increase opportunities for user & carer networking
- Establishment of a deaf task group

Jim will keep LINK informed of progress and LINK will recruit user and carer representation for reference groups.

Carers' Strategy

Following 2 consultation meetings held in August where LINK attended, a response was prepared and sent to the co-ordinator at the Council. Concern was expressed about the complexity and ambitiousness of the strategy in relation to whether or not it would be deliverable.

It had come to the notice of some members that a new carers' assessment had been introduced in July. It was unclear as to whether all carers knew about this and also that it was causing a backlog and waiting times in the new process.

Agreed that JA would write to DW.

Partnership with WEN

JA & JW have met with the Director of WEN to discuss partnership & networking with BME groups. JW will be attending 2 relevant meetings in September and will report back on progress.

AOB

Susan reported a request to sit on a cancer care strategy group. Agreed this should be advertised on website.

Request for LINK vols to man stands at carers' conference on 6th Oct and Wellbeing day 21st Oct.

Date of Next Meeting 2.30 Tue 10th November

**Project Plan for the Communication & Participation
sub group 2009/10**

Aim	Outcomes	Activities	Resources	Time scale
Promotion	<p>Patients, carers, service users and relevant organizations know about LINK and its role</p> <p>Recruit 50 new LINK members</p>	<p>Produce and distribute leaflets & posters</p> <p>Produce and distribute 5 Newsletters annually</p> <p>Maintain up to date website with relevant info</p>	<p>Design cost £230 Print cost £515 (1000 posters + 5000 leaflets) Postage? staff time 3-4 days</p> <p>Copy writing and editing (Vols)</p> <p>Lay out – 3days per issue 15days staff time Printing costs £1000 Distribution costs £14000 approx</p> <p>Currently outsourced so minimal staff time cost approx £5,000.</p>	<p>End Aug 2009</p> <p>April June Sep Dec Feb</p> <p>continuous</p>
		Write articles about LINK in publications that are circulated	Vol time	Where possible

		to relevant individuals		
		Visits to third sector orgs, patients, users and carers' groups & to relevant events to talk about the LINK and recruit members.	Vol time Staff time to set up & organize and attend some. 2 half days per month	16 visits/mtgs/events by April 2010
Link with project on transformation	Views of users, carers and patients are heard in process of transformation	Work with Carers' Centre, WCA and Jim Cowan to establish users' and carers' ref group Devise simple 4 item questionnaire to use with sample	Susan already working on this with Jim need to check with her on frequency etc before having an idea of time Cost of booking venues £100 for 3 hours Other considerations: PA set up and run £150 Palentypist £300, BSL Signer £150 Cost of transport & refreshments Vol time to devise questionnaires. Staff & vol to visit minimum 4, maximum 8 centres to gain	Ref group set up by November 09 1 st Questionnaires out Nov 2009 – Jan 2010.

		of users and carers accessed via their groups or centres or vol org contact to gain feedback on degree they feel involved with process of assessment and plans for using their budgets.	consent for people to complete q'naires Vols or staff to analyse responses and write up report	Analysis & report March 2010
Shared data base of users and carers with NHS and SS	Establish & maintain data base of user, patient and carer groups available for consultations	Decide on Most relevant database application and purchase if necessary Transfer data from existing data bases onto new communal data base in compliance with Data Protection Act		Data base established by Dec 2009
Seldom heard groups	Voices of seldom heard groups are heard on issues relevant to them	Consult with WEN and other BME & specialist vol orgs about who the groups are to target.	Resources to contract out staff work to relevant orgs who will work with LINK vols and/or staff.	2 consultations with seldom heard groups by April 2010

		<p>Work in partnership with these organizations to devise a strategy for consultation on LINKs priority projects.</p> <p>Undertake at least 2 consultations.</p>		
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Report from Communication and Participation sub-group – Progress on our Strategy September 2009

Aim	Progress	Comments
Promotion	Production & distribution of leaflets and posters has started	Need to ensure availability in different languages and formats
	Website	Plans in train to make the website more current and more user friendly
	2 Newsletters produced – one in press	Need more direct contributions by users and carers
	Articles submitted to relevant publications.	Need to get a list together of relevant publications and websites to which we can contribute/link
	Attendance at 2 local events planned with LINKs stall and publicity	Need to recruit volunteers for this activity
Strapline	Proposal: An effective voice for Wandsworth's patients, carers and service users	Needs decision from Exec
Transformation	LINK represented on steering group	
	Link members invited to join reference groups for users and carers	More users and carers needed to be trained & involved
Seldom heard voices	Partnership in process of being developed with Wandsworth Empowerment Network	
	BME meetings and networks have invited LINK attendance	Build on this networking opp and get more BME representation & membership of LINK
Shared data base	No progress	
Increase in LINK membership	Limited progress	More pro-active recruitment process required

**LINK Executive Committee meeting
Monday 28th September 2009**

REVISED

Sub group	Primary Health & Social Care
Date of sub group meeting	10 September 2009
Paper number	B4
Summary/ Recommendations <i>(as taken from sub group minutes)</i>	<ol style="list-style-type: none"> 1. GP led Health Centre. Ann Radmore, Chief Executive of NHS Wandsworth, had written a response to the letter from Rev Geoff Vevers mentioned previously. She defended the decision to open a GP-led health centre at Clapham Junction as offering an improved service with longer opening hours and the possibility for unregistered patients to receive treatment without delay. She said that there had been a proper tendering process and the local GP consortium had been offered feedback as to why their bid had not been successful. The sub-group has agreed to ask some further questions on this subject. 2. Transforming Social Care. There was concern about the issuing of pilot community care self-assessment forms for service users which were for completion without personal details. This was seen as potentially confusing for service users and a waste of their time. IT appeared that only a very small number of the the assessments had been completed. The role of the social workers in this self-assessment process was seen as unclear and questions will be asked to try to clarify this. 3. The membership of the Transforming Social Care steering group was seen to lack good health representation. This and other issues would be raised with Dawn Warwick, Director of Wandsworth Adult Social Services as the forthcoming meeting between her and the Executive.
Paper prepared by sub group Chair	Roger Appleton

LINK PRIMARY HEALTH AND SOCIAL CARE SUB GROUP

**Minutes of Meeting Held on
Thursday 10th September 2009
At Putney Library**

Present: Roger Appleton (Chair), Barbara Willerton, Irene Storer, Terry King, Colleen Bowen, Susan Wheeler-Kiley

Apologies: Sarah Dawson

	Agenda Item	Action
1.	<p>Welcome and Introductions</p> <p>Noted Sarah Dawson's resignation, and her comments that LINK did not currently have the voice of young professionals. Agreed this was a point worth taking up. Agreed that times of meetings may not facilitate attendance by younger working people and that these would be reviewed.</p> <p>Barbara willing to continue to represent group on the Health OSC, but not as lead. Agreed that Roger would approach appropriate member/s of group prior to an OSC meeting. Who was approached would depend on the topic being discussed.</p> <p>Noted that OSC had attached our comments on the S. Wandsworth health consultation, as an appendix to the Council report on the same subject. This felt like a good approach and one we would encourage in the future.</p>	
2.	<p>Minutes of Meeting held on 8th July 2009</p> <p>Agreed their accuracy.</p>	
3.	<p>Matters Arising</p> <p>Agreed that Barbara would try to prepare something for the next Executive Committee, regarding the general concerns that people have with accessing their GPs via telephone appointments and the difficulties that arise.</p> <p>Next meeting of the Wandsworth Implementation Group of the National Service Framework for Diabetes (WIG) would be held on 30th September.</p> <p>Prison Health Care – Susan to attach letter with notes of this meeting.</p> <p><u>Sexual Health:</u> Barbara has papers on this but as they are lengthy, she invited people to select which sections they are interested in. Barbara would e-mail complete notes to Roger, and she and Susan would copy the relevant parts.</p> <p>The main consultation has not begun. A long pre-consultation period is taking place. Health OSC has teenage pregnancy on their agenda as this continues to be a problem. Terry reported that St George's is conducting a survey focussing on the 14-19 age group.</p>	<p>SW-K/BW</p> <p>SW-K</p> <p>BW/SW-K</p>

	<p><u>Provider Services Structure:</u> There are no plans to consult specifically on the changes in structure as service provision will be unchanged. Queen Mary's and Community Services are likely to split from the main PCT and, most probably, link up with an acute services provider. LINK concern will be whether the provider is with Kingston or St Georges – the two front runners. A decision is likely in November or later.</p> <p><u>North Battersea Cluster Group:</u> Terry and Roger had attended a meeting to which Martin Linton MP had been invited. Ann Radmore had provided a written response to Geoff Vevers' letter which was discussed there.</p> <p>Ann Radmore had highlighted the advantages of the GP led health centre – longer opening times, no need to register, complementing existing services. Need was identified during 2008 Battersea and North Wandsworth consultation.</p> <p>Ann Radmore had also asserted that contract had been awarded following 'stringent' tendering process. Awarded to Care UK who demonstrated 'extensive knowledge of diverse population of Wandsworth' and who would give assurance of five years of high level service.</p> <p>Roger asked Terry to find out how the tendering process had worked and why Battersea Federation of GPs had not reached the interview stage. We also needed to know:</p> <p style="padding-left: 40px;">What the debriefing process was Did any other GP practices put in a bid and subsequently rejected? Why did those who had local knowledge not get the contract? Were local GPs, who are unlikely to have business skills, discriminated because of this.</p>	TK
4.	<p>Transforming Social Care</p> <p>Irene and Jenny reported that Social Services had sent out 100 self-completion assessment questionnaires in order to proceed with a pilot on self-directed support. Only eight responses received, and of these four had been incorrectly completed.</p> <p>A similar questionnaire had been sent to day centres – 'Reviewing Day Centres for Older People'.</p> <p>Jenny said that Stuart Thompson from the mental health trust attends the Transforming Social Care Steering Group, but no-one from NHS Wandsworth attends. Most of the other attendees are Adult Social Services officers. It appears not to be a strategic board that represents agencies and looks at all the issues.</p> <p>Transforming Social Care makes the assumption that service users will be offered the chance to carry out their own assessments using a lengthy and in-depth questionnaire. There is a view that such assessments would not be in line with the Community Care Act and related legislation which requires that community care assessments should only be carried out by professional staff.</p> <p>Jenny and Irene are concerned that meeting targets is still the main</p>	

	<p>focus. Social workers will need training/re-training. Many are uncomfortable with the concept that service users will determine their own care and the finance of it.</p> <p>Roger proposed that the LINK should prepare a set of key questions and suggestions to put to Dawn Warwick at the meeting to be held with her in September.</p> <ol style="list-style-type: none"> 4. It was also suggested that: a geriatric consultant and a GP should serve on the Steering Group 5. the group should include a wider range of professionals as well as service users 6. there is a need to know what action is being taken by Social Services to stimulate and support alternative services to replace Council services such as the Atheldene (and other such projects) 7. How are preventive services being strengthened (eg Furzedown project) in order to support users who might have higher levels of dependency. Need to consult Older People's Strategy. 8. We need to understand more about the balance between freedom of choice and safety needs (eg people may choose to spend money on gym sessions rather than essential food) 9. We need evidence of what Social Services have done so far, rather than what they will do. 10. Further information about the self-assessment questionnaire is needed especially the sections that are completed by professionals. 11. We would need to raise questions about training of staff <p>Agreed Roger and Susan would draft and send questions for Dawn.</p> <p>Agreed to circulate details of the Independent Living Foundation nationwide consultation.</p> <p>Jenny and Irene to be alerted to suitable conferences to attend.</p>	<p>RA/SW-K</p> <p>SW-K</p>
5.	<p>Polyclinics</p> <p>A borough wide group is to meet shortly and a statement issued about what can/cannot be afforded.</p> <p>There are queries about Battersea and N. Wandsworth as to whether all planned investment will take place.</p> <p>Services previously delivered at Bolingbroke have been transferred, largely to Grant Road.</p>	
6.	<p>Any Other Business</p> <p>Barbara will find out more from Jo Butler, the diabetes nurse lead about the GP traffic light system, and she will also attend the next WIG meeting.</p> <p>Terry had attended the last Thinking Partners meeting at which Barbara Smith had given a presentation on awareness of MND, Parkinsons, Alzheimers etc. Jane Cameron had given a presentation on commissioning strategy for the next five years. Agreed that LINK should be part of this.</p> <p>Agreed that Terry should continue to attend Thinking Partners on behalf</p>	<p>BW</p> <p>TK</p>

	of the LINK	
7.	Date of Next Meeting Provisionally set for Monday 9 th November, subject to confirmation by Roger. (Post-meeting note date not good for Roger so will need to re-schedule.)	

Project Plan for the Primary Care sub-group 2009/10

Aim	Outcomes	Activities	Resources	Time scale	Update
Inputting to Health Consultations					
Ensure effective LINK involvement in the Polyclinic consultations and project development	South Wandsworth and other Polyclinic proposals reflect the views of the public and patients	LINK representation on all Project groups	Volunteer members attend project groups	Ongoing	All groups have LINK representative
		Convene meetings to consider PCT's plans for South Wandsworth in community settings such as the Furzedown Project.	Cost of hire of premises, transport and refreshments.	End July 2009	Successful meeting held.
		Check which groups the PCT has made presentations to.	RA and Host	End July 2009	PCT made presentations to a wide range of groups.
		Identify and make contact with any Hard to Reach groups not covered by PCT's presentations to ascertain views on the PCT's proposals	Volunteer and Host time	End August 2009	PCT enlisted other agencies to reach "hard to reach" groups.
	Putney Primary Care developments reflect the views of local patients	Comment at PCT Board discussion on Putney Hospital review	Exec member attending PCT Board	July Board meeting	PCT Discussions still ongoing.
Ensure the PCT's Sexual health Strategy is consulted on effectively	Revamped Sexual Health Service is effective.	Ascertain details of current services including voluntary and community projects e.g. Regenerate bus and outreach work with hard to reach groups.	BW and Host time	End July 2009	Consultation delayed until autumn.

		Contact Youth Involvement Programme (YIP) co-ordinator and University Students Union chair to establish their views..	BW and Host time	End July 2009	See above
		Discuss findings of pre-consultation with Public Health staff.	BW and Host time	End July 2009	See above
Transforming Social Care					
Ensure a stronger service user & carer perspective informs the changes in the way adult social care services are delivered	LINK fully understands proposals and how they will be implemented	Check that literature from Department gives good explanation of proposals and explains the difference, for example, between Direct Payments and Individual Budgets.	Host and Volunteer time	Early September 2009	Underway
	A link with Carers' strategy consultation is established.	Make contact with Carers' Centre to check links between two strategies.	Host and Volunteer time	End July 2009	Carers' Centre offered the chance to present to LINK executive.
	Ensure both consultation & implementation is monitored.	Establish a LINK reference group of users and carers who will be affected	Host and Volunteer time	End July 2009	Underway
		Consult Jim Cowan and his group of users.	Host and Volunteer time	End July 2009	LINK representative involved with this group.
	Ask voluntary organisations in touch with affected groups to inform LINK of issues that come to their attention	Host and Volunteer time	Early September 2009	Ongoing and first issue was the piloting of a self-completion assessment form without any way of identifying the person.	

		Prepare a one page questionnaire with 4 questions at most to test water on user views.	Host and Volunteer time	End July 2009	Not yet achieved.
		Monitor impact of withdrawal of services from users with `moderate` needs	Host and Volunteer time	Ongoing	Ongoing
		Request performance information on Direct Payments advisers	Host and volunteer time	Ongoing	Question raised with Dawn Warwick. No clear answer yet received. Will be raised again at end of September.
	Director of Adult Social Services has good plans for a seamless transition from institutional provision to individual service plans	Request information on transition plans	Host and volunteer time	Ongoing	Presentation by Dawn Warwick did not entirely convince in this area. Will be raised with her again at end of September.
	LINK has a voice at the Adult Social Care OSC	Continue to request attendance and speaking rights at the OSC	JA to pursue with Council Executive Member	End July 2009	Council offering good informal contact but no representation at the OSC.

07/13/09



**LINK Executive Committee meeting
Monday 28th September 2009**

Sub group	Secondary Health & Social Care
Date of sub group meeting	14 September 2009
Paper number	B5
Summary/ Recommendations <i>(as taken from sub group minutes)</i>	<ul style="list-style-type: none">• To note the attached
Paper prepared by sub group Chair	HOST

LINK SECONDARY HEALTH AND SOCIAL CARE SUB GROUP
NOTES OF MEETING HELD ON MONDAY 14th SEPTEMBER 2009
at PUTNEY LIBRARY

Present: Suzanna Kawalek, Terry King, Colleen Bowen, Jean Gilmore, Mike Squires, Hazel Ingram, Fitzroy Beckford, Susan Wheeler-Kiley

	Agenda Item	Action
	Terry King chaired the meeting.	
1.	<p>Matters Arising from Meeting held on 13th July 2009</p> <p>Colleen reported on the START programme, available for people on discharge from hospital to have up to six weeks of care. Leaflets/questionnaires are given to patient/carers. Everything is means tested. The manager of the START programme, Mohammad Mohmit will be giving a presentation at the second Hospital Discharge Fact finding day.</p>	
2.	<p>User/Carer Engagement</p> <p>Two user/carers consultation meetings had taken place, with good feedback from carers. Terry offered to distribute any documents prior to the Executive Meeting.</p>	TK
3.	<p>Hospital Discharge Fact Finding Day 24th September</p> <p>Susan reported that the day was shaping up, but the lack of response from St George's was proving to be a serious gap. Zoe Packman is the person who needs to be there but despite her earlier indication that she would be, she has now said she is not available. However, we noted she is making herself available to speak to the St George's PPI group.</p>	
4.	<p>Project Plan</p> <p>Members felt that the current plan was adequate as it stood. Felt it was not possible to develop further until second fact finding day had been held. Agreed to hold brainstorming session on 12th October after that event, to agree questions such as who to contact, what questions to ask of support groups and individual patients and carers, etc..</p>	

	<p>Venue to be booked.</p> <p>Members felt unable to provide budget, but agreed to ask R&G Group for £5.5k to be available.</p> <p>Notes of first fact finding day to be forwarded to everyone.</p>	SW-K
5.	<p>Feedback from Health OSC</p> <p>Mike had attended. A representative from Co-creating Health made a presentation about self-management of depression. Around eight thousand people in Wandsworth are diagnosed with depression. Wandsworth will receive funding for the self-management programme.</p> <p>Swine flu cases are forecast to be higher in Wandsworth than other boroughs. Anticipated second wave is anticipated to peak in late October.</p> <p>Polyclinics were discussed. Ann Radmore had stated that it was likely that the proposals from the South Wandsworth consultation would be put on hold. Agreed that LINK needs to be aware of the situation, especially regarding proposals for the future development and diversification of St George's.</p> <p>A patient survey had shown high levels of dissatisfaction with the Harmony out of hours service.</p> <p>All Health OSC papers may be found on the Council's website.</p>	
6.	<p>Any Other Business</p> <p>Terry had received a copy letter response from Ann Radmore via the Cluster Group regarding the Battersea patients cluster concerns about the GP led health centre to be established in the vicinity of Clapham Junction. (This is reported on in the Minutes of the Primary Health and Social Care Sub Group).</p> <p>Suggested a background check be run on Care UK, to whom the contract was awarded.</p>	
7.	<p>Next Meeting Monday 12th October – venue tba</p>	

Hospital Discharge Policy Project Timeline

Detailed Project Time Frame

Action	Time Frame	Budget	Actioned
First Discharge Fact Finding Day	25/06/09	£	✓
Second Discharge Fact Finding Day	24/09/09	£	
Secondary Group to consolidate all info gathered from discharge days one and two into one format	By 4/10/09		
Secondary Group to meet to discuss the main issues from fact finding days.			
Design a questionnaire to be distributed to user groups – carers, Age Concern etc.			
Send out 100 questionnaires and aim to get at least 15 returned. Obtain advice from Dawn Warwick re distribution of questionnaire and use existing available social services resources	19/10/09	£	
Closing date for questionnaire	19/11/09		
Secondary Group to liaise with local groups to gather further info on discharge policy and practises			
Secondary Group to meet to review all findings, prioritise issues and decide which one or two to pursue. Agree plan to take priorities forward	9/11/09		
Interview at least 10 service users, eg LINK members, (4 oldeer people, 3 people with mental health issues, 3 disabled people) to find out their experiences of hospital discharge and after care. To seek any views and suggestions from them	30/11/09		

Interview and seek evidence from users and carers who raised concerns with LINK about hospital discharge	30/11/09		
Meet with Springfield (Tom Clarke/Stuart Thompson), Tooting Walk in Centre, Queen Elizabeth Hospital Roehampton	30/11/09		
Review research and development work on hospital discharge by the agencies working in Wandsworth. Check if they have implemented any planned improvements. Draft letter to Sub Group and/or Executive	31/12/09		
Consolidation and presentation of findings to LINK Executive	March 2010		
Post audit report to review how recommendations and findings have been implemented	June 2010		
	Budget Required	£7,000	
Outline Project Plan			
<p>1) Objectives</p> <p>Provide timely community services after hospital discharge Identify the problems Suggest solutions where possible</p> <p>2) Information Gathering</p> <p>St George's Hospital SW London and SGH Mental Health Trust Queen Mary's Hospital 0 NHS Wandsworth Chelsea and Westminster NHS Trust</p> <p>Action: 25th June and 24th September– fact finding days for organisations above to present their</p>			

<p>discharge policies and answer questions</p> <p>User Groups GP's Carers Care homes Interview those who have been through the discharge process</p> <p>Action: compile a questionnaire to be sent to these groups. Conduct interviews.</p> <p>Consolidate information and meet further with organisations if appropriate</p> <p>3) Agree and prioritise main issues</p> <p>Actions Meetings Visits Further information gathering</p> <p>4) Collate report for LINK Executive</p> <p>Action: Report</p> <p>5) Report circulated to relevant parties</p> <p>6) Post Report review</p>			
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Date of meeting	Monday 28 th September 2009
Title of paper	Democracy & the Wandsworth LINK
Agenda item no	7
Paper number	C1
Action required	For discussion/decision: To agree the recommendations as outlined in section 15
Paper prepared by	Roger Appleton

Democracy and the Wandsworth LINK

1. A Wandsworth LINK member has raised the issue of how the Wandsworth LINK can become more democratic, involving members more in decision-making about the LINK. All public organisations face questions of this type at some stage and the LINK is clearly no exception. Generally, public organisations find a balance between putting time and effort into ensuring participation from their members and putting time and effort into taking action to achieve their goals.
2. Wandsworth LINK has reflected this balance by adopting a model of an Executive Committee elected by the whole membership for a period of three years. This is the body charged with taking forward the actions to achieve the LINK's goals. After consultation with the members, the Executive has selected four priorities on which it will concentrate during the first year.
3. One of these priorities is to increase the level of involvement of residents of Wandsworth in the LINK. This then is a statement of the importance that the Executive attaches to involvement; not only will the LINK Executive take actions to help improve health and social care for Wandsworth residents but also it will seek to involve more residents in that process by undertaking programmes of engagement.
4. The LINK is charged to reflect the views of and seek the involvement of some 300,000 people who live in Wandsworth or are registered with Wandsworth GPs. As an organisation it has some 300 members and, on average, its meetings are attended by around 30 people. This is not poor attendance but a good level which suggests continuing public interest in the progress of the LINK.
5. This is not enough, however. To be truly representative, the LINK Executive needs to broaden this level of involvement to reach and hear from those who do not attend, particularly those who are regular and frequent users of health and social care services. This work needs to be done by Executive and other members of the LINK if the aim of greater involvement is to be achieved.
6. One way of achieving this is to involve more non-Executive LINK members in the work of the sub-groups. There has been limited success in this so far and ideas from members are sought as to how this involvement could be increased. Are the sub-group meetings advertised well enough? Are they held at convenient times? Do their agendas match members' priority concerns?
7. How do the Executive and other LINK meetings fit with this balance between getting things done and giving members a chance to influence what gets done and how? The current model is that Executive makes decisions to take business forward but that the business is both conducted in public and all members are offered the chance to comment on the item under discussion.
8. This model stops short of giving full decision-making to the members attending the LINK meeting. This avoids the problems of a lack of continuity of attendance of the members and the more problematic issue of members with a particular view "stacking" a meeting to ensure the decision taken favours their view. This is a problem in itself and can also encourage members with the opposite view to attend

the next meeting to reverse the decision and so on. Progress with such democracy is slow and tortuous. Few organisations operate like this.

9. The Executive, under the current model, is accountable to the members for making progress and offers the continuity to do so. If it does not do the will of the members it can be replaced with new members. If it makes no progress it can similarly be replaced.
10. At present, members of the Executive are elected for a period of three years. This could be seen as being too long for members to change the direction of the LINK should it be failing to achieve good results. One possibility would be to elect one third of the Executive in each year so that there was an opportunity for new members to stand within a relatively short period of time. If this approach were to be chosen, it would be necessary to seek up to four volunteers from the Executive to stand down in 2010 to make space for new members to stand. Those standing down would be eligible to stand again but would have to do so in competition with any new nominations. Another possibility would be to elect 6 members of the Executive each year and they would stay on the Executive for 2 years.
11. The LINK member has also raised the issue of separating LINK business from presentations from those involved in the commissioning and delivery of health and social care. This has two problems. There is no real distinction between LINK business and the presentations. The LINK needs to gain and sustain a good understanding of local health and social care services. This is its business and presentations are one way of achieving this aim. The second problem is that business meetings without presentations will tend to be more boring for those attending and numbers will decrease. At present the LINK has been gaining good attendances. Let's work to strengthen and improve the quality of the Executive meetings to keep members interested and attending.
12. The issue of opening up email lists of members to all other members has also been raised. It is not proposed that the Executive should take any direct action on this matter. It would be possible to advertise on the website the email address of a member who would collate a list of the email address of any member who so wishes. The responsibility for the management of the list and any activity linked with it would in no way be the responsibility of the LINK.
13. So it is proposed to continue with the current balance between democracy and executive responsibility. Executive meetings will be open and LINK members will be consulted but decisions will be taken in public by the Executive members. If these decisions prove wrong, LINK members can vote them out.
14. It is also proposed that the meetings will continue to be a mix of relevant presentations and LINK business. Presentations offer the chance for members to become better informed about local health and social care delivery and hence better advocates for improvements.
15. **Recommendations**
 - a) Retain the model of LINK business being conducted through Executive meetings being open with the possibility of members commenting on matters under discussion.
 - b) The Executive should consult widely on the election of members of the

Executive, and come back to a future meeting with proposals on the period for which members are elected, and whether phased elections of the Executive would be advantageous.

- c) Encourage more members to join and take an active role on the various sub-groups.
- d) Continue to structure meetings to have an element of information sharing or presentations by service providers alongside LINK business.
- e) Place an item on the website giving the email address of a member willing to collate a list of members willing to share email addresses to stimulate informal discussion between interested members.

Roger Appleton

18 September 2009

Date of meeting	Monday 28 th September 2009
Title of paper	Paying LINK members update
Agenda item no	8
Paper number	C2
Action required	For discussion/decision: To discuss the options regarding payments to volunteers
Paper prepared by	Roger Appleton

Paying LINK Members Update

1. The attached note entitled **Paying LINK Members** was written and submitted for consideration by the Wandsworth Care Alliance Trustees. It followed some earlier discussions on the subject where it became clear that WCA as LINK host were unwilling to pay hourly rate payment to LINK members engaged in LINK business. This policy had been agreed by the LINK Executive in March 2009.
2. WCA has responded to the note with the letter from Donald Roy, their Chair, also attached.
3. The exchange of correspondence seems clear and the Executive now needs to decide what to do about this impasse. The LINK has a policy to make hourly payments but WCA is unwilling to make these.
4. There are a number of actions which the LINK could now take. These are:
 - a) Reverse our policy and stop making payments
 - b) Find another agency willing to undertake payments on our behalf
 - c) Challenge WCA's decision on the issue.
5. There is no need to make an immediate decision on this matter but the Executive must realise that no payments can be made until the matter is resolved.

Roger Appleton

18 September 2009

Paying LINK Members

1. The subject of whether the LINK should pay its members for services provided in support of the LINK has raised a number of issues where the issue of whether payments should be made has been conflated with the issue of how such payments could be made legally. I hope, in this note, to separate the two issues again and reach realistic proposals as to how the LINK might pay its members when it is clear that it wants to.

What has the LINK approved?

2. The LINK Executive has approved the principle of paying its members for attendance at meetings where they are the LINK authorised representatives and for activities such as “Enter and View”. These payments are not to be confused with expenses which all Executive members attending LINK meetings can claim. They are payments not for expenses incurred but for the time given.
3. The meetings for which payment can be claimed do not include the Executive Meetings themselves, as the Executive has agreed that attendance there would not be payable. It also does not apply to members attending meetings where they have not been nominated as the authorised LINK representative. Even where representation has been authorised and payments might be claimable, a number of Executive members have said that they do not wish to claim.
4. For all of these reasons, it is likely that the extent of claims will be small and, should the number appear to be growing too fast, the policy would have to be re-visited. This would be an issue of whether the current policy is affordable and again should be separated from the issues of whether and how payments might be made.

Should the LINK be paying members?

5. It is clear that there are strongly held views on both sides of this question. Advice from the LINK London coordinator at DoH/GoL suggests that the LINK should not be paying its members as they should all be volunteers and payments changes their volunteer status. This seems narrowly to define volunteers to exclude those being paid. This seems in conflict with other uses of the word volunteer, for example, to apply to soldiers who offer to enlist rather than waiting until they are conscripted. Both types of soldier are paid but the distinction between them is the nature of the enlisting. A similar distinction could be made for LINK members. None of them would be conscripted into any activity and therefore they would remain as volunteers even if rewarded.
6. **Why pay volunteers?** The argument for paying volunteers has come from observations of the characteristics of the average volunteer. On the whole, volunteering is an activity undertaken by the young (to gain experience or improve a cv), elderly people (with time on their hands) or the well-off (who can afford to spend time without reward). Offering rewards for volunteering is generally part of an attempt to break this volunteering stereotype and to broaden the range of local people willing to be involved. Limited payments to members will hopefully help the LINK to be fully representative of the whole borough population, particularly of those who are heavy users of health and social care services.
7. **NHS and SSD practice.** A number of NHS and Council arrangements exist for voluntary participants in various activities to be rewarded financially for their time.

Payment for participation in research studies or focus groups is one example and the growth of service user involvement has generally been accompanied by financial rewards for those involved. It is said that “service users” can be treated differently from “volunteers” but no official or legal view has been sought which supports this view.

Complications of paying LINK members

8. **Rewards have tax and benefit implications.** It would appear that, except where specific exemption has been granted by the tax office (HMRC) or the Benefits Agency (BA), any rewards offered to LINK members would need to be declared for tax or benefit purposes. In the case of Income Tax, it appears that the “employer” (see below) would normally be required to deduct standard rate tax from any payment made, unless the employee were to present a certificate to show that they were exempt from PAYE tax arrangements. Apparently, there is a blanket income tax exemption for activities classed as “research” but it is unclear what this includes. Benefit rules are generally even more stringent but, in this case, it would be for the employee to declare any income to the BA rather than the employer.
9. **LINK as Employer via the Host.** It appears that, if the LINK were to make any payments as opposed to expenses, it would become the employer of those claiming the payments and likewise they would become the employees of the LINK. In practice, any such arrangement would need to be carried out via WCA, the LINK Host. This in principle may not be a problem as the LINK has just entered into an agreement with WCA, as Host, to employ a part-time staff member and similarly a temporary staff member has been employed since the Spring using LINK funds. With these two staff members, the employment by the LINK has been achieved through the Host. Thus the staff have joined the staff of WCA, irrespective of the funding arrangements for their posts. In both cases, these paid staff are also managed within the Host hierarchy and for the employment of members, comparable arrangement would need to be made.
10. Paying members would require a similar approach unless the LINK were itself to become an employer. As an unconstituted body, this would be difficult for the LINK to do and would leave some or all Executive members personally liable should anything go wrong. The members of the Executive would have to set up systems for bank accounts and tax accounts, all of which are complex and risky for unconstituted bodies. The alternative would therefore have to be that the Host carried out the employment functions for the LINK as they do the many other LINK support functions.
11. Clearly, WCA would have to be willing to do this and there is no assumption in this note that they would be. The note, however, does seek to show how the arrangement might work should WCA agree to the process.

Contracts of Employment.

12. Employment law and practice in the EU has now reached the position where casual staff have some statutory rights to holiday and sick pay and to proper processes for ending any employment arrangement. The payments made to LINK members would have to take account of these issues in order to avoid the risk of a costly Employment Tribunal decision going against the LINK. Not being a lawyer, it is difficult to speculate whether such a contract of employment could be drawn up which would reduce the risk of an ET to manageable proportions.

13. Issues such as holiday pay might be covered by defining the LINK hourly rate as including a percentage for holiday pay. Typically, holiday entitlement might be 4 weeks in every 52, and the percentage might therefore be calculated at 8%. The total hourly rate thus on offer would have to exceed the minimum wage by this percentage. At the proposed £7.50 per hour, this should not be a problem.
14. Sickness pay might have to be paid when a commitment had been made to a member carrying out a particular piece of work from which they were prevented by sickness. The extent of this could possibly be controlled by ensuring that any commission for a piece of work is only for an immediate activity and not for a series of activities. Authorised attendance at regularly scheduled meetings might cause problems under this approach but this perhaps could be addressed in the proposed contracts of employment.
15. These employment contracts would need to stipulate that the commission of employment for any LINK member would be identified with a single individual activity and give no rights to any continuation should similar opportunities arise. The choice of any individual member for any activity would be determined according to the rules of eligibility applying to the particular activity. Any member who had been selected for the "Enter and View" role could be selected for any particular visit and no individual member could claim that he/she was the next in line to do a visit. The decision-making in such choices would therefore have to be transparent against criteria which were set out and might include, for example, suitability of the member for the visit, time since their last visiting engagement and other criteria which did not conflict with employment or discrimination law.
16. WCA in its role as host might feel unwilling to take the risk of entering into these arrangements. This risk could be perhaps be minimised if WCA were to ask its solicitors if they could prepare a water-tight contract of employment (funded by the LINK) which all LINK members wishing to be paid would sign. This contract would address all of the issues raised above including implications for tax and benefits, holiday and sick pay entitlement and single task commissions rather than ongoing employment. If the solicitors were willing to draft such a document, it would still remain for WCA to agree to take on the responsibility for making the payments, deducting tax as required and accounting for the expenditure from the LINK disbursement account.
17. **Proposal.** To help move this issue forward, the LINK executive would like WCA to consider whether it would agree to the following:
 - asking its solicitors whether they could draw up a water-tight contract of employment for LINK members being paid as casual staff;
 - getting an estimate of the likely cost of drawing up such an agreement;
 - identifying any likely obstacles to WCA becoming the employing organisation and providing the payroll for the LINK in this matter, on the understanding that all additional costs will be funded from the LINK disbursement budget.

Date of meeting	Monday 28 th September 2009
Title of paper	Wandsworth LINK strapline
Agenda item no	9
Paper number	C3
Action required	For discussion/decision: To agree the revised strapline
Paper prepared by	Jenny Weinstein

Wandsworth LINK revised strapline

A strapline is a short and sharp statement which encompasses the principle of a particular organisation and provides a snapshot of its overall objectives. The previous strapline for Wandsworth LINK was devised:

'The Voice of the Users of Health and Social Care Services in Wandsworth'

After further consideration and discussions amongst members of the Communication and Participation sub group it was felt that the following strapline better captured the essence of Wandsworth LINK and is being proposed to the full Executive Committee for agreement:

'An effective voice for Wandsworth's patients, carers and service users'



Wandsworth Local Involvement Network

Date of meeting	Monday 28 th September 2009
Title of paper	Financial Report
Agenda item no	10
Paper number	D1
Action required	For information: To note expenditure
Paper prepared by	HOST

Financial Report to the LINK Executive, September 2009

Introduction

There has been some discussion over LINK finances since the election of the Executive Committee (EC) in January. So for the sake of continued clarity I would like to re- confirm the following:

Under the LINK Host Contract WCA receives an annual sum of approximately £280,000 in four equal quarterly parts. This sum is effectively split into two component parts:

- 1 - Money under the control of WCA as Contractor, approximately £228,500
- 2 - Money under the control of the LINK via its Executive, £51,500. This is known as the Disbursement Budget.

This report appropriately concentrates on the disbursement budget and has been prepared in consultation with the Financial Monitor of the LINK, however first a quick note on the £228,500 which is not controlled by the LINK.

The sum under the control of WCA is for management and operational costs for the delivery of all parts of the LINK Host contract, of which, there are 5 main areas of delivery.

- A. Establish and support the LINK
- B. Management and support of Community Partners Project
- C. Management and support of Voicing Views Project (Mental Health)
- D. Management and support of the Learning Difficulties Partnership Project
- E. Some additional support to Community Care services.

Notes to the Financial Report

The report has been prepared in consultation with the Financial Monitor and Recourse and Governance sub committee of the LINK and the breakdown and detail of this report have been prepared in line with requests of the Financial Monitor.

1. Area A – relates to budgeted income for the year 2009/10.
2. Area B – money spent under the control and direction of the LINK via its Executive. The figures represent bills paid against the Disbursement budget and are accurate as at 27th May 2009.
3. Area C – relates to committed funds not yet spent i.e. funds that have been identified for a particular purpose and that have been signed off by the resource and governance group and or formally agreed by the Executive.

Disbursement Financial Statement

Area A Income

Disbursement budget for 2009/10 51,500.00

Funds brought forward from 2008/09 13,430.00

Total 64,930.00

Area B expenditure to date

As at 10/09/2009

Advertising promotion and publicity 4,717.15

Expenses 83.99

LINK equipment 1,492.36

Sub group materials 8.15

Paid support 4,273.96

Conferences/seminars/memberships 327.75

Transport 1,624.34

Venue hire & catering 2,465.80

Miscellaneous 13.82

Sub Total: B = 15,007.34

Area C committed funds

50% funding of additional post 10,000.00

Enter & View 2,500.00

Insurance 550.00

Sub Total C = 13,050.00

Area D Available funds to

31/03/2010

A – (B + C) = 36,872.66

Date of meeting	Monday 28 th September 2009
Title of paper	Executive Committee meeting dates 2010
Agenda item no	11
Paper number	D2
Action required	For information: To note the proposed dates for 2010
Paper prepared by	HOST

Dates for 2010 LINK Executive Committee Meetings

Date	Time
MONDAY 18 th Jan 2010	6.00pm to 8.30pm
TUESDAY 16 th Mar 2010	6.00pm to 8.30pm
WEDNESDAY 19 th May 2010	6.00pm to 8.30pm
MONDAY 19 th July 2010	6.00pm to 8.30pm
TUESDAY 21 st Sept 2010	6.00pm to 8.30pm
WEDNESDAY 24 th Nov 2010	6.00pm to 8.30pm