



North East Lincolnshire
Local Involvement Network (LINK)

Annual Report

1 April 2008 to 31 March 2009

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1 Introduction

A preliminary meeting of North East Lincolnshire Local Involvement Network (LINK) was held on 6 May 2008 by North East Lincolnshire Council to raise awareness and promote the LINK. Voluntary Action North East Lincolnshire (VANEL) was awarded the contract and took over running the LINK from August 2008. Two members of staff, a LINK coordinator and an assistant LINK coordinator were appointed in late September and early November to establish the service.

Membership grew steadily during the period and a Governing Body was elected on 28 March 2009 at the LINK launch. Elections for Chair, Vice Chair, leads for Health Commissioning & Primary Health Care, Mental Health, and Social Care Commissioning & Provision and Secondary / tertiary acute care health provision & patient transport were held with the closing date being 30 April 2009

2 Contact Details

The host contact details are: Voluntary Action North East Lincolnshire (VANEL)
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LINK coordinator: Penny Burton
Assistant LINK coordinator: Karry Stones

3 North East Lincolnshire LINK structure

North East Lincolnshire LINK developed a draft constitution which identified up to a maximum of 20 people on the Governing Body. Elections were held for members of the Governing Body at the LINK launch on 28 March 2009. As of 31st March 2009 the LINK Governing Body is made up of the following people (in alphabetical order)

April Baker	(Individual)
George Baker	(Organisational)
Rob Baty	(Organisational)
Eileen Blanchard	(Individual)
David Bolton	(Individual)
Norah Brown	(Individual)
Alan Burley	(Individual)
Cherie Duffy	(Organisational)
Neil Foss	(Organisational)
Linda Green	(Individual)
Patrick Hall	(Organisational)
Alison Hobbs	(Individual)
Penny Jackson	(Organisational)
Trevor Knight	(Organisational)
Clair McDaid	(Organisational)
Mary Morley	(Individual)
Mario Munoz	(Individual)
Susan Olds	(Organisational)
Linda Thomas	(Organisational)
Raymond Waters	(Individual)

Within the Governing Body the Constitution identifies leads for the areas of health and social care as well as a Chair and Vice Chair. See Appendix B. Elections for these positions on the Governing Body took place after 31 March 2009 with the closing date being the 30th April 2009.

The following people were chosen to represent North East Lincolnshire LINK initially for one year.

Chair – Ray Waters

Vice Chair – George Baker

Lead for Health Commissioning & Primary Health Care - Eileen Blanchard

Lead for Mental Health – Linda Thomas

Lead for Social Care & Commissioning & Provision - Rob Baty

Lead for Secondary / tertiary acute care health provision & patient transport – no nominees but a member has volunteered

4 Promotional Activities

One of the key messages the LINK staff communicated to the community was that individuals, groups or organisations could become involved and register with the LINK to participate in a way that suits them. This could be:

- being part of the Governing Body
- attending single meetings / forum groups
- enter and view local services (A CRB check is required for this role)
- only be contacted when it is a health or social care issue that they have an particular interest in
- receive newsletters or be on the Readers Panel
- telephone / e-mail / web based surveys or contact

It is their individual choice how they become involved. People do not need any special skills or knowledge to become involved they can choose their own level of commitment, in terms of time and involvement. There will be no pressure for members to take on activities if they choose not to. The more people that sign up to North East Lincolnshire LINK the more influence it will have.

Promotional work is seen as a key aspect of the LINK to ensure that the whole communities' views have the chance to be heard.

During the year many promotional activities were carried out to raise the profile of the LINK. It was decided early on that the community would like a local logo for the LINK to give some ownership and identity to North East Lincolnshire LINK. Promotional materials, including posters and postcards were designed, purchased and disseminated throughout the local authority area.

Postcard deliveries were made by staff to ensure that the remoter areas of the local area would receive information about the LINK. A promotional day was held at Grimsby Town Football Club and virtually all attendees on the Home side

received an information postcard. A stall was set up on four occasions at the Diana Princess of Wales Hospital in Grimsby to promote the LINK.

The initial postcards advertised the LINK and the logo competition, and when the logo competition ended further postcards were produced to act as an invitation to the LINK launch. During this period approximately 18,000 postcards were distributed.

Promotional articles and adverts have been included in the local papers including the community magazine INSIGHT. Adverts have also been included in Northern Lincolnshire & Goole NHS Hospitals Foundation Trust's (NLAG) Patient Bedside Folder and additionally in Grimsby's Area Health Directory which is placed in local public places, including Doctors surgeries.

5 Networking

From an early stage the LINK coordinator and Assistant LINK coordinator have been utilising existing and new networks to disseminate information about the LINK and how people can get involved.

At the end of March 2009 there were over 75 individuals, groups and communities that have signed up to the LINK. These include minority groups, including the Gay, Lesbian, Transsexual and Bisexual group, Foresight, a charity for sensory impaired and disabled people their carers, family and friends, and the Samaritans.

We have also signed up Tenants and Residents Associations such as the Pelham Group Dwelling Group, and the Nunsthorpe and Bradley Park Tenants and Residents Association. We have made contact with Shoreline Housing Partnership and have attended groups to give talks locally about the LINK.

We are working hard to include a wide variety of individuals, groups and organisations including ongoing promoting at the Diana, Princess of Wales Hospital. We constantly network and attend other meetings and groups, putting on stalls and passing around information for people to read including Eng-Age, Grimsby's Young Stroke Group, North East Lincolnshire Disability Access Group (NELDA), the Neighbourhood Forums and giving talks at the William Molson Day Centre which provides disabled day centre services for local residents. We have signed up various people from the CTP Specialist Health Promotion including the Change 4 Life - Community Obesity.

We have also tried very hard to engage the hard to reach individuals by doing letter box drops, targeting specific areas, and by working with organisations such as Open Door, Grimsby, & Cleethorpes YMCA, Age Concern, Body Positive, DAAT, Independent Forum for Mental Health, and Crossroads for Carers.

Existing groups, organisations and individuals have been approached to inform them of the LINK and offer them the option to sign up in a way that suits them.

We also have to acknowledge that we have contact with another 46 interested parties (possible future LINK members).

We have also delivered a promotional and progress presentation to the VANEL Board of Trustees and attended a range of events hosted by different members of the team including the Volunteer Centre, Third Sector Hub, Third Sector Healthier Communities and Older People Theme Group, Forum of Forums.

6 Working with other Professionals

The LINK has been working closely with other health and social care professionals to ensure that they understand the work of the LINK. These include:

- North East Lincolnshire Care Trust Plus (CTP)
- Northern Lincolnshire & Goole NHS Hospitals Foundation Trust (NLAG)
- Rotherham, Doncaster & South Humber Mental Health NHS Foundation Trust (R-DASH)
- East Midlands Ambulance Service (EMAS)
- Overview & Scrutiny Committee, Healthier People And Older People
- North East Lincolnshire Council

Draft joint working policies have been produced with the CTP and NLAG to ensure that working arrangements and remit have been agreed.

Regular reporting to NELC is undertaken as contract managers of the LINK.

7 North East Lincolnshire LINK work

The LINK has undertaken some work in its transition period. This includes:

- Response to a Department of Health Consultation on the Regime for unsustainable NHS Providers
- Responding to the Healthcare Commission (now the Care Quality Commission) Annual Health Check for the four local health and social care providers within North East Lincolnshire.
- A study on Hospital Discharge (still ongoing after 31 March 2009)

Due to the LINK being in a transition phase no enter & view visits have been undertaken yet.

8 Training

Training has been provided for the LINK transition members by

- the Centre for Public Scrutiny (CfPS) on the “Enter and View” role of LINKs
- the Healthcare Commission on ‘The Annual Health Check’
- Joint training with the Overview and Scrutiny Committee has been provided on:
 1. Joint Strategic Needs Assessment (JSNA) by the CTP
 2. Training on Health Inequalities provided by the CfPS
 3. The Annual Healthcare Check

A training needs analysis has been done by the current LINK members and has identified the following training needs:

- Time Management
- How the NHS works nationally and locally (explained simply)
- Developing Committee Skills
- Structure of the LINK/ Roles and Responsibilities / Aims and Objectives
- Assertiveness / Confidence Building / Conflict Resolution
- Jargon Busting
- Leading a Group
- Role of Scrutiny Committee
- What does it entail being a Chair / Vice Chair
- Health & Safety
- Enter and View – LINK legislation & Guidance
- Confidentiality
- Freedom of Information (FoI) & Data Protection
- Communication

A training programme for LINK members will be developed for the period April 2009 to March 2010.

9 Launch

At the launch of North East Lincolnshire Local Involvement Network (LINK) held on Saturday 28th March 2009 over 160 people turned out to Central Hall, Duncombe Street to learn more about health and social care in North East Lincolnshire, find out what the LINK is about, and vote for the logo, from 26 entries that will be used to identify North East Lincolnshire LINK.



Presentation of £100 in Freshney Vouchers to the logo competition winner, David Hurst by two LINK Governing Body members April Baker and Ray Waters

At the launch visitors were able to participate in free belly dancing sessions, street dancing sessions or chair based exercise sessions. Refreshments were served the whole time, with homemade soup and rolls at lunchtime. On hand to provide entertainment was 'Bobby Bubbles', children's entertainer and free face painting, attracted young and old alike.



Children's entertainer "Bobby Bubbles"

Importantly the launch also gave the public an opportunity to vote for the members who they would like to see on the Governing Body. The Governing Body will take the lead in representing the North East Lincolnshire Community in health and social care issues, from influencing, planning and helping to make improvements.

However, it is not just the Governing Body that will represent the community as individuals, groups or organisations can register with the LINK and participate in a way that suits them. This could be:

- attending single meetings / forum groups
- enter and view local services (a CRB check is required for this role)
- only be contacted when it is a health or social care issue that you have an particular interest in
- receive newsletters or be on the Readers Panel
- telephone / e-mail / web based surveys or contact

People do not need any special skills or knowledge to become involved, they can choose their own level of commitment, in terms of time and involvement. There is no pressure for members to take on activities if they choose not too, and the more people that sign up to the LINK the more influence it will have.

At the launch a 'Have your Say' board was used to enable people to make comments about the local health and social care services. Information from this has been collated and will be used by the Governing Body when they begin looking at work programmes

10 Income and Expenditure

a Local Authority Income and Expenditure

Information received from North East Lincolnshire Council states:

"Information for the period 1st April 2008 to 31st July 2008 is as follows:

Income: Grant c/f from 2007/08 to set up Host Service £10,000

Expenditure: Interim staff cover £16,952, Advertising £243, Printing & Stationery £1,161, Provisions £475

This expenditure covers the employment of an interim member of staff for procurement of Host Service and transition LINK set up and, the LINK event, which took place in May 2008.

Balance: Overspend of £8,831 which is covered by 2008/09 grant underspend for the period 1/4/08 to 31/7/08."

b Host budget allocation

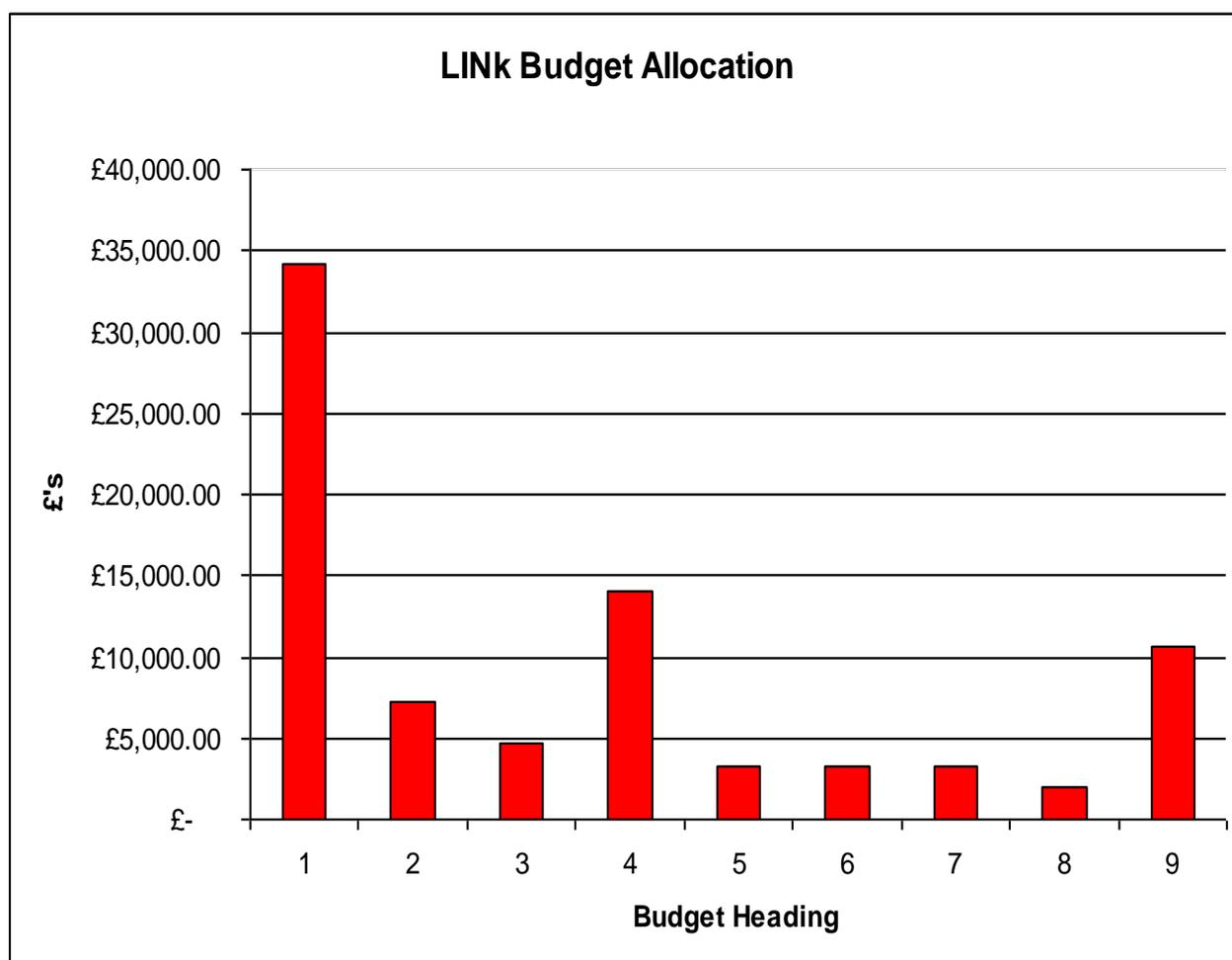
£72,000 was initially received from North East Lincolnshire County Council for the period September 2008 to 31 March 2009. An extra £12,027.29 was then procured for office refurbishment, promotional work for the launch and independent telecommunications.

For the period the overall budget allocation was £84,027.29. Budget allocation and spend can be seen on the following table. This table shows that there is an underspend of £21,678.56. However, this figure does not include allocated monies of £3,403 which had been allocated for website development and the 360° Independent Satisfaction survey undertaken.

The projected end financial position is an underspend of £18,275.56 which has been agreed to be carried forward for the LINK by North East Lincolnshire Council.

		Budget Allocation	Spend	Variance
1	Staffing cost for providing the service	£34,156.00	£24,505.45	£9,650.55
2	Management, training & supervision costs related to providing the service	£7,200.00	£5,200.00	£2,000.00
3	Office/ property costs related to providing the service	£4,667.00	£4,667.00	£ 0.00
4	Ancillary administration & overhead costs relating to the service	£13,978.00	£13,888.95	£89.05
5	LINK participation expenses to facilitate involvement	£3,333.00	£883.25	£2,449.75
6	Communication costs	£3,333.00	£2,542.73	£790.27
7	Reserves held for development	£3,333.00	£35.00	£3,298.00
8	Any other costs	£2,000.00	£1,900.30	£99.70
9	Additional funding	£12,027.29	£8,726.05	£3,301.24
	Total	£84,027.29	£62,348.73	£21,678.56

A chart to show a breakdown of LINK budget allocation for the period
1/4/08 to 31/3/09

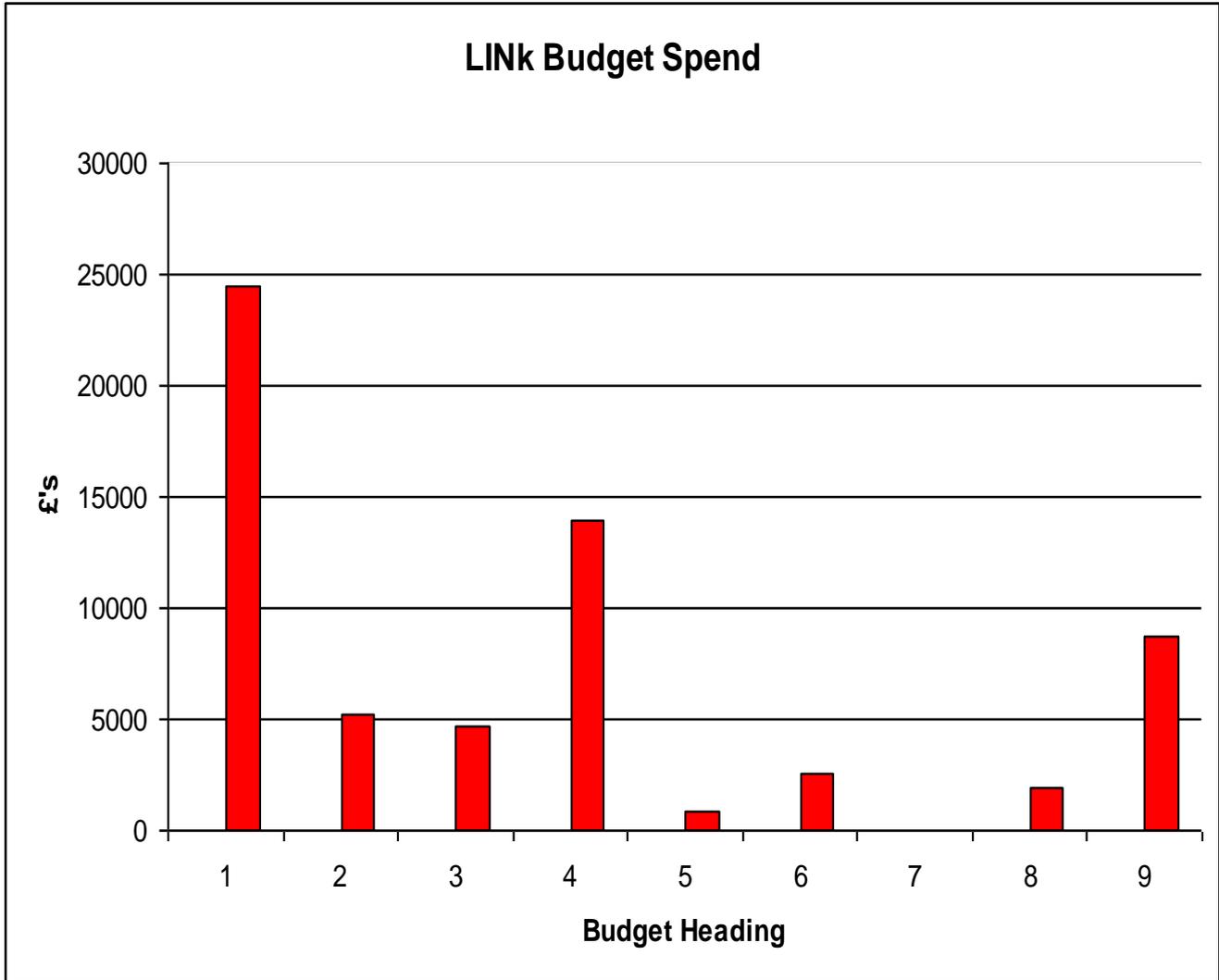


Key

1. Staffing cost for providing the service	£34,156.00
2. Management, training & supervision costs related to providing the service	£ 7,200.00
3. Office/ property costs related to providing the service	£ 4,667.00
4. Ancillary administration & overhead costs relating to the service	£13,978.00
5. LINK participation expenses to facilitate involvement	£ 3,333.00
6. Communication costs	£ 3,333.00
7. Reserves held for development	£ 3,333.00
8. Any other costs	£ 2,000.00
9. Additional Funding: refurbishment/launch/telecommunications	£12,027.29
TOTAL	£84,027.29

c Host budget spend

A chart to show the breakdown of LINK budget spend for the period 1/4/08 to 31/3/09



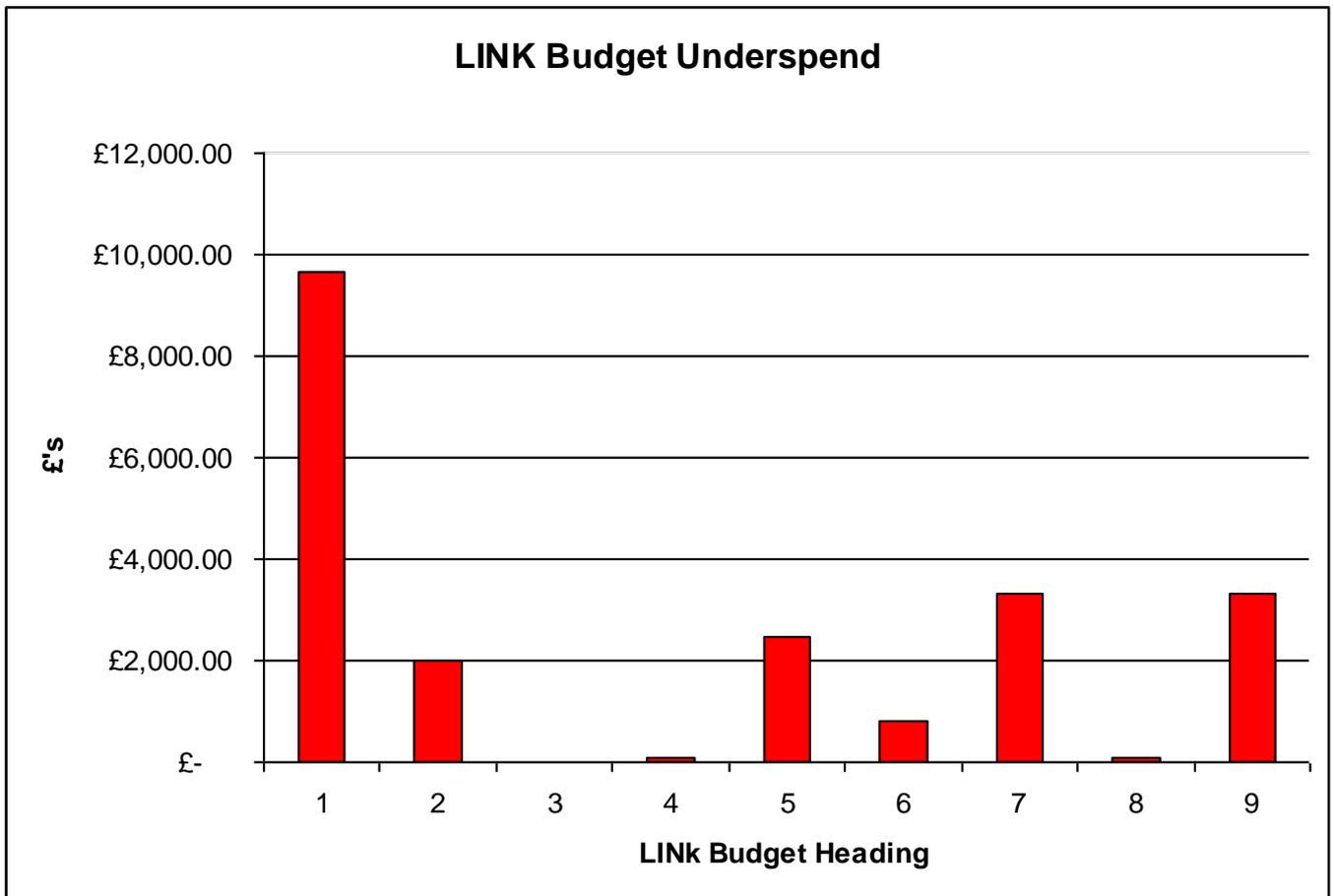
Key:

1. Staffing cost for providing the service	£24,505.45
2. Management, training & supervision costs related to providing the service	£ 5,200.00
3. Office/ property costs related to providing the service	£ 4,667.00
4. Ancillary administration & overhead costs relating to the service	£13,888.95
5. LINK participation expenses to facilitate involvement	£ 883.25
6. Communication costs	£ 2,542.73
7. Reserves held for development	£ 35.00
8. Any other costs	£ 1,900.30
9. Additional Funding: refurbishment/launch /telecommunications	£ 8,726.05

TOTAL £ 62,348.73

d Host budget underspend

A Chart to Show the LINK budget underspend for the period
1/4/08 to 31/3/09



KEY

1. Staffing cost for providing the service	£ 9,650.55
2. Management, training & supervision costs related to providing the service	£ 2,000.00
3. Office/ property costs related to providing the service	£ -
4. Ancillary administration & overhead costs relating to the service	£ 89.05
5. LINK participation expenses to facilitate involvement	£ 2,449.75
6. Communication costs	£ 790.27
7. Reserves held for development	£ 3,298.00
8. Any other costs	£ 99.70
9. Additional funding: refurbishment/launch /telecommunications	£ 3,301.24

Total £21,678.56

e Explanation of Host Budget

- 1 Staffing cost for providing the service
 - There is an underspend in staffing costs due to the LINK Coordinator and Assistant LINK coordinator not being employed until October 2008 and November 2008. Approved staffing amendments for 2009/10 will mean that this money will be utilised on admin staffing.
- 2 Management, training & supervision costs related to providing the service
 - LINK members training – The LINK has been in a development phase, so this money has not been utilised. A training needs analysis has been identified and this money will be used to support LINK members' training needs during 2009/10.
- 3 Office/ property costs related to providing the service
 - There are no amounts to carry forward for this period.
- 4 Ancillary administration & overhead costs relating to the service
 - There is a small amount to carry forward, which will be used to promote the LINK.
- 5 LINK participation expenses to facilitate involvement
 - LINK members – LINK members have not been claiming expenses for the period. They are beginning to now and this money is expected to be used in 2009/2010.
- 6 Communication costs
 - A small amount of underspend remains, which will be utilised in next years budget.
- 7 Reserves held for development
 - The Development of the LINK website has been undertaken using a consultancy firm, this includes 20 hours of training. The invoice has not yet been received but is allocated from March's budget (Total £1403.00)
- 8 Any other costs
 - From this money £1,000 was vired to ancillary administration & overhead costs relating to the service, at the beginning of the project.
- 9 Additional funding
 - As part of contractual obligations a 360° survey was undertaken by an independent consultant. The invoice has not yet been received but the money was previously allocated.
 - Independent Communications – An additional £2000 was allocated. This money was split into 3 equal amounts to cover the 3 years that the project is funded for, therefore £1,333 to be carried forward.

12 Conclusion

Since Voluntary Action North East Lincolnshire (VANEL) has been hosting the North East Lincolnshire Local Involvement Network (LINK) it has developed and grown the LINK to represent a structure in which the community has shaped its development, and can be involved in a way that suits them.

The first year priorities have been to establish the LINK as an organisation, which has been successfully achieved, with a Governing Body of 20 members and a core group of over 75 LINK members, from individual, groups and organisations.

The local logo, designed and chosen by local people, gives North East Lincolnshire LINK a local identity, which will enable the promotion and development of the group. Membership is growing continuously and the current members are keen to progress forward to identify the collective views of the community and feed this into the commissioners and providers of health and social care locally.

Now that the logo is formally approved by our members we will be further developing our website to make it more interactive and establishing a regular newsletter in addition to the contribution we already make to VANEL's ACTION magazine and the ENG-AGE Looking Forward newsletter.

Next year's priorities are to make this happen, to enable the community to have their say, shape, plan and be involved in local health and social care services to meet their local needs. This will be achieved both independently and in partnership with other local networks as appropriate.

Our overall aim is to be proactive as well as responsive to issues and challenges relating to health and social care needs of our community across North East Lincolnshire during 2009/10.