



**Minutes of a meeting of the Kent LINK Governors' Group held on
Thursday, 21 May 2009 from 10.00am - 1.00pm
at the Salvation Army Centre, Maidstone ME14 1ED**

Present:

John Cunningham (Facilitator)
Francisca Alabi
John Fletcher
Sophia Gaitanari
Roger Kendall
Sally Keverne
Jack Shulman

Also present

Alex Burnand, Performance Manager LINKs Host Contracts, Kent County Council
Ray Harris, LINK participant
Graham Hills, KMN
Brenda O'Neill, KMN
Cate Boland, KMN (LINK Development Worker)

1. Apologies for Absence

Apologies for absence were received from Mo Reece. John Cunningham advised that Evan Stirzaker had formally tendered his written resignation from the group. The group unanimously wanted to thank him for his contribution to the Kent LINK and to the Governors Group. Options for a replacement Governor were discussed.

ACTION: John Cunningham / Graham Hills

2. Notes of the last meeting held on 16 April 2009

Agreed and all actions were covered by the agenda except the following:

2.1. John Fletcher commented that the LINK's contribution to the Annual Health Check needed to be in a format that the trusts could take account of. It was noted that this activity was included in the proposals to the annual meeting for LINK's future work programme.

2.2. John Fletcher was concerned at the apparent lack of distribution of LINK leaflets, to GP surgeries in particular, and the Group was advised of the activity underway in this respect. Meetings with practice managers are in hand. **ACTION: Graham Hills**

3. LINK Annual Meeting 28 May 2009

3.1. **Arrangements for the meeting.** The Group **AGREED** arrangements, roles and voting procedures for the event, including proxy and postal voting and the need for three independent adjudicators to oversee the counting of votes:

- **John Cunningham** to present an overview of the LINK's Annual Report and the next steps for the Kent LINK (future work programme)
- **Mo Reece** will be asked to present items 1, 2 and 3 in the Proposals for changes to the LINK's Governance Framework
- **John Cunningham** will present item 4 re Role of Governors in the Proposals. The recommendation to increase the number of Governors from 9 to 15 was to reflect the population and size of Kent to allow for non-availability of Governors through illness or holiday, to allow for succession and to enable a Governor to take lead responsibility for the following roles, with the additional Governors to be recruited to start in October 2009:
 - Social Care
 - Lead link with the Priorities Panel
 - Lead link with the LINK's Authorised Visitors
 - Lead link with the LINK's External Representatives
 - Promoting LINK Policies
- **Roger Kendall** will present the proposed changes to the LINK's Expenses Policy outlined in item 5 in the Proposals and the Governors' proposals for the use of the under spend
- **Sally Keverne** will present the item regarding appointing individuals to represent the LINK (item 6 in the Proposals)
- **All Governors** will be available for answering questions, with the support of KMN
- A process for dealing with amendments that may requested during the meeting
- Evidence of the LDW's activities working with hard to reach groups to be added as an appendix to the final annual report. **ACTION: Brenda O'Neill**

3.2 **Proposals for the under spend of last year's budget**

A paper covering proposals for the use of the under spend was tabled and discussed. Graham Hills advised that there were two phases for the LINK – set up and then development. In the set up phase a lot of activity had been undertaken to recruit participants and the numbers had exceeded expectation. The second phase was to start to do / commissions the work the LINK existed for - to influence and improve health and social care services. Governors discussed the amounts being proposed to spend on publicity compared with the amounts on projects.

3.3 Governors **AGREED** that an additional proposal for participant's expenses to be payable for a pilot period of 12 month from 1 April 2009 should be made to the annual meeting. Events where payment of expenses would be eligible would be for attendance at the LINK's annual meeting and community engagement events. Such payments would be monitored to measure the extent to which the funds were being used and the impact on attendance at events – eg to evaluate if the payment of expenses increased the involvement of participants.

3.4 Further discussion ensued on the wording of the proposal to recruit a Project Lead for LINK projects. Governors **AGREED** that the funds should be used for a Project Worker to help the LINK undertake the projects identified through the Priorities Panel and

overseen by the Governors. It is anticipated that the LINK will undertake 4 projects per year.

3.5 Finally Governors **AGREED** to propose that the under spend be allocated as follows:
ACTION: Roger Kendall

- Projects / project worker - £68,000
- Design and printing of new leaflet - £5,000
- Trial of expenses – cost unknown
- Others activities relating to the under spend to be decided

3.6 **Governors Workshop 1 May 2009**

3.2. The workshop had proved useful and Governors **AGREED** that they needed to meet outside of official meetings on a regular basis.

3.3. Proposals for attendance at seminars / conferences - not discussed.

3.4. Any further actions arising - no action noted.

4. **Kent LINK Groups - Selection Panel held on 28 April 2009**

4.1. Noted that 7 Priority Panel members had been selected and a further two were needed – a further selection event was being held on 29 May to complete the process for the Priorities Panel, authorised visitors and external representatives.

4.2. Numbers appointed to the Visitor's Panel are yet to be confirmed.

5. **LINK Participants - information needs**

5.1. Governors discussed the findings of the recent survey. Most participants had been content with the information provided but a few had felt there was too much information. Frequency of receiving the information was also raised by a few participants. Governors **AGREED** that, in future, LINK bulletins will be distributed on a four week basis to reduce the frequency and this would be monitored.

ACTION: Graham Hills

6. **LINK Participants - diversity**

6.1. Governors noted that there had been a very low response from participants requesting their details to enable the LINK's diversity to be analysed. Given the information captured Governors noted that there was a good mix of genders on the LINK.

6.2. KMN advised that, while following up participants for this information will happen, the application form and process for registering participants will need to be changed to capture this information at the beginning of the process.

ACTION: Graham Hills

7. **Updates from individual Governors and confirmations of deputy leads**

7.1. **Community Engagement** – Sally Keverne reported that she had met with Louise Murrell, LINK Development Worker to discuss the involvement of young people in the LINK. From the diversity information presented earlier it appeared that 4 people came into this category, out of youth population (ages from 10 to 21 years) of 185,000 in the county of Kent They had agreed the need for a Youth Strategy that will include young people being involved at all levels in the Kent LINK, including governance. This will involve additional resources and will be added to the diversity strategy.

ACTION: Sally Keverne

7.2. **Governance** - No report given.

7.3. **Equality and Diversity** - No report given.

7.4. **Communications and PR**

7.4.1. Graham Hills reported on a meeting with representatives of the Kent County Council to discuss the LINK's possible use of the Council's Call Centre and various local Gateways throughout the County.

7.4.2. The Call Centre facility could take calls for the LINK, provide basic information about the LINK and pass on those calls where more detailed information was required. This could act as a filter for the LINK and provide a 24 hour / 7 day a week service. The LINK's identity, branding and independence would need to be preserved and a service level agreement made. It could also be commissioned by the LINK to help with surveys involving cold-calling. A trial out of hours could be undertaken. Governors **AGREED** that further discussions were needed to explore the benefits and pitfalls to the LINK, potential conflicts of interest and costs and a paper presented to the June meeting of Governors.

ACTION: Graham Hills

7.4.3. With regard to the Gateways – these would provide a physical presence for the LINK in local communities. It would also be a resource for LINK publicity material, for holding LINK surgeries and meetings. Governors **AGREED** to the principle and for KMN to pursue further discussions with KCC.

ACTION: Graham Hills

7.5. **Finance** - No report given.

7.6. **Performance Management** - No report given.

7.7. **Strategic** - No report given.

8. **Any other business**

8.1. Due to a high profile presence at the County show the July meeting of Governors will be postponed by a week and held on Thursday 23 July.

8.2. Ray Harris, LINK Participant commented that the annual meeting should be advised of the LINK's actions taken to improve health and social care in Kent.

9. **AGREED dates of upcoming Kent LINK Governor's Group meeting:**

- Thursday, 23 July 2009 (note change of date)
- Thursday, 17 September 2009
- Thursday, 15 October 2009
- Thursday, 19 November 2009
- Thursday, 17 December 2009