



**Kent County Council - Kent & Medway Networks**  
**Contract Performance Management - Support Phase**  
RAG Ratings: **Red = Not met**; **Amber = Partially met**; **Green = Fully met**

**2. Project Management**

<i>Key Performance Indicator</i>	<i>Req't ref</i>	<i>Output and timescale</i>	<i>RAG Rating</i>	<i>Action required &amp; timescale</i>
1. Local Agreement between KMN and the LINK and a review process in place	2.8	<b>1 May 2010</b> 1. Local Agreement document (agreed by both parties and then to be included in LINK Annual Report)	<b>Red</b>	<b>KMN to draft an agreement and discuss with the Governors (for March 2010 meeting).</b>
2. Provide project support to ensure that all LINK projects are managed and actioned according to the LINK's Annual Work Programme and project management protocols	?	<b>Ad hoc</b> 1. Project plan and monitoring system in place per project  <b>Monthly</b> 2. Updated LINK Work Programme (Governors Group)	<b>Green</b>  <b>Green</b>	
3. Assist LINK to review project management protocols	?	<b>Annually</b> 1. Up to date, relevant project management protocols	<b>Green</b>	Agreed for year 2008/09 and review next quarter

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**Community Engagement & Partnerships**

<i>Key Performance Indicator</i>	<i>Req<sup>t</sup> ref</i>	<i>Output and timescale</i>	<i>RAG Rating</i>	<i>Action required &amp; timescale</i>
<p><b>Community</b></p> <p>1. Maintain all information management and reporting systems (database and associated processes) to ensure that:</p> <p>a) Appropriate information is held on each LINK participant</p> <p>b) Networks of participants can be formed</p> <p>c) Management information is readily available, as required by the LINK, its Groups, the public or any external body (including KCC)</p>	2.1(c)	<p><b>Ongoing</b></p> <p>1. LINK database entries</p> <p>2. Searches undertaken and relevant reports produced</p>	<p><b>Green</b></p> <p><b>Green</b></p>	
<p>2. Support the LINK in its community engagement activities</p>	2.1(c)	<p><b>Ad hoc</b></p> <p>1. LINK Access Points established</p> <p>2. LINK Development Worker Activity Log</p> <p><b>Quarterly</b></p> <p>3. Community Engagement Events feedback</p>	<p><b>Amber</b></p> <p><b>Amber</b></p> <p><b>Green</b></p>	<p><b>Continue negotiations and establish 1 or 2 pilots. KMN to report to Governors to inform their discussions on the LINK's focus for the coming year.</b></p>

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<p><b>Key stakeholders</b></p> <p>3. Provide support to the LINK and maintain all information management and reporting systems (database and associated processes) to ensure that:</p> <p>a) The LINK is in a position to influence local health and social care decisions (effective working relationships with key stakeholders are enabled)</p> <p>b) Working agreements are in place, between the LINK and the relevant stakeholders</p>	<p>2.6(a) 2.7</p>	<p><b>Ongoing</b></p> <p>1. LINK database entries</p> <p>2. Searches undertaken and relevant reports produced</p> <p><b>Ad hoc</b></p> <p>3. Referral(s) made to relevant stakeholder</p> <p><b>1 May 2010</b></p> <p>4. Local Agreement document (agreed by both parties and included in LINK Annual Report)</p>	<p><b>Green</b> <b>Green</b></p> <p><b>N/A yet</b></p> <p><b>Amber</b></p>	<p><b>NHS Eastern and Coastal Kent agreement in place. KMN to work with other stakeholders / produce drafts.</b></p>
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**4. Legislation / Policy / Governance**

<b>Key Performance Indicator</b>	<b>Req<sup>t</sup> ref</b>	<b>Output and timescale</b>	<b>RAG Rating</b>	<b>Action required &amp; timescale</b>
<p>1. Maintain support to the LINK Governors Group and / or the LINK Priorities Panel to ensure that the Groups are enabled to</p> <p>a) Make appropriate decisions on behalf of the LINK</p> <p>b) Monitor progress of all LINK activities as per the LINK's annual work programme</p> <p>c) Monitor the LINK's expenditure against the annual budget</p> <p>d) Make decisions on behalf of the LINK on the use of the LINK's allocated budget</p> <p>e) Monitor the performance of the Host organisation</p> <p>The LINK's governance arrangements, policies, strategies and procedures are kept up to date, regularly reviewed and fit for purpose</p>	<p>2.1, 2.2, 2.6(b)</p>	<p><b>Monthly</b></p> <p>1. Agenda and associated papers LINK Governors Group meetings</p> <p>2. Agenda and associated papers LINK Priorities Panel meetings / record of decisions made</p> <p>3. Updated LINK work programme</p> <p>4. Financial reports to Governors Group</p> <p><b>Quarterly</b></p> <p>5. Reports to KCC Performance Manager</p> <p>6. Reports to the LINK Community Engagement Events</p> <p><b>Annually</b></p> <p>7. Accounts published in the LINK Annual Report</p> <p>8. Up to date governance arrangements</p>	<p><b>Green</b></p> <p><b>Green</b></p> <p><b>Green</b></p> <p><b>Green</b></p> <p><b>Green</b></p> <p><b>Green</b></p> <p><b>Green</b></p> <p><b>Green</b></p> <p><b>Green</b></p>	<p>For year 2008/09. KMN commencing work on year ending 31 March 2010.</p>

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<p>2. Maintain support to the LINK's Authorised Visitors to ensure that the Visitors are</p> <p>a) selected and authorised under the LINK's governance arrangements</p> <p>b) provided with appropriate training</p> <p>c) provided with the necessary information to undertake visits (perform the enter and view role)</p>	<p>2.6(c)</p>	<p><b>Ad hoc</b></p> <p>1. Visitor holds an authorisation letter and an ID badge</p> <p>2. Relevant documentation for visits</p> <p>3. Reports of visits</p>	<p><b>Green</b></p> <p><b>Amber</b> N/A yet</p>	<p><b>Ongoing, ie per visit</b></p>
<p>3. Maintain support to the LINK's appointed external representatives</p>	<p>2.6(c)</p>	<p><b>Ad hoc</b></p> <p>1. Terms of reference for each external group</p> <p>2. Relevant documentation for the LINK representative</p> <p>3. Report of attendance at each external meeting / representation of LINK</p>	<p><b>Amber</b></p> <p><b>Amber</b></p> <p><b>Amber</b></p>	<p><b>This is the last part of the Kent LINK set up - activity is in progress, eg LINK relationship with NHS Eastern &amp; Coastal Kent established and detail being discussed; other stakeholders - work to do.</b></p>
<p>4. Maintain recruitment programme to ensure that the LINK has sufficient capacity to carry out its role (eg enter and view and representation externally)</p>	<p>2.6(c)</p>	<p><b>Ad hoc</b></p> <p>1. Recruitment programme and associated activities</p>	<p><b>Amber</b></p>	<p><b>KMN to undertake further recruitment for visitors and external representatives to increase capacity by 31 March 2010</b></p>



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<p>year and contains a report of LINK expenditure, activity and achievements</p> <p>f) The LINK annual report is made as widely available as possible and within statutory requirements</p> <p>g) All complaints are dealt with effectively, in a timely way and kept under review</p>	2.24	<p><b>Annually</b></p> <p>12. LINK Governors Group minutes (covering any recommendations to the LINK's annual meeting)</p> <p>13. LINK annual meeting agenda and minutes</p> <p>14. LINK annual report published by 30<sup>th</sup> June</p> <p>15. LINK Annual Work Programme</p>	<p><b>Green</b></p> <p><b>Green</b></p> <p><b>Green</b></p> <p><b>Green</b></p>	<p>Year 2008/09</p> <p>Next review report on 2009/10.</p>
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**5. Equality and Diversity**

<i>Key Performance Indicator</i>	<i>Req't ref</i>	<i>Output and timescale</i>	<i>RAG Rating</i>	<i>Action required &amp; timescale</i>
1. Maintain support to the LINK to ensure that	2.1(b), 2.11, 2.13, 2.14, 2.15	<b>Monthly / Quarterly</b>		
a) The LINK is as representative as possible of the population of Kent and includes hard-to-reach / under-represented groups / communities		1. LINK database entries	Green	
		2. Statistical information from the database	Green	
		3. LINK Development Worker summary of community engagement activity	Green	
		4. Complaints log	Green	
b) The LINK's programme of activity engages a diverse range of participants		5. LINK Governors Group minutes	Green	
		<b>Ad hoc</b>		
c) Equality and Diversity Policy is current, fit for purpose, is being followed effectively and complies with the Disability Discrimination Act 1995, the Equality Act 2006 and the Health and Safety at Work Act		6. Evaluations of venues used for LINK events	Amber	<b>KMN to prepare a chart of venues by 30 April 2010.</b>
		7. LINK website	Green	
d) Any special requirements of individuals / groups are identified and met when any LINK activity is undertaken		<b>Annually</b>		
		8. LINK annual meeting agenda and minutes	Green	For year 2008/09. KMN to start work on year 2009/10.
		9. LINK annual report published by 30 <sup>th</sup> June	Green	

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**6. Communications, PR and Media**

<i>Key Performance Indicator</i>	<i>Req<sub>t</sub> ref</i>	<i>Output and timescale</i>	<i>RAG Rating</i>	<i>Action required &amp; timescale</i>
1. Maintain support to the LINK to ensure that a) The LINK's Communications strategy and systems are current and fit for purpose b) A range of methods are in use for communicating with all participants, taking account of any special requirements c) All LINK information is made available to the general public in a range of ways d) All LINK correspondence is dealt with in an efficient and timely way e) current technology and suitably trained staff are employed f) feedback on the LINK's communications systems can be sought g) Hosts' office hours and contact details are widely available	2.4 2.16	<b>Monthly</b> 1. LINK Bulletin  <b>Quarterly / ad hoc</b> 2. Database entries 3. LINK correspondence file 4. Complaints log 5. LINK Governors Group minutes 6. LINK website 7. Feedback from participants re information needs  <b>Annually</b> 8. LINK annual meeting agenda and minutes 9. LINK annual report published by 30 <sup>th</sup> June	<b>Green</b>   <b>Green</b> <b>Green</b> <b>Green</b> <b>Green</b> <b>Green</b>  <b>Green</b> <b>Green</b>	For year 2008/09. KMN to start work on 2009/10.

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**7. Strategic**

<i>Key Performance Indicator</i>	<i>Reqd ref</i>	<i>Output and timescale</i>	<i>Actual outcome</i>	<i>Action required &amp; timescale</i>
<p>1. Maintain support to the LINK to ensure that:</p> <p>a) Local publicity about the LINK is evident</p> <p>b) Introduction to LINK events held</p> <p>c) Contact made with voluntary and community organisations and user-led groups</p> <p>d) The LINK as a 'network of networks' continues to develop and grow (capacity building of LINK) and is enabled to influence health and social care issues</p>	2.1(a), 2.10	<p><b>Quarterly / ad hoc</b></p> <p>1. Database entries</p> <p>2. Statistical information from the database</p> <p>3. LINK Development Worker summary of community engagement activity</p> <p>4. LINK community engagement events</p> <p>5. LINK poster on display in relevant outlets</p> <p>6. Complaints log</p> <p>7. LINK Governors Group minutes</p> <p><b>Annually</b></p> <p>8. LINK annual meeting agenda and minutes</p> <p>9. LINK annual report published by 30<sup>th</sup> June</p>	<p><b>Green</b></p> <p><b>Green</b></p> <p><b>Green</b></p> <p><b>Green</b></p> <p><b>Amber</b></p> <p><b>Green</b></p> <p><b>Green</b></p> <p><b>Green</b></p> <p><b>Green</b></p> <p><b>Green</b></p>	<p><b>KMN to review and report on progress in ensuring posters on display as wide as possible.</b></p> <p>2008/09.</p> <p>KMN to start work on 2009/10.</p>

