

Your LINK for improving health and social care

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a LOCAL INVOLVEMENT NETWORK

**Draft notes of a meeting of the Kent LINK Governors' Group held on
Thursday, 17 September 2009 from 10.00am - 1.00pm
at the Salvation Army Centre, Maidstone, ME14 1ED**

Present:

John Cunningham (Chair)
Roger Kendall
Sally Keverne
Francisca Alabi

Also present:

Alex Burnand, KCC
Graham Hills, Operational Director
Brenda O'Neill, KMN
Elayne Oxley, LINK Development Worker
Stuart Gibbons, KCC Consultant (for 360 degree performance review item only).

1. **Apologies for absence** – received from John Fletcher and Jack Shulman.
2. **Notes of the last meeting held on 17 September 2009**
 - 2.1 **Accuracy** – notes **AGREED**.
 - 2.2 **Actions arising** – no actions outstanding.
3. **Declaration of interest** – none declared.
4. **Kent LINK Groups**
 - 4.1. **Priorities Panel**
 - 4.1.1. Graham Hills provided a verbal update and Governors discussed how the Priorities Panel operated and noted:
 - the last meeting had been exceptional in that the Panel considered thirteen issues
 - not all Panel Members had used the agreed criteria and scoring system for determining if the LINK should take any action
 - some of the issues raised had become LINK projects because of their importance

- the issues were not complaints as suggested by John Cunningham – a complaint is defined as affecting one person, an issue affects a number of people
- Priorities Panel meetings were open to the public
- the need for a link between the Governors' Group and the Priorities Panel
- one referral from the Priorities Panel to the Governors' Group: the 'Big Care Debate' – Governors agreed that the LINK should try to provide a response and hold an event (note that since the meeting the topic is on the programme for the next LINK quarterly community engagement event in November).

4.2. Authorised Visitors

- 4.2.1. Brenda O'Neill updated Governors on the progress being made to authorise selected LINK participants to fulfil the LINK role to enter and view NHS / social care premises – most CRB checks had been received, most had attended the required training and Part 2 training had been arranged.
- 4.2.2. One issue for consideration by Governors was how Authorised Visitors' reports of their visits are processed.

4.3. LINK's External Representatives

- 4.3.1. A paper was tabled and Governors discussed:
- levels of representation
 - understanding the role and accountability of the external representative
 - reporting outcomes.
- 4.3.2. Governors **AGREED**:
- levels of representation – high level groups will be represented by Governors (for example Trust Boards)
 - each representation needs a terms of reference, a role description, commitment, support and expenses paid.

5. Report from Governors' Budget Sub Committee

- 5.1. Roger Kendall presented a report and Governors agreed with the sub group's recommendations:
- allocation of £20,000 to employ a project worker and additional administrative support
 - assign a budget heading under 'Other' for increasing training for LINK participants undertaking such roles as representing the LINK Governors
 - seeking two more quotes for updating the LINK's promotional material, including the LINK website
 - no current action on expenses in general for LINK participants but the issue to be reviewed on an annual basis
 - possible sponsorship of LINK projects, subject to maintaining the LINK's independence
 - further consideration of providing the LINK's 'Mystery Shoppers' with shopping vouchers
 - noting the overspend on the East Kent 'competition' project – as no budget had been set before the project was undertaken

- requests for the LINK being commissioned to carry out projects by partner organisations should be referred to the Priorities Panel in the first instance.

6. LINK Procurement Policy – AGREED.

7. LINK's Work Programme

7.1. Annual Programme 2009 / 2010 – noted.

7.2. Individual projects

7.2.1. *Competition for the voluntary / community sector in East Kent* – Brenda O'Neill advised that the awards were to be presented to the winning entrants at the PCT's AGM on 30 September 2009. Sally Keverne added that she had been part of the selection panel and, whilst it was difficult to decide on 'winners', the project highlighted how much work was going on in the community. The Panel had recommended 10 winners with prizes between £200 and £1000 being awarded.

7.2.2. *Consultation on NHS Eastern and Coastal Kent's vision for community services* – Graham Hills reported that Louise Murrell had engaged with nearly 300 people during the month of August holding focus groups to discuss the future arrangements for community services in East Kent. This project had been undertaken, as had the competition, with very short notice and in a very short timescale. This was understood by the PCT and the LINK expected to be given more notice of such work in the future. Governors received the report of the consultation at the meeting and agreed to feedback comments as soon as possible to KMN. Louise Murrell was thanked for her work on this project.

7.2.3. *West Kent – Older Persons Strategy* – the report project was tabled and Governors agreed that the report should be referred to Kent County Council. Elayne Oxley was thanked for her work on this ongoing project.

7.3. *Reports from other projects* – Governors noted the following LINK projects had been started in accordance with the LINK annual work programme:

- hygiene project
- stroke project
- transport project
- youth strategy.

8. **LINK working agreements with key stakeholders** – noted, **AGREED** and that it should be rolled out to other key stakeholders.

9. **Term of office of Governors** – noted that:

- current Governors' term of office will come to an end on 30 September 2009
- a selection process for a new Governors' Group was in hand
- an independent selection panel was being convened and would not include anyone from the host organisation, Kent & Medway Networks
- agreement at the LINK's annual meeting was that there would be 14 Governors and 30 participants had expressed an interest to date
- the only role added to the Group was the 'Liaison with the Priorities Panel'

- the possible need for a Youth Governor
- feedback on their term of office was sought from Governors which included – time needed for Chairman of the Group, varying the timings of meetings (day / evening to allow for people working to attend).

10. Updates from individual Governors – none reported except the following:

10.1. Community Engagement – Sally Keverne reported that she had met with a young persons group with a view to encouraging participation in the LINK in appropriate roles, Governors, Mystery Shoppers. Governors agreed a budget of £1000 for this work to continue.

11. Any other business – none.

12. Date of upcoming meetings – AGREED:

- October 2009 - no meeting to allow for induction of new Governors
- 19 November 2009 (note: later changed to 12 November)
- 17 December 2009

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