

Your LINK for improving health and social care

www.thekentlink.co.uk



**Minutes of a meeting of the Kent LINK Governors' Group held on
17 December from 10.00am – 1.00pm
at Salvation Army Centre, 74-80 Union Street, Maidstone ME14 1ED**

Present:

Mike Eddy
John Fletcher
Sally Keverne
Roger Kendall
Cath Paveley
Stan Richardson
David Swaffer

Also present:

Alex Burnand, Host Contract Performance Manager, Kent County Council
Ray Harris, Kent LINK Priorities Panel
Claire Murray, Medway LINK Co-ordinating Group Member
Graham Hills, Operational Director, Kent & Medway Networks (KMN)
Brenda O'Neill, Governance Lead and Contracts Director, KMN
Sophie Swain, Project Worker, Kent LINK

Opening of meeting

1. **Apologies for Absence** were received from John Ashelford, Cate Jackson, Francisca Alabi, John Holloway and Lyn Rootes (Age Concern).
2. **Appointment of Chairman of Group**
 - 2.1. It was **agreed** that John Fletcher would be Chairman and Roger Kendall Vice Chairman of the group for a period of one year initially.
 - 2.2. It was also **agreed** that a letter of thanks should be sent to the outgoing Chairman John Cunningham.
ACTION: Graham Hills
3. **Declaration of interests**
 - 3.1. Stan Richardson, as a magistrate, declared an interest in item 6.1.2 regarding ID016 / ID027 (Restorative Justice).
 - 3.2. It was **agreed** to discuss David Swaffer's attendance at recent relevant meetings at the end of the meeting.

**Minutes of the meeting of the Kent LINK Governors' Group
17 December 2009**

4. Minutes of the last meeting held on Thursday, 12 November 2009

4.1. **Accuracy** - The minutes were **agreed** as a correct record.

4.2. **Actions arising** - There were no actions arising.

Items for decision / action

5. Governors' workshop

5.1. The date for the Governors' Workshop was **agreed** as 26 January 2009. Brenda O'Neill called for any topics to be passed on to John Fletcher and they will liaise in the New Year. Mike Eddy's report about the Study Day on the Introduction to Commissioning will be used in the workshop.

ACTION - All Governors / John Fletcher / Brenda O'Neill

6. Kent LINK groups / networks

6.1. Priorities Panel

6.1.1 The draft minutes of the last meeting had been distributed to the Governors' in advance of the meeting and it was noted that two items had been referred to the Governors' Group from the Priorities Panel:

➤ **Financial abuse of self-funders and other vulnerable adults** - It was **agreed** to inform Kent County Council Adult Social Services (KASS) that this issue has been raised at a Governors meeting and to ask KASS how their Adult Protection policy relates to this issue. If it then seems appropriate the issue will again be referred to the Priorities Panel.
ACTION: Graham Hills

➤ **Restorative Justice in Prisons** - It was **agreed** that a response should be made informing the referrer that the benefits of the concept were recognised by the LINK but it was felt that the issue could not be taken forward at this time. But LINK would like to be kept informed of any progress or change.
ACTION: Graham Hills

6.1.2 **Panel of authorised visitors** - It was noted that most of the potential LINK visitors had been authorised and authorisation of the remainder is to be discussed later in the meeting.

6.2 Developing the network

6.2.1 An overview of the LINK's role in the community was provided by Graham Hills. The LINK can provide opportunities for LINK participants to get involved with external forums and meetings. The role of the Host, KMN, was to enable and facilitate this happening. The Governors were asked to consider the procedure for external representation on behalf of the LINK and whether or not certain opportunities should only be opened up to LINK Governors.

6.2.2 It was **agreed** that the LINK should decide on the best participant for the opportunity and that person should be adequately briefed in advance, have a

**Minutes of the meeting of the Kent LINK Governors' Group
17 December 2009**

good knowledge and understanding of the external group and an overview of the LINK.

- 6.2.3 It was also **agreed** that KMN would produce a list of committees / groups that are organisations where the LINK would benefit from representation on.

ACTION: Graham Hills

6.3 Other issues

- 6.3.1 It was **agreed** to defer discussion on other issues to the Governors' Group Workshop.

7. LINK's Work Programme

- 7.1. **Current programme 2009 / 2010** - A copy had been distributed to the Governors in advance of the meeting. The work programme is available on the Kent LINK website and is updated as new issues arise. It was **agreed** that there may be opportunities to collaborate with the Medway LINK in reviewing and streamlining work and that this could take place on a bi-annual basis.

ACTION: Graham Hills

- 7.2. **Appointment of Project Worker** - It was noted that Sophie Swain had been appointed to provide additional support to the LINK, especially in respect of its projects already underway.

7.3. Updates on individual projects:

- 7.3.1. **Projects 01 to 08** - A verbal update on the eight LINK projects was provided.

- 7.3.2. **Project P09 - Annual Health Check** - It was noted that the LINK had previously provided a commentary on last year's Annual Health Check organised by the Healthcare Commission (now the Care Quality Commission, CQC). To improve the LINK's input in the future, proposals for this work have been invited from University of Kent, Canterbury Christchurch University and Greenwich University and have been received from Greenwich and Canterbury Christchurch Universities. It was **agreed** that a joint sub committee would be established with the Medway LINK to further examine the value of these proposals. Roger Kendall and Mike Eddy will represent the Kent LINK.

ACTION: Graham Hill

8. Health Overview and Scrutiny Committee (HOSC)

- 8.1. **Report from HOSC meeting on 27 November 2009** - At the last Governors meeting two LINK representatives were agreed for the HOSC meetings and it was **agreed** that a third with specialist knowledge of the item to be discussed would be nominated when necessary. Roger Kendall provided feedback on the views of the LINK at the last HOSC meeting on 27 November 2009.

8.2. Correspondence received to consider invitations for the LINK to provide evidence to the HOSC and a range of health issues

- 8.2.1. **Letter re Dental services** - It was **agreed** that information for the HOSC meeting on 8 January would be collated based on input from the last LINK quarterly meeting.

ACTION: Graham Hills

**Minutes of the meeting of the Kent LINK Governors' Group
17 December 2009**

8.2.2. **Letters re Emergency Care Pathway, Dover Healthcare** - It was **agreed** that updates on these items and Stroke services would be provided for the HOSC meeting on 5 February. **ACTION: Graham Hills**

8.2.3. **Arrangements for agenda planning meetings** - no action agreed.

9. Breakthrough to real change in local healthcare

A paper, relating to obtaining money for Research & Development in order to improve treatment for patients, was tabled for discussion. It was **agreed** that the LINK supports the concept and would express an interest and request that it is kept informed. It was **agreed** that there needed to be a route for LINK involvement in this cluster.

ACTION: Graham Hills

Items for discussion and / or information
--

10. Referrals - LINK response to the "Big Care Debate"

The LINK response was noted.

11. Finance

11.1. **Financial report of LINK's expenditure to the end of November 2009** - the report was tabled for information.

11.2. **Budget Sub Group** - It was **agreed** that the Budget Sub Group should be reconstituted, to include Stan Richardson, Roger Kendall, Mike Eddy and Sally Keverne. **ACTION: Graham Hills**

12. Community engagement

12.1. **Report from County Show** - the report was noted.

12.2. **Youth Engagement Strategy** - It was noted that young people had been consulted on the discussion paper, but that there was an expectation that they would receive feedback which had not been met. It was **agreed** that further information would be brought to the next Governors meeting. **ACTION: Sally Keverne**

12.3. **Arrangements for February Quarterly Event** - It was **agreed** that John Fletcher would liaise with Brenda O'Neill regarding the topics for the event. It was suggested the event could have a dual focus with an item such as the Total Place Agenda (promoting the need for joined up working from all public services in an area) and LINK projects. **ACTION: Brenda O'Neill**

12.4. **Proposal for a patient public involvement event for stakeholders** - It was noted that this has been overtaken by a regional event. The Regional event will be attended and the opportunity taken to review the need for a county-wide event (*the aims of the regional event are contained in Appendix 1 to these minutes*).

12.5. **Diversity Monitoring Report** - David Swaffer updated the group on a pre-consultation workshop in Ashford relating to the Single Equalities Scheme, on which a

**Minutes of the meeting of the Kent LINK Governors' Group
17 December 2009**

paper will be produced in 2010. He also updated the group on a consultation looking into whether Kent County Council services comply with equality and diversity legislation. Focus groups were held in Gravesend, Ashford and Maidstone. It was **agreed** that David should continue to attend these meetings and feed back with a written report. It was **agreed** that these groups would be contacted to offer LINK support
ACTION: David Swaffer

13. Any other business

It was **agreed** that Cath Paveley would be the Communication and PR Lead for the Governors' Group.

Items for noting

14. Dates of upcoming Governors' Group meetings

It was **agreed** that meetings would be held on the third Wednesday of each month. The next meeting will be held on the 20 January (am), venue to be confirmed.

ACTION: Graham Hills

Confidential Items

15. KCC 360 degree review of KMN Performance

- 15.1. The meeting went into closed session to discuss the Annual Review of Kent and Medway Networks Ltd and some issues arising out of the appointment of authorised visitors. Ray Harris withdrew from the meeting. For the first item, all KMN staff left the meeting but returned for the second.
- 15.2. The annual review of KMN was undertaken by an independent consultant Stuart Gibbons. He presented his report at the meeting and was accompanied by Mr Neil Caddick from KCC. Alex Burnand from KCC, who attends all LINK Governors meetings, was also present.
- 15.3. The Governors accepted Mr Gibbons report and considered it to be a very fair reflection of the first year of operation. They fully supported the praise of KMN and it was generally felt that the Kent LINK would not have made the progress that it has without the constant and concerted effort made by all of KMN staff.
- 15.4. The report raises a number of issues which KMN will be asked to address in the forthcoming year. Staffing levels and the overloading of staff are of particular concern. There is no obvious solution to this problem short of recruiting. The LINKs finances do not allow for a large expansion and a balance must be found between the work possible with the staff available. It was suggested by Stuart Gibbons that it might be possible to redistribute some of the KMN work and in particular he highlighted the possibility of the Development Workers delegating some work to the clerical staff. He also felt that the Clerical staff is of high quality and could be used more. If such a change put an impossible burden on the office staff consideration should be given to appointing an office junior who could do some of the more routine work.
- 15.5. The role of the LINK, and in particular the Governors, and the Priorities Panel, was also recognised as being very important and changes may need to be made in order that the work they generate can be shared in order to avoid overloading KMN. It was stressed that the Governors must be more active in their roles and perhaps the Priorities Panel must be more positive in its selection of projects in order to regulate the work load.

16. Issues arising from the appointment of Authorised Visitors

- 16.1. **Participants with previous convictions** - It was **agreed** that a policy regarding spent convictions of potential visitors is required in order to establish future criteria. It was **agreed** that the particular participants can be authorised as Visitors with the proviso that they conduct visits as part of a team, minimum of two Visitors participating. **ACTION: Graham Hills**
- 16.2. **Participants with disabilities**
It was **agreed** that the LINK should not discriminate against any participants who wish to get involved but that the appropriate opportunities are used and adequate

**Minutes of the meeting of the Kent LINK Governors' Group
17 December 2009**

support provided. It was **agreed** that the individual participants can be authorised and that Cath Paveley would speak to the individuals to establish any special support requirements. **ACTION: Cath Paveley**

End

(Appendix 1 follows)

Aims of the Regional Conference for LINKs and key stakeholders

1. To establish an effective regional network for supporting LINKs in the South East and any sub-regional or thematic groups in support of this
2. to provide a forum for exchange with other Department of Health and government programmes in the south East concerned with public involvement and citizen empowerment, in relation to health, social care and wellbeing
3. to provide a regional platform for LINK members and allies in the South East and to strengthen relationships with other third sector regional networks concerned with health, care and wellbeing
4. to enhance the capacity of LINKs to engage more effectively with the NHS Patient & Public Experience leads and other key agencies (eg Care Quality Commission) in the South East
5. to advise on the 2010 work plan for the Department of Health South east LINKs Programme Lead and identify key priorities for action.