



Cumbria Local Involvement Network (LINK)

Consultation Document

on the

Structure and Terms of Reference

for the Cumbria LINK

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About this consultation

In April 2008 Cumbria CVS was appointed by Cumbria County Council as the host organisation for the Cumbria Local Involvement Network (LINK).

The host organisation is responsible for setting up the LINK and giving practical support to the LINK to do its work.

During April and May 2008 we began to ask individuals and organisations for their views on how the Cumbria LINK should look and work. The responses were used to prepare this document. On June 30th 2008, at Cumbria Rural Enterprise Redhills, Penrith, we will be holding a Workshop event to find out your views on the proposals and other aspects of the LINK structure and functions. In July a period of public consultation will take place over a period of 12 weeks ending on 25th September 2008.

Responses to this consultation will be collated and analysed as they are received to allow the LINK to be operational by September 30th 2008. Any responses that we receive after the first week of September will be carried forward to the first review of the Cumbria LINK.

A formal Cumbria LINK launch event will take place at Cumbria Rural Enterprise, Redhills, Penrith on 22nd October 2008. Feedback from the consultation will be available at the event. If you are interested in attending this event please contact us at the address below to book your place.

A LINKs Transitional Steering Group has been set up to make sure that the views of communities are heard until the Cumbria LINK is operational. The group has agreed to scrutinise our consultation process.

How to use this document

This document explains why LINKs are being set up, why we are asking for your views, what we have done already to involve people and it asks for your views on a number of proposals.

There are a number of proposals set out in the document and we are asking for your views on each of these. Where we ask for your comments the text appears in blue following each of the proposals. You can complete each section as you arrive at it or use the separate document called 'Cumbria LINK, Your Views'. You can download this document and email your comments directly to us. Our contact details are listed below.

If you would like to receive a copy of this document in another format, i.e. large font, audio, alternative languages please let us know.

If you have any questions about LINKs or this consultation please contact us on: 01228 512513, by email to janem@cumbriacvs.org.uk or in writing to

Jane Macfarlane
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The consultation document and 'Cumbria LINK Your Views' are available to download at: http://www.thirdsectorcumbria.org.uk/information_consultations.html

Background

There have been changes over the past few years in how health and social care services are planned and run. All of these changes aim to make services better. People are being offered more choice in the services they get and who provides them. Health and social care services are working more closely together. Services are also trying to listen more to people who use them about their needs.

There have been different ways for people to have a say in health services over the years. In 2003 the Commission for Patient and Public Involvement in Health was set up. Their job was to support different ways for people to have a say in how health services were run. They supported Patients' (PPI) Forums.

In 2005 the Department of Health looked at how this was working and in 2006 published the White Paper 'Our health, Our Care, Our Say'¹. The Paper said that people should have more choice and a louder voice and that local communities should be able to have more say in the way in which the whole health and social care system is designed and works.

Ideas about how to do this were published in July 2006 in a report called 'A Stronger Local Voice'². It said that there needed to be new organisations called Local Involvement Networks (LINKs). These will be the new way for people to have their say in how health and social care services are planned and run.

The rules about LINKs and how they will work are part of the Local Government and Public Involvement in Health Act³. The Act received Royal Assent in October 2007. Under the act PPI Forums were abolished in March 2008 and LINKs started to establish themselves from April 2008.

The role of a LINK is to

- Promote and support the involvement of people in the commissioning, provision and scrutiny of local care services (health care and social care).
- Enable people to monitor and review the commissioning and provision of local care services relating to:
 - the standard of provision;
 - whether and how local care services could be improved; and
 - whether and how local care services ought to be improved.
- Obtain the views of people about their needs for and their experiences of local care services.
- Making such views known and making reports and recommendations about how local care services could or ought to be improved to people responsible for commissioning, providing, managing or scrutinising local care services.

Each Local Authority Area has been given money from the Department of Health, which they have used to contract with a host organisation. The host organisation is responsible for setting up the LINK and giving the LINK practical support with its work.

¹ <http://www.dh.gov.uk/en/Healthcare/Ourhealthourcareoursay/index.htm>

² http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4137040

³ http://www.opsi.gov.uk/acts/acts2007/ukpga_20070028_en_1

The Role of the Host is to

- Help the LINK to set up
- Work with local people and groups to set up how the LINK will work locally and how it will decide what to do
- Encourage local groups and individuals to get involved, especially those who are not always heard
- Support the LINK to do its work

In Cumbria, the County Council has contracted with Cumbria CVS who will support the Cumbria LINK. The contract lasts for three years and will receive funding of £220,000 each year. Cumbria CVS have three members of support staff in post to support the development and work of the Cumbria LINK.

Why a LINK is different

A LINK is different from the previous PPI Forums in five main ways:

1. Many more people will be able to be involved and have their say
2. The LINK will be involved in both health and social care (PPI Forums role was limited to health services)
3. There is no central organisation to say how a LINK will work
4. The LINK has the right to inspect sites where health and social care services are provided
5. It's remit does not include children's services

Why we are consulting you.

For a LINK to succeed in our area it is important that our community is involved in its development. We want as many people as possible to know about the Cumbria LINK, what it is doing and how to have a say. We understand that you know about your own communities and what would work best for them. Your knowledge and understanding will help us to develop a structure for our Cumbria LINK that will work and produce real benefits for our community.

What we have done already

To help us prepare for this consultation we have asked our key stakeholders for their views. Our key stakeholders are:

- Those involved in the commissioning of services
- Those involved in the scrutiny of health and social care
- Public Health Professionals
- Third Sector Organisations
- Former PPI Forum Members
- Health and Social Care Regulators

What they have told us is that:

'The Cumbria LINK needs to make a difference to people's lives, by representing the voice of public opinion in Cumbria reflecting the diversity of needs across the county.'

'Cumbria LINK needs to work on a number of levels, impacting on shaping strategy, policy and priorities in health and social care. Reflecting the experiences of people who use the services to inform operational policy and supporting the empowerment of individuals and communities.'

And that furthermore the Cumbria LINK needs to:

- *Be transparent*
- *Be reliable*
- *Be honest*
- *Have clear governance arrangements to ensure true representation*
- *Be easily accessible*
- *Provide regular updates on its activity*
- *Take a holistic view on health and social care*
- *Understand key health issues in Cumbria*
- *Understand how organisations work*
- *Work in partnership with statutory organisations*
- *Develop positive relationships with providers*
- *Work with statutory organisations on joint projects*
- *Conduct research/surveys*
- *Have good contacts with individuals and groups*
- *Promote meaningful engagement with the local population on health issues*

Summary of the Cumbria LINK Workshop Event

On 30 June a workshop event was held to develop the draft document prepared by the host organisation proposing a draft structure for the Cumbria LINK and draft Terms of Reference.

Organisations represented on the day included;

Cumbria Primary Care Trust
North Cumbria Acute Hospitals NHS Trust
University Hospitals of Morecambe Bay NHS Trust
Cumbria Partnership NHS Foundation Trust
Cumbria County Council
Health Overview and Scrutiny
Adult Social Care Scrutiny
Healthcare Commission
Cumbria Constabulary
Cumbria LINK Transitional Steering Group
Former PPI Forum Members
Cumbria Mental Health Group
West Cumbria Carers
Age Concern
Independent Complaints and Advocacy Service (ICAS)
Patient Voice Group
Royal Collage of Nursing
Churches Together
Eden Valley Hospice
Healthy Lives
Croftlands Trust
Cumbria Disability Network
Action for Blind People
Lancashire LINK
Cumbria 24/7
Eden Valley Hospice
League of Friends
Action for Health
Cumbria CVS

Key Outcomes

The group identified the need to include, gay lesbian and bi sexual, carers, housing, gypsies and travellers and working age adults representatives within the membership of the Governing Body. The need to include observers from secondary and specialist care providers and public health was also recognised.

There was a general feeling that the name 'Governing Body' was not the appropriate title for this group. There is a question asking for suggestions later in this document, your thoughts would be welcomed.

It was recognised that the Governing Body should hold it's meetings in public and allow space on the agenda for open forum discussion.

Workshops focussed on identifying the guiding principals for the Cumbria LINK Governing Body through discussing underlying 'tensions'

There was recognition of the inherent tension in

- being inclusive and still being effective and accountable
- fear of the unknown – being open to new ways of working
- being open and understanding the need for confidentiality

- Being able to communicate effectively
- Avoiding duplication, using existing networks
- Being able to evidence changes
- Promoting how people can get involved

The guiding principals for the LINK Governing Body were defined as the *need for openness and transparency and trust in everything the Cumbria LINK does*

To achieve this, clear processes need to be established that holds the Cumbria LINK accountable to its guiding principals.

The questions of who should make up the Governing Body and how that should happen were raised in a workshop.

There was a feeling that the skills of individuals were vital and that a clear election process was in place

The need to review the structure and terms of reference was also identified as an ongoing feature to allow the flexibility to change and develop the Cumbria LINK.

Finally, there were some aspirational thoughts from the group around the possibility to develop a social enterprise to achieve sustainability for the future.

A comprehensive report on the event will be available at the end of July, a copy will be circulated to all those who attended.

Our Proposals

From the views we have already gathered we have prepared the following draft structure and terms of reference for the Cumbria LINK. We would welcome your views on each of the proposals.

Please indicate if you are responding as an organisation or an individual.

Organisation name of organisation

Individual

P.1 Wide and Varied Involvement

We would encourage as many individuals and organisations to become involved with the Cumbria LINK. This is vital to its success. We therefore propose a number of ways that this can happen:

- Attending bi annual meetings of the Cumbria LINK to represent the views of your community
- Receiving regular bulletins on Cumbria LINK activity
- Helping the Cumbria LINK to prioritise its Work Plan
- Taking part in task and complete groups on specific areas of the Cumbria LINK Work Plan
- Communicating your views to the Cumbria LINK through the Host Organisation
- Taking part in on-line polls
- Being an elected representative of the Cumbria LINK at specified meetings
- Being an authorised member of the Cumbria LINK monitoring team
- Being an elected member of the Cumbria LINK 'Governing Body'

We hope that by providing a range of different ways for people to become involved more people will have the flexibility to participate in a way that works for them.

P.1

Do you think that having a range of levels of involvement will encourage more people to become involved?

Yes No

If not, could you say why?

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Can you think of other ways people could become involved with the Cumbria LINK?

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P.2 Cumbria LINK ‘Governing Body’

Wide involvement is a goal we would like to achieve but it would be difficult to arrive at decisions in a fair and balanced way with such a large group of individuals and organisations. We want the decision making process to be fair and transparent.

To achieve this we propose that a ‘Governing Body’ is established whose role will be to:

- Finalise work priorities based on those identified at public meetings
- Produce work plan
- Allocate funding to deliver work plan
- Provide Governance to the Cumbria LINK including dealing with grievance issues
- Report on Cumbria LINK activity to wider Cumbria LINK network and the population of Cumbria
- Prepare an Annual Report on the Cumbria LINK activities
- Address unforeseen issues that arise between bi annual meetings
- Agree one joint work item with the statutory health and social care commissioners
- Make sure that the Cumbria LINK meets its statutory duties
- Hold its meetings in public

We suggest that the ‘Governing Body’ meet every two months to monitor the progress of work against its work plan objectives and action any unforeseen issues that arise.

P.2.a

Do you agree with the principal of a ‘Governing Body’?

Yes No

If not, could you explain why?

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We have called this group the ‘Governing Body’, is there a better alternative that reflects the role of this group?

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P.3 'Governing Body' Membership

We propose that the membership of the 'Governing Body' should be made up of the following individuals and organisations. We propose that the maximum number of members should be 27 and that the number of members required to make a valid decision should be minimum of 14.

Two representatives from each of the six localities (district council areas)

One representatives of each of the following:

- Physical Disability
- Black and Ethnic Minorities
- Older people
- Third Sector
- Faith Groups
- Transport
- Mental Health
- Learning Disabilities
- Children/Young People
- Rurality
- Gay, lesbian and bi sexual
- Working age people
- Carers
- Housing
- Gypsies and Travellers

Observers/Information representatives

- 1 Primary Care Trust
- 1 Adult Social Care
- 1 Health Overview and Scrutiny Committee
- 1 Adult Social Care Scrutiny Committee
- 1 North Cumbria Acute Hospitals NHS Trust
- 1 University Hospitals of Morecambe Bay NHS Trust
- 1 Cumbria Partnership NHS Foundation Trust
- 1 Public Health

We feel that representatives from the statutory organisations, listed above, should have no voting rights and act as observers and providers of information.

We feel that the 'Governing Body' should elect a Chair from its membership. The role of the chair would be to:

- Conduct meetings
- Hold the casting vote
- Select a team from the group to address any grievance issues

P.3.a

Do you feel that the membership profile reflects the diversity of the population of Cumbria?

Yes No

Are there any other groups that you feel are important to the health and care agenda?

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P.3.b

Do you feel that 27 members is about the right number to arrive at decisions?

Yes No

If not should this be more or less?

More Less

P.3.c.

We have proposed that 14 members is the minimum number required to make a valid decision. Do you feel this is fair?

Yes No

If not should this be more or less?

More Less

P.3.d.

We feel that having observer representatives from health and social care providers and commissioners, scrutiny and public health will help inform the LINK and the Governing Body, do you think this is a good idea?

Yes No

If not, please let us know what concerns you have?

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P.5. LINK Member Representatives

We anticipate that the Cumbria LINK will be required to attend a number of meetings to represent the views of the LINK and feedback information to the LINK. We propose that the 'Governing Body' has the authority to select individuals to represent the Cumbria LINK at specified meetings.

Cumbria LINK representatives would be required to attend designated meetings throughout Cumbria, be able to represent the views of the Cumbria LINK and prepare written reports to the Cumbria LINK within agreed timescales.

P.5

Do you agree that the 'Governing Body' should have the authority to select individuals to fulfil this role?

Yes No

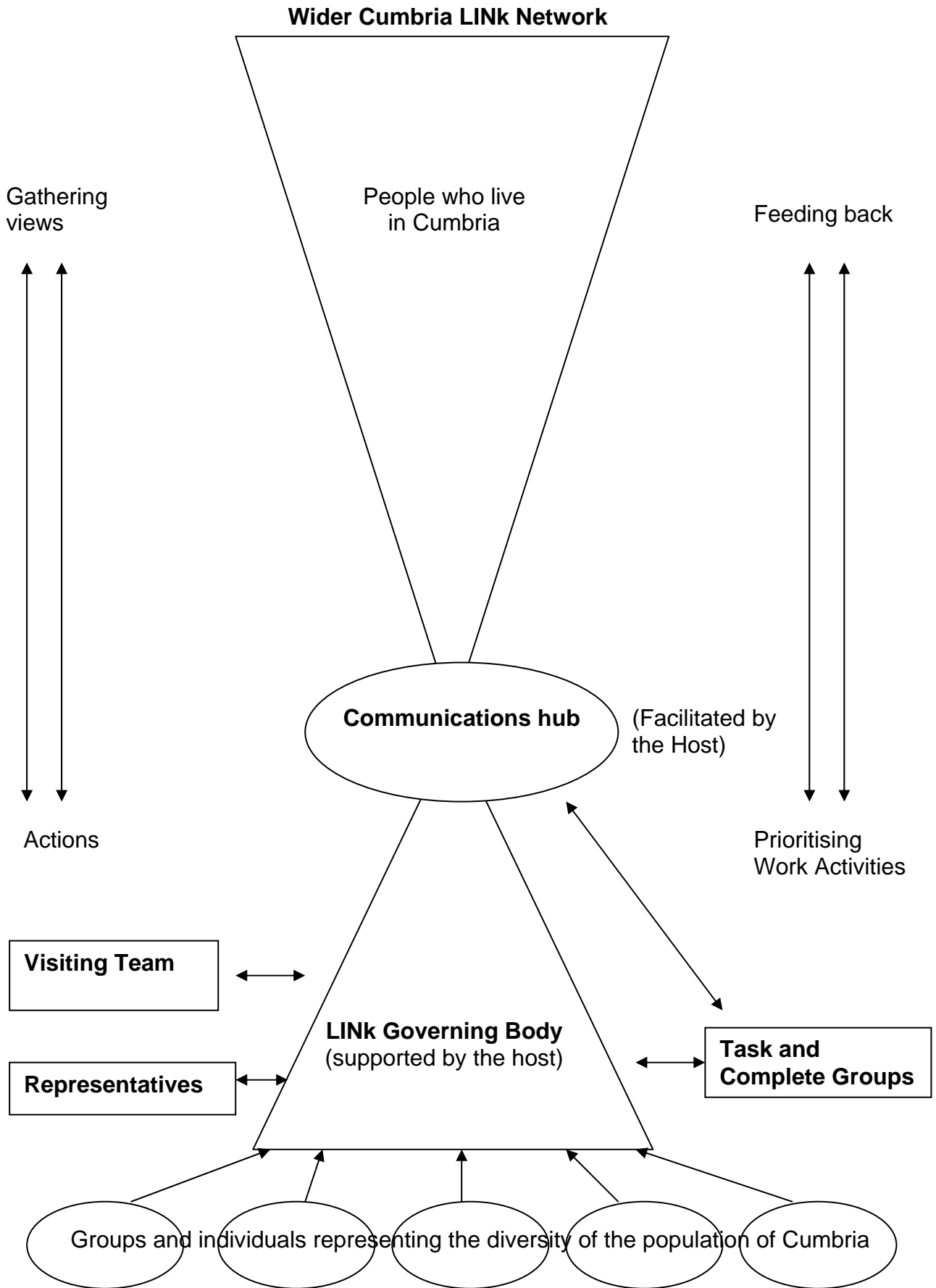
If not could you explain why?

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Do you think that there needs to be requirements of Cumbria LINK representatives e.g. that they can demonstrate they are able to be representative?

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Proposed Cumbria LINK Structure



Contact Details

For further information or to request copies of this consultation document please contact:

Address:

Cumbria LINK Support Team
Cumbria CVS
27 Spencer Street
Carlisle
CA1 1BE

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Web Site:

http://www.thirdsectorcumbria.org.uk/information_consultations.html

Copies of this document can be made available in different formats/languages upon request.