



# DARLINGTON

## LINK

### Work Plan 2009 - 2010



**DARLINGTON LINK**

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## Introduction

This Work Plan outlines the **DARLINGTON LINK** priorities for the year 2009-2010. The key strategic priorities have been discussed with Darlington Borough Council to ensure a fit with their funding intentions. The Work Plan will be managed by the **DARLINGTON LINK** Core Group and Task groups established for each project of the program, this will then be performance managed by Diane Lax and Louise Haymer from the host organisation within the ISO9000 management review structure.

## Executive Summary

This plan outlines the planning process for **DARLINGTON LINK** during the current year and identifies key strategic priorities for 2009-10. Details of the process used to obtain these priorities are detailed on page 7 of the Work Plan, the key targets are outlined against the name of the person/group responsible for the delivery of the work plan.

Key Work Plan priorities and work streams for the year ahead are identified as.

- Seizing the future
- Stroke Services and the delivery of after care
- Rural health care
- GP Services

## Authorisation

This work plan should be signed off by the following (add additional people as appropriate):

<b>Name</b>	<b>Designation</b>	<b>Signature</b>
<b>Jean Thurkettle</b>	<b>Chair</b>	
<b>Mary Hall</b>	<b>Contract lead funder</b>	

## Service Description

**DARLINGTON LINK** is an independent organisation which exists to enable local people and organisations to have a voice and influence the planning, commissioning and delivery of health, and social care services to the people of **DARLINGTON**.

**DARLINGTON LINK** will contribute to ongoing development of these services provided within **DARLINGTON** by bringing together all interested parties to lobby for improvement on a local, regional and national basis.

The **DARLINGTON LINK** Core Group members observe the seven principles of public life which are known as the Nolan Principles, these are: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, Leadership, and will encourage all participants to adopt the same.

On 19/03/09 **DARLINGTON LINK** Core Group took the decision to become an association. The governing documentation for the **DARLINGTON LINK** is available from the **DARLINGTON LINK** office and on the website.

**DARLINGTON LINK** objectives are to.

1. Enable people to have their say about local social care and health provision
2. To invite local people to participate in work planning and task groups to create action plans, reports and other key documents to influence change
3. To establish a organisation that is fully inclusive
4. Refer issues to relevant scrutiny committees, regulators and get responses
5. Monitor and communicate the changes that have taken place

## Mission Statement

**DARLINGTON LINK** is an organisation that is striving to ensure better delivery of services across the Borough. In particular we are developing partnerships with Stakeholders to ensure we deliver on our mission statement below.

*“To enable local people to have a voice and influence the planning, commissioning and delivery of health and social care services to the residents of Darlington”*

## Goals and strategies

DARLINGTON LINK will:

1. Improve local services through the active involvement of local residents.
2. Raise the profile of the LINK locally.
3. Be inclusive and embrace equality and diversity.
4. Utilise and encourage existing networks and forums.
5. Be open, honest and transparent in all work.
6. Work within an externally recognised quality framework.
7. Influence and empower local people to take responsibility to effect change.
8. Complete robust and meaning research that can influence.
9. Publicising its work and results.

## How the Host Organisation supports the Work Plan process

In order for DARLINGTON LINK to deliver a robust and meaningful Work Plan it requires the help of a Host Organisation, for the DARLINGTON LINK this is the Carers Federation.

The Carers Federations role is to support the LINK through a number of administrative procedures and deliver strategic support. The Carers Federation works closely with the LINK volunteers to develop the following:

1. Annual, quarterly and monthly financial information.
2. The development of the LINK governance, structure, policies, procedures and guidelines.
3. Produce their Annual Report.
4. Organise and hold the LINK AGM.
5. Establish joint working arrangements for cross-boundary projects and initiatives.
6. Develop the LINK website and produce the LINK newsletter
7. The 360 degree Appraisal of the Host Organisation.
8. Delivering consultation events across all the Town's communities particularly the easy to ignore groups.
9. Communicating the activities of the LINK and their outcomes to the local communities.
10. Identify, Develop and implement rigorous training for members e.g. Enter & View, Strategic Planning.

It is essential that all this work is produced in partnerships and delivered in partnership with **DARLINGTON LINK**.

The Carers Federation has recognised the need for support of the host organisations, not only in **DARLINGTON** but across all its **LINK** contract's, it has in place systems that ensure all the Host teams receive significant support in delivering their contract. This support includes:

1. Quarterly Team Leader meetings to encourage the sharing of good practice, benchmarking and problem solving.
2. Annual Strategic Planning event for all team leaders.
3. Annual Strategic Planning event for all team members.
4. Training Programmes to deliver corporate objectives and training requirements specific to LINK's Staff.
5. Development of Standardised reporting mechanisms for KPI's and Work Plans etc.
6. Individual staff supervision and professional development.
7. Host Question & Answer forum through the intranet and email.

## **Identification, Evaluation and Monitoring of Projects**

The Projects that have been identified for the **DARLINGTON LINK** organisation work plan are the result of consultation through various sources. This includes:

1. Feedback from Community Events.
2. Postal and face to face Surveys.
3. Board and Issue Specific Meetings.
4. PPI legacy issues.

These consultation routes will continue throughout the duration of the contract. This will enable future Projects to be identified and included in the future Work Plans, ensuring future benefits to the community.

The Projects (and all future Projects) have been evaluated by the **DARLINGTON LINK** organisation to establish their priority within the Community and remit of the **DARLINGTON LINK** organisation. This has been done through a scoring system (see appendix 2)

## Monitoring and Evaluation of the Plan

The Work Plan will be monitored and evaluated through the ISO9000 Quality Management Framework within the **DARLINGTON LINK** organisation and progress against each activity will be reported to the **DARLINGTON LINK** Core Group and relevant Task Groups on an ongoing basis using the work plan attached. Page 10

## Communication of the Plan

It is the intention of the **DARLINGTON LINK** that this plan, will be circulated widely to enable local stakeholders to engage with the activities outlined should they wish to do so.

**DARLINGTON LINK** will also use its communication and engagement strategies and action plans see (Appendix 3).

## Brief Description of the Planning Process Used

**DARLINGTON LINK** held meetings through 2008 where decision were taken to continue with previous work from the PPI forums these included Stoke Services and Diabetes. Other issues that had been raised through 2008 / 2009 included Fairer Charging system being introduced by social services, (these issues had been raised through a large organisation with in **DARLINGTON**). Wording of Documentation produced by the NHS (members of GOLD), Seizing the Future Consultation (event taking place throughout **DARLINGTON** and County Durham) and Rural Health (this was decided upon due to information received from County Durham LINK and NHS consultation workshop). **DARLINGTON LINK** Work Plan for 2009/2010 would also look at issues raised at the AGM/Launch event that took place on 19<sup>th</sup> March 09 at the Dolphin Centre.

The event was well attended and issues and concerns were taken from this event to the Core Group meeting on 21<sup>st</sup> April 09 where the group decided what priorities they wanted to work on. Due to the information received from the AGM/Launch event it was agreed that the issues / concerns raised were too vague and not specific enough to take anything forward. It was agreed that **DARLINGTON LINK** would continue to work on the plan from 2008/2009 with the added issues / concerns around GP Surgeries and that a future event would be organised to gather more information from the public about health and social care. **DARLINGTON LINK** has learned from the previous event and will look at new and more innovative ways of gathering concerns / issues. **DARLINGTON LINK** plans to hold another event in approxmatley 6 months.

## Direction of Work

The work of the group will support the aims and objectives of **DARLINGTON LINK** which are to improve health and social care in **DARLINGTON**.

This will be achieved by:

- Gathering and responding to information on local needs and services
- Identifying and promoting good practice
- Keeping the local community informed on progress

The specific direction of the work of the group will be reported to and agreed by the **DARLINGTON LINK** Core Group.

## Code of Conduct

It is expected group members will adhere to the **DARLINGTON LINK** Code of Conduct and agreed policies.

This will include demonstrating the seven principles of public life (Nolan Principles) Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, Leadership whiles having commitment to the principle of equal opportunity regardless of race, gender, marital status, sexual preference, ethnic origin, disability or religion when undertaking **DARLINGTON LINK** activities.

## Work Priority

The initial task for the group is to achieve the objectives established in the Work Plan, as agreed by the **DARLINGTON LINK** Core Group.

## Membership

Any individual or organisation can join the **DARLINGTON LINK**.

## Frequency of Meetings

The Core Group will meet every monthly or sooner if required or requested by members of the Core Group, Task Group members will meet as required but no longer than 3 monthly.

## **Facilitation/Chairing the Group**

A Chair will be appointed by the Core Group and will have authority to act on behalf of the Core Group within the agreed work plan for the group. Training will be available to support those who would like to chair meetings.

## **Role of the DARLINGTON LINK Organisation**

Members should bear in mind a key role of the DARLINGTON LINK organisation is to support the work of the group. This could include any number of activities: letter writing on behalf of the group; information gathering; researching relevant health and social care documents; planning appointments and interviews; offering guidance on research/consultation methods etc.

DARLINGTON LINK staff will be in attendance at meetings, where there are financial and resourcing implications for the work the group wishes to undertake, DARLINGTON LINK staff can assist in presenting information to the Core Group.

## **Invitation to Partner Organisations and Officers**

Under certain circumstances the work of the group may be helped by gaining information from health and social care commissioners and service providers, DARLINGTON LINK staff can assist with this process. This may involve inviting organisations or agencies to present information to the group and facilitating discussions.

## **Delegation of Responsibility**

Specific responsibility can be delegated to members to progress the work of the group. Members should only accept responsibility for pieces of work they feel they have the time and commitment to complete. DARLINGTON LINK staff will support members with their work, as appropriate. All delegated work must be approved by Core Group.

## **Role of Enter and View**

DARLINGTON LINK will have a number of members who can act as DARLINGTON LINK authorised representatives to 'Enter and View' with Core Group approval.

## **Timescales and Work Plan**

DARLINGTON LINK Task and Finish Groups will have a work plan to guide their work, agreed with the DARLINGTON LINK Core Group. The groups are expected to be time limited, although work objectives will be reviewed on a regular basis.

## **Budget**

DARLINGTON LINK Task and Finish Groups will work within the agreed budget for its activities authorised by the full DARLINGTON LINK Core Group – the group will not enter into any financial commitments without the full authority of the Core Group and prior approval for any additional spend.

## **Membership of the DARLINGTON LINK Core Group**

DARLINGTON LINK working Groups will have representation on DARLINGTON LINK Core Group. The selected group Chair is likely to be the representative, although another group member may be nominated in their absence or if their skills, knowledge or expertise would be more advantageous.

## Operations Plan

	WHAT	WHEN	WHERE	HOW	WHO
1.	Better access to Stroke Services and after care	PPI 2007-10	DARLINGTON	Through work plan	Task Group
2.	Rural health challenges	April 2009-10	DARLINGTON	Through work plan	Task Group
3.	Seizing the Future	October 2008-10	DARLINGTON	Through work plan and minutes of meetings held by NHS	Task Group
4.	GP Services	June 09 - 10	DARLINGTON	Through work plan and task group action plan	

## WORK PLAN

### Darlington Local Involvement Network LINK

Activity / Objective	Action / Task	Lead Person	Timescale	Outcome	Follow up	Evaluation
<b><i>Stroke Services</i></b>						
Stroke Services Follow up on previous PPI forum information on Stroke. AGM / Launch event publicised ongoing work and opened opportunities for people to become members of the task group this was also published in the newsletter	Diane to distribute previous information to Task Group  Group to organise meeting to discuss way forward  Group to feedback to main Core group by next meeting 18/12/08  Working group set up to meet with County Durham LINK Feb09  New task group members updated of progress to date March 09.  Members advised of new meeting time and date.	Host Diane Lax  Durham Sue Jennings  Task Group RM,BM, JT,AR, LK,	Jan 09          April 09	Task group met, decision made to contact Durham LINK meeting held in Feb 09 and letter sent to NHS to clarify points raised	Awaiting response from letter that has been sent to lead on stroke services at NHS. Follow up letter sent 14/03/09 via county Durham LINK as no response received from NHS. Response received from NHS meeting arranged for 11/05/09. Host to attend	Meeting cancelled.
Follow up meeting 11/05/09 to receive clarity on services for strokes. Meeting cancelled and rearranged for 05/06/09	Task group to attend meeting		June 09			
Meeting 5.06.09 Gill Smith	Information received from meeting to				No Comments	

Activity / Objective	Action / Task	Lead Person	Timescale	Outcome	Follow up	Evaluation
from the NHS attended meeting on behalf of Cath Scott lead for Stroke services	be looked at and for group members to feedback before 19.06.09 any comments. Group also advised that they were happy with acute services and now just wanted to continue with after care services.		19/06/09		received although group to meet again to discuss in more depth. July 09	
Task group meeting 6/07/09 discussed paperwork received from Gill and way forward looking at after care services and the new strategy for this.	NHS to invite group members to strategy meetings once arranged  Diane to request electronic version of paperwork received from Gill so this can be shared with a wider audience. Also request that Darlington LINK members be invited to consultation as previously requested in June		July/Aug 09  06/07/09	Awaiting more information from NHS  Email sent	Follow up email sent 9/07/09	
New Lead for Stroke services starting end July beginning of Aug	Gill Smith has informed us that a new lead will be starting shortly so she will pass on the information request to them and they will be in touch.		July/Aug 09	Awaiting new person to start in post	Information received 10/07/09	
Email Christine who is the new lead for stroke services to ask for more information about when the consultation will start.	Email sent		Aug	Awaiting response	Email received meeting arranged for 25/09	
Meeting arranged 25 <sup>th</sup> September with Christine Scollen to discuss Proposal to increase capacity documentation	Request electronic version of paperwork again Ascertain when consultation will take place			Christine to arrange meeting to give overview of whats happening and		



Activity / Objective	Action / Task	Lead Person	Timescale	Outcome	Follow up	Evaluation
	Louise attended a meeting 22 <sup>nd</sup> June	AW, RL,JM		Darlington issues are different to Durham so there will be two different work streams	Jill Simpson will keep Louise informed of updates as they occur	Awaiting info from NHS
<b>GP Surgeries</b>						
GP Surgeries  Also see task group Action plan for GP Surgeries located in file.	Task group to be formed  Louise will access some information about GP services and distribute to task group meeting 10 <sup>th</sup> June  Follow up meeting arranged for 8 <sup>th</sup> July with outcome of survey 08-09  Gathering information to rank GP surgeries in Darlington  Draft letter to send to GP about services they offer to people with learning disabilities	Host Louise Haymer  Task Group TT,BH, PB, JV JT	10 <sup>th</sup> June first meeting  8 <sup>th</sup> July  End July  End July	Information from survey 07-08 given to core group also survey created by Louise  Data obtained and shared with group questionnaire different this year so not easy to check group have asked that information from this year's report is used and then ranked Louise	Louise to pull off information from new survey so comparisons can be made Louise will arrange next meeting once she has completed research.  Once information has been put together task group meeting	

Activity / Objective	Action / Task	Lead Person	Timescale	Outcome	Follow up	Evaluation
	<p>Task group meeting 29/07/09 to discuss findings from survey and agree next steps. Letter agreed and to be sent to GP and request information back by 28<sup>th</sup> Aug Once all information back Louise will pull together the information and send to Task Group and arrange next meeting.</p> <p>1<sup>st</sup> Sept all information has been received Louise will now arrange follow up meeting with GP task Group</p> <p>15/09/09 task group discussed reports and agreed that they would now work on the following</p> <p>Arrange meeting with Assura</p> <p>29<sup>th</sup> October meeting took place Assura unable to attend but representation from TEWV came to answer questions</p>		<p>End Aug</p> <p>Week beginning 14<sup>th</sup> Sept</p> <p>15/09/09</p>	<p>to pull report together.</p> <p>All information sent to task group next meeting arranged for 15/09/09</p> <p>Arranged 29<sup>th</sup> October</p> <p>Meeting to be arranged with Practice Managers</p>	<p>will be arranged</p> <p>Diane to contact Amanda Dexter to arrange</p>	<p>Task group to decide on some outcomes they want to achieve from the meeting with PM once meeting is arranged Task group to meet before to plan and organise these outcomes/ actions</p>

Activity / Objective	Action / Task	Lead Person	Timescale	Outcome	Follow up	Evaluation
<b><i>Seizing the Future</i></b>						
Seizing the Future	Core Group members to attend meetings held by NHS County Durham about proposed changes to hospital services affecting Durham university, Bishop Auckland and Darlington.	Host Diane Lax	Jan 09	Letter now received from NHS County Durham advising of outcome of decision with option B being the option they are going to go with.	Monitor transport issues as option B is introduced.	Consultations took place over period of time, Darlington LINK members attended some of the presentations and agreed with the decision that option B was the preferred option.
Seizing the future delivery	Attend public meeting in County Durham to discuss options further through Question and Answer Session with NHS board.	Task Group AW, TT, RM, JT, BM, PF	Feb 09			Darlington LINK sent a response stating option B as the preferred option with reservations about transport, integrated working.
	Darlington LINK will be involved in the Seizing the Future Delivery oversight board meetings.	BM, TT, JT	2009 – 2010	LINK members to attend monthly meeting, looking at developments.	Time table of events given out to Core group 20 <sup>th</sup> May Meeting.	Members to feedback to group on progress of developments and implementation plans. Monthly.
	Task group to attend a meeting on 22.06.09 to gather information about the way forward and implementation plans.		22.06.09	Group attended meeting and will be involved monthly while the implementation process is put in place	Monthly meeting to check progress	Feedback to be given to core group monthly
	Monthly meetings have been arranged by NHS and task group will attend these until the implementation of the delivery plan.		monthly	Group to feedback information to core group on updates of changes see		Task group have reported that progress is going well, communication and risk assessment groups have been set

Activity / Objective	Action / Task	Lead Person	Timescale	Outcome	Follow up	Evaluation
	October and November task group unable to attend meetings			meeting feedback sheets for more detail  Minutes to be sent to LINK from NHS for these meetings		up and targets for implementation are as planned on running to timetable.
<b>Archive</b>						
Follow up on previous PPI forum information Diabetes	Diane to distribute previous information Core group to form Task Group to look at way forward.  Once Task Group formed arrange meeting	BM, RM, JT		Information distributed. Core group wanting to discuss with County Durham LINK about joint working	Diane to raise with LINK host County Durham 14.05.09	Core group have agreed to close this down as it was agreed that the PPI forums had taken this as far as they could at the time. Group will revisit if and when required.  Closed 12.05.09
Fairer Charging Closed 12/05/09	Gather information about new policy that is to be introduced January 09  Talk to key people about changes (Jane Robinson Adult Social Services)  Invite Adult Social Services Rep to discuss	DL	18/02/09	Maxine Naismith attended the core group meeting on 18/02/09 gave details of what fairer charging was about and advised the group that she could arrange for someone from finance to discuss chargers in more depth.	No follow up to take up at the moment Core Group will wait till after the AGM to see if further action be taken.	Discussion with Adult Social Services, information will be considered after AGM  Review April 09  Reviewed at 12 <sup>th</sup> May meeting core group decided to now closed as no further action to be taken.  Closed 12.05.09

Activity / Objective	Action / Task	Lead Person	Timescale	Outcome	Follow up	Evaluation
Wording of NHS Documents Closed 12.05.09	Task group to be formed with County Durham LINK looking at document wording	Co/Durham Sue Task Group JT, RM, JE, MF, BH	To be arranged	No further details form county Durham LINK. Group felt that as GOLD have a reading group already working with NHS on wording of documents there was no further action to take.	N/A	Core Group discussed option on 12/05/09 and felt there was no need to take any further action as GOLD were already completing work on this issue and felt it unnecessary to duplicate work.  Closed 12.05.09

## PERFORMANCE MANAGEMENT FRAMEWORK

<b>Stroke Services</b>
------------------------

**Complete or on track**



**Overdue**



<b>PURPOSE</b> : to follow up work carried out by PPI forum				
<b>ACTIVITY</b>	<b>TARGET COMPLETION DATE</b>	<b>BY WHOM</b>	<b>FINANCAL IMPLICATIONS</b>	<b>STATUS &amp; COMMENT</b>
Establish Task & Finish Group	21/04/09	Core Group		
Gather initial data relating to experience	21/04/09	Core Group		
Attend meetings and update reviews with relevant parties	Ongoing as information develops, review bimonthly to monitor progress	Task Group/host		
Agree working protocol with County Durham LINK	Draft agreed 18 <sup>th</sup> June	Core Group and Task Group		
Update wider public through newsletter and	Newsletter quarterly	Host		

website	Website Monthly			
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### PERFORMANCE MANAGEMENT FRAMEWORK

#### Seizing the Future

Complete or on track



Overdue

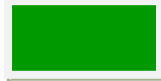


PURPOSE : overseeing the implementation plan for changes with hospital services in the area.				
ACTIVITY	TARGET COMPLETION DATE	BY WHOM	FINANCAL IMPLICATIONS	STATUS & COMMENT
Establish Task & Finish Group	21/04/09	Core Group		
Gather initial data relating to experience	21/04/09	Core Group X PPI members		
Attend meetings and update reviews with relevant parties	Monthly	Task Group	Travel expenses to and from Durham Monthly	
Update wider public through newsletter and website	Newsletter quarterly Website Monthly	Host		


**PERFORMANCE MANAGEMENT FRAMEWORK**

<b>Rural Health</b>
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**Complete or on track**



**Overdue**



<b>PURPOSE : to establish inequalities of health care services in rural areas</b>				
<b>ACTIVITY</b>	<b>TARGET COMPLETION DATE</b>	<b>BY WHOM</b>	<b>FINANCAL IMPLICATIONS</b>	<b>STATUS &amp; COMMENT</b>
Establish Task & Finish Group	19/03/09	Launch Event / Core Group		
Write to members of Task & Finish Group	March 09	Host		
Attend meetings and update reviews with relevant parties	April / May	Task Group / Host	Travel expenses to Durham area	
Gather initial data relating to experience	April			

Agree working protocol with County Durham LINK	June 09			

**PERFORMANCE MANAGEMENT FRAMEWORK**

**GP Surgeries**

**Complete or on track**



**Overdue**



PURPOSE :				
ACTIVITY	TARGET COMPLETION DATE	BY WHOM	FINANCAL IMPLICATIONS	STATUS & COMMENT
Establish Task & Finish Group	20/05/09	Core Group /General Public		
Write to members of Task & Finish Group	May	host		
Meeting to establish roles and responsibility	June	Task Group		
Regular task group meetings	Monthly or sooner if required	Task Group	Travel expenses to meeting	
Gather initial data relating	June 09	Host		

to project				
Data collection	July 09	host		
Analyse initial data draw out findings	September 09	Task group		
Produce report presenting findings or determine next steps	September 09	Host / task group		
Publish findings and conclude work stream	2010			

Please contact office for any appendix that you require that are not attached.

**Appendix 1 Decision Making Policy and Scoring System**

**Appendix 2 Communication and Engagement Strategies**

**Appendix 3 Training Matrix and Knowledge and Skills Audit for Members**