

Wiltshire Local Involvement Network [LINK]: Known as WIN.

ANNUAL REPORT 2008 - 2009.

Introduction.

The Wiltshire LINK, (Local Involvement Network) decided that, to avoid any confusion with local volunteer transport systems established across the county called "Links", it should call itself the Wiltshire Involvement Network (WIN). The WIN was launched with the backing of Wiltshire County Council and the Wiltshire Primary Care Trust to give local people, organisations and groups from across the county the opportunity to collectively contribute to improve health and social care services for Wiltshire.

WIN is a network of local people, organisations and groups from across the community that want to make all social care and NHS health services better. LINKs are independent of Councils and the Health Service. Their aim is to provide a stronger voice for local people in the planning, design, commissioning and provision of health and social care services. The intention is to provide different ways for people and organisations to become involved with the WIN and at levels at which they are comfortable, e.g. by starting discussions about local issues and by way of e-petitions or simply by participating in surveys, public meetings or discussions. The strength of the LINK is in its collective number, its ability to consult widely, in the statutory powers to support and challenge service providers and to 'add value' to issues represented by local people. The ability to request information from service providers within stipulated timeframes and the provision to enter Health and Social Care service premises and review services is uniquely vested in the LINK.

Using strong relationships that previously existed with the primary health commissioners and providers of services for Wiltshire, the WIN set itself the aims to keep up to date with current and future policies, to provide appropriate advice on public and patient issues and to create the mechanism to provide a stronger voice for local people and organisations interested in improving health and social care service provision across the community. The WIN brings together a wealth of experience and expertise in individuals involved as practitioners, managers and users of health and social care services, with the specialist skills of the people and organisations who support the diverse needs of their communities and the many people who freely give of their time to represent specific causes and to make a difference.

1. Name, Address and Contact Details of the LINK

The initial point of contact for the Wiltshire Involvement Network is through the LINK administrator:

- Wiltshire Involvement Network c/o HAP UK, 5, Spa Road, Melksham. SN12 7NP.
- Telephone No., (LINK Administrator: Sharon Daws 01225 701120)
- E-mail: sharondaws@hapuk.co.uk
- www.wiltshirelink.co.uk or via www.communityvoicesonline.co.uk

2. Name, Address and Contact Details of the Host.

HAPUK was formally appointed as the host organisation for the Wiltshire LINK on 1st October, 2008 by Wiltshire County Council. As the host organisation, HAPUK supports the Wiltshire LINK by employing officers local to the area and also through allocating dedicated staff within the team at head office.

- HAP UK, 5, Spa Road, Melksham.SN12 7NP.
- Contracts and Performance Manager: Jo. Bell.
- Telephone No: 01225 701125.
- E-mail: jobell@hapuk.co.uk
- www.hapuk.co.uk

The Host Contract for the Wiltshire LINK was let on the basis of HAP UK as the contract holder and lead organisation working in partnership with Age Concern Wiltshire and the Wiltshire and Swindon Users' Network. Both partner organisations have credibility and established outreach networks across the county and track records of working co-operatively between the community and service providers. The partner organisations are:

- Age Concern Wiltshire
13 Market Place
Devizes
Wiltshire
SN10 1HT
01380 727767
- Wiltshire and Swindon Users' Network
Independent Living Centre Semington BA14 6JQ
01380 871800

3. Name of Authorised LINK Representatives

An Interim Core Group acted as the decision making body for the Wiltshire Involvement Network from 20 May 2008 to the end of the transitional arrangements in September 2008. The Group of 20 members were elected from volunteers present at the inaugural meeting of the LINK. The Interim Core Group (ICG) decided that it should elect a Chairperson and two deputies with interest in health and social care. Interim Core Group status limited progress that was able to be made beyond creating its own business model but this Core Group was re-appointed in September 2008 to align with the letting of the Host Contract with the proviso' of an annual election to be held in May 2009.

Members of the Core Group with voting rights

Individuals:

Peter Biggs Chair
Phil Matthews Deputy Chair

Jill Tompkins Deputy Chair
Jean Cole
Martin Eggleton
David Evans
Anna Farquhar
Jetta Found
Duncan Hames
Rodney Haverson
Janet Jarmin
Veronica Parker
Stuart Ritchie
Dorothy Roberts
Margaret West
Mary Wilson

Organisations:

June Sadd – Wiltshire Race Equality Council

Non-Voting members:

Bryony Brown – Wiltshire PCT
Jacqui Abbott – Wiltshire County Council
Liddy Davidson – Age Concern Wiltshire
Louise Rendle – Wiltshire and Swindon Users' Network

The core group have appointed four members from the group to liaise with the Councils Health Overview and Scrutiny Committee, these being:

OSC Representatives:

Peter Biggs
Anna Farquhar
Jetta Found
Mary Wilson

In addition to the core group, the Chair and Deputy Chairs meet regularly to deal with strategic and governance issues; two working groups have been established to prime the initial and ongoing work of the WIN and to carry out work packages on behalf of the core group. Involvement in these groups is open to other WIN members from within or without the core group, but each group is led by a member of the core group and is responsible for monitoring and reporting on the particular working group's progress.

Working Groups leads are:

Jill Tompkins – Mental Health Sub Group
Rodney Haverson – Outreach Sub Group

Enter and View Representatives:

The WIN is committed to create a Team who are appointed and trained for purposes of Enter and View but this activity is dependant upon appropriate training and statutory

clearances. An initial meeting relating to Visits was held as part of the early set up work and this Group will be re-convened to take forward this important piece of LINK activity.

Jill Tompkins – Visits Team lead

4. Financial Reports - See the following attached:

- Appendix No. 1 – HAP UK Report on Transitional Arrangements.
- Appendix No.2 - HAP UK Report for the Year Ending 31st. March, 2009.

5. Activities that WIN has undertaken.

5.1 Wiltshire in context

Wiltshire is recognised as a large and predominately rural county with a dispersed population of approximately 450,000 of which almost half live in towns and villages, the latter with individual populations of less than 5,000. It has experienced a reasonably high population growth perhaps because it is regarded as generally prosperous and one of the safest counties in the country. There are low rates of deprivation and children living in poverty, with the highest levels occurring in the western and southern parts of the county. There are inequalities within Wiltshire with poorer health in the more deprived areas. In relation to other counties in the South West it currently has low numbers of young adults and fewer people over the retirement age and a lower proportion of ethnic minorities all of which are particularly relevant in the context of Health and Social Care and the provision of services across the County. There are a significant number of military establishments in Wiltshire.

Most public health indicators relating to quality of life across the county are favourable and the rate of people claiming sickness benefit because of mental health problems is lower than the national average. Life expectancy and life expectancy at birth is better than many other areas in England pointing to an increasing likelihood of an ageing population which must be considered by service Commissioners.

Similarly, while the county compares well in percentage terms with most national indicators of people's health including cancer, heart disease and stroke it does not do well in terms of children's tooth decay and road deaths and injuries. In addition about 10% of the population are coping with long term conditions such as diabetes, asthma or arthritis, and an estimated 1 in 5 adults are classed as obese and approximately 1 in 11 children in their first year of school are classified as obese; all of which provide strong pointers to likely public health concerns.

The Wiltshire Local Area Agreement has prioritised reducing health inequalities by focussing on vulnerable groups, including the military. It specifically aims to tackle smoking, alcohol and obesity.

From 1st. April, 2009 Wiltshire operates as a Unitary Authority bringing together 4 district councils and one county council area, combining a series of Community Areas which will

take general responsibility for their own community affairs and issues including health and social care. This will present the Wiltshire Involvement Network (WIN) with a new series of network challenges and opportunities to engage with the county at a practical level in tackling immediate experiences, issues and concerns. (Source: Wiltshire Strategic Needs Assessment 2008)

5.2 Transitional Period

There were a series of public meetings during late 2007 and early 2008 at which stakeholders and others were invited to discuss the organisation, basic structure and management of a Wiltshire LINK. HAP UK was appointed as the host organisation to the LINK for the transitional period and at a public meeting on 20th. May, 2008 an Interim Core Group was established with responsibility for the full range of 'start up' activities, including:

- Creating a working structure to support the work of the LINK
- Agreeing a range of protocols to underpin the work of the LINK
- Promoting the work of the LINK and encouraging participation by individuals, groups and organisations
- Establishing a forward Work plan detailing the initial projects that the LINK will focus upon
- Mapping voluntary organisations, key stakeholders and established relationships with service commissioners and providers across the county.
- Reviewing the statutory obligations placed upon the LINK including the formal arrangements with the Local Authority and the Health Overview and Scrutiny Committee
- Monitoring and managing budget and finances.

In September 2008, Wiltshire County Council let a 3 year contract with HAP UK as host organisation, which became operative on 1st. October, 2008 and the interim Core Group was re-appointed for the remainder of the first year of the Wiltshire LINK (WIN).

5.3 Activities Undertaken

A narrative of the activities undertaken since the creation of the Wiltshire LINK is summarised below.

- Appointed representatives to appropriate NHS and Social Care Groups and Working Parties in liaison with Providers. This also included the three District General Hospitals – Great Western Hospital, Swindon, Royal United Hospital, Bath and Salisbury Foundation NHS Trust - Great Western Ambulance Service NHS Trust and the Avon and Wiltshire Mental Health Partnership NHS Trust.
- Carried out Patient Environment Action Team inspections at NHS premises.
- Hosted two Public Meetings in conjunction with appropriate Commissioners on 'Carers and the problems they face' and on the Wiltshire PCT single equality

- Held training session for all Core Group members with the Centre for Public Scrutiny at which a draft work plan for both Health and Social Care was produced which has subsequently been shared with all members to decide upon priorities for 2009/10.
- Initiated GP Surveys to discover which surgeries have associated Patient Forums and whether or not it is possible to re-order prescriptions and make appointments online. The paucity of responses did not allow the WIN to draw any positive conclusions but the subject has been raised with LINKs nationally.
- Another national LINK survey concerns the interest charged to individuals from Local Authority Social Services when a person is taken into care and is unable, instantly, to release their assets.
- Members attended public events, promoting particular organisations associated with several Wiltshire towns – Trowbridge, Chippenham and Warminster – to display and distribute information promoting the WIN. In a similar vein it is intended that there will be a presence at local Agricultural and Community Shows to encourage involvement, inform and promote the role of WIN.
- Wiltshire County Council became a Unitary Authority on 1st April, 2009, (now known as “Wiltshire Council”) and it is administered through 18 Community Area Boards. Associated with each Board, composed of elected members, is a Community Area Partnership involving local volunteers. Some of these partnerships have Health and Social Care Working Groups and WIN Members have attended to raise awareness and encourage participation. This is often in close partnership with Wiltshire PCT.
- The Outreach Group, responsible for Publicity and Community Engagement, has produced Publicity Material, leaflets, WIN stationery, presentation output and distributed material via libraries, surgeries and Citizens’ Advice Bureaux etc.
- Consultation exercises on behalf of Wiltshire PCT in support of its Business Plan - the Single Equality Framework is an example and End of Life Strategy is a future planned event.
- Carried out Annual Health Checks and produced commentaries for the Care Quality Commission relating to NHS Wiltshire, Salisbury Foundation Trust and Avon and Wiltshire Mental Health Partnership NHS Trust. It is anticipated that additional organisations will be reported on in future years.

- Routinely considered and commented on Pharmacy applications referred by NHS Wiltshire.
- The current WIN Chair chaired a two year long working party of the Wiltshire Overview and Scrutiny Committee concerned with the major re-organisation of Health Services within Wiltshire.

5.4 Promotional Activity

5.4.1 Activity: Promoting Involvement

Members of the Core Group and the host organisation have taken all possible opportunities to promote the Wiltshire Involvement Network at meetings and events across the county.

Since the creation of the LINK up until 31st. March, 2009, 121 participants, (including 21 organisations) had been recorded by Community Voices Online, (CVO) as having signed up as either online or postal members of the Wiltshire Involvement Network. These participants are kept informed of all LINK activity and up to date with all related press releases, Policy Documents and Strategy Papers. Numbers have increased since then.

[CVO is a customisable website-based service, supported by traditional means of communication designed to facilitate public engagement, specifically within the LINK arena].

Publicity has included leaflet and poster drops e.g. to GP surgeries and dentists; press releases, letters, promotion of events and surveys on the website, as well as attending various community meetings.

5.4.2 Activity: Wiltshire and Swindon Users' Network

The Wiltshire and Swindon User's Network (WSUN) is sub-contracted to HAP UK Ltd as part of the Host Support Contract providing a ready and well established network of user's of health and social care services including people with Sensory or Physical impairment, mental health or learning difficulties and older people. The network has been in existence for almost 18 years to represent people who receive services from Wiltshire County Council or from Swindon Borough Council and represents almost 1000 members across the 2 LINK areas. The aims of WSUN are entirely complimentary with that of the WIN in terms of providing support and advice to users and representing users' views. A dedicated part- time WIN Support Officer will be appointed to take on specific community engagement activity but WSUN already promotes WIN during ongoing Community Development work. WSUN are part of the Host Management Team responsible for overseeing the LINK activity and performance against the Local Authority Contract.

During the Annual Report period WSUN has taken part in the WIN hosted Public Events, played an active part in the Sub-Group committees for Outreach and Mental Health, and led specific work on physical impairment strategy and the strategic framework for Mental Health.

5.4.3 Activity: Age Concern Wiltshire

Age Concern Wiltshire is sub-contracted to HAP UK Ltd as part of the Host Support Contract providing a respected, credible and established link with an important part of the Wiltshire community. Age Concern Wiltshire is part of the Host Management Team that meets regularly to review support arrangements and LINK activity. Age Concern Wiltshire appointed a part-time (15 hours per week) WIN Support Officer (Older People) in February 2009 who will have responsibility for Community Engagement and a specific role in 'providing a voice for older people'.

Age Concern Wiltshire is an independent charity working to promote the well being of older people to make later life an enjoyable and fulfilling experience. It provides direct services to older people across Kennet, West Wiltshire and North Wiltshire tailoring its services to what people say that they want. Support to community day centres and luncheon clubs is complemented by a variety of services including Home Visits, Befriending, nail care, home support and gardening.

Age Concern Wiltshire commissioned and led a major research project in 2006 called 'Beyond the Immediate' examining older peoples current and future expectations and aspirations across all aspects of their lives. The research and survey covered over 5000 people and 50 agencies across the county. The work remains valid in terms of identifying issues, trends and opportunities and it also provides a ready panel of people and agencies to consult, and a ready team of staff and volunteers trained to support public discussions and group events. This expertise, support team and consultation network is now an extended part of the WIN.

In the Annual Report period Age Concern supported the Public Events hosted by the WIN regarding the Long Term Future of Social Care (November 08) and the NHS Single Equality Scheme (March 2009) and undertook a survey to inform the NHS Annual Health Check and preparatory work ahead of consultations regarding Sustainable Communities and the Wiltshire Council Older People's Strategy.

5.4.4 Providing diverse methods for people to engage:

- On-line activity via website
 - A local section has been provided for Wiltshire on the website Community Voices Online (www.communityvoicesonline.org). This enables people to engage with the Wiltshire Involvement Network without the need to attend meetings. The website has been used to

provide news stories, promote LINK activities, to hold on-line discussion forums and to conduct surveys.

- A dedicated Wiltshire Involvement Network website (www.wiltshire-in.org.uk) has been created to link directly to the Wiltshire community.
- People may sign up to the WIN as offline members and to receive information through the traditional postal route.

- Interpreting/ Translation service
 - This is in place for nine foreign languages. There is also support for those with sensory impairment (Braille, audio, pictorial)

5.5. Working with service providers

5.5.1 Statutory Providers of Health and Social Care services

Within Wiltshire the main commissioners and providers of national health and social care services are:

- Wiltshire Primary Care Trust
- Wiltshire County Council
- Avon and Wiltshire Mental Health Partnership NHS Trust
- Great Western Ambulance Service NHS Trust.
- Royal United Hospital Bath NHS Trust.
- Salisbury Hospital NHS Foundation Trust.
- Great Western Hospital NHS Foundation Trust

Working relationships have been established with each of these providers, with mutual representation at respective committees and meetings, and direct involvement in promoting engagement activity. Additionally, the development of arrangements for supporting consultations and day to day business enquiries has been put in place.

5.5.2. WIN has three Observers on the Wiltshire Primary Care Trust Board and has representatives on the following major PCT committees:

- Practice Based Commissioning;
- Provider Services;
- Stroke Liaison;
- Infection Prevention and Control;
- Equality and Diversity.

5.5.3. Members of the Core Group of the WIN and its extended membership hold positions on a large and increasing number of health, social care and community committees, groups and partnerships naturally extending network links and the profile and influence of the WIN. An illustrative list of representative groups is shown at the Addendum to this report.

5.5.4. It was noted that improvements were needed in the performance of some services provided by the Great Western Ambulance Service NHS Trust. The problems traverse boundaries and are interactive with other NHS service providers.

5.6 Working with other Statutory and Non-Statutory Organisations.

5.6.1 Health Overview and Scrutiny Committee

Currently there are four members of the WIN who attend the Health Overview and Scrutiny Committee but this will be reduced to two after the May 2009 WIN election. The liaison representatives nominated by the core group have met regularly with the chair of the Health Overview and Scrutiny Board at Wiltshire County Council and a regular report on activity is made to the Committee. As the representatives receive OSC papers it is possible to question commissioners and providers directly at the meeting. A Protocol Document is being developed to clarify the relationships, working arrangements and expectations between the WIN, Community Area Partnerships and the Scrutiny Board.

A major piece of collaborative project work with the Health Overview and Scrutiny Committee (HOSC) at Wiltshire County Council was completed in the year by the WIN Chair relating to the PCT's major programme of Reforming Community Services. This has affirmed the strong relationship between the LINK and the OSC particularly in respect of Health matters.

5.6.2. The Outreach Group and the Interim Host has worked on contacting social care organisations, voluntary and community sector groups, Health and Social Care sub-groups of Community Area Partnerships, and the Wiltshire Forum of Community Area Partnerships.

5.6.3. Currently WIN has stronger links with health related organisations than those for social care. As this is an important issue, WIN will be working to improve this aspect of their work and to encourage strengthening of the partnership between health and social care.

5.7 Finding out Peoples Views

A number of mechanisms have been trialled to capture the views of people across the county. This has included:

- Survey
 - Your top priorities for health and social care
- Discussion topics
 - A number of discussion topics have been posted on the CVO website to encourage dialogue with people in the County around the key themes of:
 - Social Care
 - Public Health Information

- Mental Health
 - Long Term Care
 - Hospital and Specialist
 - Community Based Services
 - Ambulance and Transport
- It was noted that marginalised groups do experience difficulties and there is a need to heighten awareness of services available. It will be recommended that NHS Trust Patient Advice and Liaison Service, (PALS) finds ways to access vulnerable groups.

5.8 Governance arrangements

Governance arrangements for the Wiltshire LINK were agreed in 2008 during the developmental period of WIN. These arrangements were designed to meet the initial objectives of the early life of the LINK, with the recognition that they would be reviewed and developed as the LINK becomes more mature and relationships and responsibilities become clearer.

5.8.1 Standing Operational Procedures.

As part of its initial work plans a number of protocols were identified for development. These were prepared for the Core group and after the first year of operation have been reviewed and updated for recommendation to the core group at the June 2009 meeting. The set of current procedures is as follows:

Standing Operational Procedure 1 – Structure, approval and index

Standing Operational Procedure 2 - Wiltshire Involvement Network Membership

Standing Operational Procedure 3 - The Core Group Constituency

Standing Operational Procedure 4 – Voting Procedures

Standing Operational Procedure 5 - Management of Wiltshire Involvement Network

Standing Operational Procedure 6 - External Relations

5.8.2 Work Planning

The LINK has commenced the task of developing a work plan that will detail those areas where the LINK can make a difference and support the work of the service commissioners. The Work plan will comprise engagement activities, future consultation requirements and issues obtained from direct community engagement.

5.9 Projects

During its initial year the Wiltshire Involvement Network has been involved in specific project work, including:

- Completion of Annual Health Check commentaries.
- Preparing for a public meeting on Dementia
- Reviewed draft proposals for various strategies from the PCT. Provided input to public consultations relating to health and social care strategy and policy

6. Impact of LINK activities on services.

It is difficult to quantify the impact of WIN activity on services provided across Wiltshire. However, because of the WIN's close association with both the Wiltshire PCT and the Wiltshire Health and Overview Scrutiny Committee, largely as a legacy of PPI Forums, and increasingly with Social Service Commissioners and Providers it is clear that WIN consultation is actively sought. Consultation on the PCT's Equality policy is just one example.

Input and collective data from individual members representing the WIN at various Boards, Workshops and Trusts have been incorporated into Policy Documents as have outcomes from hosted Public Meetings.

7. How views were made known

Because of the close professional working relationship with providers of Health and Social Care services and wide representation on their committees and working parties the views of people involved in WIN activities can easily be discussed and further actions agreed.

The outcomes of Public Meetings and particularly related discussion groups were collated by the host, and forwarded to the appropriate commissioners and where appropriate included in the WIN work plan.

8. Requests for Information made by the LINK to:

Service providers and independent providers.

- Number of requests made to named organisation:...**3**
- Written to Wilts Social Services about interest on loans
- Written to all GP's requesting details of Patient Forums
- Written to all GP's requesting information relating to online prescriptions and appointments.

- Whether or not a written response providing the information requested was received from the named organisation within 20 working days of its receipt by them:.....**yes to 1** (Requests to GPs was in the form of two surveys).

9. Referrals made to an Overview and Scrutiny Committee, [OSC].

- Number of referrals made and what they related to:.....**None**.....
- Whether or not written acknowledgement of receipt was received within 20 working days of receipt by OSC.....**n/a**.....
- Whether OSC kept the LINK informed in writing about any actions taken in relation to referrals, and what actions, [if any] were taken.....**n/a**.....

10. Reports and Recommendations made by the LINK. [Regulation 5 – Duty of service providers to respond].

10.1. Number of reports and recommendations made, [to named service providers] and what they referred to:

There were no reports or recommendations made during this phase

10.2. Compliance by Service Providers with Regulation 5.

- Number of named service providers complying:.....**n/a**
- Number of named service providers not complying:----- **n/a** -----
- What actions were taken by the named service providers?---- **n/a** ---

11. Premises “Entered and Viewed”.

- Names of premises, number of times entered and viewed, [with purposes]:-
-----**None** -----

Addendum 1 to Wiltshire Involvement Network Annual Report 2008 – 2009.

Representation/Observer Status on NHS Committees and Working Parties.

Wessex Sight Vision (WPCT)
Great Western Ambulance Service -Equality & Diversity Steering Group
Infection Control Committee (WPCT)
Locality Meetings South (Wilts Community Health Services)
Provider Services Committee Wilts PCT
PCT Stroke Liaison Committee
Wilts LPC Meetings (Pharmacy)

AWP Patient Information Steering Group
AWP LINKs Stakeholders Group
Chippenham Hospital Liaison
Equality and Diversity Committee Wilts PCT
Lay representative Urgent Care Implementation Group
Observer at WPCT Salisbury Hospital FT Board meetings
Observers at Wiltshire Primary Care Trust Board
Practice based commissioning committee (WPCT)
Prison medical services liaison
Representative to Bath Maternity Services Liaison
Representative to B&NES Gynaecological Cancer Review
Representative to Lafarge liaison group
Representative to WPCT Governance & Risk Committee
Representative to WPCT Maternity Services Liaison Committee
Representative to Wiltshire Medical Services Forum
South Wiltshire Commissioning Alliance
Stakeholders at Health Overview and Scrutiny Committee

Non- Statutory Organisations

Representative to Ridgeway Partnership
Member of Westbury Probus
Area Board Pilot meetings
Area partnership exploratory meetings
Community Health and Social Care Forums.

END.