

Item 6



Warwickshire Local Involvement Network

**WARWICKSHIRE LOCAL INVOLVEMENT NETWORK
ANNUAL REPORT 2010-2011**

WARWICKSHIRE LINK - ANNUAL REPORT 2010/2011

Foreword

Once again can I thank every one who has supported LINK through the year and to LINK Council members along with the support staff. A lot has happened and we have been moving forward, we had the first of what I hope will be an annual engagement event, which this year focused on 'Surviving the Cuts Together' At this event the economic climate and its impact on Health and Social Care was discussed. We have completed a number of projects and presented robust recommendations to the deliverers of Services. The publication of the new Health and Social Care bill which now sees us moving from LINK towards HealthWatch and from my initial reading we will have more powers and work to do. The creation of GP Consortia, along with Health and Well Being Boards will increase our work load. This report brings you up to date and also presents what future work streams we will be conducting. Our aim is to get closer to local people, use groups more effectively and ensure that we influence and shape how care will be delivered across Warwickshire. I also want to take this opportunity to urge all those who have an interest in the health / social / mental health work to sign up to theLINK Warwickshire website web site (www.linkwarwickshire.org.uk) which as a tool will keep you in touch with project work, whilst also allowing you to keep up-to-date with the areas that interest you. I firmly believe we are in exciting times especially for shaping future health and social care. Again my thanks to fellow LINK Council members and to the staff who have supported us over the past year.

Jerry Roodhouse – Warwickshire LINK Chair

1. INTRODUCTION

The announcement of HealthWatch has been both a challenging and exciting development for the Warwickshire LINK. Having entered our first year as a fully operational LINK we have aimed to remain focused on the task at hand whilst planning for a transition period. The LINK Council has become an effective team, managing issues and concerns appropriately, within the resources available.

Partnership working with Warwickshire Community and Voluntary Action (WCAVA) has been a great advantage to the LINK. It has led to the completion of a number of projects (detailed in Section 5), increased networking with statutory sector partners and greater engagement with our communities. Supported by the LINK Project Board project activity has been closely monitored and carried out to a high standard. Strengthening of the LINKs infrastructure has also allowed it to become aware of and respond to a number of local consultations (detailed in Section 4).

The experiences and activities of the LINK this year have improved its ability to help local people and organisations in the County to speak with one voice, influence key decision-makers and be instrumental in improving health and social care service provision across the community. Although the LINK is aware of areas where it needs to improve its work e.g. stronger working protocols, better coordination of engagement activity and more robust prioritisation methods, this year has been one of positive development and advancement.

In a climate of change and with many unknowns the LINK is continuing to identify and prioritise project work for the coming year (detailed in Section 7). The work of the LINK 2011/12 As well as carrying out structured projects in 2011/12, the LINK hopes to work closely with Warwickshire County Council, supporting them to prepare for the transition to HealthWatch in April 2012.

2. LINK DETAILS

- **Name, Address and Contact Details of the LINK:**

Warwickshire LINK
4 & 6 Clemens Street
Leamington Spa
Warwickshire
CV31 2DL
Email: warwickshirelink@hapuk.co.uk
Tel: 0845 094 9497
Web: www.warwickshirelink.co.uk

- **Name, Address and Contact Details of the Host:**

HAP UK
5 Spa Road
Melksham
Wiltshire
SN12 7NP
Email: info@hapuk.co.uk
Tel: 01225 701120

Web: www.hapuk.co.uk

Luisa Crook – LPPM
Sharon Johal – LINK Officer

Please note the above contact details are only relevant to the year which this annual report applies. The current host working with the LINK is Warwickshire Community and Voluntary Action. For any queries about the contents of this report please contact WCAVA
Email: linkofficer@wcava.org.uk
Telephone: 01926 833908

3. STRUCTURE AND OPERATIONAL MODEL

This has been the first fully operational year for the Warwickshire LINK. The LINK Council has met on a 6-weekly basis, to fulfil the following functions:

- a) Ensure the Local Involvement Network carries out its legal duties
 - b) Agree plans of work for the Local Involvement Network
 - c) Involve the membership of the Local Involvement Network in developing all plans for work
 - d) Make sure those plans are carried out
 - e) Involve the wider Local Involvement Network in developing its recommendations
 - f) Work in accordance with the Nolan Principles of Public Life
 - g) Manage the resources of the Local Involvement Network
 - h) Recommend changes in terms of reference and rules to make the Local Involvement Network responsive and accountable to the local community
 - i) Ensure quality systems are developed and implemented.
 - j) Make the views of local people known to Health and Social Care organisations, whether or not the Council agrees with those views
 - k) Ensure reports and recommendations are based on good evidence
 - l) Ensure that people who are unable to attend meetings can influence its work and the work of the LINK.
 - m) Ensure that people who do not use the internet and e-mail can influence its work and the work of the LINK.
 - n) Nominate people who will authorise members and participants to exercise the power to 'enter and view' premises
 - o) In partnership with the Host, agree and carry out a programme of publicity about the LINK to raise awareness and widen both membership and participation.
 - p) Prepare an Annual Report for the Secretary of State
 - q) Monitor the work of the Host
- **LINK Council Membership** (involved in making relevant decisions – as defined in Section 2 (1) (a), 2 (2) (a)-(h) and 2 (3) (c) (i) and (ii) of the Local Involvement Networks Regulations 2008):
- Betty Rossi
 - David Gee
 - Jerry Roodhouse (Chair)
 - John Copping
 - Lesley Hill
 - Mark Furber (Vice Chair)
 - Mike Gerrard
 - Roger Copping
 - Roy Green

A LINK project Board was established to monitor the Work Plan and to oversee the partnership arrangement with WCAVA. Meeting on a 6-weekly basis this group has pushed project plans forward and supported staff members to identify risks and solutions, to problems.

– **LINK Project Board Members:**

- David Gee
- Mark Furber
- John Copping

This year the LINK completed a recruitment and training programme for its 'Enter and View' representatives. A team of 10 representatives completed their training on the 8th of December.

– **Enter and View Authorised Representatives:**

- Katherine Booty
- Roger Copping
- David Gee
- Richard Grant
- Lesley Hill
- Ann Page
- Doreen Sadler
- Sandra Simm
- Susan Tulip
- Christine Whitelocks

4. LINK ACTIVITIES

The LINK has worked hard throughout this year to regularly attend a number of Boards and Committees. Maintaining frequent communication has improved the LINK's ability to feed information and issues into the commissioning cycle.

- **LINK representatives on external groups:**

- LINK representative - NHS Warwickshire Trust Board
- NHS Warwickshire Commissioning Advisory Group
- Community Health Board
- Adult Social Care and Health Overview and Scrutiny Committee
- South Warwickshire NHS Foundation Trust Board
- Transforming Community Services
- Stroke Improvement Group
- Patient Experience Group
- Older Peoples Forum – Nuneaton and Bedworth
- Carers Forum
- Senior Peoples Forum Warwick District

The LINK has also carried out activity to increase the public's awareness of their role and to gather intelligence to inform current and future projects. Building on the work carried out in 2009/10, LINK members have either attended or provided information to the following Community Forums:

- North Leamington
- Southam
- Nuneaton
- Whitnash
- Weddington & St Nicolas
- Ettington
- Eastlands and Hillmorton
- Bedworth
- Shilton
- North Warwickshire
- Dunchurch

The LINK has also attended a number of other events, meetings and groups. Having a promotional stand, an item on the agenda or sitting around the table with partners have all been valuable ways of supporting engagement:

- National Childbirth Team Meetings – Nuneaton Branch
- Celebrating Dignity “Dignity is Everyone’s Business” – Birmingham
- Health Fair – George Eliot Hospital

- Maternity & Children's Project Steering Group
- NHS Warwickshire Public Health Roadshows
- Director of Public Health Events
- Older Peoples Partnership Board
- DIAL – Annual General Meeting
- Guideposts – Caring with Confidence
- Nuneaton and Bedworth Supporting Communities Forum
- Warwickshire Race equality partnership
- Warwickshire User Forum AGM
- Voluntary Action Stratford Networking Event
- Warwick District Senior People's Forum
- Warwick Community Action Forum
- Compact Conference
- Warwickshire Community and Voluntary Action Annual General Meeting
- Coventry and Warwickshire Partnership Trust – Annual General Meeting
- NHS Warwickshire Prioritisation Focus Group
- Community Arts Workshop
- Coventry and Warwickshire Voluntary Action - Big Society Event
- Older People in Action – Warwick District
- North Warwickshire Voluntary Action Network

The LINK was very pleased to receive invites from a number of Trusts working within the County to input into their **Quality Accounts**. Working collaboratively with the Adult Social Care and Health Overview and Scrutiny Board, LINK members attended a joint meeting where the following Trusts presented their draft Quality Account for comments:

- West Midlands Ambulance Service
- Coventry and Warwickshire Partnership Trust
- George Eliot Hospital NHS Trust
- South Warwickshire NHS Foundation Trust
- University Hospital Coventry and Warwickshire NHS Trust

As this was the first year for Quality Accounts to be completed the majority of LINK comments focused on the nature of the process

The Warwickshire LINK has also responded to a number of statutory consultations:

- **Adult Social Care – Fairer Contributions (Charging) Consultation** – supported by our Health and Social Care Engagement Officer the LINK attended 4 sessions hosted by Warwickshire County Council Social Care Services. By gaining feedback from the attendees the LINK was able to submit a response which included both a comment on the consultation

process itself and the possible impact of the changes for service users.

- **Rugby Urgent Care Consultation** – to support the LINK to respond effectively to this consultation they worked jointly with the Rugby St Cross Hospital A & E Services Scrutiny Review Group.
- **North Warwickshire Intermediate Care and Bramcote Hospital Consultation** – working closely with NHS Warwickshire the LINK debated the advantages and disadvantages of closing Bramcote Hospital. The LINK also paid close attention to views shared a number of older peoples groups and at Adult Social Care and Health Overview Scrutiny Committee.
- **Older Adults Mental Health Services (Rugby) Consultation** - the Warwickshire LINK supported the Hawthorn Task and Finish Group (Overview and Scrutiny) reviewing the appropriateness of the consultation process being carried out.

5. LINK PROJECTS

The LINK has carried out a number of projects:

- **Out of Hours Project**

The Out of Hours (OOH) project was commissioned by the Warwickshire LINK and supported by NHS Warwickshire. The OOH Service was set up to provide a service for the public for urgent health matters which would not be classified as “emergencies”, during the hours when GP surgeries are closed. In June 2009 NHS Warwickshire commissioned Harmoni, a private provider to deliver this service in throughout Warwickshire. Following a variety of anecdotal information the LINK felt finding out the opinions of patients who have used the service would be beneficial.

In order to determine the opinion of patients the LINK sent out 2000 questionnaires to those that had received the service within the previous 2 months. 385 completed forms were returned. The results showed that a large majority of patients using the OOH Service were satisfied or very satisfied with their experience. Qualitative comments pointed to some areas where improvements could be made e.g. appropriate use of the service and the confusion between “urgent” and “emergency” services.

- **How well are Health Services in Warwickshire meeting the needs of Blind and Partially Sighted People for Accessible Health Information?**

Prompted by Royal National Institute for the Blind research it has been recognised that having access to personal and general health information is crucial for enabling each of us to maintain our well-being, to understand our health needs, to make informed decisions, to make use of health services appropriately and to maintain our confidentiality, privacy and independence. If someone is unable to be aware of such information or to read or otherwise access it because of a significant sight loss then their abilities to maintain their health, privacy, and independence could be significantly affected.

National research had found that over the 10 years from 1998 to 2008, there was little improvement in the availability of accessible and appropriate health information for blind and partially sighted people, despite the requirements of the Disability Discrimination Act which became law during this time. As a result the Warwickshire LINK embarked on a project to find out whether health services in Warwickshire are meeting the needs of local people for health information that will benefit them. It is estimated that there are some 17,280 people with significant sight loss in the County, including 8,453 who are eligible for registration as blind and partially sighted, and the numbers are increasing each year.

The project found out about people's experience in relation to a number of health services, hospitals, opticians, dentists, pharmacies and GP surgeries, and also asked health services to tell us about the arrangements they make for those with sight loss.

Whilst there are examples of good practice, the project found that the local situation was similar to the national one:

- there are not universally comprehensive and consistent arrangements being made by health providers, and
- there are not clear expectations from NHS Warwickshire which commissions and monitors the performance of the services.

The report identified a number of actions which would lead to improvement. To read the full report visit www.linkwarwickshire.org.uk

- **Dignity in Care Homes Project**

The LINK has been keen to engage in a project that would increase their understanding of Social Care services. Using their role of Enter and View as part of an organised activity they have embarked on a project looking at Dignity, within the Care Home environment. As many of the most vulnerable older people in Warwickshire will continue to need the services of Care Homes as our ageing population grows, LINK wanted to work in partnership with Care Homes to ensure that the best possible care is available.

The initial stage of this project involved partnership working with the Warwickshire County Council (WCC) trained peer reviewers. The Peer Reviewers met with residents and relatives in 5 homes across the County, to talk about their experiences. The second phase of the project involved holding a workshop for Care Home providers across the County, to come together to hear feedback gathered from service users and their families. The LINK then challenged providers to think about how they could improve dignity within their home by formulating an action plan they could commit to. The final phase of this project will be for Enter and View representatives to follow up on the workshop by coming to view the actions taking in the homes.

Range of professionals visiting regularly

E&V review of inspection reports

The LINK will be planning an ongoing programme of visits to Care Homes over the next year and will be sharing their findings with the Care Quality Commission, commissioners and the public.

- **Mental Health Project**

Responding to anecdotal information the LINK talked to people with varying mental health difficulties and their carers via support groups and organisations in 2009/10. Building on this work further engagement has been carried out with an increased focus on the following issues:

- 'discharge' planning arrangements
- support / services arranged for people after discharge
- support / services available to people if they are feeling vulnerable and how to access these services
- support / services available to people if their mental well-being begins to decline again and how to access these services
- how carers are involved and supported as key providers of support to family members with mental health issues

Service user feedback was gained by working with a number of organisations and forums, including:

- Rethink Carers Forums
- Making Space
- Voices 4Choices
- World Mental Health day

Close partnership working with Coventry and Warwickshire Partnership Trust has meant that issues and concerns have been fed directly to appropriate operational managers. Furthermore, focused engagement has gathered an evidence-base for a number of discrete projects, looking at particular service areas (detailed in Section 7).

- **Warwickshire LINK Engagement Event - Surviving the Cuts Together**

On 25th November Warwickshire LINK hosted an event for community organisations and the public to find out more about how financial and policy changes would affect health and adult social care services in Warwickshire, how organisations might need to work together to minimise potential problems, and how the public could have a greater voice about services.

The day included presentations about LINK and the Government's proposals about HealthWatch, the LINK AGM, a Question Time session with Chief Officers of key local agencies, community organisation information stands, opportunities for identifying issues of concern and for networking.

An audience response system was available to enable participation in supplying information and expressing views. Throughout the day, 135 people attended the event.

The panel members included:

- Glen Burley - CEO of South Warwickshire NHS Foundation Trust
- Cllr Izzy Seccombe - representing Adult Social Care
- Dr Spraggett – South Warwickshire GP Commissioning Consortium
- Paul Tolley - CEO of Warwickshire Community and Voluntary Action
- Paul Jennings - CEO of NHS Warwickshire

Questions to the Panel revealed that people were fearful that services will be reduced to patients and users in the future and also that criteria will be changed so that patients will do “so well” that they will no longer “need” support. Particular concerns were voiced about services for learning disabled adults, about fears of poorer care in Virtual Wards, and withdrawal of some orthopaedic surgery without public consultation.

Concern was expressed that evidence based treatments do not necessarily meet the needs of the individual or take a holistic approach to the person, and this was summed up by a heartfelt statement that clinical treatment in hospital may be faultless, but poor personal care hampered recovery. There was also significant concern, that with the rapid pace of change, some services could disappear before alternatives are developed, that personal budgets could have serious implications for the viability of small community organisations and that inadequate recognition was being given to preventative support that keeps people away from health and social care provision.

This very successful event enabled the LINK to gather patient and public opinions to be considered when prioritising project work. The LINK will be holding a similar event next year.

- **NHS Warwickshire Healthline**

Earlier this year NHS Warwickshire announced the development of Warwickshire Healthline (originally called the Single Point of Access). The LINK felt that it should become involved in the design of this service to better the intended aims of this service to the public and to ensure that the benefits are communicated clearly to potential users. The LINK will work with NHS Warwickshire to ensure adequate processes are put into place so that everyone can readily access this new service.

Development has been slower than anticipated as aspects of NHS Warwickshire’s proposals have needed to take account of National Government’s “111” initiative. By keeping a close watching brief on this new service the LINK has ensured that they will be involved:

- In developing appropriate communications for the public
- Providing opportunities for the public to influence the operation of the Healthline service

- To monitor in practice if the service delivers better outcomes for patients and the public

The LINK also hopes to support the development of a directory of community organisations and initiatives that promotes peoples health and well-being. This could then be used as an additional resource by the Healthline, creating wider opportunities for people to get the support they need.

6. FINANCIAL REPORT

HAP UK LIMITED HAP UK LIMITED Annual Financial Performance

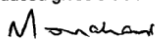
Contract : Warwick (5)	2010		
	Annual Budget £	Year Total £	Variance Actual £
Host Income:			
Host Contract Income	139196	139196	0
Other Income inc. Bank Interest	0	0	0
	<u>139196</u>	<u>139196</u>	<u>0</u>
Host Employment Costs:			
Management Salary Costs	11773	13816	-2043
Direct LINK Support Salary Costs	47093	43250	3843
Clerking Salary Costs	0	0	0
Core Link Salary Costs	19622	14787	4835
Staff Expenses	4711	5073	-362
Recruitment Training & Development	4726	1312	3414
	<u>87925</u>	<u>78238</u>	<u>9687</u>
Host Overhead Costs:			
Premises	5320	3049	2271
IT Equipment, Maintenance & Software	19223	20154	-931
Business Development & Consultancy	1081	-6	1087
Audit & Professional Advice	798	1962	-1164
Banking, Insurance & Finance Charges	6606	3053	3553
Unallocated Host Costs	18243	16283	1960
	<u>51271</u>	<u>44495</u>	<u>6776</u>
Surplus/(Deficit)	<u>0</u>	<u>16463</u>	<u>16463</u>
LINK Support:			
LINK Contact Income	-60804	60804	0
LINK Underspend	0	-16228	16228
LINK Income	<u>-60804</u>	<u>44576</u>	<u>-16228</u>
Volunteer Expenses	10818	2227	8591
Volunteer Recruitment & Training	4788	179	4609
Additional Access Support	3967	2	3965
Stationery, Postage, Printing	2837	2971	-134
Communications & Marketing	3513	7152	-3639
Locality Bases	16262	1800	14462
LINK Activity Support	14851	30101	-15250
LINK Governance & Performance Mgt	3768	144	3624
	<u>60804</u>	<u>44576</u>	<u>16228</u>
Balance : LINK Income/Expenditure	<u>0</u>	<u>0</u>	<u>0</u>

LINK Funding :	
	£
2008/9 b/f	42130
2009/10 c/f	10377
2010/11 b/f	<u>52507</u>
2010/11 £	<u>60804</u>
Available £	113311
Spent £	<u>44576</u>
Underspend	<u>68735</u>


True and fair statement

We have carried out an independent review of the income and expenditure statement of the LINK for the year ended 31 March 2011 as prepared by HAP UK Limited and as extracted from the audited financial statements of the company.

Based on the work undertaken and from representations we have received, in our opinion the statement produced gives a true and fair view of the affairs of the LINK for the period covered.


Monahans (Statutory auditors)

Dated

 20/03/11


Monahans
Professional. Personal. Positive.

7. THE COMING 12 MONTHS

The year 2011-12 will be one of transition to HealthWatch and the LINK has planned a range of activity that will firstly support this change to happen as smoothly as possible, secondly ensure on-going work from the previous year is completed and finally address a realistic number of prioritised projects. The draft work-plan from which a limited number of projects will be selected for the coming 12 months is outlined below:

No.	Title	Description	Activity Type
On-going Work			
1.	Manage Transition to HealthWatch	To plan for an effective transition to HealthWatch. Including partnership agreements, working protocols and internal systems.	On-going
2.	Relationship Building with GP Consortia	To support GP Consortia to consider how they will engage with patients and the public. To establish an on-going two-way dialogue with the Consortia and thereby consolidate an appropriate way of working together. To gain a good understanding of the commissioning cycle and mechanisms to enable influence to be exerted at appropriate time	On-going
3.	Monitoring Changes to the NHS	To keep up-to-date and to release timely information to the public about changes to NHS structures. To share patient and public opinion with NHS Warwickshire where relevant.	On-going
4.	Health and Well-Being Board	To ensure the LINK/HealthWatch is involved at the earliest opportunity with the establishment of the H&WB. To ensure future trends are identified and work-planning is carried out in a coordinated way.	On-going
5.	Community Engagement Plan	To identify how LINK/HealthWatch will engage with the communities of Warwickshire in an organised and coordinated way. To ensure harder to reach communities are considered i.e. population segments that do not usually participate (e.g. BME, gay, lesbian, transgender, homeless). To explore how the LINK/HealthWatch can make the best use of volunteer engagement. To identify ways of working more effectively with existing user forums and establishing a meaningful two-way dialogue.	On-going
6.	Working with Community Forums	To explore ways of working more effectively with Warwickshire County Council Community Forums To identify ways of ensuring collaborative working	On-going

		with other key partners attending Community Forums	
7.	Annual Engagement Event	To plan and deliver an annual LINK / HealthWatch engagement day.	On-going
8.	Social Care Engagement Event	To host an event for organisations and members of the public to hear from Wendy Fabbro (Director of Adult Social Care)	On-going
9.	Communications Plan	To plan a range of activity to raise awareness of HealthWatch and its role.	On-going
10	Monitoring the Closure / Transfer Programme of WCCs Residential Care Homes	To play an active role in the Adult Social Care and Health Overview Scrutiny Working Group in this subject.	On-going
11	Good practice in Statutory Consultation	To monitor and scrutinise the effectiveness of statutory consultation	On-going
12	Maternity, Neonatal & Children's Services Changes	To monitor the changes to Maternity, Neonatal & Children's Services. To ensure adequate and meaningful consultation is carried in regard to this major service change. To support the NHS Trusts involved to engage with the public.	On-going / Project
13	Partnership Working with Coventry and Warwickshire Partnership Trust to consult on their Quality Account	To work jointly with CWPS Trust to plan a patient and public engagement day to provide an opportunity for a variety of people to comment on the draft quality account. (We have been approached directly by the Trust who are very enthusiastic about jointly hosting an event. This would be an effective way of establishing a partnership with this Trust.)	On-going
14	Quality Accounts	To work with NHS Trusts across the County to identify ways of working jointly to gain meaningful feedback on draft Quality Accounts. To draft a LINK / HealthWatch statement to be submitted to each Trust.	On-going
Prioritised Projects			
15	Virtual Wards	To gain a better understanding of the delivery model. To find out how providers are evaluating the effectiveness of the service. To find out how service users feel about the service.	Project
16	Experiences of Mental Health Users	To create a focus from current project activity - this has identified a wide range of developments and concerns. There will be ideas from the current project that could be considered such as:	Project

		<ul style="list-style-type: none"> - Further investigation into the impact of the loss of local services in Rugby and North Warks and how the impact is being evaluated/ and or the success of the changes - Investigating the consistency of support to / involvement of carers across all the Trust services - The piloting of personal health budgets in a Rehabilitation and a Community Mental Health Team - Ensuring that GPs are developing the appropriate interests/ skills in mental health issues - To work closely with CWPT to plan some work in partnership 	
17	Performance of Stroke Services	<p>To review performance information for Stroke Services across the County.</p> <p>To identify the user experience of Stroke Services.</p>	Project
18	Warwickshire Healthline	To monitor and provide feedback to deliverers and commissioners of Healthline.	Project
19	Dignity for Older People	To carry out a rolling programme of involvement with Care Homes that includes visiting homes to focus on dignity.	Project
20	Malnutrition in Older People	<p>To identify and understand the underlying causes and issues leading to malnutrition among older people.</p> <p>To review national survey findings.</p> <p>To ensure agencies working older people are aware, implementing measures to improve the situation and raising awareness with affected communities, relatives and carers.</p>	Project
21	Focused Engagement with Young People	<p>To engage with young people to identify specific issues facing them.</p> <p>To engage with young people to identify what concerns them.</p> <p>To engage with young people to identify their actual experience of accessing health and social care services.</p> <p>To look become familiar with the public health agenda for young people and to see if their concerns are represented there.</p>	Project
22	Delayed Hospital Discharges	<p>To be assured that all discharge arrangements are in the interests of the patient.</p> <p>To ensure appropriate support is available to</p>	Project

		enable patients to recover, reacquire skills and confidence etc.	
23	Reviewing a Cancer Pathway	To follow the patient pathway and identify the user experience. To make recommendations to improve the user experience.	Project
24	Facilities for Dementia and Alzheimer's Patients	To identify if current services available to services users with Dementia and Alzheimer's meet needs. To use a variety of methods to identify the experience of service users, carers and relatives. To provide recommendations to the relevant commissioners and providers based on feedback received via engagement.	Project
25	Improving the Health of People with Learning Disabilities	To work with the New Ideas Advocacy Service to support a group of people with learning disabilities who have developed an action plan of changes they would like to see happening in relation to their health care. To work in partnership with this group to support them to deliver specific project work to ensure their concerns are addressed.	Project
26	Transition arrangements for young people with learning disabilities moving to adult services	To carry out some project in partnership with New Ideas to better explore young peoples concerns about transition.	Project

8. SUMMARY OF ACTIVITY

Demonstrating impact through action

Number of LINK participants/members on 19/01/2011

Level of participation	Total	Of which:		
		People with a social care interest	Individual participants	Interest group participants
Informed participants	240	Unknown	194	46
Occasional participants				
Active participants	020	001	020	002

2. Summary of Activity

Requests for Information in 2010-11	
How many requests for information were made by your LINK?	14
Of these, how many of the requests for information were answered within 20 working days?	13
How many related to social care?	0*
*A number of informal requests have been made to Social Care in support of delivering project work.	
Enter and View in 2010-11	
How many enter and view visits did your LINK make?	0
How many enter and view visits related to health care?	0
How many enter and view visits related to social care?	0
How many enter and view visits were announced?	0
How many enter and view visits were unannounced?	0
Reports and Recommendations in 2010-11	
How many reports and/or recommendations were made by your LINK to commissioners of health and adult social care services?	2
How many of these reports and/or recommendations have been acknowledged in the required timescale?	2
Of the reports and/or recommendations acknowledged, how many have led, or are leading to, service review?	0*
Of the reports and/or recommendations that led to service review, how many have led to service change?	0*
How many reports/recommendations related to health services?	2
How many reports/recommendations related to social care?	1
*Action plans relating to possible service change have been written and will be monitored in the coming months.	
Referrals to OSCs in 2010-11	

How many referrals* were made by your LINK to an Overview & Scrutiny Committee (OSC)?	1
How many of these referrals did the OSC acknowledge?	1
How many of these referrals led to service change?	0