

# Harrow Local Involvement Network Annual Report

1<sup>st</sup> April 2008 to 31<sup>st</sup> March 2009

Draft v1

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## Section One

### Foreword

#### The reason for this report

Local Involvement Networks (LINKs) were established under the Local Government and Public Involvement in Health Act 2007 and under section 227 of the Act, there is a legal requirement for LINKs to publish an annual report about their activities during the previous financial year (i.e. the period from 1 April to 31 March).

A copy of the Act can be found at:

[www.opsi.gov.uk/acts/acts2007/ukpga\\_20070028\\_en\\_1](http://www.opsi.gov.uk/acts/acts2007/ukpga_20070028_en_1). The LINK has a duty to publish its annual report by 30th June after the end of the financial year concerned.

#### **Mission Statement**

Harrow Local Involvement Network (Harrow LINK) is an inclusive network that will enable people and organisations in Harrow to have a voice and input to influence the planning, commissioning and delivery of health and social care services to improve the health and well-being of patients, carers, public and service users.

## 1. Introduction from Steering Group

LINKs first surfaced in January 2007, was consulted upon in November 2007 and became a reality on 6<sup>th</sup> March 2008. By April 2007, the Local Authority was already preparing for its task of appointing a Host Organisation for the LINK. We entered a period of “transition” between the PPI Forums and the new ways of governance. The regulations from Parliament came into force in March 2008 and by June 2008 the Host organisation had been appointed. Harrow Council had carried out their duties promptly and efficiently.

The Host immediately became active and very soon the transition became the reality. The past few months have seen a highly productive whirl of activity in determining the governance arrangements for the LINK. We have been witness to an exciting and creative development of ideas and ways of working by the Host and the dedicated people who have been party to the new model. Work did not stop as we transitioned – it merely got better! Everybody involved has to be thanked.

The initial notion, which has led to so much change, has become a dynamic reality, which will make significant contributions to the treatment and care of people in our community. Our LINK is up and working.

## 2. Harrow LINK’s background

Local Involvement Networks (LINKs) were set up in each Local Authority area in England with Social Services responsibility under section 14 of the Act, to give communities a stronger voice in how their health and social care services are delivered. They replaced Patient and Public Involvement (PPI) forums nationally, which were disbanded on 31<sup>st</sup> March 2008.

A LINK is an independent network of local people from voluntary and community sector groups with an interest in local health and social care issues.

The role of a LINK is to promote involvement, find out what people like and dislike about local services, monitor the care provided by services and use the LINK’s legislative powers to hold service providers to account when required. Its role is also to work with commissioning bodies, produce reports and make recommendations and participate in “Enter and View” activities.

LINKs are funded by the Department of Health. Funding is managed through Local Authorities, in our case **Harrow Council**. Each local authority had been tasked to procure a Host organisation through a complex tendering process and compliance procedure to develop a local involvement network and maintain a smooth transition until a Host was in place.

A LINK transition support group was set up in the interim (April to June 2008) to discuss how the LINK would develop. A report (LINKs in Harrow 2008) was commissioned by Age Concern Harrow, with funding from Harrow Council to capture the essential work done by the PPI forums in the anticipation that the Host would be able to use the information to maximise benefits and engagement.

Parkwood Healthcare Limited, a private healthcare company and a subsidiary of Parkwood Holdings was awarded a £120,000 per annum contract to act as the Host organisation for Harrow LINK by Harrow Council on 1<sup>st</sup> July 2008 until 31<sup>st</sup> March 2011. The Host employs two full time staff to develop and provide support to the LINK members/participants ([see appendices B for contact details](#)).

## **Section Two – Accomplishment**

### **3. Activities**

Whilst the bulk of the Host's work between July and September 2008 was finding a suitable base for its Harrow LINK office and staff recruitment, it was apparent from the work done by the PPI forums that engaging with the seldom heard or hard to access groups or individuals was a key requirement in making the LINK successful.

A Research and Information officer was recruited in September to conduct a mapping exercise and create a database. An interim LINK manager oversaw this activity. References were made to "LINKs in Harrow 2008", a report commissioned by Age Concern Harrow on behalf of the LINK transition group amongst other documents listed below to understand the diversity and complexity of the local population.

#### **a) Mapping**

To get a thorough idea of the profile and make-up of the population in Harrow, the following documents were consulted:

- Harrow Census
- Harrow Vitality Profile 2006
- NHS Harrow Annual Public Health Report 2008
- NHS Harrow Practice Based Commissioning Plan, (Oct 08 / Sep 09)

Two different strands of organisations were mapped:

- Voluntary Sector
- Health and Social Care services

#### **b) Harrow LINK Database**

A database of local voluntary sector groups and organisations was created from an initial list of approximately 230 names of groups provided by the Local Authority LINK lead. This database now has approximately 400 groups or individuals and is constantly being updated.

#### **Organisation of the database:**

Work is currently underway to categorise the data by:

- Organisations
- Wards
- Work areas (community, youth groups, disability, education, faith, health services and housing etc).

### c) Engagement

The LINK engaged with over 50 local organisations and statutory groups (**appendices A**). Through an advertising campaign, most notably through word of mouth, self-promotion and media (Harrow Time and Harrow People) the LINK has received numerous enquiries and invitations from local community members.

### d) LINK meetings

To capture the essence of service users feelings on health and social care services in Harrow, the Host held their first meeting with members of the Harrow LINK Transition Group on 20<sup>th</sup> October 2008, this was followed by “Meet the Host” on 24<sup>th</sup> November. The objective of these meetings was to establish what the transition group members had done, advise the Host of the local issues and facilitate a working relationship with various local statutory and voluntary organisations.

Monthly **Planning Group** meetings were held between December 2008 and February 2009, to engage with local community representatives and individuals to promote the ethics of the LINK. At the February meeting, a **Steering Group** was formed, from which an **Event Planning Task Group** and a **Governance Task Group** were created on a time limited basis.

The Event Planning Task Group agreed on publicity material, method and engagement to launch the Harrow LINK on 26<sup>th</sup> March 2009 at Premier House Banqueting in Wealdstone. The **Governance Task Group** developed and agreed governance policies and procedures such as:

- Code of Conduct
- Conflicts of Interest
- Enter and View policy
- Equality and Diversity
- Governance Framework
- Mission Statement
- Protocol for Health care service providers
- Protocol for Social care service providers
- Register of Interests 2009
- Reimbursement Policy
- Terms of Reference for Executive Committee
- Terms of Reference for the Chair of the Executive Committee
- Terms of Reference for the Vice Chair of the Executive Committee
- Terms of Reference for Statutory Sector Liaison Group
- Terms of Reference for the Steering Group

In the absence of a governing body, the group was empowered to make key decisions and report back to the Steering Group.

A **Statutory Sector Liaison Group** (SSLG) was formed with key personal from Harrow PCT (NHS Harrow), North West London Hospital Trust, Central and North West London Mental Health Foundation Trust and Royal National Orthopaedic Hospital and the Adult and Children’s Complaints and Service Users departments at Harrow Council.

The objective for the SSLG group was to:

- To act as a conduit for information between the LINK and the health and social care provider partners across and beyond the borough.
- To share information from individual partner agencies that might be of potential interest and use to the LINK.
- To be available to support LINK development work by providing information to the Host and LINK Members/participants as required.
- To test out and discuss new approaches and ideas.
- To provide advice on the development of strategic procedures to support the dialogue with providers.
- To support the development of the LINK by advising on appropriate training opportunities that may be available to LINK Members/participants.

#### **e) Wider Representation**

To gain a stronger understanding of issues and promote a wider recognition of the LINK, members attended various meetings, including:

- Acute Service Review Project Patient and Public Panel meeting – 15<sup>th</sup> December 2008
- Statutory Sector Liaison meetings on 18<sup>th</sup> Dec 2008 and 24<sup>th</sup> March 2009
- Harrow PCT Board Meetings on 20<sup>th</sup> January and 3<sup>rd</sup> March 2009
- RNOH Board Meetings on 29<sup>th</sup> January, 26<sup>th</sup> February and 26<sup>th</sup> March 2009
- Patient and Public Involvement Stakeholders meeting – 30<sup>th</sup> January and 26<sup>th</sup> March 2009
- CLAHRC (Collaboration for Leadership in Applied Health Research and Care) on 13<sup>th</sup> February 2009
- London LINKs Network meetings – 20<sup>th</sup> February 2009
- Harrow Overview and Scrutiny meeting – 16<sup>th</sup> March 2009
- Improvement to surgical care for 0 –18 years old in NW London – 17<sup>th</sup> March 2009
- London LINKs Maximising Commentaries (feedback session) - 24<sup>th</sup> March 2009
- NWLHT Board meeting on 25<sup>th</sup> March 2009
- London LINKs Consulting Chair meeting – 27<sup>th</sup> March 2009
- Mount Vernon Cancer Development Project – 30<sup>th</sup> March 2009
- Patient & Public Involvement and Partnership Committee (PPICO) meetings

#### **f) Consultations**

To support the views of the local carers and service users and gain a better understanding of the issues, Harrow LINK representatives participated in the following consultations:

- Future Partnership Governance Arrangements for Adult Health and Social Care in Harrow on 16<sup>th</sup> March 2009.
- Have your say on stroke and trauma services in London on 18<sup>th</sup> & 24<sup>th</sup> March 2009.

Some even contributed individually to an online survey conducted by Kingston University student for her BA Honours degree's dissertation on Local Involvement Networks.

#### **g) Events**

The LINK has also been represented by the Host at the following events:

- One4One event (a volunteering scheme hosted by Harrow Council).
- Healthcare for London in St Ann's Centre, which was designed to improve local knowledge of local health services.
- Practitioners Fair – Harrow Teachers Centre, which provided information about range of services available to children and youths.

#### **h) Patient Environment Action Team (PEAT)**

The LINK was invited to participate in PEAT inspections to see if the unit assessed complied with relevant infection prevention and control policies. Units assessed were:

- Rosedale Court, Greenford Road on 11<sup>th</sup> March 2009
- Roxbourne Complex on 26<sup>th</sup> March 2009

Detailed reports were produced by the representatives from Harrow LINK and will be read by the Harrow LINK Executive Committee when it is formed in June.

## **Section Three – Next Steps**

### **4. Work in progress**

The LINK realise that there is still work to be done before major improvements are seen.

#### **Next steps**

The formation of a **Harrow LINK Executive Committee** in June will help the LINK to focus on specific issues and take a step forward in establishing a good rapport with the community and the statutory sector.

- The LINK needs to engage with other LINKs to understand wider issues and promote good practices.
- The LINK needs to form a Work Plan, which has to be achievable and realistic.
- The LINK needs to develop an Engagement and Participation Mechanisms by agreeing a community engagement strategy.
- Develop Communication and Information Sharing Strategies in order for the LINK to meet the communication needs of a diverse community.



- Identify and Develop Relationships between the LINK and the Host Organisation develop relationships with key local stakeholders and develop working protocols with other LINKs.
- Create a Training and Support programme with the help of the Host.
- Encourage Recruitment and Retention of LINK Members. This is an important step in keeping the LINK healthy and in touch with the local needs.

## **Section Four – Participants**

### **5. LINK Participants**

As on 31<sup>st</sup> March 2009, Harrow LINK had 36 participants on their list from various communities and organisations to reflect its diversity and engagement. Besides having 10 Independent members from various communities, the LINK is also represented by the following groups:

- Age Concern Harrow
- Burnt Oak Christian Fellowship
- Harrow African Caribbean Association
- Harrow and Brent Campaign Group
- Harrow Association of Disabled people (HAD)
- Harrow Association of Somali Volunteers Organisation (HASVO)
- Harrow Association of Voluntary Services (HAVS)
- Harrow Crossroads
- Harrow Humanist Society
- Harrow Mencap
- Harrow Public Transport Users Association
- Harrow Rethink Support Group
- Harrow Shop Mobility
- Harrow Youth Service
- Methodist Church
- Older Persons Reference Group (OPRG)
- Relate London North West
- Royal National Orthopaedic Hospital Patient and Users group
- Sangat Centre
- Stanmore College
- The Pension Service for Harrow

One member from the Harrow and Brent Campaign Group has since resigned.

## Section Five – Financial Summary

### 6. Income and Expenditure

The Host receives £120,000 per annum for Harrow Council, which equates to £10,000 per month. From July 2008 to March 2009, the Host received £90,000.

Parkwood Holdings takes 20% (£2,000 per month) from the funding as part of its overall management and operating share although this is not typical.

A further £6,888 per month is deducted for Harrow LINK Staff salaries, travel and expenses, Rent and Rates, Utilities and Telephone charges, Printing, Stationary and Postage costs, and Building Insurance and Depreciation costs.

Therefore £1,112 per month is left for the use of Marketing (publicity), venue hiring, members' expenses, training costs, and recruitment advertising.

A typical month is shown below:

<b>*Staff Salaries</b>	<b>£4870</b>
**Marketing (publicity)	£333
**Venue or meeting room hire	£217
**Members Expenses	£333
**Training Costs	£166

Operating Costs

<b>*Staff Travel &amp; Expenses</b>	<b>£75</b>
<b>*Rent and Rates</b>	<b>£917</b>
<b>*Utilities</b>	<b>£125</b>
<b>*Telephone</b>	<b>£336</b>
<b>*Postage and Courier</b>	<b>£50</b>
<b>*Stationary &amp; Printing</b>	<b>£200</b>
<b>*Insurance</b>	<b>£200</b>
**Recruitment Advertising	£63
<b>*Depreciation</b>	<b>£115</b>
<b>Cost</b>	<b>£8000</b>
Host's profit margin (20%)	£2000
<b>Grand Total</b>	<b>£10000</b>

**\*These are standard operating costs**

**\*\* These are dependent on the LINK's requirement**

## Section Six - Conclusion

This report summarises the work and the effort put in by everyone involved. It is a true reflection of what the LINK and the Host have done to engage with the local communities and voluntary organisations as well as statutory bodies. The LINK relishes the opportunity to engage with service users, carers and service providers in the ensuing year.

The LINK acknowledges the effort of all the statutory bodies and voluntary organisations and individuals in assisting the LINK to establish itself and look forward to working with them.

Name:..... (Member of the Steering group)

Signature:.....

Signed on behalf of the Steering group

Date:

### **This report will be circulated to:**

- The office of the Secretary of State
- The Care Quality Commission
- Harrow Council
- Harrow Overview and Scrutiny Committee
- NHS Harrow
- Royal National Orthopaedic Hospital Trust
- Central and North West London Hospital Trust
- North West London Hospital Trust
- London Ambulance Services

It will also be uploaded on to the Harrow LINK website: [www.harrowlink.org.uk](http://www.harrowlink.org.uk)

**The following Organisations were contacted:**

**Voluntary Sector**

- Advocacy Voice
- Afghan Association of London
- Age Concern Harrow
- Anchor Trust (Care Homes)
- Anglo-Indian Council
- Anjali Centre
- Asian Foundation for Help
- Association of Jewish Refugees
- Attention Deficit Hyperactivity Disorder (ADHD) Association Harrow
- Bentley Day Centre
- Buchanan Court (Care Home)
- Burnt Oak Christian Fellowship
- Business Link
- Carer's Support Harrow
- Carlton House (Care home)
- Children First
- Community Link-Up
- Consortium of Anti-Racist Refugee and Minority Ethnic Association
- Contact the Elderly
- Edo State Women's Association
- Fitz Health Club
- Grange Nursery Centre
- Harrow African-Caribbean Association
- Harrow Association of Disabled People
- Harrow Association of Voluntary Services (HAVS)
- Harrow Council of Racial Equality (HCRE)
- Harrow Crossroads
- Harrow Healthy Living Centre
- Harrow Iranian Community Association
- Harrow Muslims Collective

- Harrow Refugee Forum
- Harrow Users Group
- Harrow Women's Centre
- Horn Project
- Horn Response
- Indian Association of Harrow
- Jaago Punjabi Women's Association
- Kenton United Synagogue
- Kids Can Achieve
- Kingsley High School Parents
- London Borough of Harrow Children's Information Service
- Loud and Clear
- Middlesex Association of the Blind
- Middlesex Tamil Association
- MIND in Harrow
- Pakistan Women's Association of Harrow
- Partnership of Older People (POP)
- Russian Immigrants Association
- Special Connection
- Wealdstone Youth Centre
- Welldon Activity Centre
- World Federation of KSIMC (Khoja Shia Ithna Asheri Muslim Communities)
- Youth Offending Team (YOT)

### **Statutory Sector**

Meetings have been held with:

- Harrow Primary Care Trust (NHS Harrow)
- North West London Hospital Trust (NWLHT)
- Royal National Orthopaedic Hospital (RNOH)
- Central & North West London (CNWL) Foundation Trust NHS
- Adult Social Care Services - Harrow Council

## Office Contact Details

### **Harrow LINK Office**

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