

Devon LINK Steering Group

Minutes of the meeting held at St Olaves Hotel, Exeter
11.30am – 3.30pm, Wednesday 6th May 2009

Present:

George – Alfred Husband (Chairman)
Anne Mattock
Bill Jordan
Rosemary Whitehurst
Marjorie Brace
Kate Fenton (Host)
Lynne Robertson (Host)
Leisa Lavender (Host)
Lorna Davis (Host)
Caroline Lee (Host)
Sandra Chapman (Host)

Jill Perry (Host)
Angela Rose (Host)
Rebecca Keeling (Host)
Laura Pledger (Host – minute taking)
Some members of staff stayed for first part of meeting only

Apologies:

Jean Waldron
Peter Dunning

	ACTION
<p>1. <u>Roles and responsibilities</u></p> <p>1.1. KF gave an overview of the LINK and the group's strategic role and talked about the first year's progress.</p> <p>1.2. AM raised her concern that there is not a physical disabilities representative role on the steering group. KF said that participants with physical disabilities had suggested that they did not feel that a specific role was appropriate.</p> <p>1.3. GAH suggested steering group should have badges and photo I.D cards. Badges were agreed but I.D. cards would be considered in the future.</p> <p>1.4. Steering group badges to be produced.</p> <p>1.5. KF introduced all the staff and gave an overview of the role of the Host.</p>	LP/SC
<p>2. <u>Group Diversity</u></p> <p>2.1. No participants were nominated for the roles of Mental Health representative, Carers Representative, Young Peoples Representative, Communications and Finance in the recent election. The group was confident that some of the roles could be covered within the skills and experience of the group.</p> <p>2.2. AM proposed that Mike Howdle be co-opted (with equal rights) onto the steering group in the vacant role of Mental Health Representative on behalf of Recovery Devon and Rethink. This was seconded by MB and agreed.</p>	

<p>2.3. RW has approached Carers UK and Westbank with regard to the Carers representative role, but without success. RW suggested advertising the Carers role and the Finance role in the newsletter.</p> <p>2.4. The community engagement team has identified a number of young people who were willing to contribute. The steering group discussed how best to involve them, e.g. this type of meeting was not attractive and would clash with school/college, and how they might feed back to the steering group. Evening meetings were discussed; however, this would bar some of the current steering group members. It was concluded that a sub-group, which would feed back to the steering group, would be an appropriate way forward.</p> <p>2.5. A young person’s sub-group is to be established.</p> <p>2.6. RW proposed an adjustment to the LINK governance framework to appropriately reflect co-options to roles for which there is no elected member and to ensure greater clarity and openness. This was seconded by MB and agreed.</p>	<p>LR</p> <p>KF</p>
<p>3. <u>Promotion and advertising</u></p> <p>3.1. LL reported that the website is working well and attracting a lot of ‘hits’. Future plans include more links to community group pages. The Forum page is not working well as it is not user friendly. Alternative systems are to be investigated but this work will require further funding.</p> <p>3.2. LL is making use of as many PR opportunities as possible. However, to get more coverage there needs to be better stories. The task groups will hopefully create these as they progress through their projects. AM would like to see an increase in advertising. Feedback from the AGM was that there also needs to be more direct communication with the participants as many are waiting to be personally invited to become involved (RK noted that this has happened in some areas already) and some do not read the newsletter when it arrives. LL is looking into hospital and community radio, a billboard campaign and advertising on buses, in stations and various other places to publicise upcoming events. LL will put forward a proposal to include costs to the next meeting. LL is also looking into library packs and social networking websites.</p> <p>3.3. A large number of requests for advertising space in the newsletter are now received regularly from statutory organisations. All agreed that flyers/inserts were expensive and an inappropriate use of resources and that the amount of information that was not specifically related to LINK business should be limited to stop the newsletter getting too large. A limit of 200 words is suggested for any articles. JP suggested a contents page and sections so it is more reader friendly. LR has received feedback that more information about an issue should be included when advertising for participants to join task groups.</p>	

<p>3.4. Arrangements for the Devon County Show were discussed. Free tea, coffee and cake are to be offered to entice people. More staff and participants are being recruitment to run the stall over the three days.</p> <p>3.5. LR outlined other planned community engagement events such as Health Fairs all over the county, Respect Festival in July, Kongamana run by Devon Youth Service and three learning disabilities events. All of these will be noted on the LINK calendar on the website.</p>	LP/SC
<p>4. <u>LINK finance</u></p> <p>4.1. KF requested that the group consider how the LINKs under spend from the first year be carried over. Increased commercial advertising, further investment in LINK training and investment in either purchase of statistically software or commissioning of a company to carry out this work was suggested. LR reminded the steering group that they could commission other voluntary and community sector organisations to run events or talk to communities on behalf of the LINK. MB thought that rural events and faith groups need to be targeted to a greater extent.</p> <p>4.2. LL requested agreement on further expenditure on promotional material for the Devon County Show and Mole Patrol event. GAH proposed a revised upper limit of £3000 for the show and an additional £500 for the Mole Patrol event. This was seconded by MB and agreed.</p> <p>4.3. In light of requests for further advertising, GAH proposed £10,000 be allocated for PR, with the amount to be reviewed at a later date. This was seconded by AM and agreed.</p> <p>4.4. RW requested that access to I.T. equipment be made available to active LINK members to help them carry out LINK activity. MB proposed that £1000 be allocated to fund the purchase of two laptops. This was seconded by RW and agreed. The laptops will be booked out on a fortnightly basis.</p> <p>4.5. A networking event in October, to include a meeting in public and breakout rooms for training, community engagement and further discussion was discussed. Possible venues include Sandy Park and Exeter University. MB proposed £5000 for the event. This was seconded by AM and agreed.</p>	
<p>5. <u>Working with Stakeholders</u></p> <p>5.1. KF fed back on the last LINK liaison meeting. This meeting takes place approximately every 6-8 weeks and includes Host, LINK Chairman, Devon PCT and Adult & Community Services. All agreed that a working agreement document, produced by the PCTs PPI lead should go forward for discussion and agreement by the liaison group at their next meeting.</p> <p>5.2. AM felt that health and social care commissioners should be invited attend a steering group meeting to build relationships and share</p>	

information.	
<p>6. <u>Work Plan</u></p> <p>6.1. Externalisation of services: there are some concerns that the focus group consultation currently being carried out by Devon County Council does not enable a wide enough range of people to be consulted. This work is being led by Senior Council for Devon, a LINK participant group. BJ gave an update on Senior Councils progress and concerns.</p> <p>6.2. MB will feed these concerns back to the focus group that she attends.</p> <p>6.3. Host will start to produce a mail out to participants to get people's views on this.</p> <p>6.4. Wardens at sheltered housing schemes: KF reminded the group that this is a single issue and does not fit the criteria for inclusion on the LINK work plan. Two attempts to advertise the issue and gain views have failed to produce any response. Therefore, the Host recommends that it be removed from the work plan as no further action can be taken.</p> <p>6.5. The group agreed that the issue should be advertised again in the newsletter as a last attempt.</p> <p>6.6. Dentistry: LD informed the group that this work plan issue had been resolved. Funding has been agreed and a two phase plan is in place for expansion. LL commented that this would make a great press story and the papers in Sidmouth should be targeted.</p> <p>6.7. Noted and item removed from the work plan.</p> <p>6.8. Carers expenses for out of county secure mental health placements: LD informed the group that this issue was still a work in process as there is no coherent policy from Devon Partnership Trust.</p> <p>6.9. Care workers: CL reported that the community engagement team is targeting carers and carers groups to set up a task group to take this project forward.</p> <p>6.10. Patient transport: relevant groups were being approached directly for more information.</p> <p>6.11. Visual Impairment Task Group: is meeting next week. Responses have been received from hospitals regarding the help they provide for disabled patients.</p> <p>6.12. Telephone care assessments: the system is under review by Devon County Council.</p>	<p>MB</p> <p>Host</p> <p>LR/LP</p> <p>LD</p>

<p>6.13. Emerging themes: specialised cancer services are being centralised. In Devon, the relocation of upper GI services to Plymouth, and how the public are being consulted on the decision to move, is emerging as a significant concern. This is due largely to the type of service that is offered in Exeter, but not Plymouth.</p>	
<p><u>Future Meetings</u></p> <ul style="list-style-type: none"> – Monday 22nd June, 10.30 – 1.00pm, venue to be confirmed – Wednesday 15th July 10.30 – 1.00pm, venue to be confirmed – Monday 14th September 10.30 – 1.00pm, venue to be confirmed – Monday 19th October, Devon LINK networking event, all day - times/venue to be confirmed 	