



**Nottingham City  
Local Involvement Network LINK**

**Work Plan 2010/2011**

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## Introduction

This document outlines the Nottingham City LINK Work Plan for the year 2010-2011. The key Strategic Priorities included in this Work Plan comply with the Nottingham City contract. The Work Plan will be managed by the Nottingham City LINK Board, which is a Company limited by guarantee, Individual Project Groups and performance managed by The Board and host Team Leader within the ISO9000 management review structure.

## Executive Summary

This plan outlines the planning process for the Nottingham City LINK during the current year and identifies key strategic priorities for 2010-11. Detailed input and feedback from the Issues Working Group and Strategic Planning events has provided the key targets for this Work Plan. The Performance Management Framework highlights the name of the person/group responsible for the delivery of the Work Plan.

Key Work Plan priorities and Work streams for the year ahead are identified as follows:

1. Limited Access to hydrotherapy for elders and disabled people.
2. Choose & Book – Telephone system and appointments
3. NHS care packages for muscular-skeletal services
4. Self Directed Support
5. Development of a Centre for Independent Living
6. Pre operation information for patients
7. Out of hours GP services
8. Identify possible cross boundary projects with the County LINK.
9. 'Bringing the Board to Life': better processes /structures and shared responsibility between Board and Support Team- wider engagement / membership
10. LINK is better known and understood - a household name
11. Take research recommendations from 2009/2010 forward

## Authorisation

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

Name	Designation
David W Turner	Chair

## Service Description

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

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

The Nottingham City LINK Board observes the seven principles of public life which are known as the Nolan Principles, these are: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, Leadership, and will encourage all participants to adopt the same.

Nottingham City LINK has met with the City PCT, City Council, Nottingham CVS, One Nottingham, Advice Nottingham and numerous Voluntary and Statutory organisations (details available via the LINK Office) to discuss opportunities for joint work. Areas highlighted by the Nottingham Committees and Stakeholders have established the priorities of the LINK for 2009/2010, for further investigation

These issues were discussed at the Nottingham City LINK Strategic Day, outlined in this Work Plan.

## **Mission Statement**

Nottingham City LINK is an organisation that is striving to ensure better delivery of services across the City, in particular by:

*“Enabling local people to have a voice and influence the planning, commissioning and delivery of health and social care services to the residents of Nottingham”.*

## **Goals and strategies**

Nottingham City LINK will:

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

## How the Host Organisation supports the Work Plan process

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

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

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

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

The Carers Federation recognises the need for support of the Host organisations, not only in Nottingham but across all its LINK contracts. It has established systems that ensure all the Host teams receive significant support in delivering their contract. This support includes:

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

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

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

1. Feedback from Community Events.
2. Postal and face to face Surveys.
3. Board and Issue Specific Meetings.
4. Existing Partnerships and Stakeholders issues groups.

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

The Projects (and all future Projects) have been evaluated by the community of Nottingham and Nottingham City LINK to establish their priority and remit of the Nottingham City LINK organisation.

## **Monitoring and Evaluation of the Plan**

The Work Plan will be monitored and evaluated through the ISO9000 Quality Management Framework within the Nottingham City LINK and progress against each activity will be reported to the Nottingham City LINK Board and relevant Task and Finish Group on an ongoing basis using the bespoke performance management framework created for this Work Plan.

Performance Management Framework for Work Plan

<b>PRIORITY</b>	<b>DETAILS</b>	<b>TIMELINE</b>	<b>RESPONSIBILITY</b>	<b>Outcome overview</b>	<b>Detailed Outcome (to be agreed by Project group)</b>	<b>Progress update</b>
Monitor involvement of Self Directed Support	Community awareness of this project to involve stakeholders, patients and carers who require information on this service via paper/email. Analyse results Produce report Action findings	April 2010 – December 2010	Alan Humberstone Sarah Andrews  Host support – Laura Marano	Improved patient and carer experience		
Monitor Development of a centre for Independent Living	Community awareness of this project to involve City members/volunteer services/stakeholders via paper/email Analyse results Produce report Action findings		Director Lead Host support –	All residents of the City are consulted on this process		

<p>Pre operation information for patients</p>	<p>Quick Fix project group to gather and analyse data to show where there is a lack of information and the possible reasons for this. Clarity on who gives what information T&amp;F group to recommend actions/next steps, including ways of measuring achievement.</p>		<p>Quick Fix project Group lead Nettie Johnson</p> <p>Host support –</p>	<p>Patients in the City get the information that they require when they require it</p>		
<p>NHS care packages for muscular-skeletal services</p>	<p>Establish project group to gather and analyse data on not compliance with NHS/NICE guidelines in terms of chiropractors, osteopaths and specialist physio and make recommendations on improvements/action plan</p>		<p>Nigel Shipston Julie Bowers</p> <p>Host Support-</p>			

Choose and Book	Establish project group to gather and analyse data on telephone system for choose and book and gaining appointments, challenge lead organisation and make recommendations on improvements/action plan		Host Support			
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Out of hours GP services	Quick Fix project Group, gather and analyse data on out of hours GP services only making calls to terminally ill patients and the reasons for this and make recommendations on improvements/action plan		Quick Fix project group lead – Nettie Johnson  Host support –	Access for all to GP out of hours services		
Limited access to Hydrotherapy services for elders and disables people	Establish project group to gather and analyse data to show where there is a lack of services and the possible reasons for this. T&F group to recommend actions/next steps, including ways of measuring achievement.		Nigel Shipston Julie Bowers  Host support – Laura Marano	Increased access to Hydrotherapy services		

- a simple colour coding system will be applied to the following key to make progress easy to see when the board is discussing:



Achieved



On track



In danger of not achieving

 Not started

## **Communication of the Plan**

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

Copies of the Community Engagement Plan are available from the LINKs office

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