



Work Plan 2009-2010

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Introduction Page

This document outlines the Nottinghamshire County LINK Work Plan for the year 2009-2010. Key strategic priorities included in this work plan comply with the Nottinghamshire County contract. The Work Plan will be managed by the Nottinghamshire County LINK Executive Board, the issues steering group and performance managed by The Board and the Host Team Leader within the ISO9000 management review structure.

Executive Summary Page

This plan outlines the planning process for Nottinghamshire County LINK during the current year and identifies key strategic priorities for 2009-10. Detailed feedback from Community and Strategic events provided vital information in planning the priorities, and key targets are outlined against the name of the person/group responsible for the delivery of the Work Plan.

Key Work Plan priorities and Workstreams for the year ahead are identified as follow: –

- Consultations
- DDA Compliance for GP Surgeries in Nottinghamshire
- Carers respite services in Nottinghamshire
- Dentistry provision for people with Learning Disabilities
- Shortage of Health Visitors in Bassetlaw
- Hospital discharge in Nottinghamshire
- Access and Barriers to assessing services across Nottinghamshire
- Identify possible cross boundary projects with the County LINK.
- Continue to host community events to establish future issues & priorities.

Authorisation

This work plan should be signed off by the following:

| Name | Designation | Signature |
|----------------|----------------------|-----------|
| Shirley Inskip | Chair | |
| Jas Hundal | Contract Lead Funder | |

Service Description

Nottinghamshire County 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 Nottinghamshire.

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

The Nottinghamshire County 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.

On 31st December 2008 the Nottinghamshire County LINK took the decision to become an association. The governing documentation is available via the Nottinghamshire County LINK office or the web site.

Nottinghamshire County LINK objectives are.

1. Enable people to have their say about local social care and health provision.
2. To invite local people to participate in workstreams and committees to create action plans, reports and other key documents to influence change.
3. To inspect local health, social care and transport services.
4. Refer issues to relevant scrutiny committees, regulators and get responses.
5. Monitor and communicate the changes that have taken place.
6. Identify Disabled access issues at GP Surgeries.
7. Establish problems faced by those facing hospital discharges.
8. Investigate access and barriers to assessing services
9. Identify issues with carers respite services
10. Improve shortage of health visitors in Bassetlaw
11. Identify possible cross boundary projects with the County LINK.
12. Continue to host community events to establish future issues & priorities.

Nottinghamshire County LINK has met with the NHS Trusts in Nottinghamshire, Nottinghamshire County Council, voluntary organisations and community groups to discuss opportunities for joint work. Areas highlighted by the Nottinghamshire County LINK board have established the priorities of the LINK for 2009/2010, for further investigation

These issues were discussed at the Nottinghamshire County LINK Community and Strategic events, and are outlined in this Work Plan.

It is proposed that Nottinghamshire County LINK formally presents its Work Plan for 2009-10 to the Nottinghamshire County Council committee during October 2009 and early Workstream findings will be presented at regular intervals as appropriate thereafter.

Mission Statement

Nottinghamshire County LINK is an organisation that is striving to ensure better delivery of services across the County. In particular we are developing partnerships with Stakeholders to ensure we deliver on our mission statement below.

“Your Stronger Local Voice”

They are a group of people committed to improving Health and Social Care, by influencing and holding to account, the people who make decisions about Health and Social Care in Nottinghamshire. The Nottinghamshire LINK will listen, act and follow together.

Goals and strategies

Nottinghamshire County 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 membership to the LINK.
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 Nottinghamshire County LINK to deliver a robust and meaningful Work Plan it requires the help of a Host Organisation, for the Nottinghamshire County 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 LINK's volunteers to develop the following:

1. Annual, quarterly and monthly financial information.
2. The development of the LINK's governance, structure, policies, procedures and guidelines
3. Help to produce their Annual Report.
4. Organise and hold the LINK's AGM.
5. Establish joint working arrangements for cross-boundary projects and initiatives.
6. Develop the LINK's website and produce the LINK's newsletter.

7. Delivering consultation events across all the County's communities particularly the easy to ignore groups.
8. Communicating the activities of the LINK and their outcomes to the local communities.
9. 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 Nottinghamshire County LINK.

Identification, Evaluation and Monitoring of Projects

The Projects that have been identified for the Nottinghamshire County 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 Nottinghamshire County LINK organisation to establish their priority within the Community and remit of the Nottinghamshire County LINK organisation. This has been done through regular meetings of the issues group.

The Projects (and all future Projects) will continue to be monitored through the ISO9000 Quality Management Framework within the Nottinghamshire County LINK organisation and progress against each Project (and all future Projects) will be reported by the relevant Task and Finish Group on an ongoing basis using the bespoke performance management framework.

Monitoring and Evaluation of the Plan

The Work Plan will be monitored and evaluated through the ISO9000 Quality Management Framework within the Nottinghamshire County LINK organisation and progress against each activity will be reported to the Nottinghamshire County LINK Board and relevant Task and Finish Group on an ongoing basis.

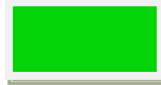
Operations Plan

| | WHAT | WHEN | WHERE | HOW | WHO |
|----|--|----------------|------------------------|--|-----------------------|
| 1. | Work Plan Developed based on local priorities consultation | September 2009 | <i>Nottinghamshire</i> | Strategic event, issues group, board meeting | All |
| 2. | Identification, Evaluation and Monitoring Meetings all established and distributed | April 2009 | <i>Nottinghamshire</i> | See performance management framework below for full detail | Task and Finish Group |
| 3. | Consultations | September 2009 | <i>Nottinghamshire</i> | See performance management framework below for full detail | Task and Finish Group |
| 4. | DDA Compliance of GP surgeries | September 2009 | <i>Nottinghamshire</i> | See performance management framework below for full detail | Task and Finish Group |
| 5. | Carers respite services in Nottinghamshire | September 2009 | <i>Nottinghamshire</i> | See performance management framework below for full detail | Task and Finish Group |
| 6. | Dentistry provision for people with Learning Disabilities | September 2009 | <i>Nottinghamshire</i> | See performance management framework below for full detail | Task and Finish Group |
| 7. | Shortage of Health visitors in Bassetlaw | September 2009 | <i>Nottinghamshire</i> | See performance management framework below for full detail | Task and Finish Group |
| 8. | Hospital discharge | September 2009 | <i>Nottinghamshire</i> | See performance management framework below for full detail | Task and Finish Group |

Performance Management Framework for Operations Plan
PERFORMANCE MANAGEMENT FRAMEWORK

Identification, Evaluation and Monitoring Meetings

Complete or on track



Overdue

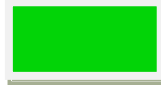


| PURPOSE : Ensure that the existing and future projects are identified, evaluated and monitored appropriately | | | | |
|---|-------------------------------|--|-------------------------------|-----------------------------|
| ACTIVITY | TARGET COMPLETION DATE | BY WHOM | FINANCIAL IMPLICATIONS | STATUS & COMMENT |
| Establish Task & Finish Group | April 2009 | Nottinghamshire County Team Leader | None | |
| Write to members of Task & Finish Group | April 2009 | Nottinghamshire County Team Leader | None | |
| Scheme of Delegation completed | April 2009 | Nottinghamshire County <i>LINK</i> | None | |
| Adopt Scheme of Delegation | April 2009 | Task & Finish Group / Nottinghamshire County <i>LINK</i> Board | None | |
| Meetings of issues group diarised | April 2009 | Nottinghamshire County <i>LINK</i> Team | None | |
| Produce report presenting findings to board | Ongoing | Nottinghamshire County <i>LINK</i> / Task & Finish Group | None | |
| Publish findings and conclude work stream or determine next steps | Ongoing | Nottinghamshire County <i>LINK</i> | TBC | |

Performance Management Framework for Operations Plan

Consultations committee

Complete or on track



Overdue



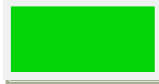
PURPOSE : To coordinate and compile LINK responses to public consultations.

| ACTIVITY | TARGET COMPLETION DATE | BY WHOM | FINANCIAL IMPLICATIONS | STATUS & COMMENT |
|---|--------------------------------|--|------------------------|------------------|
| Establish Task & Finish Group | July 2009 | CEW Research | None | Lead directors: |
| Write to members of Task & Finish Group | August 2009 | CEW Research | None | |
| Write draft Scheme of Delegation | September 2009 | CEW Research | None | |
| Adopt Scheme of Delegation | September 2009 | Task & Finish Group / Nottinghamshire County LINK Board | None | |
| Gather initial data relating to the project. | 31 st December 2009 | Nottinghamshire County LINK / Chair of Task & Finish Group | TBC | |
| Analyse initial data : draw out initial findings | 31 st January 2010 | Nottinghamshire County LINK Team | TBC | |
| Produce report presenting findings | 28 th February 2010 | Nottinghamshire County LINK / Task & Finish Group | TBC | |
| Publish findings and conclude work stream or determine next steps | 31 st March 2010 | Nottinghamshire County LINK | TBC | |

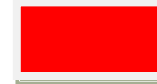
Performance Management Framework for Operations Plan

DDA Compliance of GP surgeries

Complete or on track



Overdue

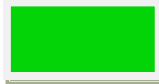


| PURPOSE : To assess and monitor developments in DDA compliance in GP surgeries since the PPI Forum's investigation | | | | |
|---|--------------------------------|---|-------------------------------|-----------------------------|
| ACTIVITY | TARGET COMPLETION DATE | BY WHOM | FINANCIAL IMPLICATIONS | STATUS & COMMENT |
| Establish Task & Finish Group | July 2009 | Nottinghamshire Team Leader | None | Lead Directors: |
| Write to members of Task & Finish Group | July 2009 | Nottinghamshire Team Leader | None | |
| Adopt Scheme of Delegation | July 2009 | Task & Finish Group / Nottinghamshire County LINK Board | None | |
| Gather initial data relating to the project. | 31 st December 2009 | Nottinghamshire County LINK Team / Chair of Task & Finish Group | | |
| Analyse initial data : draw out initial findings | 31 st January 2010 | Nottinghamshire County LINK Team | | |
| Produce report presenting findings | 28 th February 2010 | Nottinghamshire County LINK / Task & Finish Group | | |
| Publish findings and conclude work stream or determine next steps | 31 st March 2010 | Nottinghamshire County LINK | | |

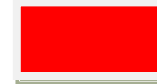
Performance Management Framework for Operations Plan

Carers respite services in Nottinghamshire

Complete or on track



Overdue

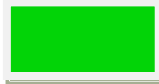


| PURPOSE : To research people's experience and views about available respite services for carers in Nottinghamshire | | | | |
|---|--------------------------------|---|-------------------------------|-----------------------------|
| ACTIVITY | TARGET COMPLETION DATE | BY WHOM | FINANCIAL IMPLICATIONS | STATUS & COMMENT |
| Establish Task & Finish Group | July 2009 | Nottinghamshire County LINK Team Leader | None | |
| Write to members of Task & Finish Group | July 2009 | Nottinghamshire County LINK Team Leader | None | |
| Adopt Scheme of Delegation | July 2009 | Task & Finish Group / Nottinghamshire County LINK Board | None | |
| Gather initial data relating to the project. | 30 th November 2009 | Nottinghamshire County LINK Team / Chair of Task & Finish Group | TBC | |
| Analyse initial data : draw out initial findings | 31 st January 2010 | Nottinghamshire County LINK Team | TBC | |
| Produce report presenting findings | 28 th February 2010 | Nottinghamshire County LINK / Task & Finish Group | TBC | |
| Publish findings and conclude work stream or determine next steps | 31 st March 2010 | Nottinghamshire County LINK | TBC | |

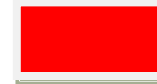
Performance Management Framework for Operations Plan

| |
|--|
| Dentistry provision for people with Learning disabilities |
|--|

Complete or on track



Overdue



PURPOSE : To find out patients' experiences and establish whether the current waiting time for people with a Learning Disability who require a general anaesthetic for dentistry is acceptable.

| ACTIVITY | TARGET COMPLETION DATE | BY WHOM | FINANCIAL IMPLICATIONS | STATUS & COMMENT |
|---|--------------------------------|---|------------------------|------------------|
| Establish Task & Finish Group | July 2009 | Nottinghamshire County LINK Team Leader | None | |
| Write to members of Task & Finish Group | July 2009 | Nottinghamshire County LINK Team Leader | None | |
| Adopt Scheme of Delegation | July 2009 | Task & Finish Group / Nottinghamshire County Board | None | |
| Gather initial data relating to the project. | 31 st December 2009 | Nottinghamshire County LINK Team / Chair of Task & Finish Group | TBC | |
| Analyse initial data : draw out initial findings | 31 st January 2010 | Nottinghamshire County LINK | TBC | |
| Produce report presenting findings | 28 th February 2010 | Nottinghamshire County LINK / Task & Finish Group | TBC | |
| Publish findings and conclude work stream or determine next steps | 31 st March 2010 | Nottinghamshire County LINK | TBC | |

Performance Management Framework for Operations Plan

Shortage of Health visitors in Bassetlaw

Complete or on track



Overdue



| PURPOSE : To identify gaps in the current Health Visitor service in Bassetlaw | | | | |
|--|--------------------------------|---|-------------------------------|-----------------------------|
| ACTIVITY | TARGET COMPLETION DATE | BY WHOM | FINANCIAL IMPLICATIONS | STATUS & COMMENT |
| Establish Task & Finish Group | July 2009 | Nottinghamshire Team Leader | None | |
| Write to members of Task & Finish Group | July 2009 | Nottinghamshire Team Leader | None | |
| Adopt Scheme of Delegation | July 2009 | Task & Finish Group / Nottinghamshire County LINK Board | None | |
| Gather initial data relating to the project. | 30 th November 2009 | Nottinghamshire County LINK Team / Chair of Task & Finish Group | TBC | |
| Analyse initial data : draw out initial findings | 31 st January 2010 | Nottinghamshire County LINK Team | TBC | |
| Produce report presenting findings | 28 th February 2010 | Nottinghamshire County LINK / Task & Finish Group | TBC | |
| Publish findings and conclude work stream or determine next steps | 31 st March 2010 | Nottinghamshire County LINK | TBC | |

Performance Management Framework for Operations Plan

Hospital discharge

Complete or on track



Overdue



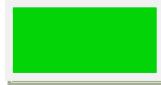
PURPOSE : To ascertain people's experiences following discharge from hospital, with a particular focus on how Social Care and the NHS are working together in this area.

| ACTIVITY | TARGET COMPLETION DATE | BY WHOM | FINANCIAL IMPLICATIONS | STATUS & COMMENT |
|---|--------------------------------|---|------------------------|------------------|
| Establish Task & Finish Group | July 2009 | Nottinghamshire County LINK Team Leader | None | |
| Write to members of Task & Finish Group | July 2009 | Nottinghamshire County LINK Team Leader | None | |
| Adopt Scheme of Delegation | July 2009 | Task & Finish Group / Nottinghamshire County LINK Board | None | |
| Gather initial data relating to the project. | 31 st December 2009 | Nottinghamshire County LINK Team / Chair of Task & Finish Group | TBC | |
| Analyse initial data : draw out initial findings | 31 st January 2010 | Nottinghamshire County LINK Team | TBC | |
| Produce report presenting findings | 28 th February 2010 | Nottinghamshire County LINK / Task & Finish Group | TBC | |
| Publish findings and conclude work stream or determine next steps | 31 st March 2010 | Nottinghamshire County LINK | TBC | |

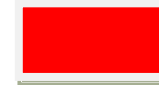
Performance Management Framework for Operations Plan

Access and barriers to services

Complete or on track



Overdue



| PURPOSE : To collate opinions on difficulties which arise when trying to access services, for example, transport | | | | |
|---|--------------------------------|---|-------------------------------|-----------------------------|
| ACTIVITY | TARGET COMPLETION DATE | BY WHOM | FINANCIAL IMPLICATIONS | STATUS & COMMENT |
| Establish Task & Finish Group | July 2009 | Nottinghamshire County LINK Team Leader | None | |
| Write to members of Task & Finish Group | July 2009 | Nottinghamshire County LINK Team Leader | None | |
| Adopt Scheme of Delegation | July 2009 | Task & Finish Group / Nottinghamshire County LINK Board | None | |
| Gather initial data relating to the project. | 30 th November 2009 | Nottinghamshire County LINK Team / Chair of Task & Finish Group | TBC | |
| Analyse initial data : draw out initial findings | 31 st January 2010 | Nottinghamshire County LINK Team | TBC | |
| Produce report presenting findings | 28 th February 2010 | Nottinghamshire County LINK / Task & Finish Group | TBC | |
| Publish findings and conclude work stream or determine next steps | 31 st March 2010 | Nottinghamshire County LINK | TBC | |

Communication of the Work Plan

It is the intention of the Nottinghamshire County 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. A communication list for this Work Plan will be written by the Nottinghamshire County LINK. This will be completed and distributed during October 2009.

Brief Description of the Planning Process Used

Following discussion at the Nottinghamshire County LINK Executive Board meeting held on 4th September 2009 a decision was taken to hold a strategic meeting to construct the Nottinghamshire County LINK Work Plan for 2009/2010. The meeting took place on 21st September 2009 at the Nottinghamshire County LINK office. A great deal of work had already taken place to determine local strategic priorities extending from two consultation events that took place in October. See appendix 2.

The event was well attended with informed discussion on proposed priorities for *Nottinghamshire County LINK* activity for the year ahead. It was agreed the Nottinghamshire County LINK staff team would produce a draft Work Plan from the flip chart and other notes produced on the day and to ensure this was circulated in good time for the forthcoming Nottinghamshire County Board meeting.

A number of aspects of the process worked very well indeed these included full attendance of Nottinghamshire County LINK Board Members who were aware of local issues; excellent local networks and support mechanisms to move work streams forward swiftly and effectively; willing volunteers for sub groups and committees; clarification of the role of Nottinghamshire County LINK and recognition by all that there is a single resource which must be put to effective use to underpin and support the Work Plan going forward.

Appendices

Appendix 1 – Consultation Event



Launch Event
9th and 10th October 2008
Facilitated by Nottinghamshire County LINK Support team

Dear Colleague

You are invited to take part in a consultation event about the Nottinghamshire county Local Involvement Network (LINK). Two identical events will take place on 9th and 10th October 2008 from 10am – 2pm, On 9th October the event will take place at:

- **The Notts. County Football Club, Meadow Lane. Nottingham**

And on the 10th October the event will take place at:

- **Mansfield Town Football Club, Quarry Lane, Mansfield.**

The events will follow the initial public consultations that took place in May 2008 and will allow you the opportunity to evaluate the work carried out so far, as well as to update you on governance, recruitment; and to shape the election process for the steering group. If you are interested in being elected to the steering group at the March elections this is also your chance to register your interest.

We would also like the opportunity to share ideas with you on how the LINK can develop best practice relating to work planning and representing the community in areas of health and social care. This will be your opportunity to have your views recorded and included in the work strategy for the LINK.

The event will include; local and national speakers, discussion & break out workshops, information on elections and a buffet lunch.

Your attendance and your views are important to us; however as places are limited we ask that you book your place by email to: t.khan@carersfederation.co.uk or k.jeffery@carersfederation.co.uk or by telephone on: **0115 975 46 47** before the 6th October 2008.

Yours Sincerely
PP. Shirley Inskip (Chair)
Nottinghamshire LINK

Event logistics:

Each delegate will receive an event pack with:

- Agenda
- Governance
- TSG list of names
- General LINK information (national / local picture)
- Election candidate form
- LINK team list with photo's
- Work plans
- Enquiry form with suggestion box
-

1st Invitations will be sent out Thursday 18th September - options will be telephone and email RSVP.

2nd letter will be sent out on the 25th September and include:

- Agenda
- Table plan
- Event details incl. Lunch, venue map / general itinerary

Objectives for the day:

The event will capture feedback / enquiries and suggestions from the audience and act as a follow up to the consultations in May 2008 to this end we will provide:

- Enquiry forms in each pack
- Complimentary slip with LINK team details for information requests
- Follow up letter detailing outcomes of the event

Itinerary

| | |
|-------------------------------------|----------------|
| Arrival and Tea and coffee's | 10am |
| Start time | 10.30am |

| Speaker | Item | Time |
|----------------|--|-------------------|
| Shirley Inskip | Open, House-keeping, speaker introductions | 10.30am – 10.40am |

| | | |
|--------------------|---|-------------------|
| Kath Soanes | National picture – background to host organisation | 10.40am – 10.50am |
| Julia Greenwood | Regional picture | 10.50am- 11am |
| TBC | Local picture – Nottinghamshire governance, sub-groups, core group, facilitation, work plans Introduce break out | 11am – 11.20am |
| Kath Soanes | Break out session Teas and coffees | 11.20 – 12.35 |
| Christine Precious | Participants view | 12.40 – 12.45 |
| Marceline Powell | Communications report | 12.45 – 12.50 |
| County CEW's | Roles & work update | 12.50 – 1pm |
| Shirley Inskip | Thanks, feedback info, close | 1pm – 1.10pm |
| NONE | Lunch and networking | 1.10pm – 2.10pm |

Appendix 2 - Task and Finish Groups Scheme of Delegation



Terms of Reference/Scheme of Delegation

Direction of Work

The work of the group will support the aims and objectives of Nottinghamshire County LINK, which are to improve health and social care in Nottinghamshire.

This will be achieved by:

- Gathering and responding to information on local needs and services
- Identifying and promoting good practice
- Keeping the local community informed on progress

The specific direction of the work of the group will be reported to and agreed by the Nottinghamshire County LINK Executive Board.

Code of Conduct

It is expected group members will adhere to the Nottinghamshire County LINK Code of Conduct and agreed Nottinghamshire County LINK policies. This will include demonstrating commitment to the principle of equal opportunity regardless of race, gender, marital status, sexual preference, ethnic origin, disability or religion when undertaking Nottinghamshire County LINK activities.

Work Priority

The initial task for the group is to achieve the objectives established in the Work Plan, as agreed by the Nottinghamshire County LINK Executive Board.

Membership

Any individual or organisation can join the Nottinghamshire County LINK Task and Finish Group. It is anticipated group members will be registered with Nottinghamshire County LINK.

Frequency of Meetings

The group will meet once a month

Facilitation/Chairing the Group

A Chair will be appointed by the Steering Group and will have authority to act on behalf of the Steering Group within the agreed work plan for the group. Training will be available to support those who would like to chair meetings.

Role of the Nottinghamshire County LINK Organisation

Members should bear in mind a key role of the Nottinghamshire County LINK organisation is to support the work of the group. This could include any number of activities: letter writing on behalf of the group; information gathering; researching relevant health and social care documents; planning appointments and interviews; offering guidance on research/consultation methods etc.

Nottinghamshire County LINK staff will be in attendance at meetings.

Where there are financial and resourcing implications for the work the group wishes to undertake, Nottinghamshire County LINK staff can assist in presenting information to the Steering Group.

Invitation to Partner Organisations and Officers

Under certain circumstances the work of the group may be helped by gaining information from health and social care commissioners and service providers. Nottinghamshire County LINK staff can assist with this process. This may involve inviting organisations or agencies to present information to the group and facilitating discussions.

Delegation of Responsibility

Specific responsibility can be delegated to members to progress the work of the group. Members should only accept responsibility for pieces of work they feel they have the time and commitment to complete. Nottinghamshire County LINK staff will support members with their work, as appropriate. All delegated work must be approved by Executive Board.

Role of Enter and View

In time, Nottinghamshire County LINK will have a number of members who can act as Nottinghamshire County LINK authorised representatives to 'Enter and View' with Steering Group approval.

Timescales and Work Plan

Nottinghamshire County LINK Task and Finish Groups will have a work plan to guide their work, agreed with the Nottinghamshire County LINK Executive Board. The groups are expected to be time limited, although work objectives will be reviewed on a regular basis.

Budget

Nottinghamshire County Link Task and Finish Groups will work within the agreed budget for its activities authorised by the full Nottinghamshire County LINK Executive Board – the group will not enter into any financial commitments without the full authority of the Executive Board and prior approval for any additional spend.

Membership of the Nottinghamshire County LINK Executive Board

Nottinghamshire County LINK working Groups will have representation on Nottinghamshire County LINK Executive Board. The selected group Chair is likely to be the representative, although another group member may be nominated in their absence.

Appendix 3 - Sub Strategies e.g. Engagement and Communication Action Plan; Marketing Plan etc

Nottinghamshire County LINK

Communications Strategy June - September 2009

Communications Strategy

Communications Strategy – Nottinghamshire County LINK

Communications management and support

The County LINKs needs to establish a working process with the host communication support. The LINK will also need to establish an active communications working group with representatives for, press and media,

events and campaigns. Once lead persons are established for each of these areas, the communications worker can follow the lead and direction of the LINK and follow appropriate methods for feedback, monitoring and evaluation of communications activities.

Communications Aims and Objectives

The main aims and objectives of the Nottinghamshire County LINK are to develop its SMART objectives (specific, measurable, achievable, realistic, targets) in order to set out its medium and long term aims. At present the focus is to develop its internal communications strategy, establish an introduction and build a rapport with local communities. In order to achieve this, the group should consider the activities set out below in order to develop effective communications and public relations throughout the following three stages:

Short term

- Ensure all core members are fully updated regarding county LINK objectives and forward strategy
- Develop internal communications strategy, including process for meetings, confidentiality, and liaising with the general public, producing information and so on.
- Develop a process for directing communications support from LINK team.
- Develop a communications campaign to attract new participants to the core group or working groups
- Produce promotional material to introduce the concept of the county LINK to the general public and to market the Nottinghamshire County LINK to local voluntary and community organisations.
- Develop a strategy for developing partnerships with existing groups and organisations and promotional relationships with existing publications relevant to health and social care in the county.
- Develop additional promotional tools and campaigns to promote the LINK once the steering group is fully established and operational – includes: branding, website, signage and so on.

Medium term:

- Develop media contacts and data base for Radio, press and TV where appropriate and establish interviews, articles and advertorials for promotion
- Appoint a PR officer to answer public / media queries and respond to media
- Establish promotional and consultative strategy for LINK work plans and implementation of work
- Host a series of events to promote the LINK and carry out consultation and feedback work with the general public, voluntary and community sector(s) and health and social care agencies and professionals

Long term (continuous)

- Develop a strategy to maintain consistency re. Marketing, advertising and media relations
- Increase membership to the participants database and develop work groups to carry out work on behalf of the core steering group (or board of directors)
- Develop / implement consultative strategy to receive information and issues from general public
- Develop / implement strategy for communicating work streams and responses to issues
- Develop strategy for liaising with national, regional, local government and influencing outcomes through public consultations and campaigns

Communications Management and Support

The communications strategy will be produced by the Communications support provided by the host organisation and implemented in conjunction with the County's Communications and Engagement Working Group.

Some of the media relations will be managed by the Community Engagement Workers on behalf of the LINK, e.g. media interviews for promotional work.

The LINK will need to appoint a press officer to manage media queries and to act as the 'face of the LINK' for articles, radio, TV and press when required.

Target Audience

Groups identified so far through community engagement work are listed as follows:

- Voluntary and community sector service users
- Students and young professionals
- Elderly people
- Parents and carers of young children
- Single parent families

Hard to reach

- People who have language barriers (English is not their first language)
- Homeless
- People of no fixed abode (travellers, gypsy communities)
- The House bound (including age, disability and cultural restrictions)
- Full time working people
- Minority groups
- Young people

How to reach the Target Communities

The communities within Nottinghamshire County are segmented as above. In order to reach these groups as well as the wider general public we will incorporate a mixture of marketing tools and channels. The following channels and mediums will be used to target the specified groups as follows:

- Use of general local media such as: Newark Advertiser, Mansfield Chad, The Topper News, Metro etc
- Use of local radio including; Radio Nottingham, Boundary Sound etc.
- Use of local publications; newsletters, journals, industry magazines and so on.
- Leaflet campaigns and poster campaigns
- Local conferences, events and exhibitions
- Public presentations and seminars
- School, college and university publications and events
- TV / Visual media
- Internet / electronic media such as website, Facebook, text message

Nottinghamshire County LINK Priorities

The priorities for the Nottinghamshire County LINK include the following:

- To establish a structure and identity for the LINK
- To establish a brand for the LINK
- To establish the LINK objectives and mission statement
- To attract a diverse representation to the steering group and working groups
- To develop awareness about the various groups and communities that the LINK are likely to be in contact with and / or represent
- To develop a public awareness of the LINK, what the LINK does and how to 'use' the LINK

- To engage the public in consultation about issues affecting services users in health and social care
- To develop processes by which the LINK engages with the public and assesses issue brought forward to the LINK
- To establish a 'points' or priorities system to assist the LINK to make fair decisions about issues it will address
- To receive information from the public on an ongoing basis
- To develop relationships with services providers, managers and commissioners
- To develop relationships with local authority
- Raise steering group and participants awareness of 'hard to reach' groups

Phase 1: Awareness and Consultation

The first phase of communication has been defined as the Awareness and Consultation Phase. This work will be continuous throughout the life of the LINK and the initial work done in this area will form part of the LINKs Information Strategy and ensure that the public are aware of:

- What the LINK is
- Who it represents and how
- How to get involved in the local LINK
- Where to find information on the work of the LINK

This work currently involves distributing information face to face, by email bulletins and with the use of an information pack. This work also involves CEW's going out into the community and engaging local people directly and through relationships with the voluntary and community sector(s). In addition to the use of local press and publications the following communication 'Tools' and Methods can be used:

- Consultation letter and leaflet designed and distributed across the county including all public places including health establishments, existing organisations and so forth

- Research County demographics – in particular statistics and information on ‘The seldom heard groups’ and use information to inform the strategy.
- Engage with existing voluntary and community organisations working with groups that are ‘easy to ignore’.
- Write and Distribute an article (Introducing the LINK) – to include interview with representative of the executive Board.
- Inform local press of LINK.
- LINK representative engage in a series of interviews with local press and radio.
- Develop display stands with LINK ‘message’ and use Community Engagement workers and LINK representatives to exhibit information and engage community at local events.
- Organise and manage community events to launch the LINK.
- Develop a system to capture and file information received from consultation.
- Ongoing presentations to community groups and organisations.

An Action Plan needs to be devised with the County LINKs communication group to forward plan relevant campaigns and to measure and monitor outcomes and progress. The elections material has been designed and a leaflet is in progress. The CEW Group will need to be meeting on a regular basis to ensure that the strategy is being implemented and is cost effective.

Phase 1 will ensure that the group has sufficient information to represent a diverse community with differing needs.

The group will raise awareness about its background, current status and future goals and objectives. The group will involve the local community in the development of the LINK through consultation, engagement and information sharing.

The group will establish good media relations for the long term exposure of work and use the press and media to engage the public’s interest. They can also be used to raise community debates on health and

social care and encourage people 'to have a say'. The group will establish a visual 'presence' and identity in Nottingham.

Phase 2 Engagement and Work Planning

The second phase of the strategy will see the launch of the Nottinghamshire County LINK Website and the LINK will establish its Name and Working Strategy. This phase will be used to distribute information to the public and build a work plan for the LINK. The Communication 'tools' and 'channels' recommended are as follows:

- Launch website and LINK Promotional Campaign including posters, leaflets/booklet, displays stands and media.
- Distribute articles, press release and advertorials to local press and industry publications, engage media in interviews.
- Organise community conference to involve people in informing work plans and to feedback on work in progress or completed work (this may be done on a regular quarterly basis for example).
- Continue to raise awareness and engage local people with outreach work implemented by CE Workers including attending exhibitions and engaging with existing groups and service providers.

Monitoring and Evaluation

The Communications Strategy can be monitored on a regular basis through meetings and correspondence. However official methods for monitoring and evaluating can include the following:

- Database of working groups and participants can be used to monitor numbers of people involved and group capacity. It can also tell the LINK where people have interests and / or expertise
- Feedback forms will help to monitor the public interest in a particular issue or work plan, these can be on the website, in any LINK publication and even as 'tear off' slips on a leaflet or booklet.

- Community conferences will help to raise awareness and debate or capture the ‘mood’ about what issues the community want to pursue, they can also provide a channel for the LINK to feedback on an issue.
- Market Research / Consultation – suggested 2 x per year

Press and Media

The Press and Media set out below are relevant to Nottinghamshire. There is also a regional media that is popular among different communities in Nottingham. The suggestions below would be used as and when relevant dependent upon the campaign and respective audience.

| Press & Publications | Radio & TV |
|---------------------------------|---------------------------|
| Nottingham Evening Post | Radio 2 / Radio 4 |
| The Metro | BBC Radio Nottingham |
| The Recorder | Radio Fazar / KEMET Radio |
| | |

Appendix 4 – LINK Membership Training Matrix

| Training Matrix | | KEY: Essential ■ Desirable ■ As required ■ | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----------------------------|---------------------------------|--|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|-------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|------------------------------|----------------------------------|--------------------------|--------------------------|-----------------------------|--------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | Management Business Planning | Chairing skills | Vulnerable Adults | Community engagement | Disciplinarians/Grievance | Employee Behaviour | Enter & View | Equal Opportunities/Diversity | Facilitation skills | Fire Safety | First Aid | Health & Safety | Health Care (Structure) | Inducting new staff | ISO 9001:2000 Audits | People | Learning Disabilities | Media Skills/Public Relations | Meeting Management | Mental Health | Microsoft Office/ IT | Media skills | Minute taking | Personal Safety/Lone Working | Presentation and Public speaking | Project management | Recruitment Skills | Research Skills (Listening) | Research Skills (Interviewing) | Report writing | Social Care (Structure) | Staff Development | Strategic Planning | Supervisions/Appraisals | Time Management | Working With Chairs | Working With Volunteers | | |
| Volunteers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| Authorised Reps | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Board Members | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Chair | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Deputy and sub-group Chair | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Administrator | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Community Engagement Worker | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Team Leader | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Potential Provider | | | | | Carers Federation | Carers Federation | | | | | St Johns Ambulance | | | Carers Federation | | | | | | | | | | | Carers Federation | | Carers Federation | | | | | | Carers Federation | | Carers Federation | Carers Federation | | | |
| Cost | | | | | 0 | 0 | | | | | 10 | | | 0 | | | | | | | | | | | 0 | | 0 | | | | | | 0 | | 0 | 0 | | | |

Appendix 4

Knowledge & Skills Audit of LINK Members



KNOWLEDGE & SKILLS AUDIT

Name:

The purpose of the audit is for you to be able to identify your own existing knowledge, strengths and skills, and then to find where additional training or courses may fill any gaps in your abilities. In the questions that follow, there is a space next to each identified skill or ability in which you can note your personal level of experience and score yourself on this basis. It is a good idea to think of evidence you can provide to demonstrate the acquisition of skills and knowledge to others. This evidence could be simply a certificate, attendance of a training event or other evidence of accomplishment and experience. Identifying measures of achievement and progression is important at a personal level, and also for convincing others. This will then highlight areas where you may feel that you need or want further training and development. The questions have been clearly broken down into areas that are all relevant to your roles, they are:

Skills

Communication
Group/Interpersonal
IT/Financial/Numerical
Organisational/Personal
Research & Problem Solving

Knowledge

Healthcare Structures

Social Care Structures

Remit of LINKs

Enter & View

Governance/ Board Member Responsibilities

Later on in the Audit, there are sections on your key skills and your key areas of improvement.

COMMUNICATION SKILLS

Please tick the appropriate box and give an example

1. How do you rate your ability to actively listen to colleagues/clients in meetings?

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

2. How do you rate your ability to take effective notes in meetings?

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

3. How do you rate your ability to make contribution in meetings?

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

4. Do you rate your ability to express your ideas orally as?

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

5. How do you rate your ability to deliver a presentation?

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

6. How do you rate your ability to deal with public relations and the media?

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

7. Do you rate your ability to express your ideas on paper as?

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

8. How do you rate your ability to construct letters, documents and reports?

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

GROUP AND INTERPERSONAL SKILLS

Please tick the appropriate box and give an example

1. How do you rate your ability to work with others?

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

2. How do you rate your ability to work with your wider community?

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

3. How do you rate your ability to defend your point of view, if others disagree with you?

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

4. How do you rate your ability to see someone else's point of view?

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

5. How do you rate your ability to tolerate different points of view from you own even if you disagree totally with the opinions being expressed?

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

6. How do you rate your ability to plan and organise the work of a group?

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

I.T./FINANCIAL/NUMERICAL SKILLS

Please tick the appropriate box and give an example

1. How do you rate your ability to use the basic functions of a computer? (e.g. Microsoft Word, Excel)

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

2. How do you rate your ability to use the more sophisticated functions of a computer? (e.g. Access, PowerPoint)

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

3. How do you rate your ability to use e-mail effectively?

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

4. How do you rate your ability to interpret financial information?

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

5. How do you rate your ability to use the internet for research or gathering information?

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

6. How do you rate your ability to interpret information/statistics presented in graphs, charts and tables?

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

ORGANISATION AND PERSONAL SKILLS

Please tick the appropriate box and give an example

1. How do you rate your ability to strategically plan for the future?

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

2. How do you rate your ability to plan and manage projects?

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

3. How do you rate your ability to cope with change? (e.g. new staff, new working practices)

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

4. How do you rate your ability to meet deadlines and targets?

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

5. How do you rate your ability to analyse your strengths and weaknesses?

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

RESEARCH AND PROBLEM SOLVING SKILLS

Please tick the appropriate box and give an example

1. How do you rate your ability to research and find information for yourself?

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

| | | | |
|--|--|--|--|
| | | | |
|--|--|--|--|

Evidence:

2. How do you rate your ability to problem solve?

| | | | |
|------|----------|-----|---------------|
| High | Moderate | Low | No experience |
| | | | |

Evidence:

3. How do you rate your ability to weigh up contradictory arguments?

| | | | |
|------|----------|-----|---------------|
| High | Moderate | Low | No experience |
| | | | |

Evidence:

4. How do you rate your ability to think critically before coming to a reasoned opinion?

| | | | |
|------|----------|-----|---------------|
| High | Moderate | Low | No experience |
| | | | |

Evidence:

KNOWLEDGE

HEALTH CARE STRUCTURE

Please answer the question and rate your knowledge of the following.

1. Please detail your knowledge of healthcare issues in the local community.

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

2. How is healthcare provision structured in the local community?

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

3. What healthcare support networks are working in the local authority area?

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

4. How do you rate your knowledge and/or experience of the following areas?

- a. Learning Disabilities

| | | | |
|------|----------|-----|---------------|
| High | Moderate | Low | No experience |
| | | | |

b. Mental Health

| | | | |
|------|----------|-----|---------------|
| High | Moderate | Low | No experience |
| | | | |

Evidence:

SOCIAL CARE STRUCTURE

Please answer the question and rate your knowledge of the following.

1. Please detail your knowledge of social care issues in the local community.

| | | | |
|------|----------|-----|---------------|
| High | Moderate | Low | No experience |
| | | | |

Evidence:

2. How is social care provision structured in the local community?

| | | | |
|------|----------|-----|---------------|
| High | Moderate | Low | No experience |
| | | | |

Evidence:

3. What social care support networks are working in the local authority area?

| | | | |
|------|----------|-----|---------------|
| High | Moderate | Low | No experience |
|------|----------|-----|---------------|

| | | | |
|--|--|--|--|
| | | | |
|--|--|--|--|

Evidence:

4. How do you rate your knowledge and/or experience of the following areas?

a. Child Protection

| | | | |
|------|----------|-----|---------------|
| High | Moderate | Low | No experience |
| | | | |

b. Protection of Vulnerable Adults

| | | | |
|------|----------|-----|---------------|
| High | Moderate | Low | No experience |
| | | | |

Evidence:

REMIT OF LINKs

Please answer the question and rate your knowledge of the following.

1. What is the background of Local Involvement Networks?

| | | | |
|------|----------|-----|---------------|
| High | Moderate | Low | No experience |
| | | | |

Evidence:

2. How are LINKs structured and financed?

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

3. What is the role of LINKs?

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

4. What has been your current experience of LINKs?

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

ENTER AND VIEW

Please answer the question and rate your knowledge of the following.

1. What powers do LINKs have to enter and view providers of health and social care?

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

2. What exemptions are there to the duty of providers of health and social care to allow enter and view visits by LINKs?

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

GOVERNANCE/BOARD MEMBER RESPONSIBILITIES

Please answer the question and rate your knowledge of the following.

1. What is your experience of working as a board member for other organisations?

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

2. What is the role of the Chair at board meetings?

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

3. What is governance?

| High | Moderate | Low | No experience |
|------|----------|-----|---------------|
| | | | |

Evidence:

Key Strengths

Please list three of your keys strengths, providing supporting evidence and linking it to a key skill area listed below.

1. A key strength for me is...

A source of feedback that supports this is...

This relates to the following Key Skills/Knowledge (tick boxes)

- Communication skills
- Group/Interpersonal skills
- IT/Financial/Numerical skills
- Organisational/Personal skills
- Research & Problem Solving skills
- Knowledge of Healthcare structure
- Knowledge of Social Care Structure
- Knowledge of Remit of LINKs
- Knowledge of Enter & View
- Knowledge of Governance/Board Member Responsibilities

2. Another key strength for me is...

A source of feedback that supports this is...

This relates to the following Key Skills/Knowledge (tick boxes)

- Communication skills
- Group/Interpersonal skills
- IT/Financial/Numerical skills
- Organisational/Personal skills
- Research & Problem Solving skills
- Knowledge of Healthcare structure
- Knowledge of Social Care Structure
- Knowledge of Remit of LINKs
- Knowledge of Enter & View
- Knowledge of Governance/Board Member Responsibilities

3. A further key strength for me is...

A source of feedback that supports this is...

This relates to the following Key Skills/Knowledge (tick boxes)

- Communication skills
- Group/Interpersonal skills
- IT/Financial/Numerical skills
- Organisational/Personal skills
- Research & Problem Solving skills
- Knowledge of Healthcare structure
- Knowledge of Social Care Structure
- Knowledge of Remit of LINKs
- Knowledge of Enter & View
- Knowledge of Governance/Board Member Responsibilities

Key Areas for Improvement

Please list three of your keys areas of improvement, providing supporting evidence and linking it to a key skill area listed below.

1. A key area of improvement for me is...

A source of feedback that supports this is...

This relates to the following Key Skills/Knowledge (tick boxes)

- Communication skills
- Group/Interpersonal skills
- IT/Financial/Numerical skills
- Organisational/Personal skills
- Research & Problem Solving skills
- Knowledge of Healthcare structure
- Knowledge of Social Care Structure
- Knowledge of Remit of LINKs
- Knowledge of Enter & View
- Knowledge of Governance/Board Member Responsibilities

2. Another area of improvement for me is...

A source of feedback that supports this is...

This relates to the following Key Skills/Knowledge (tick boxes)

- Communication skills
- Group/Interpersonal skills
- IT/Financial/Numerical skills
- Organisational/Personal skills
- Research & Problem Solving skills
- Knowledge of Healthcare structure
- Knowledge of Social Care Structure
- Knowledge of Remit of LINKs
- Knowledge of Enter & View
- Knowledge of Governance/Board Member Responsibilities

3. A further area of improvement for me is...

A source of feedback that supports this is...

This relates to the following Key Skills/Knowledge (tick boxes)

- Communication skills
- Group/Interpersonal skills
- IT/Financial/Numerical skills
- Organisational/Personal skills
- Research & Problem Solving skills
- Knowledge of Healthcare structure
- Knowledge of Social Care Structure
- Knowledge of Remit of LINKs
- Knowledge of Enter & View
- Knowledge of Governance/Board Member Responsibilities