

▶ Tameside LINK Annual Report



APRIL 2008 - MARCH 2009

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► **Get involved. Have your say. Make a difference.**

Hello

I was a member of the Development Group for Tameside LINK (Local Involvement Network) and now am one of Tameside LINK's Board members.

It's been a busy first year of LINK with lots of hard work by local people to set up a LINK that can specifically deal with our local issues here in Tameside. I got involved in LINK and hope others will too because Tameside LINK will give power to each and every one of us. So that instead of complaining about a specific service we will be able to come together as one united voice to take the issue to service managers and providers to get it addressed.

At the moment there are wonderful groups throughout Tameside working on our behalf in the social care and health field, but I also know that Tameside LINK will fill the gap where one groups stops and another starts and work on everyone's behalf whether young or old, whatever the social care or health topic. Tameside LINK wants to be able to work with our existing groups by developing an even stronger voice to bring about the positive changes that we all want to see.

Tameside LINK is not being set up to take on personal issues, that is where Patient and Liaison Service (PALS) and other complaints systems come in, it is when a number of people are experiencing similar problems then this will be discussed by LINKs and the appropriate action taken.



Jean Sutcliffe

I don't see the work of LINK as being confrontational but to build a relationship with service managers and providers built on mutual respect trust and understanding. I expect LINK not to be there to criticise but to raise problems AND solutions. We want to make suggestions put forward by those people that actually use the services as to how to move forward and make the service better for everyone.

The LINK's staff who are employed by T3SC (our host) have worked hard to help us to get set up. On behalf of the Board, I'd like to thank them for their support and dedication through this year.

Tameside LINK is open to anyone who lives or uses services in Tameside. So if this sounds like you then please do get in touch with us and come and join us to make health and social care services in Tameside the best in the country!

Jean Sutcliffe
(Tameside LINK Development Group
and LINK Board)

▶ Contents



1.	Our starting place in Tameside	3
2.	Activities of Tameside LINK.....	4
2a	Publicity	7
2b	Tameside LINK outcomes	10
2c	Tameside LINK model	12
2d	The rules of Tameside LINK	13
2e	Tameside Link survey	14
2f	LINK launch event	16
2g	Developing strong partnerships	18
2h	Monitoring the resources.....	19
3.	Using Tameside LINK powers	20
4.	How you can find out more or get involved	21

► Our starting place in Tameside

Tameside is a borough of Greater Manchester and stretches from the edge of Manchester City Centre to the Peak District and has a population of approximately 214,000 people.

The Borough is made up of ten towns: Mossley, Ashton, Stalybridge, Mottram in Longendale, Hattersley, Hyde, Denton, Dukinfield, Audenshaw and Droylsden.

There are a number of well established involvement structures (local groups, forums and consultation bodies) operating in Tameside. All of these bodies have worked hard over the years in partnership to represent the voices of local service users. To mark this last year the local authority won the 2008-09 Beacon Award for '*Transforming services: citizen engagement and empowerment*' which recognised the imaginative and positive way that service users are engaged in shaping service provision in the local area.

With the introduction of LINK (Local Involvement Network) in Tameside it was important to 'add extra value' to these existing structures and not to duplicate or dissipate the work that was being done. We also realised quickly that local people, groups and partners felt it could provide a real opportunity to re-energise the existing involvement structures and bring them together as a 'network of networks'. Local people and groups were equally keen to explore the potential of a different model and benefit from the statutory powers passed on to LINKs.



The Tameside borough

Tameside LINK was keen to increase the number of people who usually participate in involvement structures and open up the voice of representation. Therefore in planning the work for year one it was agreed that a considerable amount of time would be spent ensuring the structures of LINK provide something 'in-addition' to what already exists and that more local people would be involved right from the start in shaping what the LINK would look like locally and ensure the voice of LINK was representative of its communities.

▶ 2. Activities of Tameside LINK

The transition

In November 2007, a transition group was set up by the local authority to provide the functions of a LINK and oversee the initial establishment of Tameside LINK. This transitional group was called the 'Core' group and was led by Sandy Parkinson, the Involvement Manager from Tameside Metropolitan Borough Council (TMBC) Adult Social Care Team. The transition group consisted of partners from:

- TMBC Adult Services
- TMBC Procurement
- TMBC Scrutiny Committee
- Health and Social Care Joint Planning and Commissioning Team
- Tameside and Glossop PCT
- Tameside Hospital (Acute Trust)
- Pennine Care Mental Health Trust
- Representative members of the former Patient and Public Involvement Forum, the voluntary sector and service user groups.

The remit of the transition group of partners and local was to oversee the procurement of the host services and begin to inform local people, groups and partners of what the LINK is. The Core group met six times between November and June 2008, with subsidiary working group activity between the main group meetings.

During this preliminary stage, three major stakeholder meetings were held to raise awareness of the LINK proposals, discuss issues arising in the Tameside context and report progress. These were attended by 40-60 people, including members of the public, the voluntary sector, managers and staff from health and social care providers, the Council and partner agencies.



Presentations were given to the TMBC Scrutiny Committee and other groups locally, a relationship was established with a national advisor who visited to support the local development process and members of the Core group attended several national and regional development meetings.

The Core Group also began to map the existing consultation and involvement networks in Tameside. This activity culminated in the design, advertising and letting of the 'Host' contract and the appointment of a formal contract monitor from outside of health and social care. In June 2008 the Core Group handed over responsibility for developing and supporting the LINK to Tameside 3rd Sector Coalition (T3SC).

The host



Tameside 3rd Sector Coalition (T3SC) a local charity and infrastructure body for the voluntary and community sector in Tameside was awarded the contract in June 2008 to provide the host services to the LINK.

A new team of staff was recruited by T3SC to support the establishment and development of the LINK. Tameside LINK has the following staff that supports its work:

The LINK Team



Kevin Peel



Tahmena Khan



Fouzia Shaikh



Hannah Powell



Lillian Peace

- LINK Coordinator (full time)
- LINK Research and Policy Officer (18 hours)
- LINK Community Networker (29 hours)
- Marketing and Communication Officer (7 hours)
- Central Support Worker (10 hours)



In July 2008 the transition team and T3SC (the new host) put on a joint event to publically hand over the development of the LINK to local people (with the support of the host) and begin the establishment of a temporary 'Development Group' that would work on the membership and governance of the LINK before its public launch and full election. Over 60 local people came to this first event and took part in workshops to design publicity that would attract new people to get involved in the LINK and indicate the levels of involvement they wanted.

From this public event people were asked to volunteer to form the temporary Development Group.



▶ Activities of Tameside LINK

The Development Group

The Development Group met for the first time in October 2008. It was specifically set up as a temporary group of local people who were prepared to work very hard (meeting every couple of weeks) to establish the LINK and get it to the stage that it could be officially launched as well as agreeing the process for the election of LINK board members.

We wish to thank all the Development Group members for their energy and commitment.

These members were:

Abdul Majid	Kamuben Patel
Amrit Mistry	Liz Wright
Barry Harrison	Manikanta Patel
Bill Ormsby	Mary Marsh
Brian Taylor	Mohammed Sadiq
Catherine Robinson	Reg Taylor
Clare Catteral	Rod McCord
Dorothy Ward	Sam Ashton
Dr. Murtaza Hussaini	Sandra Berry
Glenda Harffy	Sheila Beswick
Hanif Malik	Shelley Timpson
Hannah Foxall	Sumitra Bhagat
Jean Sutcliffe	Yasmin Sadiq
Jo Castelli	
John Bowker	
John Reddy	



Get Involved. Have your say postcard.

The main activities of the Development Group were to develop:

1. A wide range of **publicity** that would attract new people to become involved in LINK.
2. Agree on the outcomes for Tameside LINK and the **model** for how LINK will be structured.
3. Develop a **governance framework** which detailed the rules of how the LINK would work in practice and agree an election process.
4. Design and commission the host to carry out a **survey** to ascertain local people's views.
5. Develop **partnership working** and sharing of information.
6. Host a **LINK Launch event** to let people know how they can be involved in LINK.
7. Monitor **resources** the resources being held by the host to deliver LINK activities.

In the following sections of the annual report we have looked at the work that has been done in detail under these headings.

2a Publicity

As one of the key aims of Tameside LINK was to increase the number of people involved in local decision making it was felt that we would have to develop a meaningful brand for Tameside LINK, a logo and a number of different ways to publicise the LINK.

Leaflets

The leaflets were the first publicity we created for the LINK. This was to reach the maximum audience possible. The leaflet is written in plain English and says what the LINK can do for Tameside residents. It was distributed widely to encourage people to join the LINK. We have sent this to over 8,500 people and 800 community and voluntary groups.



The Leaflets and postcards have been distributed to:

- All Tameside Children’s Centre
- 43 GPs Surgeries and Clinics
- All the Health Centres
- Tameside Hospital sites
- Dentists
- Social Services
- 13 Tameside Libraries
- Tameside Community Centres
- Asylum Seekers Team (COLT)
- Tameside African Refuges Association
- Age Concern
- Tameside Mind Association
- Tameside Carers Centre
- Churches, Mosques and Temples
- Housing Options
- BME Community groups

Postcards

Rather than trying to represent the whole of Tameside’s communities in one postcard we created a series of six postcards. These show older people, young people, people from a Black Minority Ethnic (BME) background, a young mother and a large group of people. This is so the relevant postcard can be targeted at each Tameside group in the hope that everyone will feel they are being represented by the LINK and join.

They were also given out at the LINK launch event and a wide range of partnership and networking events.



Get Involved. Have your say postcards

Publicity



Stall and banners

A banner was produced to take to the variety of network events and the LINK events. It has also been used with a stall to give a quick overview to passers by as to what the LINK can do. A LINK stall has been set up at Health Fairs and at an event at Age Concern (pictured). The audience is anyone attending the event who want to know more about LINK or may have never heard of it. The stalls are a great opportunity to explain in person what the role of LINK is.



Posters

Two different posters have been designed to put in Doctors surgeries, community centres, libraries, etc. The posters have striking designs designed to catch people's eye! They are aimed at the wider Tameside audience who may empathise with the issue highlighted and contact the LINK.



Website

The LINK has its own webpage on the T3SC site and is also linked from the main navigation which appears on every page. This is to encourage people who have just found T3SC or may use one of our other services to look at the LINK page and find out how they could be involved. On the new interactive T3SC website that is being developed, there will also be opportunities to facilitate discussions online or add relevant articles/research to be commented on. The pages will also have the facility to be translated into a number of languages that are used in Tameside.

► Publicity



Radio

Short adverts on the LINK have been recorded at Tameside Radio.

These advertised the LINK launch event and also generally what the

LINK offers. These are played regularly to listeners of Tameside Radio. Tameside Radio also attended the prize draw of our survey winner along with Councillor Brenda Warrington.

They recorded a short piece with the LINK Co-ordinator and then the draw itself to be played later on the radio.



GP screens

A short one minute video piece was put together using the postcard images and is shown in three GP surgeries in Tameside. This short video aims to inform people of what the LINK is and how to get in contact with us if they have an issue they'd like to raise.

Press Articles

Articles have been written about the LINK for the Tameside Reporter (the free local paper), T3SC newsletter and E-Bulletin and partners newsletters and websites such as the Primary Care Trust (now called NHS Tameside and Glossop) and Tameside Council.

Pedometers, T-Shirts, pens and bags

For the LINK launch a number of promotional items were produced. Due to the network being health related we wanted to produce a healthy

item so put the LINK logo on pedometers – these have been very popular particularly at the Age Concern event where a number of people had wanted to do more walking and measure it. We also produced a canvas bag to publicise the LINK throughout Tameside when people are shopping etc. and some pens and a small number of T-Shirts. The T-Shirts will be used as prizes or for LINK Board members at the AGM.



Regional LINK DVD



Tameside LINK has been involved in planning and production of a LINK DVD for the North West. The LINK Co-ordinator attended initial planning for the DVD and the Information and Marketing Officer oversaw the filming in Manchester, involving members of Tameside and Oldham's LINK. Fouzia Shaikh (Tameside LINK Community networker) also featured in the DVD. Tameside LINK staff will be involved in translating the DVD into Urdu and Bangla.

► 2b Tameside LINK Outcomes

Tameside LINK wants to reflect local priorities and therefore we developed Tameside LINK outcomes early on in the process to ensure this would be the focus of activity delivered by the LINK. An outcome is the difference that is made when an activity or series of activities have been delivered. Tameside LINK outcomes are to:

Outcomes	Indicators
<p>1. Tameside has health and social care services that are shaped to meet people’s needs and are improved as a result of people’s experiences.</p>	<p>Amount and range of services that can prove through consultation with LINK members that they reflect the needs of local people and their views have been taken into account in designing or re-designing the service.</p>
<p>2. Members feel their voice has been heard and have confidence in the validity and transparency of health and social care decision making.</p>	<p>10% year on year increase on the baseline reported after a survey of LINK members in year one.</p>
<p>3. A year on year increase in the number of local people who have been in contact with the LINK and are satisfied with the service they received.</p>	<p>Year on year increases in the numbers of; logged enquiries, mailing list members, interactions with LINK services.</p>
<p>4. LINK members will be more aware of local health and social care issues, have more knowledge of how to access services and know the appropriate route to resolve issues.</p>	<p>80% of LINK members, when surveyed, will indicate increased awareness of issues and knowledge of accessibility and routes of resolution.</p>
<p>5. The LINK has established constructive and open relationships with health and social care providers.</p>	<p>90% of health and social care providers when surveyed believe constructive and open relationships have been established.</p>
<p>6. The LINK membership will be representative of the population of Tameside, including hard to reach and seldom heard groups. All sections of the community will be provided with suitable avenues and opportunities to give their views and get involved.</p>	<p>Membership when compared to Tameside population is representative. A wide range of options for people to get involved will be presented and when surveyed people believe they have had an opportunity to participate and feed in views.</p>
<p>7. The host is established, supported and maintained within budget.</p>	<p>T3SC as host able to evidence expenditure against budget at agreed intervals (6 monthly).</p>

Methods

Issue tracking case studies. Commissioners report work with LINK to review services and service reviews demonstrate impact.

LINK member and participant satisfaction survey.

Monitoring information will be recorded by all LINK staff to monitor service uptake. Feedback forms will be regularly distributed to individuals interacting with the LINK to gauge opinion.

LINK member survey.
Regular newsletter with news about local issues, features on topics such as making complaints and details about accessing services.

Health and social care provider survey.
Annual service review at AGM.

Monitor LINK's membership and involvement data to ensure it is representative and take action to fill any gaps.
Consult with seldom heard and hard to reach groups on appropriate ways to involve people.
Annual survey of members to check satisfaction.
Evidence of range of involvement mechanisms in Development Plan.

Progress reports and financial management reports presented at 6 monthly intervals.
Annual stakeholder satisfaction survey.
Annual Report.

We also recognised that it's important to agree how these are going to be measured so that we can let people know how well we are doing in achieving this. This and our LINK workplan will form the basis of the work LINK will be carrying out.

2c Tameside LINK Model

This is the structure of Tameside LINK and a pictorial representation of how it works with other partners and people. We chose this model because it is relatively simple but ensures transparency about decision making, different levels of involvement by local people and clear communication to other statutory partners.

Tameside LINK has different elements to its structure which include:

LINK Board

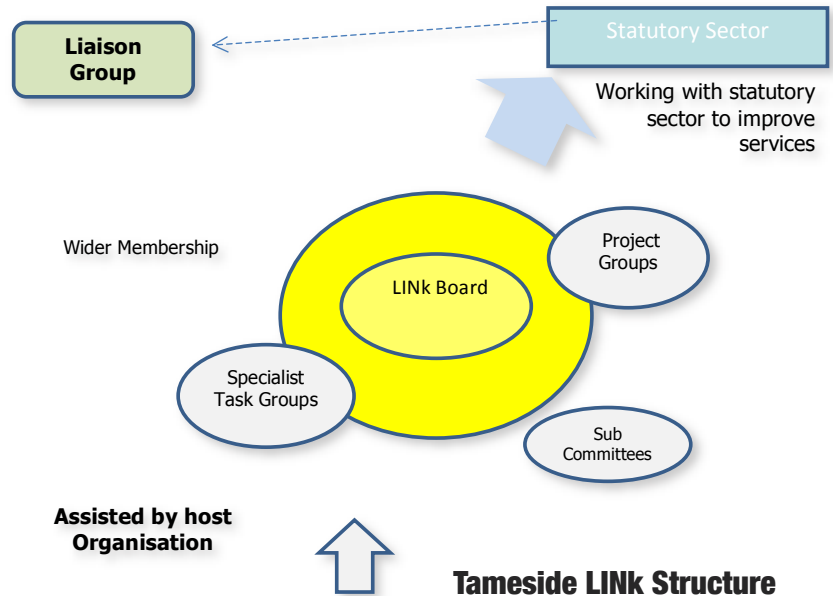
This is the elected body which will oversee the work of the LINK and allocate its resources. The Board will be made up of 18 people - six elected individuals, six elected representatives from voluntary and community groups and six individuals / groups appointed by the other 12 to fill any identified skills gaps.

Sub Committees

There will be three Sub Committees - Finance, Governance and Communications - these will be made up of Board members and will oversee those three areas of LINK policy. These are not set up yet but are due to be established in summer 2009 once the LINK Board is in place. Specialist Task Groups / Project Groups These will be the groups that carry out the work of the LINK. They will be made up of members of the LINK and will carry out work on particular issues - for example there might be a group to look at access to GP services. They will meet regularly (and perhaps also do online meetings) and disband when their work is complete.

Membership

Even though we want the LINK to represent everyone who lives or uses services in Tameside we also felt it was important to know how many people were speaking about particular issues and involved in its work. Therefore we have identified two levels of membership. The **active** members



of the LINK are those that have indicated they would like to be more actively involved in the work of LINK, for example they might stand for election to the Board or get involved in one or more working groups. The **wider membership** are those people who would register an interest in the LINK and are indicating that they wish to receive the LINK newsletter or get involved by responding to surveys. We want to leave this open so anyone can be involved at this level but that people can also get more actively involved at any time if they wish.

Statutory Sector

This consists of our statutory partners - Tameside Council, NHS Tameside & Glossop (formerly Tameside PCT), Tameside General Hospital NHS Foundation Trust, Pennine Care Mental Health Trust, NHS Northwest and Healthcare Commission etc.

Liaison Group

The Liaison Group will provide a link between the LINK Board and our statutory partners. It will meet on a quarterly basis so that different partners can be kept updated on the work of the LINK and vice versa.



The LINK governance arrangements (the way it will work and rules it will abide by) are described in detail in our **Governance Framework** documents. If you would like a copy of these please contact a member of Tameside LINK staff and we will be happy to share this with you. The framework sets out the following:

- Tameside LINK mission statement
- Membership
- Make up of the LINK Board
- Elections
- Representation
- Relationship to statutory organisations
- Relationship to other agencies
- Conduct of LINK members
- Conflict of Interest
- Complaints
- Expenses
- Legislation for LINK visits

The election of Tameside LINK Board members

The Development group stressed how important it was that the election of LINK Board was transparent and democratic.

The ballot count for the LINK Board election was therefore overseen by Robert Landon, Head of Democratic Services at Tameside Council. Robert has responsibility for the organisation and oversight of all local, national and European elections in Tameside. In March 2009, we sent out approximately 450 ballot papers to all the LINK members registered on our database.

We received 141 completed ballots from our membership. Of these 141, 137 contained valid ballot papers. This constitutes an approximate voting rate of 30%. We used a Single Transferable Vote (STV) system where, voters are asked to number the candidates based on their preferences. This system means that whether a voter's preferred candidate is elected or not, by choosing other preferences all voters contribute to the final candidates who are elected. The Development Group felt it is the most democratic election process and is used for elections in Northern Ireland, local government elections in Scotland and to elect various Parliaments in countries across the world.

▶ The Rules of Tameside LINK



The six elected candidates for the individual places on the LINK Board are:

1. **Jean Sutcliffe**
2. **John Reddy**
3. **Bill Ormsby**
4. **Hanif Malik**
5. **Frank C Downs**
6. **Bill Burgoine**

Only six voluntary and community organisations expressed an interest to become 'group' members of the LINK Board. Therefore all six were duly elected onto the Board. The group members of Tameside LINK are:

1. **Hyde Community Action**
2. **The Carers Council**
3. **Age Concern**
4. **Peoples First**
5. **Diabetes Concern**
6. **Citizens Advice Bureau**

The newly elected Board are currently completing a skills audit to determine gaps in knowledge or experience that will be appointed through the remaining six places later in the year.

▶ 2e Tameside LINK Survey

As mentioned earlier we felt it was really important that Tameside LINK found out what local people thought of services now and what they think the priorities of LINK work should be over the next year. Therefore we designed a survey to gather local people's view on the health and social care services they use in Tameside.

We were keen to talk to as many people as possible so we tried lots of different ways to reach people:

- Through Tameside's 800 voluntary and community groups T3SC's database of groups
- 'On the street' using a face to face survey
- Online surveys to T3SC's e-bulletin list (625 people and on our website) using Survey Monkey.
- Attending parent and toddler groups, older people's groups and BME groups to work with people individually to complete the surveys
- Working with the local BME network, Faith Network, the Lesbian, Gay, Bisexual and Transgender (LGBT) network and Health network.
- Posting out to TMBC's 'Really Important Questions' database of members
- Contacting residents from TMBC's Citizen's Panel
- Mailing out to the Acute Trust membership of over 6000 people
- Sending in the Carers Centre newsletter to over 2,500 people

At the time of writing this annual report (April 2009) we still have responses coming in but we have had over 500 so far, so wanted to give you a summary of some of the trends.

We asked people to rank services that they have used within the last 12 months from poor to very good. We then asked people to make comments about particularly good services they have received and those that they wanted to see improved. Finally we asked people to tell us what service improvements they think the LINK should be working on over the next year (2009-10).



The top 10 improvements people would like the LINK to prioritise in the next year are:

IMPROVEMENTS	NO. OF RESPONSES
Improve GP waiting times	62
Improve A&E waiting times	52
Increase the number of NHS dentists	47
Improve hospital waiting times	27
Improve cleanliness of Tameside Hospital	22
More flexible/out of hours GP appointments	19
Better parking at Tameside Hospital at low cost/free	18
Improve attitude of GP receptionist	14
Improve patient transport	9
Better Inter-agency Communication eg. GP, Hospital	9

We received lots of comments but here are a few to give you an idea of what local people think about services in Tameside.

'My optician referred me for further investigation. I received great care and a choice of hospital and appointment time. I was very pleased with the service I received'.

'5-6 hours to see someone (at accident and emergency) for my 18 month child is too long. The care I received was poor and disorganised'.

'At my GP there is an open surgery every morning, no appointment needed, excellent appointment system, excellent Practice Nurse and information giving'.

'On average I have to wait 5 days or more to see a GP'.

Once the final results of the survey have been collated the findings from this will help the LINK board develop the workplan for LINK activities for 2009-10.

▶ 2f LINK Launch event

Glenda Harffy (a member of Tameside LINK development Group) welcomed people to Tameside LINK's public launch on Thursday 12 March at Hyde Town Hall. The event was a huge success with over 100 people and local partners coming together to show their support and debate local health and social care issues.

Social care and health partners also attended the event with stalls for local people to find out more about what they do and how they can be involved in shaping their provision. The event was passionately opened by Ian McCrae (the Chair of the Primary Care Trust and Health Partnership Board of the Tameside Strategic Partnership) who spoke of the difference Tameside LINK will make.

'I believe that local health and social care services will improve if peoples' views are listened to and acted on. I have confidence in the good sense and practical approach of the Public. I believe that LINKs will help the council, the different NHS bodies and all social care providers to listen and respond to a wide range of views so that people, groups and organisations can influence health and social care services in this Borough'. Ian McCrae



Ian McCrae

Two members of the Development Group, Jean Sutcliffe and John Reddy, spoke with great enthusiasm about their involvement with LINK to date and encouraged more people to get involved and stand for election to the Board.

The LINK host organisation T3SC highlighted the work that had been done to date and fed back the initial findings from the survey that was being carried out.



Andy Crane

This was followed by an extremely popular session entitled 'Health and Social Care Question Time'. This session was expertly and humorously chaired by TV's Andy Crane (The Channel 4 anchorman and ex-presenter of Children's TV programmes). In this session, Service Managers and experts were put on the spot to respond to questions from the floor by local people about local services. We'd like to thank the panel members for their support;

- Councillor Richard Ambler - Chair, Personal & Health Services Scrutiny Committee
- Karen Maneely - Locality Manager for Tameside & Glossop, Pennine Care NHS Trust
- Ian McCrae - Chair, NHS Tameside & Glossop
- Tom Neve – Deputy Director of Planning and Performance at Tameside Hospital



In the afternoon session we focused on practical steps that the LINK could take in response to some of the issues that could be raised with LINK. The aim was to help people see how LINK will work and what their part in LINK could be.



We had case studies on theoretical issues that the LINK may face such as:

- Poor treatment in the local hospital
- Improving access and usage of the interpreting service at GP's
- A single complaint about a residential care home
- Difficulty accessing GP services
- Confusion about individual budgets
- A local mental health unit is closing

The sessions helped people debate and share what some of the challenges that LINK may face and the importance of having a robust structure to make decisions about what action (if any) is taken on behalf of local people.

▶ 2g Developing meaningful partnerships

Tameside LINK believes that effective partnerships with local people at the heart of them will be crucial to achieving the vision for LINK.

Therefore the Development Group instructed the LINK staff to begin the process of identifying key partners and opening up communication channels with named individuals to agree joint working protocols.

These key local partners include:

- Tameside Hospital NHS Foundation Trust
- Tameside and Glossop PCT (now NHS Tameside and Glossop) and PALS (The Patient Advocacy and Liaison Service)
- Adult Social Care Services at Tameside Council
- Pennine Care NHS Foundation Trust – Mental Health Services
- North West Ambulance Service NHS Trust

In addition it was felt that a key relationship that would be paramount to the success of LINK is the Health and Social Care **Overview and Scrutiny Committee** (at TMBC). On behalf of the LINK the host organisation presented the vision for the LINK and agreed working protocols and proportionate representation on the OSC by LINK members.

It was important to keep the wider partnerships up to date with progress of the LINK therefore as well as individual letters to all the local councillors in Tameside and an article was written for the **Tameside Strategic Partnership** Newsletter called Newsline.

It has also been recognised that we need to share information and learning with other hosts therefore a number of **regional and thematic** events have been attended and the learning cascaded to the Development Group to enhance their local picture.

The LINK has also made a presentation to local **commissioners** from Tameside MBC Adult Social Care directorate and NHS Tameside and Glossop who are beginning to discuss in detail how LINK can be involved in the service design and commissioning process.

An introduction to LINK has been sent out to approximately 800 **voluntary and community sector** service providers who operate in Tameside. We have offered every organisation the chance to hear more about what the LINK is doing and sign up to become a member of the LINK.

In addition we have delivered presentations to other **local thematic networks and groups** about the development of LINK.

These include:

- The Black Minority Ethnic Network
- Proud Tameside (Tameside's Lesbian, Gay, Bisexual and Transgender network)
- Carers Council
- The Health and Social Care Providers Network
- Tameside Faiths United (Interfaith Forum)
- Hyde Community Action
- Parent's Forum (Rosehill Children's Centre)
- Support people with Cancer Group (Tameside Hospital)

▶ 2h Monitoring the resources

The contract for the delivery of Tameside LINK was commissioned in June 2008. Therefore the following information only refers to the expenditure over the period June 2008-March 2009. This period of time differs from the first full contract year of Tameside LINK which runs from June 2008 – May 2009.

The LINK host (Tameside 3rd Sector Coalition) manages the finances of the LINK on their behalf. The LINK Board are responsible for directing where the activity costs for Tameside LINK are best spent.



Amount of income to deliver Tameside LINK

(from June 2008- March 2009)

£95,574.50

Expenditure of Tameside LINK

(from June 2008- March 2009)

Set up costs (capital expenses)	£5,204.82
Office Costs (revenue)	£11,525.55
Payroll expenses	£44,398.16
Professional fees (insurance and ICT)	£1,359.73
Project costs	£16,584.74
Total expenses	£79,073.00

Variance

There is a £17,501.50 under spend on the projected budget for this period. This is because the initial set up phase of Tameside LINK has taken longer than originally anticipated due to the lead in time to recruit new staff and establish the structure of LINK. We are carrying forward this spend so that we can increase projected activity for the LINK next year in accordance with our priorities identified in the Workplan.

▶ 3. Using Tameside LINks powers



Year one of the LINK for Tameside LINK has concentrated primarily on establishing meaningful engagement by local people to determine the issues that are of most importance and increasing the numbers of people who what to be involved in shaping the changes that people wish to see. Therefore we have not had the need or the mandate yet from local people to use the powers that have been given to LINK.

Having said this, the Development Group have developed the necessary safeguards and systems that would be needed to ensure these powers are exercised correctly, these safeguards are documented in our Governance Framework.

Enter and viewing premises

The Development Group have received initial training on the legislative requirements when entering and viewing premises. The LINK Board will shortly be finalising their 'enter and viewing policy' and recruiting and training volunteers to carry out this role.

Requesting information, reports and recommendations

As Tameside LINK is still in its early development, no formal requests for information, reports or recommendations have been made. Partners have of course been kept informed of the progress of LINK and are signing up to working protocols to formalise these relationships. Information has been shared by partners in the spirit of partnership (an example of such information is the PCT Business Plan, Adult Social Care involvement structures and their consultation and perception data) but this has not needed to be formally requested.

The LINK Workplan for 2009-10 will focus on the issues raised through the borough-wide survey and therefore we envisage that we will use more of the formal powers of LINK to ensure the LINK is appropriately informed about specific issues and make formal recommendations to appropriate providers where necessary.

▶ 4. How you can find out more or get involved

We hope having read our first annual report that you wish to find out more about Tameside LINK or get more involved.

We have designed the structures of Tameside LINK so that you can get involved at what ever level suits you best. So if you want to get any of the following please contact us at **tamesidelink@t3sc.org** or **0161 339 4985** and register your interest.

We've mentioned a number of documents in this report, if you wish to read any of the additional information about Tameside LINK please get I touch. Information you may be interested in is:

- Tameside LINK Governance Framework
- Details of our election process
- Feedback from our LINK Launch event

How could I get involved?

- Receive the regular LINK E-News update
- Be invited to our events
- Become a LINK volunteer to enter and view premises
- Observe or join the Board
- Get involved in a theme group that interests you such as 'supporting people to live more independently' or 'making sure everyone as the choice of using a local NHS Dentist'.

▶ Tameside LINK Annual General Meeting



We would also like to invite you to our AGM. It's being held on July 23 at Ashton Town Hall at 5.30pm. Everyone is welcome just let us know you are coming so we can book you a place.



Tameside
LINK

Local Involvement Network

- Got an idea about how to make the services you receive better?
- Want to get your voice heard by the people who run your local services?
- Contact your Local Involvement Network (LINK) and see your ideas come to life.



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