



**LAMBETH LOCAL INVOLVEMENT NETWORK
(Lambeth LINK)**

LINK ANNUAL REPORT

1 April 2008 – 31 March 2009

LAMBETH LOCAL INVOLVEMENT NETWORK (Lambeth LINK)

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LAMBETH LOCAL INVOLVEMENT NETWORK

ANNUAL REPORT

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1. Introduction by the Chair:

This is the first Annual Report of the Lambeth Local Involvement Network (Lambeth LINK). Lambeth LINK has been set up to give local residents and organisations a stronger voice in influencing the commissioning, provision and scrutiny of local health and social care services.

Lambeth LINK has developed a strong foundation to carry out LINK activities. In our first year, we developed our governance structure and working protocols and guidelines. We promoted community involvement in LINK activities. We asked people what they liked and disliked about the provision of health and social services in Lambeth. We performed several LINK activities.

The London Borough of Lambeth has been listed as a Spearhead PCT borough. This means it is one of the 70 local authority areas listed as the most deprived in England and also with the worst health inequalities. Lambeth LINK has therefore put the issue of health inequalities very high on its agenda for the 2009/2010 municipal year. Lambeth LINK has a team of 22 Steering Committee members for 2009/2010.

We thank all people and organisations that have taken part in LINK activities.

Yours sincerely

Mohammed Khan-Lodhi

Mohammed Khan-Lodhi

Chair, Lambeth LINK

2. Lambeth LINK Contacts

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The Lambeth LINK is hosted by

Age Concern Lambeth

3rd Floor, 336 Brixton Road

London SW9 7AA

Chief executive: Julia Shelley

Tel: 020 7733 0528

Email: j.shelley@aclambeth.org.uk

Website: www.ageconcernlambeth.org.uk

Age Concern Lambeth was appointed as host organisation on 1st August 2008. From April to July 2008 Lambeth Council Adults and Community Services provided support for this transitional period.

This Report covers the period from 1 April 2008 to 31 March 2009

3. The Lambeth LINK values are:

Openness

Inclusivity, diversity and equity

Integrity

Dignity

Respect

Selflessness

Objectivity

Accountability

Honesty and

Leadership

4. Better together: Building Lambeth LINK

The Lambeth LINK has been operational since April 2008. From 1 April to 31 July 2008, Lambeth Council acted in lieu of the Host, whilst the procurement process was being finalised. Age Concern Lambeth were appointed as Host with effect from 1st August 2008.

This work was led by the Head of Customer and Community Relations in Lambeth Adults and Community Services Department and supported by the Partnerships Manager. An independent consultant, who is an expert advisor on LINKs, also supported the work at this time.

Publicity

Lambeth Council promoted the emerging LINK, in a range of ways. This included production of a flyer which was sent to a range of outlets, such as:

- Voluntary and community organisations
- NHS Foundation Trusts
- GP Surgeries and Health Clinics
- Day Centres
- Expert Patients
- Members of former Patients Forums
- Sheltered Housing Schemes
- Residents and Tenants Associations
- Joint Service Centres
- Libraries
- Partnership Boards
- Drug and Alcohol Action Team
- Lambeth First (local strategic partnership)
- Faith Groups
- Visual Impairment Support Group
- Children's Partnership Board, Forum and Assembly

The Council established a mailing list of interested individuals and organisations to form the basis of the wider LINK network. The Council also used Lambeth Council's website to establish web pages for the LINK, including information from earlier workshops, agendas and minutes of meetings.

The Council also produced other materials including an information sheet on the LINK, and some frequently asked questions. An advert letting people know about the LINK was placed in Lambeth Life, the council's newspaper which is distributed to all households in the borough.

Launch meeting

Following on from a promotion and information campaign from autumn 2007 onwards, Lambeth Council hosted a Lambeth LINK launch meeting on 9th April 2008.

This event, at the Oval conference centre, was attended by around 60 people. This included some people who had previously been members of local Patients' Forums, local residents, and local voluntary organisations.

Those attending took part in discussions on two issues. Discussion group one was on developing governance. It asked people to think about what they felt the LINK should be in terms of structure, roles of members, working methods, decision making, accountability, conflicts of interest, code of conduct for members and so on.

Discussion group two was on engagement activity. It asked people to think about what they felt the LINK should do to communicate with people and get more people engaged in the LINK. This included how to ensure that the LINK gathered views right across Lambeth's diverse communities, how best to publicise the LINK to encourage people to join, and how the LINK should let people know about the work it had done.

Finally, attendees were invited to register as part of the wider LINK network and express an interest in becoming more involved in the development of the LINK.

The views expressed at the meeting were recorded, and used to advise the steering group and help determine the way the LINK was developed.

There were 25 members of the Transitional Steering Group during the initial period covered by the Report and the group selected Michael English as Chair.

Age Concern Lambeth was appointed as the host organisation for Lambeth LINK from 1st August 2008 and the council provided **Support to Host in handing over the LINK support.**

Lambeth Council made arrangements to prepare for and facilitate the meeting of the Transitional Steering Group on 13 August, the first meeting under the Host contract (which commenced on 1 August). This included establishing contact between the LINK and the local authority and health bodies, and gathering information from them on involvement opportunities and plans for future developments; preparing a statement of the LINK budget; preparing a briefing note on enter and view; preparing the agenda and papers for the meeting; and attending the meeting.

Lambeth Council provided advice and information, including background briefing papers, and documentation about the activities that had been undertaken to prepare for the LINK, to Age Concern Lambeth, the newly appointed Host organisation, to enable them to take up their role.

Age Concern Lambeth operates from 336 Brixton Road, London SW9 7AA. Telephone number 020 7733 0528. The Chief Executive is Julia Shelley. Email: j.shelley@aclambeth.org.uk

Three staff members have been appointed by the host to support the LINK: Kwasi Kamasa (Manager); Stephen Hulmes (Information Officer and Stasha Jan (Outreach Officer).

The LINK also operates from 3rd floor, 336 Brixton Road, London SW9 7AA Tel: 020 7274 8522

The host has established a good and effective working relationship with the Host organisations of Southwark LINK and Lewisham LINK and regularly attends meetings for London LINK hosts. It has also established an effective working relationship with Lambeth PCT; King's College Hospital NHS Foundation Trust; Guys & St. Thomas'

NHS Trust; the Health and Social Care Overview & Scrutiny sub-committee of Lambeth Council and the Healthcare Commission.

Progress since the appointment of the host

Since the appointment of the host organisation the structure of the Lambeth LINK has been fully developed building on the activities during the transitional phase. Several consultation activities took place in the planning and setting up of Lambeth LINK. There is an agreed governance arrangement which has been discussed and approved by the Transitional Steering Group. Other protocols, guidelines and strategy documents have been developed and are in use. They include:

- Governance
- Data Protection
- Working relationship between LINK and Statutory partners
- Engagement and Involvement Strategy
- Communication and publicity strategy
- Authorised representatives of LINK (enter and view activities)
- Decision making within the LINK and
- Methods of publication of decisions

Procedure and guidance on all 'enter and view' processes were developed and approved by the Transitional Steering Group and have been published on Lambeth council's website. These will be transferred to the Lambeth LINK website www.lambethlink.org.uk when the site is developed.

Composition of the LINK Steering Committee:

There are 22 members on the Lambeth LINK Steering Committee. The Committee was formally inaugurated on 1st April 2009. The Committee is comprised of 12 individuals and 10 represented organisations. All of the Steering Committee names are available on the Lambeth Council website www.lambethlink.org.uk.

Lambeth LINK has representation on various Boards in the borough: Les Elliot represents the LINK on the King's College Emergency Department Development

Board; Mohammed Khan Lodhi represents the LINK on the Lambeth First Executive and Michael English represents the LINK on the Safeguarding Programme Board. The LINK is also a member of the Lambeth Health and Wellbeing Voluntary and Community Sector Forum.

Lambeth LINK members attend and contribute to meetings of the Lambeth Council's Health & Social Care Overview & Scrutiny Sub-committee.

5. Why our work is needed:

There are many health and social care issues facing communities in Lambeth. Some of these issues were made known to the LINK at a Question and Answer session organised by the LINK in December 2008. The session was attended by over 80 individuals and organisations in Lambeth and was chaired by Michael English, Chair of the Transitional Steering Group. Mr Kevin Barton, the Chief Executive of Lambeth PCT; Jim Toohill, Non-Executive Director of Lambeth PCT and Helen Charlesworth May, Divisional Director for Strategy and Commissioning, Lambeth Adults and Community Services all addressed the meeting.

Among the health and social care issues raised on the day were the following:

- Services for people with mental health problems and also support for their relatives
- Sexual health and teenage pregnancy
- Support for teenagers who look after their disabled and sick parents
- Alcohol and drugs related issues and illnesses
- Cardiovascular diseases
- Stroke
- Cancer care
- Diabetes
- Dementia
- Environmental health
- Homelessness and related health and social issues
- Child health with respect to breast feeding
- Elderly care services
- Services for people with all forms of disability
- Issues related to discharge from hospital
- The inadequacy of health and social care services for deaf and hard of hearing people
- Concerns about sheltered and supported housing in Lambeth
- Removal of wardens from sheltered housing

- Inadequate support for house bound people especially to those who English is not their first language – or to those who sometimes lose their ability to speak English.

Lambeth LINK also became aware of other health and social care issues through Health Commission and other institutions published reports.

6. What you told us:

There are 140 individual members and 74 organisations that have formally registered as members of Lambeth LINK.

A Question and Answer session was organised by Lambeth LINK in December 2008 as described above. Lambeth Link asked the attendees what the LINK should do. Among the responses were the following:

- Collect evidence to make strong case for change
- Try to mirror the Lambeth community in Links Governance and issues raised
- Get the Governance right
- Devote attention to services provided for elderly people
- Monitor services for people with all forms of disability
- Speak on the lack of support services for relatives of people with mental health problems
- Deal with issues related to discharge from hospital. The elderly are too frail and weak and afraid of verbal abuse etc
- Collect information on diabetes treatment in Lambeth
- Monitor service delivery with spot checks including 'visit and view'
- Make effective argument to influence change
- Ensure the LINK covers services provided for younger people
- Visit house-bound people to collect their views and experiences on service provision for them
- Listen to the views and experiences of people who do not speak or write English
- Use interpreters when contacting people with little or no English language skills
- Ensure the council and the PCT stimulate the market to develop voluntary and community providers of services
- Work to ensure that tenders are provided on the basis of 'quality' and not exclusively on price and users should be included on tender panels
- Advocate for people who have no voice

- Use diverse community spirit to effect real change
- Conduct regular general public meetings with structured agendas
- Develop ongoing relationships with existing community groups/residents forums/patient groups
- Get Link representatives onto key health and social care boards
- Get a clear shortlist of priority areas to work on.
- Encourage all GPs to set up patients groups and get feedback from them.
- Monitor services for disabled people (physical and sensory)

When asked the kind of healthcare services they would like the PCT/NHS to provide, attendees mentioned the following:

- First stop shop for menopausal services
- More integrated care services as provided in polyclinics
- More drop in services
- Speech & Language therapy services
- More flexible GP opening hours (some weekends and some evenings for people in full time employment outside the borough especially manual and/or hourly workers who do not earn income if they don't go to work)
- Week end and evening opening hours by Dentists
- Evening opening hours by Opticians

Others

- More support for Lambeth mental health disabled people action group
- Support for more Joined up working among disability groups
- More accountability of Foundation Trusts to LINK
- More information on services
- More respect and treatment with dignity by social workers and also workers of independent contractors
- Improved quality of food served in health and social care settings
- Social workers to have more time with clients
- Help in adapting house after return from hospital i.e. moving heating control to a high level not on the floor

Outreach work:

Outreach work with groups, organisations and communities is ongoing. The work is aimed to promote the LINK; encourage membership and participation; and to gather peoples' views and experiences of health and social care services provision in the borough.

7. What we did:

Promoting involvement: Lambeth LINK organised a public meeting in December 2008 to promote the LINK to Lambeth residents and organisations. 80 people attended the meeting comprising Lambeth residents, the Chief Executive of NHS Lambeth; directors from Lambeth adult social services; representatives from voluntary and community organisations; user and advocacy groups and the local Fire service.

The meeting provided a two-way opportunity for health and social care commissioners to engage with local people. For example, the Chief Executive of NHS Lambeth outlined the organisation's vision for Lambeth and also its health care priorities. The people who attended voiced their concerns about experiences of health care provision in Lambeth. Also the Divisional Director of Lambeth Adult Social Services informed participants of their priorities for adult social services.

Lambeth LINK members provided commentaries on Declarations from Guy's and St. Thomas' Annual Health Check. They provided commentaries on the Declaration by Lambeth PCT as it then was. LINK members further participated in the Joint Strategic Needs Assessment workshops conducted by Lambeth First, the local strategic partnership.

Lambeth LINK further undertook outreach work within community organisations and groups to promote LINK activities. The support staff attended meetings organised by community organisations and groups to promote the LINK.

Finding out people's experiences of services: Lambeth LINK used several methods to find out people's experiences of health and social care services provision in the borough. The methods included public meetings; questions and answers sessions; questionnaires and outreach.

Making their findings known: Lambeth LINK has a representative, Les Elliot on the King's College NHS Foundation Trust Emergency Development Board. The representative makes known the views of LINK members on the redesign of the Accident and Emergency department of the hospital. Mohammed Khan-Lodhi

represents the LINK on the Lambeth First Executive and Michael English represents the LINK on the Safeguarding Programme Board. The LINK Chairman has met with NHS Lambeth commissioners to express the views of LINK members on health inequalities in Lambeth.

Lambeth LINK has used the Code of Conduct for LINK 'enter and view' powers prepared by the Department of Health as a guide to develop its own Code of conduct for 'enter and view' purposes.

As stated above, Lambeth LINK has participated in the development of the Joint Strategic Needs Assessment (JSNA). LINK members also regularly attended the Health and Social Care Overview and Scrutiny sub-committee meetings to express their views and experiences on health and social care issues in Lambeth.

8. What we achieved:

Lambeth LINK has been able to establish a firm foundation for carrying out LINK activities. All the necessary protocols and guidelines have been developed. Publicity and promotional materials have been developed and disseminated widely across the borough. LINK publicity and promotional information have been sent to all the 52 GP practices and also community pharmacies in the borough. There are over 200 LINK members, both individuals and organisations. The registration form used by these 200 members had a section that encouraged members to express their views and experiences. Those views were collated together and fed into an information database that informed the work programme of the LINK.

However we recognise that we did not achieve as much as we had hoped to during the first year and that establishing the governance and processes for the LINK was an extensive piece of work.

The December 2008 public meeting further provided an opportunity for LINK members to influence health and social care managers to change services.

Health and social care topics that Lambeth LINK tackled included services for people with mental health problems; services for people with various forms of physical and sensory disabilities and services for older people.

No requests for information were made during the period covered by this report. Similarly, no referrals were made to Overview and Scrutiny sub-committee of the Council.

No 'enter and view' activities were undertaken during the period covered by this Report.

9. Income and expenditure:

The amount of money passed on to Age Concern Lambeth in respect of Lambeth LINK activities for the period covered by this report was £138,000 of which £78,458 had been spent by the end of March on the following items

LINK host staff and related costs	53,846
Premises, equipment	3,705
Management, IT and finance support	8,660
Administration costs	4,966
Volunteer expenses	157
Steering committee/ public meeting costs	1508
Website development	4,370
Publicity and advertising	770
Research and consultancy	476

Prior to the appointment of the host Lambeth council had committed £3,278 and spent £1,176 on the following items:

Consultancy	1,050
Room hire/refreshments	126

Discussions are currently taking place between Lambeth council, the host and the LINK using the outstanding funding to further develop LINK activities during 2009/10.

10. Next Steps: Lambeth LINK has agreed an activity plan for 2009/2010. We will hold four public meetings which will be held at different locations in the borough covering the north, the south, the central and the west parts of the borough in order to involve a larger proportion of local people.

A more intensified outreach programme has been planned to reach and involve all sections of the Lambeth community.

Other innovative ways to involve people and promote the LINK will include surgeries within individual communities of interests; participation in the Lambeth Country show; the four planned Lambeth “expos” street surgeries; fairs and carnivals. There will also be a commissioned research to reach ‘easy to ignore’ groups in the borough. Topics for request for information have been identified and are being worked on. Training for representatives to participate in ‘visit and view’ activities will be undertaken in the early part of the municipal year.

Lambeth LINK’s website will be launched in the early part of the year. The LINK’s newsletter is ready and will be launched shortly. It will contain articles on topical health and social care issues in the borough. It will also provide opportunities for members to express their views and experiences. Planned visits to local groups such as tenant associations to promote involvement will be intensified during the year.

11. Thank You:

Lambeth LINK would like to thank all the members of the Transitional Steering Group and the Steering Committee; personnel from Lambeth Council’s Adult and Community Services department, Lambeth PCT, Guy’s and St. Thomas’ NHS Foundation Trust, King’s College NHS Foundation Trust and particularly the Lambeth residents and voluntary organisations and community groups who took part in LINK activities.