Oldham

LINk

MAKE IT HAPPEN!

Local Involvement Network

Annual Report 2009/2010

Oldham Local Involvement Network

(Oldham LINk)

Giving people their say for a stronger LINk to health and social care.

GADDUM CENTRE Supported by Gaddum Centre Host Organisation

LINk MAKE IT HAPPEN!

Contents

1	**Governor's Foreword**	**4**
2	**Introduction**	**5**
3	**Membership**	**6**
4	**LINk Activities**	**9**
	Networking	9
	BME Network	9
	Disability Network	9
	Oldham Prevention Alliance	9
	NHS Oldham	9
	Pennine Acute NHS Hospitals Trust	10
	Members' Development Day	10
	Member Training	10
	Enter & View	10
	Community Care Law	10
	Raising Awareness	11
	Community Roadshow	11
	The Big Care Debate/Talking Sense	11
	Oldham's Standing Conference	11
	November 2009 & February 2010	11
	In Control Working Group	13
	Carers' Group	13
	Older People's Group	13
	In Control 'The Big Event'	14
	Dental Practices (DDA Working Group)	14
	Integrated Care Centre Road Testing	14
	PEAT Visits	14
	Equality & Diversity Steering Group	14
	Greater Manchester LINks Meetings	14
	Patient Participation Group (PPG)	15
	Website Launch	15
	Patient Opinion	15
	Consultations	15
	Electronic Patient Records (EPR) Consultation	15
	Law Commission Consultation	15
	Consultation around Personal Assistants & IB Holders	16
	Referrals to Overview & Scrutiny Committees	16
5	**Information Requests**	**16-19**
6	**Financial Accounts**	**20**
7	**Next Steps**	**21**
8	**Notes**	**22**

1 Governor's Foreword

Welcome to the second annual report of the Oldham Local Involvement Network.

Throughout this year (2009/10), members of the LINk, its Governance Group and the Host Support Team have been working together to raise awareness of the LINk and increase its membership as well as to take action on key issues identified as important for Oldham. Our summer roadshow event at the Spindles Shopping Centre in August (see page 11) was a key part of this, with us all taking time throughout a full week to talk to shoppers and encourage them to join the LINk and be involved. This exercise saw our membership increase by almost 500 new people, which is important to make sure that as many people can be kept up to date and given the chance to get more involved with shaping their health and social care service, should they wish to.

We have also done some very specific work via the LINk Working Groups on disability access to dental practices (see page 14), mental health day service provision and In Control (see page 23), after gathering lots of information during the first year of the LINk about what issues were important to local people.

We have had significant success this year in trialing an alternative approach to engagement via our quarterly mental health consultation event – the Oldham Standing Conference (see page 11). This work has been the 'test ground' for us to build upon what our annual review told us were the 'best bits' of our LINk. Through this, we have been developing a regular public event, facilitated information sessions, interactive workshops, partnership working with local voluntary organisations, engaging better with and building upon the expertise of local networks and involving our statutory stakeholders as partners. This has also helped us to further develop our relationships with NHS Oldham, Oldham Metropolitan Borough Council, Pennine Care NHS Foundation Trust, Tameside, Oldham and Glossop Mind and with local elected members. Most importantly however, it has brought a larger number of service users and carers directly into LINk work. All these things coming together have proved to make the Standing Conference a very successful piece of work for the LINk and of which we can be proud. This has been formally recognised and shown as an example of good practice by the Mental Health Improvement Partnership (MHIP) and to service commissioners within the North West by NHS Oldham.

Our next big challenges are dementia services; early intervention within mental health primary care; and the development of a disability network for Oldham in partnership with Voluntary Action Oldham, which we will be focusing on in the coming year.

If you'd like to be kept informed about our work, please sign up to receive our quarterly newsletter. To do this, simply contact the LINk Host Support Team on 0161 622 5700, or e-mail info@oldhamlink.org.uk If your organisation would like to hear more via a presentation or by attendance at one of your events, we would be delighted to hear from you. Please do get in touch.

I would finally like to take this chance to thank all those people that have been working hard to help our LINk progress and contribute to bringing about change. This includes our LINk members and governors, our colleagues within the NHS and Oldham Metropolitan Borough Council as well as our key voluntary sector partners Mind, Age Concern Oldham and Voluntary Action Oldham, without whom we could not have forged ahead.

Peter Bennett

Peter H Bennett
Oldham LINk Governor

2 Introduction

The Oldham Local Involvement Network (LINk) is part of a national programme funded by the Department of Health to engage local people in the decision making processes that affect their health and social care services. Oldham LINk's mission is to:

"...represent the views and interests of local people and give a stronger voice for them in the planning, design or redesign, commissioning and provision of health and social care services in the borough of Oldham"

The key functions of the LINk are to:

- *Promote and support the involvement of people in the commissioning, provision and scrutiny and health and social care services*
- *Obtain the views of people about their needs for, and experiences of, health and social care services and make these views known to those responsible for commissioning, providing, managing or scrutinising those services*
- *Enable people to monitor and review the commissioning and provision of care services*
- *Make reports and recommendations about how health and social care services could be improved, to people responsible for commissioning, providing, managing or scrutinising those services.*

LINk Values

Oldham LINk's Code of Conduct is underpinned by the Nolan Principles, which outlines that members must operate within the bounds of:

- *Selflessness*
- *Integrity*
- *Objectivity*
- *Accountability*
- *Honesty*
- *Respect for others*
- *Duty to uphold the law*
- *Without personal prejudgement and bias*
- *Declare any conflict of interest*

Oldham LINk also believes that:

- *People's experiences are valid*
- *Experience should be acknowledged*
- *People should be supported to communicate their views and experience*
- *Working together is the best way to enable those views to influence service change*
- *We should be tolerant and respectful of people's views*
- *Oldham LINk must always remain impartial so as to provide a fair view*

LINk Model

Each LINk has been given the freedom to develop its own way of working, so that its model can fit with existing local structures, circumstances and with the needs of local people.

Oldham LINk spent some time within its first year developing this and has so far been working in accordance with the following systems. Findings from our annual review processes however showed us that alternative approaches could be trialed, as a means of building upon the 'best bits' of the LINk. The model and the LINk's approach to engagement therefore may change throughout the coming year.

The value however of this model has shown that it can accommodate different levels of involvement so that there is an opportunity to be involved and have your voice heard no matter how much time you have or how active you wish to be.

> *They're are vulnerable and genuine people who benefit from your efforts and that's fundamentally what it's all about.*
> ***(Mental Health Service User)***

3 Membership

There are three types of 'membership', and you can choose which one you would prefer to be. Everyone can have their say, in whichever way it is that suits them best. You can be a member as an individual or as a group/organisation.

Participant

The first level of membership is to be a 'Participant'. Participants are involved as and when they want to. This could mean that they just want to receive regular newsletters or take part in a survey or consultation.

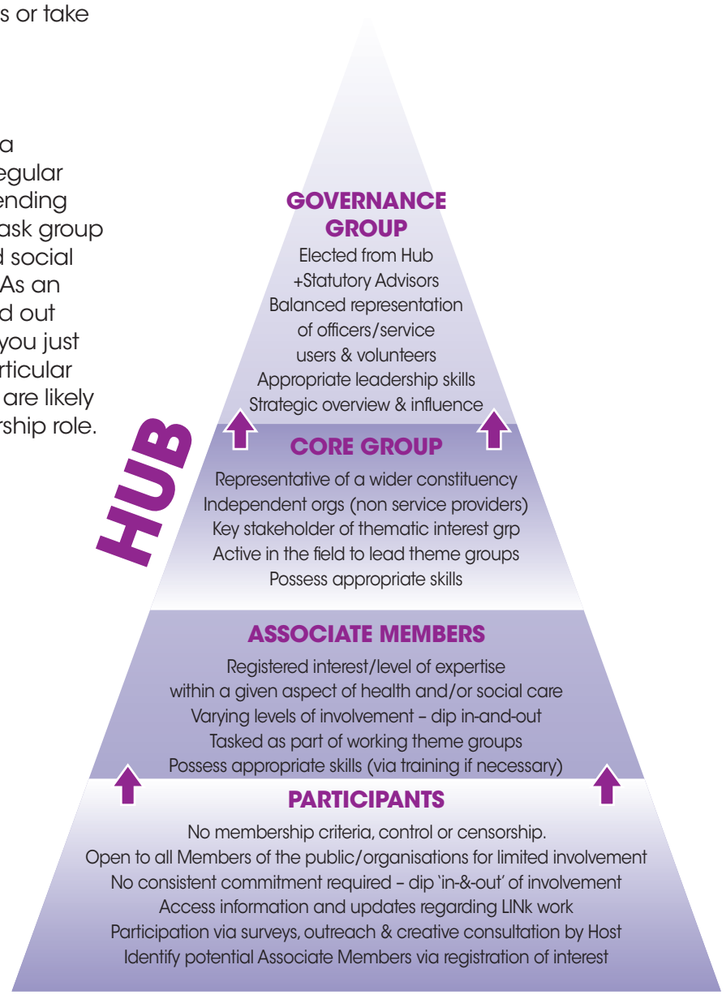
Hub Level Member

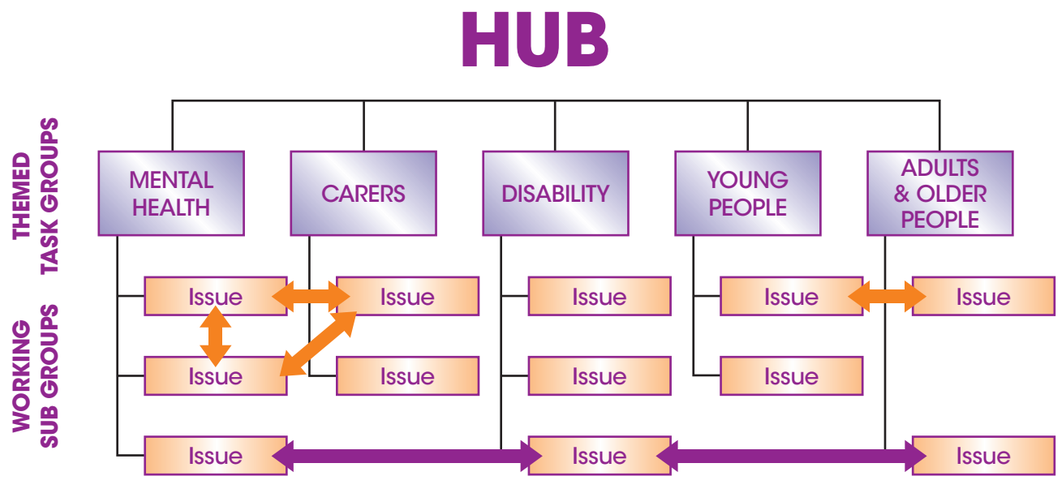
The next type of membership is to be a Hub Level 'Member'. Members have regular involvement, which could include attending meetings, undertaking work within a task group and bringing issues about health and social care to the LINk from the community. As an Associate Member, you can dip in and out of issues and working groups, so that you just contribute to the issues that are of particular interest to you. Core Group Members are likely to have a more consistent and leadership role.

Governor

The final type of membership is to be a 'Governor'. Governors are elected from and by the members of the Oldham LINk, and are tasked with representing and making decisions on behalf of the wider membership. These decisions range from developing policies and procedures to agreeing a suitable work plan.

The two following diagrams illustrate the LINk's membership structure.





The Governance Group comprises seats for one individual and one organisation for each of the five LINk thematic Task Groups. The role of the Governance Group is to:

- *Prioritise and monitor the LINk's work plan*
- *Oversee activities if the LINk and its Host*
- *Promote the LINk*
- *Allocate work across the LINk*
- *Make any necessary referrals to the Overview & Scrutiny Committee*
- *Authorise Enter & Review requests from LINk members/task groups*
- *Sign off reports and recommendations of the Working Groups*
- *Review and update governance and task group procedures*

It is with thanks therefore to Oldham LINk's Governors for undertaking this important role and making key decisions.

Elected Governors 2009-2010

Name	Organisation/Individual	Representing
Tracy Sims	Imagine Act Succeed (IAS)	Disability
Terence Booth	Individual	Disability
Miranda DeBlasio	Princess Royal Trust Carers Centre, Oldham	Carers
Jean McGealy	Individual	Carers
Nicola Shore	Age Concern, Oldham	Adults & Older People
Paul Benedek	Individual	Adults & Older People
Fozia Amin	Tameside Oldham & Glossop Mind	Mental Health
Peter Bennett	Individual	Mental Health
Angela Wellon	First 4 Disabilities	Young People
No Representation	Individual	Young People

The Governance Group has been a necessary and valued element of the LINk model to date. In building upon the suggestions from our annual review process however by holding more public consultation events, we are likely to see a shift in how issues are raised and directly prioritised by the people taking part. In which case, there may be less of a need for a formal governance group to prioritise the workload for the LINk in a way it has done to date. Such a change in approach will see a more fluid identification of issues and a faster turnaround of actions.

Authorised Representatives

Each LINk has a legal power to "Enter & View" services. The function of this power is to allow the LINk to be able to visit the premises from which services are provided so as to gain further information relevant to LINk work. Only a number of Authorised Representatives can carry out this important role on behalf of the LINk. These are LINk members that have undertaken specific training in order to obtain Authorised Representative status. Oldham LINk's Authorised Representatives are:

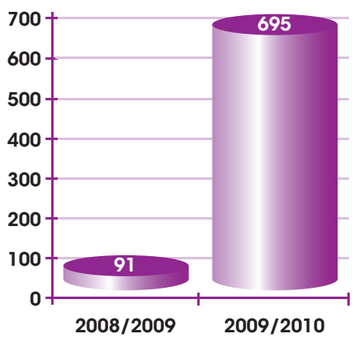
- *Jean Frankell*
- *Anna Sidebottom*
- *Gary Rowbottom*
- *Paul Benedek*
- *Olwen Fish*
- *Peter Sidebottom*
- *Lynne Smallwood*
- *Enid Firth*

This year, it has not been necessary to undertake any Enter & View visits as a means to furthering LINk work.

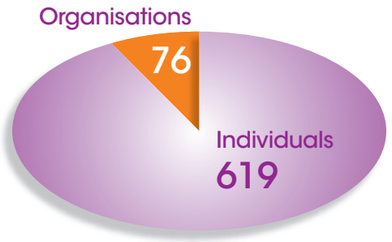
3.1 Membership

Oldham LINk has grown significantly in terms of its membership this year. The details of which is illustrated here:

Total Membership



Organisations & Individual Members



4 LINk Activities

A large part of Oldham LINk's work this year has been the activities it has undertaken. This work helps us to raise awareness, build relationships, identify issues from the local community and work collaboratively with our stakeholders to take the work forward.

Networking

Meeting with and developing working relationships with professionals and individuals within Oldham is important to be able to make best use of existing resources and to be able to work together. The LINk Host Support Team regularly works with colleagues from within the statutory and voluntary sectors in Oldham. In particular however, there are a number of specific elements of our networking activity worthy of comment:

BME Network

Supported by Voluntary Action Oldham, the BME (Black, Minority, Ethnic) Network aims to bring together organisations and individuals that have an interest in promoting and addressing issues relating to minority ethnic communities. Oldham LINk has taken part in its establishment and early development and has committed its support to working with the Network on any health and/or social care issues that may be identified through its work. Being part of this Network will also help the LINk to be aware of BME issues that are important to local people and to join forces with Voluntary Action Oldham where appropriate to support its work. It is anticipated that this will broaden the LINk's repertoire through partnership working and collaboration.

Disability Network

Oldham LINk has joined forces as a partner again with Voluntary Action Oldham to support the development and progress of the newly emerging Disability Network in Oldham. This will help the LINk to add capacity and therefore support new and additional work and to be

able to work with local stakeholder groups and individuals to address disability related issues and priorities. Oldham LINk and VAO will work together to develop this into a public consultation arena and to use the LINk's legal status to push issues through with statutory service providers. Again, this will enhance what the LINk is able to facilitate and achieve and add value to our work in the coming year.

Oldham Prevention Alliance

Facilitated by Age Concern Oldham, the Prevention Alliance is a network of agencies that come together to focus on preventative services for older people. This is important for the LINk to be 'plugged-in' to these issues and enables us to work with Age Concern Oldham as a key partner.

NHS Oldham

We have a good dialogue with our local Primary Care Trust, NHS Oldham and regularly meet with officers to co-ordinate our work and ensure actions can be developed. In particular, we have been able to develop excellent working relationships with the commissioners for mental health within the Trust and agree a way forward for the issues arising from our quarterly mental health consultation event (See page 11).

Pennine Acute NHS Hospitals Trust

Oldham LINk regularly meets with the Acute Trust and our neighbouring LINks within the Pennine Footprint (i.e. Oldham, Rochdale, Bury and Manchester) to ensure LINks are involved in the work of the Trust and so cement already firmly established relationships. Having such a strong partnership with the Trust has helped Oldham LINk in many ways, such as the Trust developing and providing bespoke training courses for our members.

Members' Development Day

Oldham LINk worked with our colleagues from Rochdale LINk, Stockport LINk, Tameside LINk, Bury LINk, and Bolton LINk to develop a joint Members' Development Day. We pooled our resources to host the event for the purpose of conducting a comprehensive skills audit of our members, so that we could develop a training strategy and action plan to support members' work. This was also an opportunity for LINk members to network with one another and share ideas and best practice from each LINk.

Member Training

Enter and View

All members of the LINk that wish to Enter & View premises to investigate issues brought forward to the LINk must be authorised to do so. A person who undergoes Enter & View training is then considered to be an "Authorised Representative". The training is conducted to give people an in depth knowledge of responsibilities and regulations that must be adhered to when undertaking this role.

Oldham LINk was able to develop this training with Pennine Acute NHS Hospitals Trust, which added an extra dimension of practical clinical settings to the learning. The Trust were also kind enough to develop specific modules for the LINk on safeguarding and privacy and dignity and equality and diversity.

Community Care Law

The Community Care Law training was facilitated to inform people of the impact of law, the rights people have and the responsibilities of the Local Authority in relation to social care services. This training has enabled members to make decisions and recommendations when in their working groups.

Raising Awareness

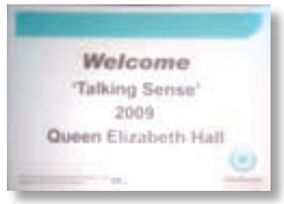
Community Roadshow

The main awareness raising activity we have undertaken this year has been the community roadshow that we held at the Spindles Shopping Centre during the summer. This saw a short commercial featuring LINk members, partners and staff projected on a large screen to shoppers explaining what the LINk was and how to get involved. LINk members volunteered their time to talk to people throughout the week and to sign people up as new members. This was a valuable piece of work, with us signing up almost 500 new members who have been kept informed about our work since and been given the opportunity to choose their level of involvement.

We have also taken part in a number of other events, holding information stalls and talking to people in attendance throughout this year. Some of these events include:

- *Carers Centre events*
- *Voluntary Sector Fair*
- *Time to Change (Get Moving) Roadshow*
- *Disability Awareness Day*
- *The Christie Event*

The Big Care Debate/ Talking Sense



The Talking Sense Event was hosted by Oldham Council & supported by Oldham LINk. This Event allowed the LINk to engage with an older age group as the majority of people who attended where members of Forum4Age. The event allowed the LINk to increase its profile amongst this demographic and the importance of the LINk in relation to holding health and social care services to account.

Oldham's Standing Conference

November 2009 and February 2010

The Oldham Standing Conference is hosted by Oldham LINk and supported by Tameside, Oldham & Glossop Mind. We have collaborated to develop a bottom-up model to enable local people to have their say concerning local mental health services and to enable their views to be communicated to service commissioners.

We have also been able to work well with NHS Oldham on this piece of work, with the Trust supporting it and engaging well to develop its mental health commissioning. This is a real achievement and a clear example of how working collaboratively with statutory commissioners and having a two-way dialogue can bring about the ability to influence commissioning decisions.

> *I personally feel the standing conference went well and was very well attended. People were able to openly express their concerns and feelings without feeling judged*
> ***Mental Health Service User***

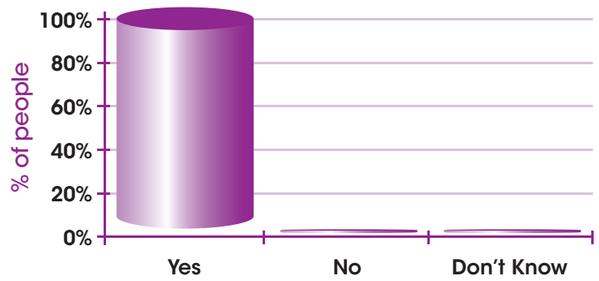
We are in regular contact to ensure that the findings of the events can be presented in a tangible fashion for commissioners to be able to use, whilst also ensuring that the voice of service users and carers determines the agenda of the conference. So far, examples of issues raised through this work during 2009/10 include:

- *Poor experience of GP services and mental health*
- *People do not feel listened to with regard to mental health issues*
- *Lengthy waiting times for therapeutic services are problematic*
- *Poor staff attitudes amongst front line staff*
- *Concerns around the restructuring of mental health day service provision*
- *Problems with services not being designed to suit people with dementia (e.g. domiciliary home care services)*
- *Reduction in transport provision to day care services for dementia patients, leading to difficulty in accessing services and removal of opportunity for carers' respite.*
- *Issues around choice of mental health services*
- *Lack of communication between professionals about a person's care*
- *Problems with complaints and satisfying thereof*

These issues have all been presented to the service commissioners and providers and the LINk is working with them to address some of these issues.

Feedback from the events have been incredibly positive, with people reporting that they feel they can trust the integrity of the event, that they are listened to and feel that it can make an impact.

Were your questions answered?



Our most recent event on dementia focused on developing an action plan for service commissioners around the key areas of:

- *Access and awareness*
- *Early diagnosis and support*
- *Long-term management*
- *Carers' issues.*

The lead for mental health commissioning within NHS Oldham has confirmed that dementia will be one of the workstreams within this year's mental health commissioning work and that the LINk's action planning work can be used to inform this in the coming year.

This approach to engagement has proven to be the most effective way of directly involving people, gathering views, communicating those views to service commissioners and being able to influence their decisions. This work has had the greatest impact hence why we will be taking this approach to engagement upon other issues as we go forward.

> *I thought it was a productive day and people had a fair chance to air their views, which I feel is the truth*
> ***Mental Health Service User***

Its success has also been acknowledged regionally by the Mental Health Improvement Programme, and via the Department of Health to service commissioners within the North West.

In Control Working Group

In Control is the brand founded by a social enterprise. The initiative focuses on people's ability to 'take control' of their lives by being given the opportunity to control their own Individual Budget. Oldham was a pilot site for this initiative and the Oldham LINk has completed a piece of work, focusing on information availability in the borough. The group has this finalised a set of recommendations, to which the LINk is awaiting a response from the relevant bodies.

In order to focus in upon specific issues relating to different types of people accessing Individual Budgets, the initial group was split into the following groups:

Carers' Group

The Carers' Group focussed on the implications of Individual Budgets for the parent carers of people with learning disabilities and some of the challenges of trying to operate a Budget where there is often insufficient provision to purchase, and thus also fulfilling their caring responsibilities.

Older People's Group

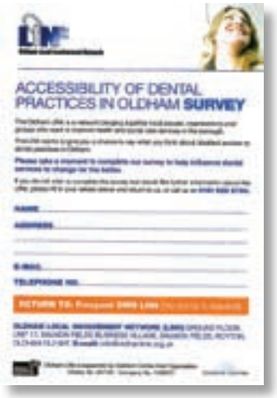
The Older People's Group focussed on other aspects such as the availability of information and the confusion around entitlement and the appeals process.

The issues identified by the groups were sometimes very similar and so the report incorporates both the Older People's and Carers' groups key issues. This allowed clear and robust recommendations to be made, when looking at the whole system and not from one stakeholder's perspective.

In Control 'The Big Event'

The In Control Event was an opportunity for LINk members to be present at an event which was truly in support of and promoting In Control. This brought a new perspective to the members whose experience of the In Control initiative had previously been somewhat negative. Oldham LINk supported a number of LINk members to travel to Liverpool to attend.

Dental Practices (DDA Working Group)



A convened working group focussed on the accessibility of dental practices for people with disabilities. The work lasted for a period of 6 months and led to useful recommendations being made to both dental practices and the Primary Care Trust to improve the accessibility in accordance with the Disability discrimination Act 1995 by making reasonable adjustments or signposting those with a disability to a practice most convenient.

Integrated Care Centre Road Testing

Oldham LINk members were invited to conduct a visit to the borough's new Integrated Care Centre as a means of 'road-testing' the building from patients' point of view. Members considered some of the practical issues facing patients using the building to access health services and made a series of comments and recommendations. This group of members are working with NHS Oldham to address these issues raised and to ensure any necessary changes are implemented.

PEAT Visits

Patient Environment Action Team (PEAT) visits are a requirement of each NHS Trust to undertake as a means of considering the health and safety and general environment of non-clinical areas of NHS owned premises. Oldham LINk has been invited to take part in a number of these visits by Pennine Acute NHS Hospitals Trust, Pennine Care NHS Foundation Trust and NHS Oldham. Each Trust is required to action any changes identified as necessary via the PEAT visits. As such, Oldham LINk members have contributed to bringing about such changes via this work.

Equality & Diversity Steering Group

Oldham LINk has represented all LINks within the Pennine Footprint in sitting on Pennine Acute NHS Hospitals Trust's PPI (Patient & Public Involvement) and Equality & Diversity Steering Group. This enables the LINk to report on issues the Trust faces and to contribute to the steer of the decisions made by the Trust from a patient perspective.

Greater Manchester LINks Meetings

Oldham LINk is very keen to learn of good practice by other LINks as well as sharing its successes. Members have attended these meetings to contributed to evaluating processes of outreach and engagement across Greater Manchester via this work. Members then report back to the LINk Host Support Team so that useful insights into best practice can be incorporated into Oldham LINk's work.

Patient Participation Group (PPG)

The Primary Care Trust (PCT) has kindly invited the LINk to have representative on the PPG to express the views of members of the LINk and to feedback matters arising from the meetings. The PPG has recently changed its structure, which gives more power to the patients and therefore who these patients represent on a wider scale. NHS Oldham has been keen to work closely with the LINk when undergoing this change and in considering how the PPG and LINk co-ordinate work so as not to undermine the work of the LINk. The main points discussed in these meetings are communicated to members via the newsletter and website.

Website Launch

The Oldham LINk website was launched in August to coincide with the Community Roadshow. This strategy was taken due to the LINk being seldom known. The promotion of the LINk and the website has opened up the LINk to those who use the internet. We now use it as an invaluable tool to report on activities and it is regularly updated.

Patient Opinion

The Patient Opinion website allows people to post opinions on the website about health services. The site is live and opinions are updated in real time. The Oldham LINk acknowledges this as being another medium to express concerns as well as good practices, and so has embedded this function into the front page of the website, allowing everyone to view comments about service provision in Oldham.

Consultations

Electronic Patient Records (EPR) Consultation

This consultation involved LINk members participating in a game which allowed the attendees to voice their opinions about the introduction of EPRs. The game really put into context the possible pitfalls and benefits of such an initiative. The Host Team's Development Worker facilitated three sessions due to popular demand. The feedback will be used to evaluate the EPR initiative on a national scale following June 2010.

Law Commission Consultation

The Law Commission approached one of the LINk's member organisations to carry out a consultation regarding health and social care law reform to bring it up to date and to simplify the current laws. LINk members attended these consultations and due to their training on Community Care Law, were able to give invaluable insight into the complications surrounding such laws. Following the consultation an article featured in Oldham LINk's Newsletter which advertised the consultation on a wider scale and encouraged feedback on a wider scale (1000 people).

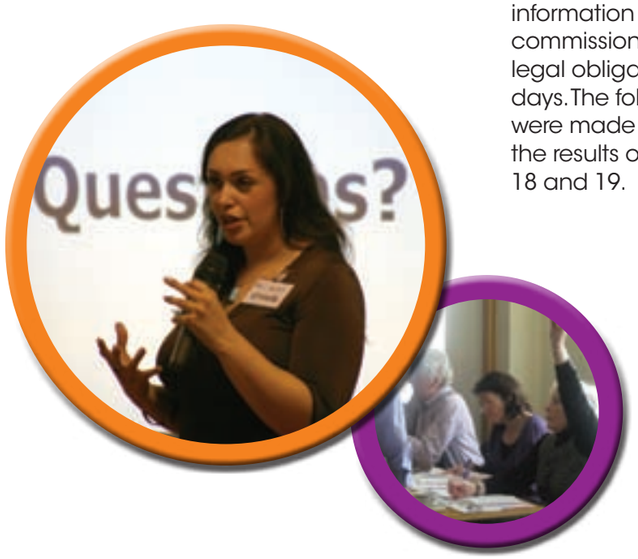
Consultation around Personal Assistants and IB Holders

The LINk was able to facilitate and support further consultation sessions for Oldham Metropolitan Borough Council as part of its work to identify needs for people working as Personal Assistants to Individual Budget Holders, and to address the support needs of service users themselves. This served to broaden participation in the council's consultation exercise.

Referrals to Overview and Scrutiny Committees

The Oldham LINk has the power to refer issues to council Overview & Scrutiny Committees (OSCs), and also to expect a response within a given time frame. To date however there have been no formal referrals from the Oldham LINk to Oldham OSC.

The LINk however regularly reports to Overview & Scrutiny and has developed a good relationship.



Reports and Recommendations

How many reports and/or recommendations were made by your LINk to commissioners of health and adult social care services?	5
How many of these reports and/or recommendations have been acknowledged in the required timescale?	2
Of the reports and/or recommendations acknowledged, how many have led/or are leading to service review?	3
Of the reports and/or recommendations that led to service review, how many have led to service change?	1
How many of these reports/recommendations related to health services?	3
How many of these reports/recommendations related to social care services?	3

5 Information Requests

The Oldham LINk has the right to request information from service providers, commissioners and key partners, who have a legal obligation to respond within 20 working days. The following requests for information were made on behalf of Oldham LINk, the results of which can be found on pages 18 and 19.

Information Requested (Date)	Requested From	Response Received within 20 working days	Outcome/Information Received
Request for Executive Director of Clinical Leadership to attend DDA Working Group meeting for clarification of Trusts action plan (21.04.09)	NHS Oldham	No	No response was received prior to meeting held on 10th June 2009 to which request for attendance was made. Message was passed on at the meeting that representative would not be in attendance
Request for information regarding potential changes to services/management at Rock Street Resource Centre (29.07.09)	Oldham MBC Pennine Care NHS Foundation Trust	Yes	Response received from Assistant Executive Director of NHS Oldham on 07.08.09 – service users were satisfied with this response
Request for copies of information that goes out to people in receipt of In Control - prior to and after RAS (Resource Allocation System) (18.09.09)	Oldham MBC	Yes	Response received from the Self Directed Support Team on 16.10.09
Request for copy of local authority membership list (18.09.09)	In Control	Yes	Response received 18.09.09 – hard copy of list was sent by return post.
Report and recommendations of the DDA Working Group (28.10.09)	NHS Oldham	No	Response received from NHS Oldham on 9th December 2009 – NHS Oldham agreed to implement LINk recommendations.
Recommendations made following 'road testing' visit to the ICC development (02.11.09)	NHS Oldham	No	Response received from Head of Operations on 24.03.10 – further meeting/visit due to take place June/July 2010.
Clarification regarding LIT representatives being elected via the Standing Conference and plans for the development of the LIT including timescales (12.01.10)	Oldham MBC	Yes	Response received by Assistant Executive Director of Adult Services on 27.01.10.
Request for a copy of the terms of reference for the User Carer Forum (24.02.10)	Pennine Care NHS Foundation Trust	Yes	Response received from PALS manager with details of involvement in Forum
Request for clarification of LIT election details	OMBC	Yes	Letter received from Associate Director Adult Social Care
Request for LINk representation on the Mental Health Partnership Board (11.03.10)	NHS Oldham	No	Discussions in progress
Request for information following issues raised via Oldham Standing Conference around service user assessment of care and formal invite to next conference (25.03.10)	Pennine Care NHS Foundation Trust	Yes	Acknowledgement letter received on 29.03.10. Full response followed.
Request for meeting with new Hollies Resource Team manager to discuss issues at Rock Street Resource Centre(25.03.10)	Oldham MBC	No	Meeting arranged to take place on 19.05.10.

6 Financial Accounts

Oldham LINk is funded by the Department of Health via Oldham Metropolitan Borough Council (OMBC). OMBC has contracted with Gaddum Centre to act as the Host Organisation for the Oldham LINk for a 3 year contract commencing on 1st April 2008.

Oldham LINk's spend for 2009/2010 was:

Salaries	£67,955.00
Management Fee	£6,759.00
Staffing Related Costs	£2,962.00
Community Voices Online Subscription	£18,380.00
Accommodation & Associated Costs	£25,734.00
Project Development & Support	£19,968.00
TOTAL MONIES RECEIVED	**£151,000.00**
TOTAL MONIES SPENT	**£141,758.00**
2009/10 UNDERSPEND	**£9,242.00**
TOTAL MONIES CARRIED FORWARD TO 2010/11	**£9,242.00**

7 Next Steps

The next steps for us in the coming year are to build upon what has shown to be a successful means of meeting the LINk's objectives of influencing commissioning decisions via the Standing Conference model and to apply this approach to other areas of our work. Although it is a very labour intensive approach, requiring lots of work behind the scenes as well as on centre stage, it is too valuable a method for us not to take our work down this path.

The preferred method of expressing yourself

Our work with Voluntary Action Oldham in developing the Disability Network will be a key element in the next few months, which we hope will be able to mirror some of the successes of the Standing Conference. Fingers crossed!

The LINk's mental health work has gained incredible momentum and it is up to the Host Support Team and LINk members alike to ensure that this continues. We will be pursuing our work on dementia and continue to work with the new Programme Board for mental health commissioning in the borough to ensure the action plan developed by service users, carers and professionals is actioned. The newly elected mental health representatives will start to take a fuller role in some of these structural changes to commissioning. It will be the job of the Host Support Team to work with NHS Oldham and Mind to provide proper support and mentoring for them in this role so that they can present issues raised from the standing conference to decision makers and be part of some of the new commissioning workstreams that are to emerge this year.

We will also be looking to develop more partnership working and to build upon the strong relationships we have with existing groups and organisations. We have found that collaborating has brought about a great deal of innovation, ideas, mutual support and most importantly results through having added capacity to the Support Team. With the addition of a new worker to the Host Support Team, soon to come, we're also hoping that we can cover a lot more ground and look forward to working with our LINk members – new and old - to achieve all of this and to carry on working to make an impact on local health and social care services.

> *Tameside, Oldham and Glossop Mind hold great value to the partnership working with Oldham LINk. Without their support, the Standing Conference would not have worked the leaps and bounds it has done to date to influence the movement of mental health strategies and developments in the local area. The LINk clearly identifies that the people's voice is the centre of how services should be designed, structured and delivered and we as an organisation fully endorse the involvement of the public.*
>
> ***Fozia Amin***
> ***Oldham Services Manager, Tameside, Oldham and Glossop Mind***

8 NOTES

Oldham LINk MAKE IT HAPPEN!

Local Involvement Network

Oldham LINk Support Team
Ground Floor,
Unit 17
Salmon Fields Business Village
Salmon Fields
Royton
Oldham
OL2 6HT

Tel. 0161 622 5700
Fax. 0161 626 9069
Email: info@oldhamlink.org.uk
Web: www.oldhamlink.org.uk
Freepost OMB LINk

If you require this information in a different format, please contact Oldham LINk