



# Procedure for Work Plan Groups and Feedback

May 2009

## **Procedure for working plan groups and feedback**

- The LINK membership raise work plan issues.
- The LINK Management Committee small working group use the Procedure for Scoring work plan issues and agree any issues for the work plan. Or the LINK Management Committee make a one off decision that the issue should be added to the work plan.
- The LINK Management Committee decide who the Lead Management Committee member should be – this should only be one person.
- The Lead Management Committee member and Host should complete the Work plan issue matrix form (Appendix 1). The Lead Management Committee member should identify the objectives of any group/event and how success will be measured. The Host will identify the lead member of staff and appropriate timescales. The Host should update the LINK Work plan matrix (Appendix 2).
- The Host should forward the updated LINK Work plan matrix to Durham County Council, NHS County Durham, Overview and Scrutiny Committee, other regional LINK Hosts and any other relevant organisations (such as the Care Quality Commission) as required.

- The Host asks the leading provider/commissioner for a Lead contact within their organisation and then makes contact with that person.
- Work group members can be initially identified through the LINK membership database by the area in which they live or the particular interests that they have chosen. Members can then be sent an email/letter to see if they are interested in being involved.
- If no specific area or specialist interest has been indicated then all members of the LINK should be contacted (using e-mail if possible). The information should also be highlighted in newsletters and on the LINK website.
- Once members have been identified a discussion should take place between the LINK Host and the Lead Management Committee member to agree the way forward, ie should a small working group be formed first, should there be a meeting with the lead from the provider/commissioner, where and when the group should meet, the format of the day/days, facilitation etc.
- Once the LINK members have been brought together, a report should be compiled which should be sent to the commissioner/provider that it relates to asking for a response

within 20 working days. The report should be sent to all members involved in the working group.

- Once a response is received, this should be discussed with the LINK Management Committee Lead and small working group (if there is one) to agree the next steps, for instance, whether the matter should be referred on to the Overview and Scrutiny Committee.
- If the matter isn't being referred on to the Overview and Scrutiny Committee, then it should be taken back to the Management Committee for final sign off and the Work Plan matrix should be updated.
- All reports should be made available on the LINK web site.