

STAFFORDSHIRE LINK

PROCEDURES FOR TAKING “RELEVANT DECISIONS”

1. How the LINK will make its decisions

- (a) The Link will operate a three year rolling business plan including a more detailed Annual Work Plan to address the assessed priority tasks within the available budget.
- (b) The priorities will be assessed within our agreed Performance Measures and Accountability framework.
- (c) The Work Plan will include reference to the reason for each item and the expected outcome.

2. Involving People

- (a) Continuing and extending the involvement of people will be key priority.
- (b) Our Work Plan will involve measures to achieve a balanced pattern of involvement across the County geographically, by age profile, by socio-economic group and with appropriate attention to those who are hard to reach by virtue of ethnicity or disability.
- (c) People’s experiences and views of Health and Social Care services will be actively sought and will be a major factor influencing our Work Plans.
- (d) People will be able to feel the impact of their involvement by the public availability of reports of their, and our, activities.

3. Monitoring and Scrutinizing Services

- (a) We will routinely monitor published reports by regulators on local services and take these into account in developing our Work Plans.
- (b) We will similarly monitor National Service Frameworks, NICE and similar guidelines and the Director of Public Health’s Annual Report and recommendations on development of services and examine how these are reflected in service budgets
- (c) Closer scrutiny and specific investigations, possibly leading to formal reports and recommendations, may be undertaken where concerns arise over specific services.
- (d) All of the activities 3. (a)-(c) are most likely to give rise to requests for information from service commissioners and/or providers.

4. Making Views Known

- (a) We will encourage service users, their carers and groups representing them to make their views of services known directly to service commissioners and/or providers, facilitating the process.
- (b) The views of the public will also be sought by the LINK as part of its Work Plans and will made known with its reports.

5. Making Reports, Recommendations and Representations

- (a) Reports and recommendations will be sent in draft to service commissioners and/or providers before publication and will then normally be published and referred to them after editing.
- (b) Issues will be referred to the Overview and Scrutiny Committee if it is felt that the response from the commissioner/provider is inadequate and the seriousness of the matter is deemed to be significant.
- (c) If we feel that a problem is beyond redress locally we may refer it to another body or individual; e.g. Member of Parliament, Strategic Health Authority or the Department of Health.
- (d) We will routinely respond to requests to the Healthcare Commission for its Annual Health Checks and to other regulators as opportunity arises.