

Get LINK'd!

LINK Information Pack





Local people



Local knowledge



Local voice


What is the LINK?

Since April 2008 a Local Involvement Network has been set up in every Local Authority area of England to give communities a stronger voice in how their health and social care services are planned and delivered.

The LINK is an independent network of local individuals, groups and organisations that work together to raise community concerns about all publicly funded health and social care services.

The LINK is not a complaints service. The LINK will investigate issues, propose improvements and use their powers to hold service providers to account but we do refer matters to the relevant complaints agencies when issues fall outside of the LINKs activities.

LINK works with all people including individuals, carers, community groups and local organisations to find out what issues matter to them and offer a way to influence change. Issues can range from improving existing services like GPs' surgeries, dentists and hospitals, all the way through to looking at bus services to help people access care services. No matter what the problem, the LINK will help local people to influence and improve local services.



How does it work?

Here at the LiNk we consult the community to gauge your experiences of how health and social care are planned and delivered in your area. Then we listen to what they want and use the powers we have to try and make a difference.

The LiNk has powers authorised by government that allow us to:

- Refer matters up to the Overview and Scrutiny Committee for the County Council and the Select Committee for the City Council;
- Enter and View publicly funded health and social care facilities
- Hold health and social care providers to account and they have a duty to respond to recommendations and suggestions the LiNk provides within 20 working days
- Nationally the Secretary of State can issue Directions for NHS providers on the basis of LiNks Annual Reports.




Your Local Involvement Network (LiNk) gives you the opportunity to influence your local health and social care services.

Anyone can get involved in a flexible way that suits your needs. We want to hear about your experiences of health and social care services and your ideas for improvements or changes.

What's in it for me?

The LINk gives everyone the opportunity to have their say on what issues affect their health and social services. Anyone can join including carers, service users, community leaders, faith groups, youth councils; to us everyone's views matter. By joining the LINk you can:

- Have a chance to say what you think and suggest ideas to help improve health and social care services. Your LINk has the power to influence both big and small changes
 - Have a flexible way of taking action on issues affecting you, your family, your friends, your neighbourhood, your community!
 - Have an opportunity to be involved at a variety of levels and have greater ownership of the services you, your family and friends use.
 - Help councils, the NHS and social care providers be more informed on what the community needs.
 - Help build a better health and social care service in your local area!
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Levels of involvement

Within the LINk there are many different levels of participation that give members a flexible approach to the LINK and let you participate as much or as little as you like.

Participants	<ul style="list-style-type: none">•Online surveys, questionnaires, consultations•Quarterly involvement
Task and Finish Group	<ul style="list-style-type: none">•Look at particular community concerns•Short-term involvement until tasks completed
Communications Group	<ul style="list-style-type: none">•Promotions, public relations•Monthly meetings
Steering Group	<ul style="list-style-type: none">•Elected representatives, governance and accountability•Monthly meetings

How can I get involved?

It's simple! To join the LINK just fill in the attached form and post it back to us in the envelope provided. We'll let you know more information about how the LINK works and keep you up to date with news and events.

Contact us

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LOCAL INVOLVEMENT NETWORK

Your Stronger Local Voice