

## Regional Summit : Supporting LINKs in the South East

### LINK Host Organisations – Local LINK Co-ordinators

11<sup>th</sup> February 2010

Holiday Inn, Egerton Road, Guildford. GU2 7XZ

Strengthening LINK Stakeholder Communities in the Region

#### General LINK Chat

- Help & Care; could speak to HAP with reference to research & governance.
- Isle of Wight Officer is reactive to needs of his group, rather than looking at DOH issues and carrying out his own engagement.
- Bucks – Cross border working opportunities LINKs group meet every quarter.
- Want a regional get together of LINK Officers.
- Isle of Wight – working with Local Commissioners to offer value to local Authority.
- Work Plans

#### Kent

Goes to moderating panel and meet annually

Full Information & Evaluating criteria

Decided whether LINK should take on work

Six people (appointed) if Local Authority or NHS wants to commission work

This too goes to moderating panel

Question : How long to score one issue ?

Answer : Met for two hours – got through all nine suggestions.

Question : Where do issues come from ?

Answer : Organisations – Age Concern, Community Engagement, PCT, Council

Comment – A small group versus whole LINK membership (negative feeling)

Question : Who holds budget?

Answer : LINK holds whole budget that host hands over cash to LINK

Kent model seen to be very good.

- Training

West Berkshire commission training for LINK members.  
They have a training disc for sale now (not person doing training).  
Used Jessie to run training.

Question: What training have you done ?

1. What is a LINK
2. Decision Making
3. Enter and View
4. Accountability
5. Understanding System
6. Community Engagement

Involving LINKs in commissioning process need to understand :

- Working with Community and Providers to teach LINKs to understand how it works?

Introduction days around commissioning and providers for LINKs member.

Question: Are any other LINKs doing any other projects?

Answer: Join NALM (National Association LINK members) and they will tell you what is going on.

What can DHSE play in examples of Good Practice across the region.

- Central hub for sharing good practice/good ideas.
- Priority for a community site/forum for ....

How can you as stakeholders help contribute to the success?

- National centre for involvement guides – LINK guides.
- Enable other organisations /individuals in our local area to help others.
- Hampshire – two Officers  
one strategic : top>down and one local: bottom>up
- Send reported data to service providers
- Physically support engagement
- Service providers – leaflets/newsletters
- Share Best Practice between LINKs
- LINK – Two places on OSC?
- Annual report – CQC/Sec.State
- Common interest
- Participated voices
- Active/Known members
- Local Member Contacts

- Consultation on commissioning intent
- Councillors 'Call to Action' Individual Councillors can refer to OSC.
- Total Place – 'Health Service Journal'  
All Geographical services to come together and discuss how to spend money
- NAVCA – ~Nat Assoc Vol and Community Assoc.(Prev CVS)  
LSDO – Local Support & Development Organisations  
Identify who they are in Hampshire ?

#### How can LINK help?

- Resources
- Insight & awareness
- Engagement