

*Your LINK for improving health and social care*

[www.thekentlink.co.uk](http://www.thekentlink.co.uk)



April 2010

## The Kent LINK

### Use of Kent LINK resources to undertake projects on behalf of stakeholders

The Kent LINK has now been approached on several occasions to carry out individual pieces of work on behalf of a stakeholder organisation such as the NHS or the council. The Priorities Panel, who considers these requests in the first instance, have requested clarification from the Governors as to how these requests should be dealt with in order for them to understand what work, if any, the LINK is able to undertake on behalf of these stakeholders.

Panel members are unclear if it is within the remit of the LINK to carry out these individual pieces of work as they feel that the LINK's role is to hold providers to account, not investigate for them.

A clearly defined approach to these requests would enable them to be responded to in a timely and effective manner in future, as well as managing the expectations of the stakeholder organizations making the requests in terms of what pieces of work LINK can and cannot undertake on their behalf.

Requests to date have included for focus groups to be undertaken with groups of women looking at the barriers to accessing cervical and breast cancer screening and to elicit feedback from parents and service users of the Community Paediatric Service. The Governors recently approved work requested by Kent County Council looking at day centre services for older people but it is unclear if this will set a precedent for future projects which come to the LINK from stakeholder organisations, thus guidance is needed as to what the approach should be.