

LINK HOST RESPONSIBILITIES

Appendix 14

The role of a Host organisation is to enable, support and facilitate the activities of a LINK in achieving its outcomes to improve local health and social care services. The Host will assist and support the LINK to:

- encourage and support more people to get involved in shaping local health and social care services, to be involved in the commissioning of such services and to influence the way they are run.
- actively canvas every section of the community for their views and experiences of local health and social care services.
- provide the community with a mechanism for monitoring and reviewing local health and social care services and the ability to hold providers and commissioners to account.
- tell those who commission, run, scrutinise and regulate local health and social care services, what local people have recommended to help bring about such improvements.

The role of the Host includes assisting the LINK to recruit people and groups to the LINK, help establish governance arrangements, make administrative arrangements in respect of LINK activities, keep data and financial records and communicate the activities of the LINK and their outcomes to local communities.

The role of the Host is to:

Assist and support the Executive Committee to:

Approve implement and review Governance

Assess and prioritise needs and develop a Workplan for the LINK

Build and develop the Network of Participants

CRB check and train Participants (this includes Executive Committee Members themselves)

Establish an Enter and View Panel

Develop partnerships

Facilitate representation

Request information from providers and commissioners

Refer to and work with Overview and Scrutiny

Identify and compliment existing involvement structures

Monitor its performance with regard to equality and diversity

Implement community engagement strategy

Build on existing community networks

Facilitate feedback to the local community

Publicise and promote the LINK

Facilitate communications

Prepare reports

Ensure effective use of budget and resources to support the Network
Assess its progress and achievements

The Host also undertakes to:

Advise the LINK regarding issues of governance and conduct
Advise the LINK on consultation, involvement and community development
Brief the LINK on local and national developments in policy and service provision
Support Participants in any way necessary to enable their involvement
Ensure effective communications
Incorporate national standards as developed by the DoH and/or the National Centre for Involvement
Seek out and provide advice regarding best practice
Produce and publish publicity materials, e-bulletin and newsletters
Organise meetings, events and forums, support them and take minutes
Ensure that all LINK activities are inclusive and adhere to all relevant acts including Data Protection Act 1998, Freedom of Information Act 2000 and Equality Act 2006
Manage and utilise the database
Enable the LINK to manage complaints
Assist in managing conflict resolution
Reimburse LINK Participants' expenses
Recruit suitably qualified staff and provide training as necessary
Establish and equip an office
Undertake all administrative duties as required
Collect, manage and disseminate information
Keep records
Manage the LINK budget
Establish and implement quality benchmarks for the work of the Host
Ensure the impartiality of the Host

A list of the kinds of networks that Hosts will assist the LINK to work with includes:

- Individuals who use services
- Carer networks
- Service user and carer support groups
- Older people's forums
- Patient groups
- Self advocacy groups
- Primary care networks
- NHS Foundation Trusts
- Social care providers
- Minority ethnic groups
- Faith groups
- Employers and business groups
- Youth councils
- Tenants groups
- Individuals

The Host will be accountable to the LINK, the community and the local authority, will be monitored by the LINK Executive Committee and performance managed by the Council's designated officer.