OUR MISSION

“The North East Lincolnshire Local Involvement Network is here to help local people have their say on local health and social care services.”
Committed to supporting North East Lincolnshire LINk to make real change in local health and social care services!

I would like to invite you to read our Annual Report for 2010-2011 and learn for yourself about the extensive accomplishments we achieved during the year. Since retirement, I have found LINk and the people within it to be hugely inspiring. Its aims are to be a voice and to represent those less able to speak up for themselves on Health and Social Care services. I believe these are really admirable goals and I am proud to be part of such a dedicated group who are so committed to helping others.

The Government envisions LINks transforming into HealthWatch, a more influential body linked to the CQC, over the next 15 months and I am passionate we should grow and enhance the North East Lincolnshire LINk’s profile during this transitional year. One of our key priorities is that we should work in partnership with all related commissioners and providers in developing ourselves into an organisation that will be fit-for-purpose, as we move into HealthWatch.

I am enthused by the high level of expertise and resource within the Governing Body and the wider Membership and I know that will inspire me to lead the Governing Body in enabling the best possible outcomes for the North East Lincolnshire LINk and its Residents.

Ray Oxby

LINk Chair, North East Lincolnshire LINk
**LINk GOVERNING BODY**

**Ray Oxby:** Chair, interests include Patient Safety; Privacy and Dignity; Hospital Nutrition; and Joint Working.

**Jenny Smith:** LINk representative on the Care Trust Plus board

**Eileen Blanchard:** interested in Primary Health Care, including Dentistry

**Linda Green:** Passionate about improving transport services and giving people a voice

**Trevor Knight:** Interested in Patient Safety and representative on the Regional Patient Safety Subcommittee

**Sylvia Leary:** Passionate about the Falls Collaborative and improving Medical equipment loans

**Kay Houlder:** Has a wealth of personal experience and passionate about issues affecting over 50’s

**Elaine Flower:** Interests include Privacy and Dignity; Infection Control; and Hospital Nutrition

**Stephen Blackburn:** Enter and View Representative
**Maralyn Fox:** Enter & View Representative and has been heavily involved in Privacy and Dignity

**April Baker:** LINk representative on Diana Princess of Wales Hospital Falls Group and an Enter & View Representative

**Pat Schofield:** LINk representative on NAViGO

**Alan Burley:** Development Worker for the East Marsh and long standing supporter of the LINk

**Christopher Harris:** Interested in, and has a background in the care sector

**Jane Hyldon-King:** Passionate supporter of the LINk and specifically transport issues

**Andrea Burdett:** Project worker for the Older People’s Health and Wellbeing programme

**Ray Waters:** Vice Chair, has given two years of hard work as the Chair of LINk and his accomplishments include establishing good working relationships with a diverse range of organisations both in North East Lincolnshire and further afield.
The North East Lincolnshire LINk’s Accomplishments

Joint working is a high priority for us. We formed the ‘LINk LIAISON’ Group meeting up quarterly with the North Lincolnshire LINk WHO CARES’, and staff meet up with Hull and East Riding LINks on a regular basis to work more closely and share good practice for the betterment of our community. We’ve accomplished a lot since we began; most notably, we’ve been recognised nationally by the Department of Health, Cambridge University/CVS and National Children’s Bureau for our client-led work with Young People on encouraging their views on health and social care services, raising awareness of young people having their values and rights respected.

We’ve done a lot of work on Hospital Discharge and after producing our report, we were invited to sit on the Board rewriting the policies that governed this issue.

We recognised that close to many of our members’ hearts were issues around Privacy and Dignity, particularly in the care setting. We have since visited over 20 care homes raising awareness and checking and improving standards. This work has been praised by the Care Quality Commission, with whom we have also been working with and we have a seat on the CQC’s LINks Advisory Group. We are also working closely with Accord on the ‘Dying Matters’ agenda.

Our most recent workstream is around Patient Safety and not only do we have a representative sitting on the Regional Patient Safety Subcommittee but the Chair of the Subcommittee has also spoken at one of our public meetings. As a direct result of this workstream, we now have a seat on the IQ group at the local Hospital.

We have LINk representatives on Northern Lincolnshire and Goole Hospitals Foundation Trust Board of Governors, Falls group, Hospital Discharge group, IQ group and Nutrition group; the North East Lincolnshire Care Trust Plus Board; the Multi-Agency Transport Group; the Regional Patient Safety Subcommittee; the Meridian Health Steering Group; the Cancer Collaboratives; CQC Advisory Group and most recently, the steering group of NAViGO.
Participation

We have been extremely lucky with the support we have received not only from our LINk Governing Body and LINk Members but also from individuals, groups and organisations locally. We have attended a number of promotional events in the past year including attending Ladies Guilds, Networking meetings, local Libraries, Diana Princess of Wales Hospital (DPoW) Regional events, leaflet drops in surrounding areas. Dying Matters event, OWEN event, Trading Standards event, Travel Surgery’s, Fun Days, Promotional stalls, Fresher’s Events etc. We have advertised on car parking tickets to raise awareness of the LINk. We are happy to attend any events that are being put on and speak to the public, groups and organisations to let them know how they can help change local health and social care services. We are currently looking at a Marketing Plan for 2011-2012. If anyone would like us to come speak at meetings or with staff and or individuals, please let us know. Anyone can sign up and because it’s all voluntary, it’s entirely up to you to let us know how much you want to get involved.

<table>
<thead>
<tr>
<th>Level of Participation</th>
<th>Total</th>
<th>Of which:</th>
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<td>Active Participants</td>
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For more information ring the LINk staff on 01472 315437
Demographic Information

The LINk has on-going work in 2011 which is aiming to increase our membership of people from different ethnic or cultural backgrounds. Our local population of 180,000 people means people from different ethnicity’s equate to around 2% of the local population. We continue to promote LINk through promotional events and advertising. As you can see people are now becoming more reluctant to give out information such as this.

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<thead>
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Anyone can come along to our meetings (a list of which can be seen on the back page of this report).

Please come along and meet other like minded people who want to improve health and social care services for the better.

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<tr>
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If you become a member you give the LINk more power to influence changes that matter

Please show your support for the work we are doing by signing up and becoming a member either online at www.nellink.org.uk or call us on 01472 315437 and we will post out a membership form and a FREEPOST envelope.
LINk in the Local Community

LINk Governing Body member Linda Green and others take part in a Guinness Book of World Records challenge by the Falls Collaborative members at Grimsby Town Football Club!

Penny Burton LINk Manager helps by handing out Young Volunteer of the year Awards!

The LINk celebrated 2010 Christmas in style!

Raising £80 for ‘The Big Red Heart Appeal’ a charity raising awareness of heart conditions for the local hospital

Picture courtesy of The Grimsby Telegraph
As everybody knows there has been a lot of changes around the NHS in the last 12 months, but I am pleased to report that in North East Lincolnshire a year on, the community can still register with a NHS Dentist. This is evidenced by notices seen on a local dentists window a notice telling patients that they are registering NHS patients on Tuesday 5th April 2011. During the year we have worked closely with the CTP to get leaflets delivered to all households letting them know “How can I find an NHS Dentist?” There has been a lot of work done in schools to promote preventative care.

As a LINk any promotion work we have done in the community, we are always promoting and sign posting Dentistry (such as Fairs, Road shows, Fetes, but to name a few).

As from April this year 2011, every dentist has to be registered with the CQC with all the regulations that this will encompass and new contracts will be entered into, so this coming year will be interesting and LINk will monitor these changes.

You said: You didn’t know how to get an NHS dentist.

We did: We worked with the Care Trust Plus for leaflets to be distributed to every household.
Transport Update
Written by Linda Green

Transport is vital in people’s lives to enable them to interact with others, in work, education, leisure and health needs. These aspects all play their part in social integration. LINk is all about Health and Social Care that is why in the past year we have been active representing members and the areas population on other action groups and committees. We have built up good working relations with Phone ‘n’ Ride, Dial-a-ride, Stagecoach, EMAS (East Midlands Ambulance Service), Social Care Transport, Taxi Services, Eng-Age Community Transport Group, Hope Street Falls Collaborative and the Local Authority. Along with attending OSCi (Overview Scrutiny Review Panel) meetings.

- We have been working hard to ensure transport services are operating in the public’s best interest effectively as possible and challenging any measure to the contrary.
- We have been given a reprieve on the Humber Flyer for assessment of its viability.
- The LTP3 (Local Transport Plan 3) requested a further Phone ‘n’ Ride bus due to high demand on the three buses already in use. We supported the decision making of the LA to ensure Dial-a-Ride received a new bus.
- Working with the Park Ward Action Group to introduce the number 6, the stagecoach number 3 bus service has been reverted back to its original schedule (older people had informed us they couldn’t access services and essential areas like hospitals, schools and clinics due to the lack of service.)
- Parking consultation and review on disabled parking. Local Area Transport Survey.
- I attend the Stagecoach Bus Surgeries, with representatives from the Local Authority.

My future plans are to review local taxi services regarding tariffs and suitability for disabled passengers. Some claim to be suitable but are not because of steeps ramps and as such it is misleading.
Privacy and Dignity in Care Homes

The Privacy and Dignity in Care project started with a ‘Dignity Action Event’ in April 2010. This was an interactive workshop with participants from Care Homes, members of the public and professionals attending to raise awareness of the Department of Health’s “Dignity in Care” challenge.

Following on from this event LINk decided that they would survey staff around their understanding of privacy and dignity for themselves and their residents. Over 200 surveys were sent out, however due to a poor return rate LINk decided to visit local Care Homes. The decision on which homes to visit was made after noting the return rate of the questionnaires and where concerns had been highlighted from the local community.

The project was conducted by teams of 3-4 LINk members and 20 Care Homes have been visited to date. One Care Home was referred to the CQC for Adult Safeguarding concerns.

On arrival at a Care Home the LINk team would record the structural integrity, cleanliness, and the level of personalisation of the resident’s rooms (on invitation by the occupier) and communal living areas. Members spoke to residents and relatives on how they felt about privacy and dignity, and if it was recognised within the Home. Staff ratios were noted, as well as the range of activities organised by staff for their residents, including day trips.

The team discovered that to staff: dignity means respect, equality, and protection from embarrassment, for both the service user and care staff. Unfortunately the majority of staff gave poor responses when asked if they felt valued and if the rate of pay was good. Comments from the relatives were mixed. However, the common themes for maintaining privacy and dignity in homes, was the staff and the cleanliness of the Home.

The majority of the staff were aware of Privacy and Dignity in Care and what it entails and tried their best to implement such practices. However they identified that they felt that the staffing ratio did not allow them to
fully care for each resident individually to meet all their personal needs.

Recommendations made by the LINk members varied for each individual Care Home. However there were two main recommendations made to the majority of the Homes visited.

1) To request a visit from the Falls Prevention Team to give a presentation about falls; repairs and replacements on equipment the residents used such as walking frames.

2) Improvement on activities and day trips for residents.

This recommendation was an issue noticed by the LINk team, as well as some relatives visiting residents. Improved activities and day trips allow residents to maintain their individuality, which is recognised as being an important factor in maintaining dignity.

The Care Homes were requested to send in written responses following the visit and report provided by the LINk team identifying any changes they may have made and what they have done about the recommendations made. Almost all the Care Homes have replied with a suitable update outlining what they have done in accordance with the recommendations or given a reasonable explanation as to why they have not complied with the recommendations.

All reports have been shared with the Care Quality Commission (CQC).

This important piece of work will be continued by LINk members in 2011/2012.

You said: you were worried about privacy and dignity in care homes.
We did: We have visited over 20 homes raising awareness and checking standards.
Patient Safety Committee Update
Written by Trevor Knight

During the past year the LINk has formed a Patient Safety committee made up of LINk members with particular interest in the safety of NHS patients within the North East Lincolnshire area.

The formation of such groups within LINks is supported by the National Patient Safety Agency (NPSA) in conjunction with a charity, Action against Medical Accidents (AvMA) who have appointed Regional Patient Safety Champions throughout the country with the remit of encouraging LINks to take an active role in promoting and monitoring safety within their NHS areas.

Accidents to NHS patients, falls, incorrect treatment, wrongly administered medication etc. are currently, nationally, around 1,000,000 per year (recorded) and the consequences range from distress to the patients and relatives, through prolonged hospitalisation, to loss of life.

Compensation claims account for an expenditure of £2m per day and only 5% of those affected claim compensation. At least 50% of the accidents are totally avoidable being recurring incidents.

Since its formation the Patient Safety committee has been involved with the Diana Princess of Wales Hospital on the Hospital Discharge Planning Group and Discharge Review Group and has a place on the Improving Quality (IQ) group.

It is hoped that during the coming year the committee will expand its activities to include other areas of the health service and wishes to encourage anyone with an interest in patient safety to join us.
Older People’s DVD Update
By Sylvia Leary

After the great success of the young people’s DVD I am determined to get an older people’s DVD created as an information and signposting tool. I am currently in the process of looking for a lead for making and directing the DVD. I am also in the process of contacting numerous agencies and organisations and services about having their details added.

I have contacted TV4 change to see if they can help out with the project!

These are a list of the agencies who would like to contribute to the DVD:

**Cluster 1:** Trading Standards, Fire, Safer Communities, Victim Support

**Cluster 2:** Arthritis Care, Diabetes, NOS, WI group, Widows Ass, Alzheimer’s, Stroke Ass, Supporting People

**Cluster 3:** Falls Prevention, Older People’s Collaborative, Cancer Collaborative, Skin, CHD/Skin/Lung Collaborative, Safe Guarding Adults

Older Peoples website

**Cluster 4:** Carelink, Day Care Centres, Phone and Ride, Dial-a-Ride, Carers Centre, Libraries, Health Trainers, Foresight, Freeman St market

**Cluster 5:** Cruse, End of life, Funeral Services, Accord

**Cluster 6:** LINk, Engage, Volunteer Bureau, Benefits,

**Cluster 7:** Age UK, Friendship at Home, Lunch clubs, Community Activities

**Cluster 8:** Home Energy Team, C.A.B, Your Place, Churches Together,

VANEL
Young People’s ‘SPEAK UP’ DVD

Our group of young people aged between 13-24 years old have written, directed, acted, filmed, edited and designed all aspects of the DVD which they named Speak Up! made by young people for young people.

The DVD consists of an introduction to what the LINk is and four short films focusing on issues they felt were the most relevant to them at the time: Sexual Health, Teenage Pregnancy, Stopping Smoking, Young Carers with a final section on Signposting to Support Services. To view the DVD go to our website at: www.nellink.org.uk

We are now concentrating our efforts in getting the DVD used by schools/ colleges, community centres and youth groups etc. as a tool for informing young people about the work of the LINk and signposting for support services. Anyone aged 16-25 years of age can access the LINk Survey Monkey Health Questionnaire and tell us how they would like to improve their local health and or social care services. Visit: www.surveymonkey.com/s/X2FXCYL

Or call us and we will send out paper copies for you to post back, free!

Tell us honestly how you would like it to be improved anything from appointments issues to continued service provision and we will write a report and make real recommendations that can make actual changes to those services.

Can you help? Ring us on 01472 315437

You said: Young people don’t have a say on important issues.

We did: We worked with young people to create a young people’s DVD that has been recognised nationally.
“Make It Happen”

You will be pleased to know that the National LINk “Make it Happen” Campaign had a major impact, seen by 49.5 million people across the UK. It has been seen in many newspapers including the Daily Mirror. It has been heard through 15 radio stations and been advertised across many more websites. We are pleased to say that our own work has been highlighted as an example of best practice work and the LINk staff and Young People’s DVD group the Awesome Pies are ecstatic. It coincided with the Launch of the Young People’s DVD. We hope that everyone who lives locally makes an effort to attend the LINk monthly meetings (on the back page of this report) to back the work the LINk is undertaking for local people’s benefit. Everyone if a North East Lincolnshire resident, representative from a local group or organisation is welcome to attend.

LINk Volunteer Success

Chris Wilson, 22, is a member of the North East Lincolnshire LINk. He used his skills as a film and media graduate to help develop the DVD to increase membership among young people.

“It is currently difficult to find work within the film and media industry, but working with the LINk has been a great opportunity for me to develop my creative and communication skills. I have also found working for such a good cause very rewarding.

“I hope our DVD has a big impact on recruiting young people to join the LINk and signposting for services. After all, we access health and care services in the area and so we should have a say on how they are run. “Working with the LINk has helped me to develop my CV and speak out on local health and social care issues.”

We are pleased to announce that Chris has now found full-time employment. Good Luck Chris!
Students gain experience promoting skills LINk

STUDENTS studying for a BA in business management at the Grimsby Institute of Further and Higher Education are celebrating the completion of the consultancy work they have been undertaking for the North East Lincolnshire Local Involvement Network (LINK).

Institute student Ayesha Thomson, who worked on the project with Daryl Cowen, presented her findings to LINK representative Penny Burton.

As lecturers Russell Woodward and Helen Hogwood congratulated her on her hard work, Ayesha explained why the project would be beneficial to LINK.

She said: “We were given a brief by our tutors to produce a report for a real organisation that could help them improve the way in which they practise business. “We initially spoke to students and then, through questionnaires, determined that LINK was not as widely known throughout our core body of health and social care students as we would have originally expected.

“The report we have produced has therefore concentrated on this fact and had detailed ways in which LINK, as an organisation, could market itself to people of our generation.”

The Consultancy Project is a scheme that the Higher Education Business School of the Institute provides, whereby students can take the opportunity to conduct research and produce a report for a real organisation.

“This is part of the value-adding opportunities we are looking to develop for our students,” said Helen Hogwood, head of the Institute’s Higher Education Business School. “We are very grateful to LINK for their participation.”

Russell Woodward, business tutor, who along with colleague Amy Pearson, co-ordinates the students’ consultancy scheme, said: “It's a chance for students to apply their investigative skills and report presentation skills into a real sector context, working to an organisation’s chosen brief.”

Penny Burton will now be taking the findings back to the LINK offices, where they will be looking at making some of the changes that have been suggested.

She said: “The findings that have been made through the students’ reports are certain to be of great benefit to myself and my colleagues.

“We are already looking at greater promotion across organisations like the Institute and this gives us an excellent starting point to help us implement the changes we need to make.”

We are working in new and innovative ways to capture people’s ideas of local services. Just part of how we are doing that is by working the local businesses and communities, like the Grimsby Institute of Further and Higher Education (GIFHE).

Teachers from GIFHE approached us saying they needed some volunteering projects for their students. An optional extra to their Business degree, these students would gain valuable experience of working with companies and businesses locally and take on responsibilities that will show the skills they have spent so much time and money learning but that are often overlooked in the employment market without any practical experience to back it up.

The LINk is proud to work with the young business men and women of the future and to give to the community in such a worthwhile way. We want to support the next generation and we know that a lot of residents of North East Lincolnshire do too. They will be working to find out what other young people think of health and social care services locally.
Engaging the Black Minority Ethnic Community

In the past six months we have been working hard to engage BME (Black Minority Ethnic) groups in an attempt to get people easier access to having their say on local health and social care services.

We are also working closely with Communities Together to offer greater influence to BME groups in decision making processes, a louder voice around health and social care issues, raising awareness of needs of groups within the BME community, and ensuring older members of the BME community access the health and social care services they require.

We know Indian and African subcontinents origins may suffer with diabetes. Asian and Sikh community (locally) are an older generation with older people’s needs i.e. respite, day care, meal services, dementia.

Requests For Information
We have made a number of requests for information in the past year as follows:

- Request to CTP around Dentistry.
- Request to CTP about the changes to Mental Health Services, AMVALE and ‘Community Voice’.
- Request to EMAS for more information on their process for Quality Accounts and further inclusion for North East Lincolnshire LINk next year.
- Request to DPoW for information on the ‘Being Open’ policy and NPSA training
- Compliance with Patient Safety alerts made to NL&G
Overview and Scrutiny Review Referral 2011

In November 2010 Cllr Peggy Elliott met with Penny Burton and Ray Oxby to discuss the concerns regarding the Transforming Community Equipment Services (TCES) project and how it was being conducted as there had been no public consultation about the proposed changes to equipment charges e.g. chair raisers, toilet seat raisers etc. They wanted to refer it to the Overview and Scrutiny Committee for Review. A review was held by the Health and Wellbeing Scrutiny Panel. It was agreed Ray would present the findings to the members. Key objectives of the review were:

- To ensure full consultation with all stakeholders and interested parties.
- To ensure the public are receiving a ‘gold standard’ service
- To investigate whether the provision of the equipment is, where possible cost ‘intelligent’

Evidence was heard in February 2011 before the Overview and Scrutiny Panel formulated their recommendations.

**Recommendations from the panel to CTP were:**

1. Consultation should be recommenced and methods should be far more robust to specifically include Scrutiny, frontline staff, the community and voluntary groups.
2. Further investigations should take place in order to obtain expressions of interest from a wider scope of retail providers.
3. Consideration should be given towards providing alternative payment methods for equipment e.g. deposits, leasing and purchasing.
4. A ceiling cost for an equipment package should be considered.
5. Any information produced should provide clear and concise explanations to enable non-professionals to understand fully. Community Groups should be consulted throughout the engagement and distribution process.
6. There should be tighter stock control procedures and policies put in place to ensure the timely return of equipment that is no longer required.
7. Professional who are assessing patients should have detailed itemised list of available equipment options to prescribe from. This would enable the patient to provide accurate information to a retail provider either in person, through a representative or by telephone and could incorporate delivery to their own home.
8. The Health and Wellbeing Scrutiny Chair should receive regular updates throughout the consultation process.

**For a full copy of the report, please speak to a member of LINk Staff on 01472 315437**
Enter & View Visits

Authorised representatives entered and viewed a number of premises including:

- Freshney Green Medical Centre visited 19th January 2010.
- Diana, Princess of Wales Hospital visited 14th May 2010.

The next 20 are care homes the LINk entered and viewed as part of its Privacy and Dignity in Care work.

- Eaton Court was visited for the first time on 25th June 2010 and for a second time on the 14th April 2011
- Ashlea Court was visited on 5th July 2010
- Eleanor House was visited on the 8th July 2010
- College View was visited on 12th August 2010
- Homefield House was visited on 9th September 2010
- Royal Court was visited on 23rd September 2010
- Temple Croft was visited on 30th September 2010
- Waltham House was visited 28th October 2010
- Alderlea was visited on 4th November 2010
- Clover Lodge was visited on 5th November 2010
- The Lodge was visited on the 9th November 2010
- Bradley House was visited on 11th November 2010
- Brooklands was visited on 25th November 2010
- Yarborough House was visited on 6th January 2011
- Clarendon Hall was visited on 20th January 2011
- The Old Library was visited on 3rd February 2011
- Carisbrook was visited on 17th February 2011
- Eastwood House was visited on 24th February 2011
- Ravendale Hall was visited on 3th March 2011
- St Margaret’s was visited on 30th March 2011

Authorised Representatives for Enter & View:

April Baker        Elaine Flower        Jenny Smith
Maralyn Fox        Jane Hyldon-King
Stephen Blackburn  Ray Oxby
HOW WE SPENT OUR MONEY

North East Lincolnshire LINk is funded by the Department of Health via the Local Authority. In 2008 the Council contracted a ‘host’ organisation VANEL (Voluntary Action North East Lincolnshire) to establish and support the LINk. LINks were originally funded until 31st March 2011, but the contract will now run until 31st March 2012. The host organisation is responsible for the financial management of the LINk and its accounts are audited as part of VANEL’s accounts.

Accounts for North East Lincolnshire LINk for 1st April 2010 - 31st March 2011

| Amount allocated to VANEL 2010/2011 | £108,000 |
| Amount brought forward from 2009/2010 | £21,000 |
| Total amount available 2010/2011 | £129,000 |

Income and Expenditure Analysis

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<td>£20,097</td>
<td>£16,773</td>
</tr>
<tr>
<td>Total</td>
<td>£129,000</td>
<td>£115,414</td>
</tr>
</tbody>
</table>

1) Staffing costs cover salaries, NI, and staff travel. Administration covers running costs
2) Staff training and management costs
3) Volunteer expenses
4) Room hire, postage, project payments, printing and stationery, communication

North East Lincolnshire LINk currently employs 5 members of staff:
* LINk manager – 2 days /week responsible for overseeing the LINk project.
* Assistant LINk coordinator - 3 days /week. to support the LINk manager and oversee the administration of the LINk.
* LINk Administrators – 2 members of staff, one full time and one 2 days / week provides support to all LINk members and maintain the website.
* LINk Marketing Assistant – 25 hours /week oversees all promotional and marketing activities.

North East Lincolnshire LINk has provided employment for two young members of staff through the Future Jobs Fund (FJF) initiative. Following their 6 months FJF position, they have been employed to continue to support the LINk.
NEXT STEPS — LOOKING AHEAD FOR THE NEXT 12 MONTHS

Government funding for local Councils to run Local Involvement Networks (LINks) covered the three years from 1st April 2008 until 31st March 2011. The Government presented a new Health and Social Care Bill to Parliament in January 2011. This Bill sets out what changes the Government wants to make to the way our health and social care services are run. One of the proposed changes is to replace LINks with Local HealthWatch organisations from April 2012.

To make sure that the residents of North East Lincolnshire will continue to have a voice about health and social care services until Local HealthWatch takes over, the Local Authority have extended the LINks contract for another year so North East Lincolnshire LINk will continue until March 31st 2012.

Although, in line with other public services, North East Lincolnshire’s LINk’s budget has been reduced, the LINk will be able to remain at the current office at 12 Town Hall Street for the next year.

During the year from April 2011 to March 2012 North East Lincolnshire LINk will be seeking to become local HealthWatch and has applied for Pathfinder status with the Local Authority. Local HealthWatch will have a wider role than LINks – the Government wants it to be an ‘advice bureau’ which helps people make choices about health and social care. It will also maintain the current LINk’s role of finding out people’s views on services and recommending improvements.

Local HealthWatch will need to involve a wide range of other patient and community groups and networks. There will be new opportunities for volunteers and we look forward to recruiting more people who have an interest in improving local services.

From 1st April 2011 it will be a very busy year for North East Lincolnshire LINk ensuring everyone in the area has their chance to have their say about health and social care services. We are also looking at joint working with our neighbouring LINks, particularly where there are shared providers of services, along with sharing areas of expertise across local authority boundaries.
<table>
<thead>
<tr>
<th>LINk Meeting dates 2011</th>
<th>Time: 2pm – 4pm</th>
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</thead>
<tbody>
<tr>
<td>Tuesday 19th July</td>
<td>Venue: Corpus Christi Church Hall, Cleethorpes DN35 7LJ</td>
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<tr>
<td>Tuesday 16th August</td>
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<td>Tuesday 20th September</td>
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<td>Tuesday 18th October</td>
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<td>Tuesday 15th November</td>
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<td>Tuesday 20th December</td>
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<tr>
<td>Tuesday 17th January 2012</td>
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Developing Health and Social Care Services Around You!

Follow us at: Twitter.com/#!/NEL_LINk
Or www.facebook.com/group.php?id=88212883631

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