

How Hull LINK is Run The Governance Framework



FACTSHEET 2
October 2008

Introduction

LINKs (Local Involvement Networks) have been set up to give communities a stronger voice in how their health and social care services are delivered. It's vital that LINKs are accountable to local communities and properly prepared to carry out their role. An early task for LINKs is to put in place clear arrangements which cover how they will operate.

Hull LINK's Governance Framework has been developed as a set of rules and procedures to ensure that we work in a way that is effective and accountable. Nobody wants to be overburdened with bureaucracy, but LINKs need to show that they are well run and have systems in place if things go wrong.

This fact sheet is a summary of the Governance Framework. The full document is available on our website www.hull-link.org.uk or on request from our office.

Purpose of Hull LINK

- To promote public involvement in health and care services. Hull LINK is run by its members for the benefit of the whole community.
- Hull LINK will gather people's views and make reports and recommendations to secure improvements.
- Hull LINK has legal powers to request information, make reports and enter and view premises.

For more information on the role of Hull LINK see Factsheet 1.



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Membership and LINK Forums

- Membership is open to both individuals and voluntary/community groups in Hull.
- Individuals can join if they live in Hull or live outside but use primary care services (GP's, dentists, opticians) in the city. Groups can join if they are based in, or work in, Hull.
- LINK Members will receive information, attend events and vote and stand in elections to the LINK Steering Group. There will be lots of opportunities for people to give their views on issues and services.
- People and groups outside Hull can still get involved in Hull LINK as LINK Associates, but cannot vote or stand in LINK elections.
- Quarterly LINK Forums will be held to enable people to feed in to the work of Hull LINK and to hear about the work of the Steering Group. These forums will be the main way to agree the LINK work plan priorities.

LINK Steering Group

- An elected group which will direct Hull LINK's work, under guidance from the wider LINK membership and the local community.
- Made up of 7 individual members and 7 voluntary/community group members.
- Elected annually by the Hull LINK membership.
- The Steering Group will deliver the workplan and decide how the LINK budget is spent.

Task and Finish Groups/Sub-Groups

- Groups will be set up by the Steering Group to work on specific issues.
- Able to involve a wide range of people and call on specialist help where necessary.
- Task and Finish Groups will investigate and report on one-off issues. More permanent Sub-Groups will focus on ongoing areas of work.

Statutory Agencies

- People from the statutory sector (eg City Council, NHS) can be involved in Hull LINK as LINK Stakeholders.
- Hull LINK will establish good working relationships with public agencies such as the City Council and NHS Trusts while maintaining its independence.
- Hull LINK will work closely with the City Council's Health and Social Well-Being Scrutiny Commission to ensure our voice is heard.

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Policies and Procedures

Hull LINK has adopted these policies and procedures to ensure it works well:

Relationship with Host Organisation

- Hull CVS is the host for Hull LINK.
- Host's role is to support the LINK as it develops, provide professional services, hold its finances and employ LINK staff.

Complaints and Grievance Policy

- Sets out how complaints will be dealt with to resolve problems fairly.

Equal Opportunities Policy

- Explains how Hull LINK will work to involve everyone and ensure we don't discriminate.

LINK Elections

- Covers how elections to our Steering Group will be run fairly with no bias.

Conflict of Interest Policy

- Ensures that everyone involved acts in the best interests of Hull LINK and not for personal gain.

Code of Conduct

- Makes it clear that everyone involved should treat each other with respect.

Expenses Policy

- Outlines how Hull LINK will repay out of pocket expenses to people involved in its work.

Accountability Statement

- Explains how Hull LINK will be accountable to the local community, and how it will let people know about its work.

Enter and View

- Hull LINK has adopted the National Centre for Involvement's Code of Conduct for Enter and View visits to premises where services are delivered.

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How the Governance Framework was developed

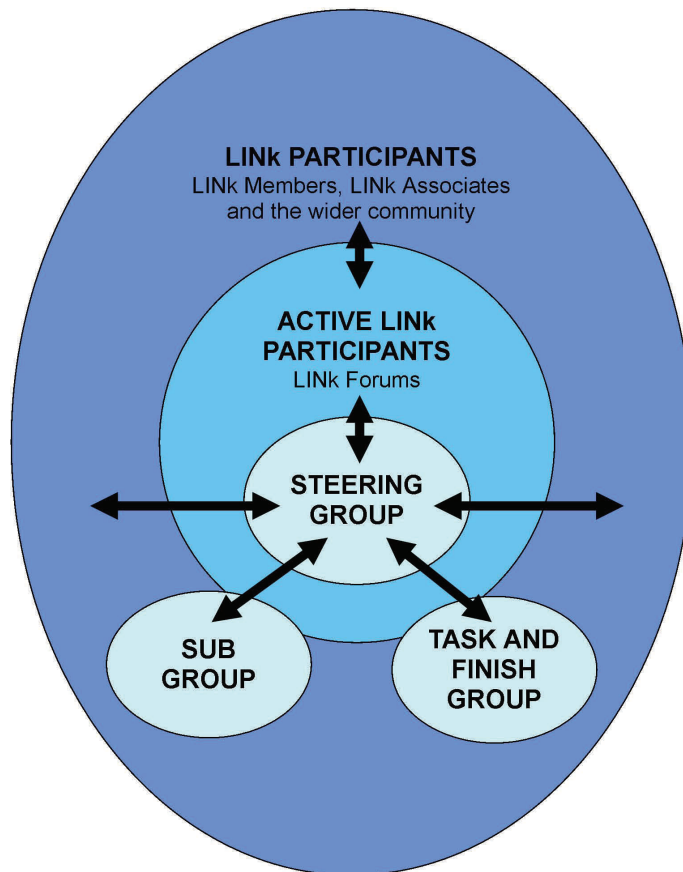
An Interim Steering Group was set up in July 2008 to support the early development of Hull LINK. This was made up of people from voluntary and community groups and people involved under the former Patient and Public Involvement (PPI) Forums which LINKs replaced. It was approved by the Interim Steering Group on 26 September 2008.

Summary

Our Governance Framework is the key document that makes sure Hull LINK is effective and accountable. Hull LINK is committed to acting in good faith, to following all legal requirements, and to treating everyone fairly. The Governance Framework was developed to serve as a working document that is as simple as possible, but includes everything it needs to. It will be reviewed and updated as we go about our work to involve the community in improving health and care services in Hull.

If you would like to know more about Hull LINK or have any queries about our Governance Framework please contact us.

You can also submit your views on Hull LINK's work at our website www.hull-link.org.uk



**To register with Hull LINK
and find out more contact us at:**

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**This leaflet and other information
produced by Hull LINK is available in a
range of formats upon request**

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