



The National
Voice for LINKs



NALM Membership

For User-Led
Health and Social Care
Services

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NATIONAL ASSOCIATION OF LINK MEMBERS

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National Association of LINKs Members

What are LINKs?

Local Involvement Networks (LINKs) are statutory independent networks of local people, organisations and groups, set up to transform the effectiveness of health and social care services. LINKs members make a significant contribution to the planning and monitoring of local services. They promote public involvement and the development of user led services. There are 150 LINKs across the country, working to improve conditions in their area. LINKs were set up under the Local Government and Public Involvement in Health Act (2007).

What is NALM?

NALM is an independent national network of LINKs and LINKs members committed to putting service users and carers at the centre of health and social care services in every part of the country.

By joining NALM you will help to build a powerful voice for LINKs in central government, the Department of Health and the Department of Communities and Local Government.

A united voice is essential to influence government policy on the funding and development of LINKs and support for individual members.

NALM Publications



National Directory
LINKs London
Yorkshire and Humberside LINKs

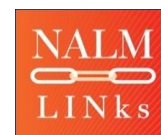
LINKs Best Practice
LINKs and their PCTs
PPI Specialist Information

What does NALM do?

NALM provides a cohesive voice for LINKs. We enable and encourage greater co-operation and influence across local authority boundaries, and promote the involvement of communities in the key decision-making processes.

NALM acts as a source of expert advice for key stakeholders and works directly to influence Ministers and civil servants on health and social care issues. We work with many key decision-makers, including:

- The Department of Health
- Members of the House of Lords
- Members of the House of Commons
- The Care Quality Commission
- National Patients Safety Agency
- Strategic Health Authorities
- National Institute of Clinical Excellence



NALM and Public Involvement

NALM supports, encourages and campaigns for communities to be involved, engaged and influential in all key decisions about health and social care services, locally, regionally and nationally.

NALM campaigns for effective patient and public involvement and greater democracy in health and social care services. We promote the participation of members in major policy debates and consultations on quality, access and provision of services.

What issues does NALM address?

Huge changes are taking place in the NHS and social care in the absence of clear and effective patient and public involvement mechanisms. These changes include closures of A&E departments, transfer of GP services to private 'healthcare companies', the concentration of commissioning to more remote PCTs, and plans to make massive cuts in care budgets as a result of the financial crisis.

NALM aims to create powerful coalitions between LINKs and with the voluntary sector and to develop the expertise and opportunities for LINKs to intervene regionally and nationally, to influence key policies and strategies.

Emergency ambulance care, and services for children, cancer and mental health, have regional structures. Many others are multi-regional or national. It is vital that public involvement is influential across geographical boundaries, everywhere that decisions are being made about services.

Nothing about us, without us!

How does that affect me as a LINK member?

NALM's role is to inform, advise and support our membership. We disseminate information and make it easier for LINKs and LINKs members to network with each other across England, and with our colleagues in Wales, Northern Ireland and Scotland.

Effective national communications enable examples of best practice to be shared easily, and make it easier for members to take part in major national and regional policy debates, and consultations on quality, access and the provision of services.

NALM supports the independence and autonomy of LINKs. This is essential when working with, and influencing, the decisions of highly complex Local Authorities and NHS Trusts. NALM can provide advice and support, and opportunities for LINKs to share experiences and learn from each other.

The Inaugural NALM Conference and AGM – 02 April 2009

PHOTOS BY CRISPIN HUGHES



PROFESSOR SIR CYRIL CHANTLER
CHAIR, KINGS' FUND, 2009



MALCOLM ALEXANDER
CHAIR, NALM



RUTH MARSDEN
VICE CHAIR, NALM



BARONESS YOUNG
CHAIR, CARE QUALITY COMMISSION,
2009

You should join ...

You should join so that you can influence the policies at a national level that underpin the delivery of health and social care services.

You can draw on the experiences of other NALM members and collaborate with them in many ways, to build better services and challenge attempts to cut them.

LINKs should join ...

LINKs should join so that, in conjunction with other LINKs, a greater and more credible public voice can be heard.

This voice endeavours to put patients and the public at the heart of decision-making in the Department of Health, and with national bodies which have influence on health and social care policy.

How NALM helped Kingston Local Involvement Network (K-LINK)



K-LINK started work in December 2007. A Transition Group wrote the draft Constitution and was ready to start work once the Local Authority appointed a Host. Our Public Launch was in July 2008, and the Constitution was signed at a public Overview and Scrutiny Committee meeting. Work Plans were drawn up and agreed by the membership and a huge publicity and recruitment campaign was planned for December 2008. K-LINK was first off the mark and raring to go.

Unexpectedly, a difference of opinion developed between the Steering Group and the Host, which we could not resolve. We were shocked when our Host 'sacked' the Steering Group and set about establishing a new LINK. The Steering Group spoke to the Local Authority, local Councillors and MPs. There was deadlock. On the advice of NALM, the Steering Group asked for independent mediation to resolve the impasse – to no avail. We were determined to build a successful LINK and after 7 months of our campaigning, the Local Authority conceded to our demands and transferred the contract to a new Host. We are now back at work with great determination.

NALM officers gave us invaluable advice and support. NALM members throughout England gave moral support and practical suggestions. The Guidelines are clear – the role of the Host is to collaborate with, and actively support the LINK. By emphasising this in Kingston, LINK members across England learned from our experience and developed the self-confidence to build LINKs into effective and influential local bodies, supporting service users and advocating for their needs.

'Thanks to NALM and its members, Kingston's LINK is now working with the local community to involve them in health and social care decisions that concern them'.

Sandra Berry, Chair, Kingston's LINK

How do I join?

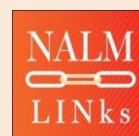
Joining couldn't be simpler. Visit the website at: www.nalm.org.uk to join online, or to download the application form, and send it to us.

There is a membership form included with this publication.

NALM membership

For 12 months:

£5.00 for an individual
£20.00 for a LINK



Our Aims ...

Build NALM as the independent national voice for LINKs and users of health and social care services.

Enable LINKs to influence government nationally and regionally, and engage fully in the development of health and social care policy, strategy and delivery.

Promote the strengthening of LINKs as powerful, independent and influential bodies, securely and adequately funded for the period 2011 – 2021.

Support the development of NHS and social care services free to all at the point of use.

Promote the development of services that meet the diverse needs of all communities, with regard to age, ethnicity, disability, hardship and other disadvantage.

Ensure the government is well informed about key policy issues ...

Brief Ministers in the Department of Health and the Department of Communities and Local Government on the importance of patient and public scrutiny of health and social care as a principal means of ensuring safe and high quality services.

Prioritise safety, quality and dignity as top priorities for all health and social care providers.

Campaign for the right of all vulnerable people to get free, at the point of use, the care and support they need to lead fulfilled lives.

Press for the enforcement of the Human Rights Act in all care homes in the public and independent sector.

Promote 'whistle-blowing' by health and social care staff, where safe and appropriate standards are not being maintained.

Provide indemnity for LINKs members to safeguard their right to speak out without fear.

Require all NHS and social care Board Meetings to be held in public with full participation of LINKs.

Establish systems that enable members to collaborate to ...

Develop effective public engagement and participation in national commissioning and cross-border specialties, including mental health, ambulance, paediatric, specialist and tertiary services.

Develop policy proposals and positions for presentation to government, national agencies, Parliament and the media.

Share information regionally and nationally, to assist LINKs to monitor the safety, effectiveness and quality of NHS and social care services.

The people involved ...

PHOTOS BY CRISPIN HUGHES



NALM has an elected Steering Group of 18 people – two for each region – representing LINKs across England.

'NALM believes that there is an opportunity to fashion a ground-breaking development which will lead the way in which public health and social care services are designed and delivered.'

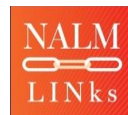
'NALM supports the development of LINKs while building powerful coalitions which will eventually revolutionise the way services relate to local communities.'

EAST OF ENGLAND	ANTHONY DARWOOD MARY LEDGARD (CO-OPTED)
LONDON	MALCOLM ALEXANDER – CHAIR MICHAEL ENGLISH
NORTH EAST	PATRICIAL BOTTRILL, MBE, FRCN TREVOR GAUNTLET
NORTH WEST	MARTIN RATHFELDER JOHN LYON TAYLOR
SOUTH EAST	JOHN KAPP LEN ROBERTS
SOUTH WEST	ELEONORE PANG BOB MAGGS
YORKSHIRE AND HUMBERSIDE	RUTH MARSDEN – VICE CHAIR MIKE SMITH (CO-OPTED)
MIDLANDS	NOMINATIONS PENDING FOR THIS REGION

NALM works with many organisations - including:



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