

York Local Involvement Network (LINKs) Workplan 2012 - 13

Primary Focus: To undertake new activities in the areas of **Information Gathering** and **Community Engagement** in preparation for future health and social care arrangements in the City of York.

1. Work with existing and emerging stakeholders (including both service providers and commissioners) in order to develop a focused piece of work around the development and implementation of local information pathways. **This will be an additional piece of work which add value to the current LINK role and provide a firm foundation for the transition into the new HealthWatch arrangements.**
2. Signposting - Map out all existing signposting services in the City, identify gaps and agree a clear model going forward that does not create additional steps or barriers for individuals.
3. To focus on providing local people with accurate, up to date and accessible information as a means of increasing participation, raising awareness and promoting choice. This will be achieved through a number of new creative and innovative mechanisms including:
 - A Community Atlas
 - Mapping of existing health and social care services across the City.
 - The recruitment, selection and accredited training of Community Health Champions.
 - Scoping the provision of local advocacy and complaints support services.

3.1 Community Atlas and Service Mapping

- Build on the current Community Atlas format and develop a comprehensive database of health and social care provision across the City to ensure that users are signposted to the most appropriate and accessible services that best meet their needs.
- Promote the Community Atlas as an information sharing tool to a range of stakeholders including health and social care commissioners, the emerging GP Consortia as well as members of the public and voluntary and community sector groups and organisations.

3.2 Community Engagement

- Enhancing the LINK role of community engagement and information gathering in new and innovative ways.
- Developing a Community Champion model which looks to recruit, train and support active Community Health Champions in the City.
- Using the community engagement and information gathering element of the Community Champion role to work with local communities in order to promote increased access to information to enable them to make informed choices about their health and the treatment options available to them.

3.3 Scoping of Complaints Advocacy

- To begin mapping the current provision of advocacy, complaints and other support services in anticipation of the proposed changes to these services as of April 2013. This will allow existing gaps in service to be identified at an early stage and pro-active work to be undertaken to meet unidentified need.