

# **LINK** **CORNWALL** **HANDBOOK**

**For people joining LINK  
in Cornwall and for those  
just thinking about it**

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# WHAT IS IN YOUR HANDBOOK...?

## PART ONE

Hear from the people already taking part in LINK in Cornwall. These are the messages and information from them about what people need to know if they want to get involved, or be more involved, in LINK in Cornwall.

**PAGES 1-2** WHAT IS A LOCAL INVOLVEMENT NETWORK [LINK]?

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**LINK in Cornwall** is hosted by Cornwall Rural Community Council (CRCC) in partnership with Age Concern Cornwall and Penwith Community Development Trust.

**CRCC** is a Cornish charity dedicated to working with and strengthening Cornish communities and supporting vulnerable groups and individuals within them.

## PART TWO

Look in here for details on where and how to find out about how LINK in Cornwall tells others about what it does and information on LINK in Cornwall's activities, guidance, rules, checklists, tips, tools and forms.

### TELLING OTHERS

#### ACTIVITIES

#### GUIDANCE

#### RULES

#### CHECKLISTS

#### TIPS AND TOOLS

#### FORMS

# **PART ONE**

# WHAT IS A LOCAL INVOLVEMENT NETWORK [LINK]?

Local Involvement Networks [LINKs] have been set up by the government to give communities a stronger voice in how their health and social care services are delivered. Run by local people and groups, the role of a LINK is to promote involvement, to find out what people like and dislike about local services, to monitor the care provided by services and to use the 'rights' LINKs have been given by the government to hold services to account.

LINKs started in 2008 and are running in every local authority area in England. Each LINK decides for itself how it is set up and how it will work. They each have a 'Host' which is an organisation employed to coordinate, support and advise the local LINK, but the activity that is worked on is decided by the people who take part in LINK - people who join because they want to have an influence on how their health and social care services are run.

LINK in Cornwall is hosted by Cornwall Rural Community Council [CRCC] in partnership with Age Concern Cornwall and Penwith Community Development Trust [PCDT].



**LINK in Cornwall has decided for itself how it will work and this handbook goes on to explain this.**

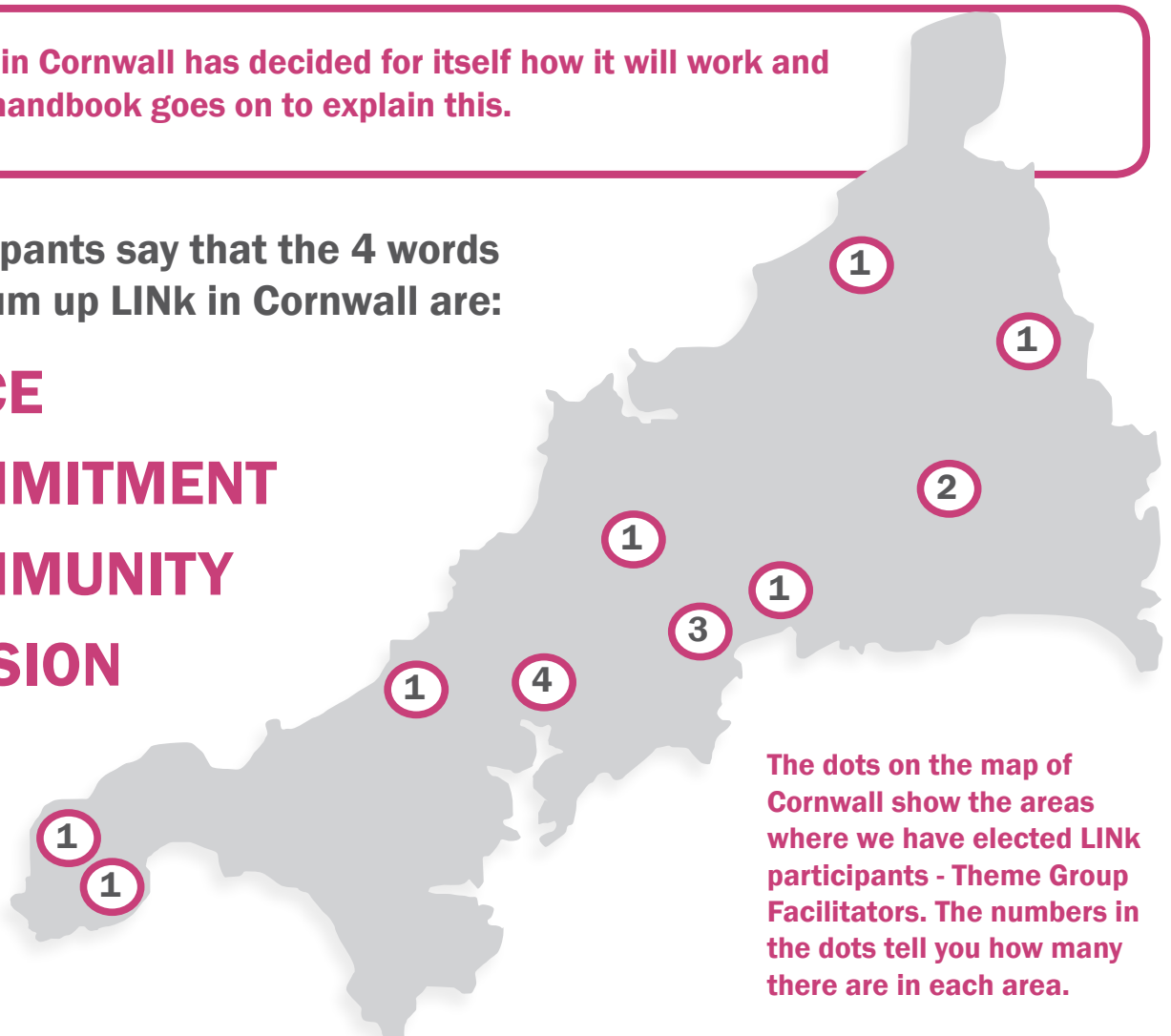
**Participants say that the 4 words that sum up LINK in Cornwall are:**

**VOICE**

**COMMITMENT**

**COMMUNITY**

**PASSION**



**The dots on the map of Cornwall show the areas where we have elected LINK participants - Theme Group Facilitators. The numbers in the dots tell you how many there are in each area.**

## **We have developed some snippets of information for people taking part in LINK in Cornwall to use when talking to other people about why LINK exists and what it stands for.....**

**LINK in Cornwall is the independent voice of all people in Cornwall - Existing to inform, develop and improve local health and social care services.**

**It is easy to get involved in LINK in Cornwall and you can take part in a way that suits you. Everyone's view is important and we want to hear about your experiences of health and social care services – Good and Bad. The more people that participate in LINK the stronger and more influential it will become.**

**LINK in Cornwall is made up of individuals and community groups working together to find out about peoples views and experiences of local services and to work with the people who plan and run them to help make them more effective and improve delivery.**

**In a nutshell, LINK in Cornwall exists to make health and social care work for you.**

**It is important that LINK in Cornwall is seen as a trusted organisation that is able to represent anyone and everyone who wants to take part.**

### **LINK in Cornwall is not...**

A complaints services The Independent Complaints Advocacy Service exists for people with complaints about the National Health Service - Call 0845 120 3782. Complaints about Adult Social Services are dealt with by Cornwall Council - Call 0300 1234 100.

Able to resolve each of the issues we hear about. The Patient Advice and Liaison Service (PALS) is available for patients, families and carers offering information, support and advice about National Health Services. For Royal Cornwall Hospitals NHS Trust PALS call 01872 252 793. For Cornwall Partnership NHS Trust (learning disability and mental health services) call 01726 291 109. For Cornwall and Isles of Scilly Primary Care Trust call 0845 170 8000. For Advice and Information on Adult Services call Cornwall Council on 0300 1234 131 or visit your local 'One Stop Shop'.

A campaigning group. However many of these groups are taking part in LINK.

# WHAT DOES LINK IN CORNWALL DO?

LINK in Cornwall involves the people of Cornwall in monitoring and developing their own services, working with the people who plan and run them to improve health and social care for everyone in Cornwall.

People who have joined and become participants in LINK have worked on a number of issues. Here are three examples of what happens when LINK gets involved.

## FOR YOUR NOTES



### Mental Health

Since LINK in Cornwall began in April 2008 it had been told of a lack of mental health out of hours service provision in Cornwall. In December 2008, at the first LINK in Cornwall Theme Group Event, the issue came out as an immediate priority for action. Following research into the background of the issue and an invitation to feed into the Primary Care Trust's (PCT) Draft Mental Health Commissioning Strategy for Mental Health, LINK in Cornwall set up a Task Group to look at what could be done to improve, influence and change services.

A combination of LINK in Cornwall participants, voluntary organisations representatives and the people who plan and run services formed the Task Group. They decided to do a simple questionnaire to ask the people of Cornwall about their knowledge of out of hours services and what they would like from a service in the future. From this questionnaire, and discussions at the Task Group, a report was produced that outlined the main recommendations that responses to the questionnaire suggested.

The report was submitted to the Primary Care Trust for consideration and feedback and fed into the PCT's Mental Health Commissioning Strategy. The report has also been submitted to the Care Quality Commission Mental Health Strategy Consultation and the Department of Health's New Horizons Consultation. Initial feedback from those involved has been very positive.



## Dentistry

LINK in Cornwall had been told of a lack of availability of and access to NHS dental treatment in Cornwall. At the first LINK Theme Group Event NHS dentistry was identified as an immediate priority for action. Following research into the area and input from Community Plans made by local parishes, the lack of access to NHS dental treatment was confirmed as a county and nation wide problem. LINK set up a Task Group to look at the issue further. The Task Group, made up of individual LINK participants and representatives from voluntary organisations, began to work closely with the Primary Care Trust to resolve some of the concerns they had heard.

LINK was invited to inspect the NHS dental practices in Cornwall along side the Primary Care Trust in Dental Quality Visits. A particular problem found in Cornwall was the lack of disabled access to practices. Working with Disability Cornwall and the PCT, LINK will note the basic accessibility on the Dental Quality Visits for further 'Access Audits' to be carried out by trained individuals from Disability Cornwall on a future date. Following a national review of Dentistry LINK and the Primary Care Trust are planning a joint meeting to discuss how the recommendations of the Review will be implemented in Cornwall. LINK will also be sitting as public/patient representatives on a board which guides how dental services are run in Cornwall.



## Upper GI Cancer Surgery

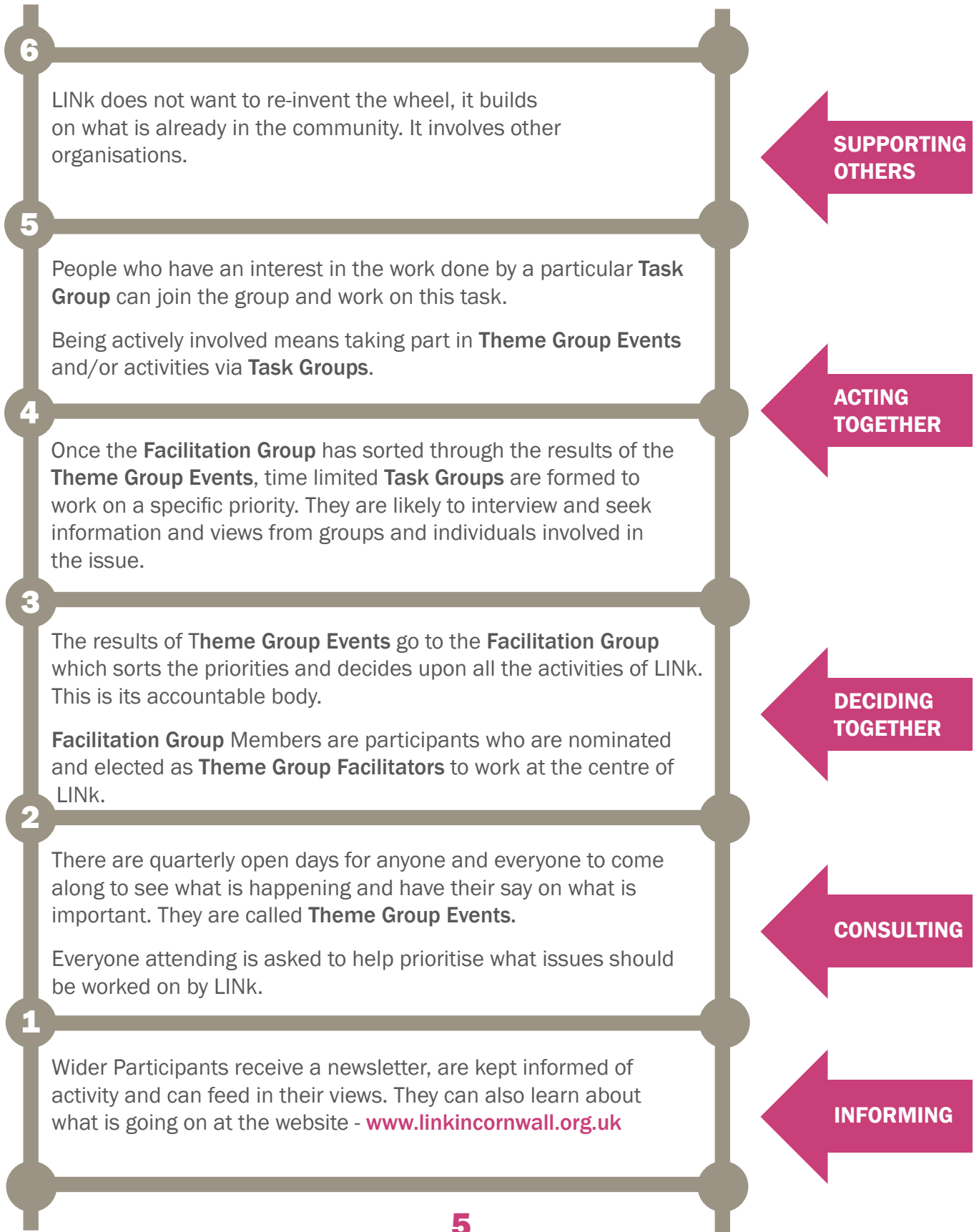
Concern over the proposals to move upper gastrointestinal cancer surgery, from Truro to Plymouth, was heard by LINK in Cornwall. After researching the area to find out the background of the proposals LINK in Cornwall wrote to the Chief Executive of the Primary Care Trust [PCT] to raise concerns about the absence of a proper public consultation process and that the decision to move services focused mainly on the clinical side of the treatment and not on the social, psychological and financial impact this will have on patients and families.

Following this a joint meeting was set up by the PCT with key staff and LINK. At this meeting LINK asked that if services are going to be moved then patient's and there families need to be asked about what support they will need if they have to travel to and from Plymouth for surgery. LINK highlighted again that the implications of travel arrangements, family and friends visiting, expenses and parking all need to be considered carefully alongside the clinical outcomes of removing services from Cornwall.

LINK helped the PCT to write to patients and their families asking them to let the PCT know what support they need. LINK will also be informed at an early stage of any future plans to review other services.

# HOW DOES LINK IN CORNWALL WORK?

This ladder explains how participants can choose to be involved with LINK in Cornwall at different levels - yet still all work together. Like all good systems, it needs to be read from the bottom up!



# WHO RUNS LINK IN CORNWALL?

## YOU DO...WE DO...THE PEOPLE OF CORNWALL DO.

LINK is about the experts - the people who use and need the services - working with the people who plan and run those services to monitor and develop them.

After listening to, and being guided by, what people in Cornwall tell LINK the work of LINK is decided by those participants who are elected to be a 'LINK in Cornwall Theme Group Facilitator'. All the work it does is in response to issues raised by, or identified as important by, the local community.

As the ladder on the previous page shows there are various ways to take part in LINK- the easiest are by:

- \* coming along to a "LINK in Cornwall Theme Group Event"
- \* or by contacting the Host

So far events have been held in Lostwithiel, Redruth, Penzance and Truro. Next will be Bude and then on to East Cornwall.

People can take part in LINK as an individual or on behalf of an organisation, forum or group.

Once you are registered and are actively involved in LINK you will be offered training.

Training and support is provided so that you will have a good understanding about the way that LINK works, and the skills and processes needed to ensure that the voice of LINK is measured, responsible and respected.

The training will include mentoring and support from existing participants and training days on things like:

- \* Understanding LINK
- \* Roles and Responsibilities
- \* Enter and View Visits
- \* Representing Cornwall
- \* Talking to the Media

The Host team is there to support the efficient and effective coordination of the work that active participants undertake.

### After the first year of work participants in LINK said they were proud of -

- \* LINK helping to forward mental health concerns like out of hours support
- \* The representation LINK has on influential committees
- \* The enthusiasm for LINK from members of public
- \* The collective approach of LINK - which is open to everyone
- \* LINK has put NHS dentistry back on the agenda locally and nationally
- \* It has the ability to reach out into communities via partners
- \* It has raised the profile of local issues in Cornwall



The role of a Theme Group Facilitator is to make sure that LINK hears from people in Cornwall about what they think are health and social care issues and ensure that these issues are represented when talking to the people who plan and run services. They are asked to:

- \* Support LINK quarterly Theme Group Events. This means coming along to these events and talking with the people who are attending about the work LINK is doing and listening to their views.
- \* Attend Facilitation Group meetings which involve all the Theme Group Facilitators.
- \* Support Task Groups and ensure they are inclusive and effective so that they progress LINK work activities.
- \* Talk to the people who plan and run services and represent LINK at meetings.
- \* Report back from the meetings attended.
- \* Maintain LINKs reputation and continuity of its message.
- \* Ensure that the Terms of Reference and Code of Conduct of LINK are understood and respected by LINK participants.

## **FOR YOUR NOTES**

# WHAT GUIDANCE DOES LINK IN CORNWALL USE TO HELP IT TO WORK?

Holding together the views of all the people of Cornwall, involving as many people as possible and yet coming up with clear and purposeful recommendations and research...is no easy matter!

LINK in Cornwall needs to have a strong central organisation to make sure that the voice it speaks with is responsible, measured, expert and above all respected.

Agreeing this strong central organisation has been one of the major pieces of work which LINK has done in its first year.

LINK have worked very hard to create a mutually agreed system to which participants all work. This means that LINK can be coherent and consistent in determining its activities. This system includes some formal documents, guidance and codes. Some of these are summarised over the page.



It's up and running!

From nothing it's become effective and organised

## Those taking part in LINK in Cornwall have said....

It's been developed by the people who make up LINK in Cornwall

Wow, it worked!!

It has grown a lot and keeps growing



## **TERMS OF REFERENCE**

This puts in writing what LINK is, and does, and how it does it. It also explains the roles and responsibilities of the different groups and how they work – this includes laying out rules and regulations and saying clearly who does what.

## **CODE OF CONDUCT**

Part of the Terms of Reference is the code of conduct. This says how participants should behave and is based on the nationally agreed principles of public life, the ‘Nolan Principles’. It says that participants will always act in the best interests of LINK, and behave in a way which protects its reputation.

## **ENTER AND VIEW GUIDELINES**

One of the rights LINK has is to ‘Enter and View’. This means visiting specific places where care is provided. This is a powerful tool but has to be used with care. There are national guidelines on how visits should be run, and these have been adopted by LINK in Cornwall. They say that research and preparation are important, stress conduct during the visit and lay out suggestions of good practice.

## **BEING ACCOUNTABLE**

LINK has to be accountable to the people of Cornwall. It is important that evidence is documented, and that decisions about which priorities to follow up are made objectively. Therefore LINK has developed a simple REPORT FORM to be used by participants representing LINK at meetings and events and there is a decision making PRIORITISATION CHECKLIST to help the Facilitation Group to sort through which issues to prioritise.

## **SPEAKING TO THE MEDIA**

LINK will be known through how it is reported in the media. It must speak with a united voice and so there is a Media and Communications Task Group which will speak for LINK to the media. Only members of the group can say they speak for LINK, and there are guidelines for what they can say, how and when.



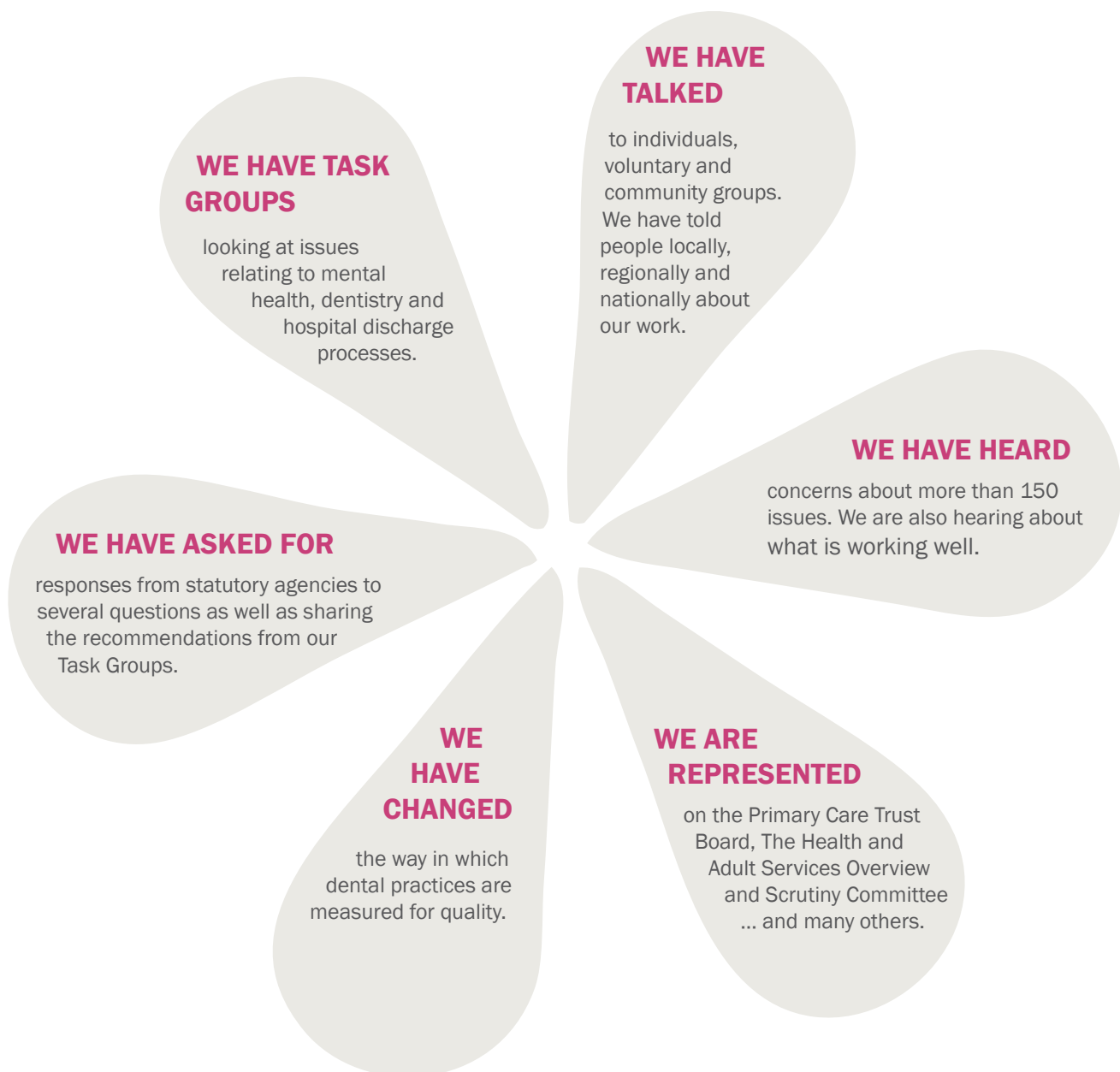
All of these documents and codes are referenced in the different sections in PART TWO of this handbook.

# WHAT DOES LINK IN CORNWALL ACHIEVE?

LINK in Cornwall has a big job to do, and has come a long way in its first year.

There is still a long way to go, and having more people involved and additional active participants will mean an increase in what can be achieved.

So far we have listened to the people of Cornwall, made links with the people who make decisions about services and run them, read and responded to plans and asked for some changes.



**LINK is very proud of what it has achieved, but also knows how much more could be done if it had more people involved, doing more work...**



This is the vision of the Facilitation Group of what CAN be achieved if everyone joins in:

- \* “LINK has made change happen”
- \* “People in Cornwall know LINK has made change happen”
- \* “LINK is sharing resources and working locally”
- \* “The information that is fed into LINK is used smartly – enough is known, enough is gathered”
- \* “LINK is working well with statutory agencies”
- \* “Local problems of demographics and geography are effectively tackled”
- \* “LINK is a known and recognised ‘name’ – it’s trusted; think LINK”
- \* “It is truly representative of the whole of Cornwall”
- \* “With more capacity it can respond quicker and do more”

That is what LINK needs to be, and what those involved already are determined it will become. A great start has been made, but we want to do more - lots more!

**This is why.....WE NEED YOU!**

**FOR YOUR NOTES**

# **PART TWO**

# TELLING OTHERS



Information on LINK activities can be downloaded from our website: [www.linkincornwall.org.uk](http://www.linkincornwall.org.uk)

The LINK office also can be asked for:

**Copies of the LINK leaflet**

**LINK Business Cards**

**Copies of the Department of Health LINK information booklet that has been produced nationally.**

# FREQUENTLY ASKED QUESTIONS

To help you talk about LINK in Cornwall to other people we have put together some Frequently Asked Questions.

If you think of more questions and answers to be added to this section then please let the office know.

## **How do I join LINK in Cornwall?**

You can sign up at a Theme Group Event, fill in a LINK leaflet, or just let LINK know that you want to be counted in. The easiest ways are by phone, letter or e-mail to:

Contact Information:



01872 243533



2 Princes Street, Truro, TR1 2ES



[linkincornwall@cornwallrcc.co.uk](mailto:linkincornwall@cornwallrcc.co.uk)



[www.linkincornwall.org.uk](http://www.linkincornwall.org.uk)

## **How much time does all this take up?**

This all depends how much you want to do!

It ranges from reading newsletters and looking at the website, through going to a Theme Group Event, to joining a time limited Task Group, or to being part of the Facilitation Group and taking the responsibility for running the organisation and its processes.

So... from a few hours here and there, to what could be a large time commitment.

It's up to you to choose how much you can give.

## **Q** If I join what will happen next?

You will be asked how you would like to take part.

There are lots of ways to be involved, and you can pick and mix between them all. You can simply get an update from us every now and then or you can spend more time taking part in the decisions and activities of LINK.

- \* You can pop into our quarterly Theme Group Events to see what we have been up to.
- \* You can just receive our Newsletter and the occasional update on events and key meetings.
- \* You can receive a Newsletter and take part in a Task Group meeting.
- \* You can receive a Newsletter and be trained to take part in visits LINK carries out to places where care is provided.
- \* You can receive a Newsletter and put yourself forward to be a Facilitator for LINK, represent LINK at meetings and/or be part of the Media and Communications activity.

## **Q** SO...what would happen if I went to a Theme Group Event, and what would I be expected to do?

Everyone who lives in Cornwall is welcome at the Theme Group Events which are held around the county and advertised widely (check with the LINK office for dates and locations). You will get the chance to talk to other people involved in LINK, hear what other people have said about health and social care services in Cornwall and give your opinion about the services you have used and what you think LINK should be doing to make things better.

You will also get a cup of tea and some biscuits, play with sticky dots... and meet some interesting people.

## **Q** What would I have to do if I joined a Task Group?

Task Group members have made a list of what they have to do – for the full explanation look at the GUIDANCE section in this handbook.

You would be expected to take part in the planning of the task, the setting of deadlines and the making sure it happened. This means going to regular meetings and agreeing there what you can and can't do.

It may mean visiting services or interviewing the people who provide or use them. It could mean writing up reports and presenting them [if this is something you like doing].

## **Q** Why do I have to write reports?

Because LINK has to join up a lot of people who hear, see and know a lot of different things. The easiest way of effectively sharing information is to have everything reported in writing so that everyone sees it.

So LINK has a very simple and straightforward Report Form to be filled in if you attend a meeting on its behalf.

## **Q** How do you get nominated for and elected to the Facilitation Group?

LINK uses the words 'Theme Group' to divide what we are hearing about health and social care services into 6 broad areas. These areas are:

- \* Social Issues
- \* Children and Young People
- \* Inclusion
- \* Primary Care
- \* Independent Living and Wellbeing
- \* Hospital Care

There are 3 people elected to represent each of the 6 Theme Group areas by taking up the role of a 'LINK in Cornwall Theme Group Facilitator'. People who are registered with LINK can nominate themselves at annual elections to take on this role. People who are registered with LINK then vote for who they would like to see in the role.

On becoming a Theme Group Facilitator you are then a member of the Facilitation Group.

There are also 3 places on the Facilitation Group for co-opted members. One of these places is taken by a Media and Communications Lead. The other 2 places are determined by the Facilitation Group.

## **Q** What would I have to do if I was on the Facilitation Group?

This is a role which demands a lot. You would be an ambassador for LINK, attending meetings and speaking on its behalf. You would have to ensure that LINK ran effectively and check that it does what it says it will do, and does it well. You would need to support Task Group activity and report back to the Facilitation Group on Task Group progress. Throughout you would have to do what all LINK participants do – be transparent, accountable, honest and fair.

# ACTIVITIES



Information on LINK activities can be downloaded from our website: [www.linkincornwall.org.uk](http://www.linkincornwall.org.uk)

These include:

**LINK Newsletters [also available in audio]**

**LINK Annual Report**

**LINK Reports**

The LINK office also can be asked for information relating to:

**Notes from Task Groups**

**LINK dates and events**

# GUIDANCE



The LINK office can be asked for guidance documents relating to:

**Task Groups**

**Speaking to the media as LINK**

**The process for prioritising issues**

**Running a meeting**

# RULES



Information on LINK rules can be downloaded from our website:  
[www.linkincornwall.org.uk](http://www.linkincornwall.org.uk)

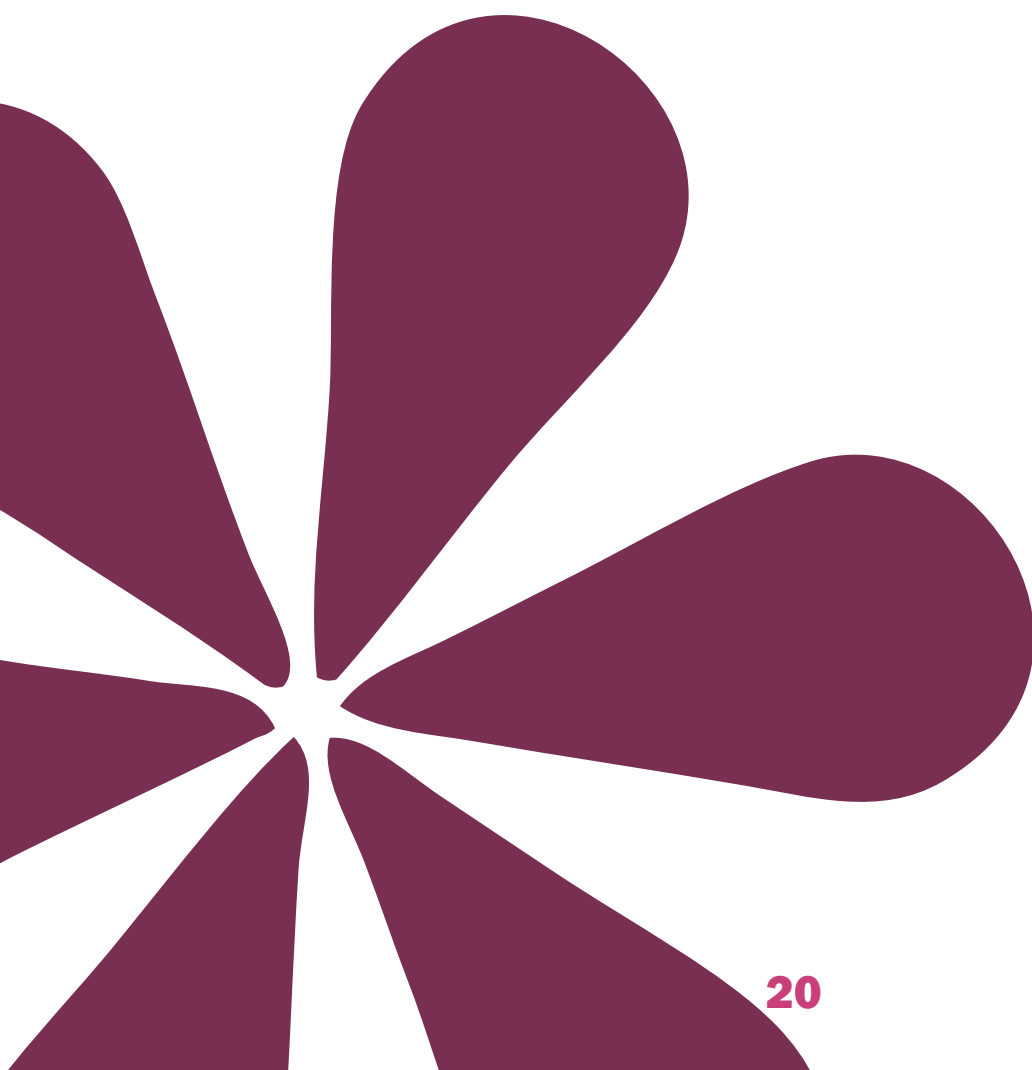
These include:

**Terms of Reference [which contain the LINK Code of Conduct]**

The LINK office can be asked for rules relating to:

**National process for Enter and Viewing premises**

# CHECKLISTS



# CHECKLIST

## BEING A THEME GROUP FACILITATOR AND MEMBER OF THE LINK IN CORNWALL FACILITATION GROUP



### AM I...?

#### COMMITTED AND FOCUSED

### HAVE I...?

- \* Dedicated time?
- \* Actively contributed to maintaining LINK's mission, purpose and values?
- \* Supported LINK to deliver the Work Plan?

#### MAKING CLEAR DECISIONS

- \* Been realistic and set deadlines?
- \* Been clear about what LINK can and cannot do?
- \* Been representative and listened to everyone?

#### MONITORING QUALITY

- \* Understood all the research and read the reports?
- \* Supported Task Groups to set targets and timings?
- \* Maintained the reputation of LINK across all its activities?

#### BEING CONSISTENT

- \* Ensured quality and continuity of LINKs messages across reports and recommendations?
- \* Used statutory rights effectively and fairly?
- \* Been a credible ambassador for LINK when attending meetings and working with partners?

#### ACCOUNTABLE

- \* Explained actions regularly across LINK and to the outside world?
- \* Produced an Annual Report?
- \* Accounted for financial activity?
- \* Allocated resources fairly, wisely and effectively?



# CHECKLIST



## BEING A THEME GROUP FACILITATOR LEADING ON A LINK IN CORNWALL TASK GROUP

### AM I...?

### HAVE I...?

#### REPRESENTATIVE

- \* Given people opportunity to be involved?
- \* Listened to wider LINK participants?
- \* Prepared thoroughly for any visits or interviews?

#### RESEARCHED

- \* Gathered enough information to cover the issues?

#### PRACTICAL

- \* Worked out an action plan with timings and outcomes?

#### TRANSPARENT

- \* Kept everyone informed of outcomes?
- \* Kept good records of research conducted?
- \* Got all the information back to the Task Group?

#### EFFECTIVE

- \* Recommended the use of statutory rights fairly and in a measured way?
- \* Been clear on the outcomes and actions required of services?
- \* Applied the appropriate amount of pressure to the right agencies through the LINK processes?

#### CONSISTENT

- \* Ensured feedback?
- \* Ensured that at least one Theme Group Facilitator has attended every Task Group meeting?

#### CRITICAL FRIEND

- \* Liaised and worked with service providers?
- \* Invited representatives of statutory agencies to meetings?

#### ACCOUNTABLE

- \* Worked on behalf of people in Cornwall?
- \* Worked as a collective whole while using my own individual experiences and skills?
- \* Been open and honest?



# CHECKLIST

## BEING A REPRESENTATIVE OF LINK IN CORNWALL AT MEETINGS AND EVENTS



### AM I...?

### HAVE I...?

#### AN AMBASSADOR

- \* Am I familiar with the topics to be discussed?
- \* Am I sure what my role is and what I can say on behalf of LINK?
- \* Am I clear about LINK's Code of Conduct and Ground Rules for meetings?

#### REPRESENTATIVE

- \* Have I read the agenda and papers?
- \* Am I well informed, know my limitations and prepared to signpost to other people or organisations if I need to?
- \* Am I sure I've asked for all the support I need?

#### BEING REALISTIC

- \* Do I know when to talk and when to listen?
- \* Can I put LINK's view across clearly when it is needed?
- \* Do I understand the structure and context of the meeting I am attending?
- \* Have I considered time management? How much time can I give to this?
- \* Do I need any support with preparation or reporting back – and have I asked for it if so?
- \* Would I like training in some of the skills needed – and have I asked for it if so?

#### INDEPENDENT

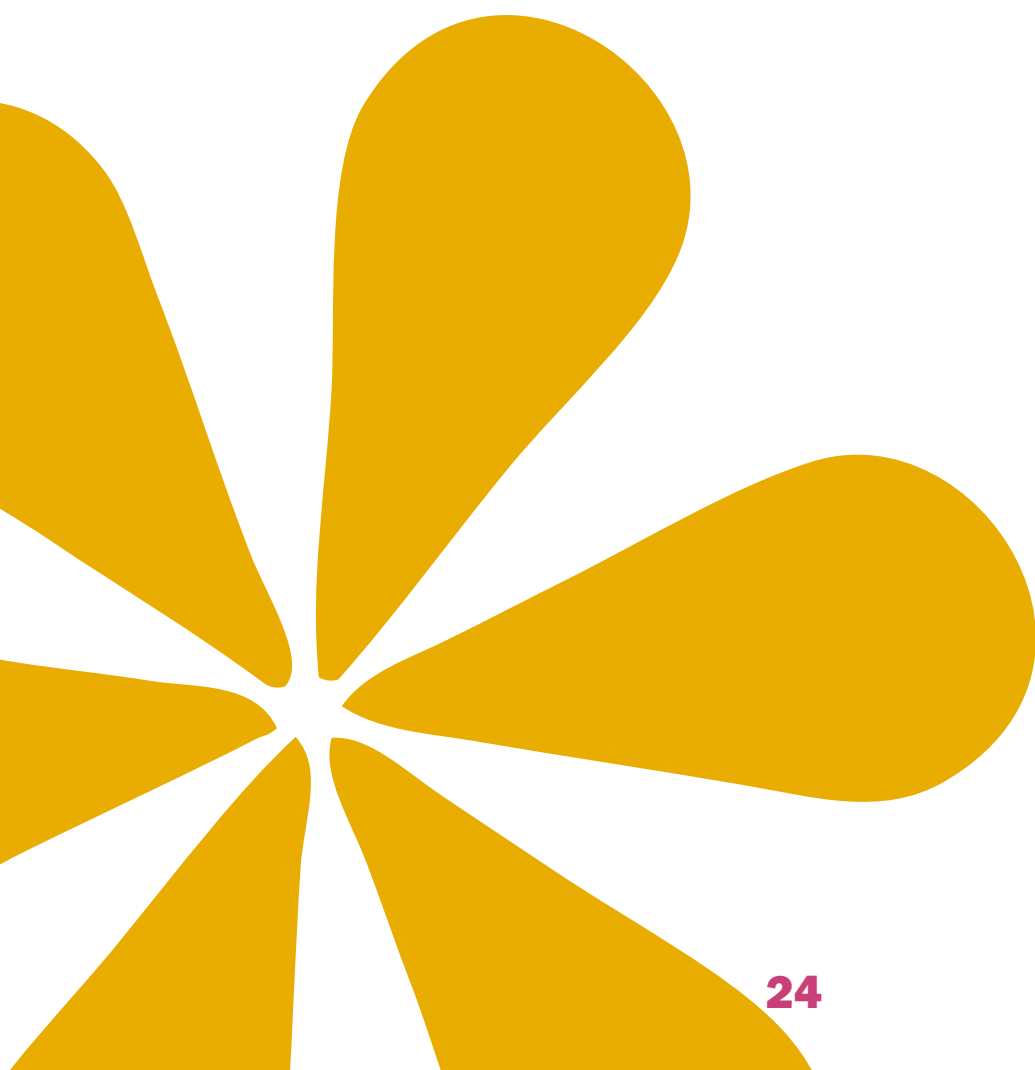
- \* Am I clear enough about LINK's view to know I will not be influenced by other.

#### ACCOUNTABLE

- \* Have I taken clear notes?
- \* Have I completed the Report Form and returned it to the office within two weeks?
- \* Can I report back to a meeting if necessary?



# TIPS AND TOOLS



# TOP TIPS AND TOOLS



Here are some snippets of ever changing offerings of wisdom from current LINK in Cornwall participants. These have come out of training session held in the first year of LINK in Cornwall... no doubt there will be many additions.

## DIVERSITY

Diversity is the difference between every human being and every other human being

LINK exists to represent the whole of Cornwall and has to hear many voices, some of which have sometimes gone unheard. At a workshop participants listed the differences between the people in the room and what other differences there might be between people.

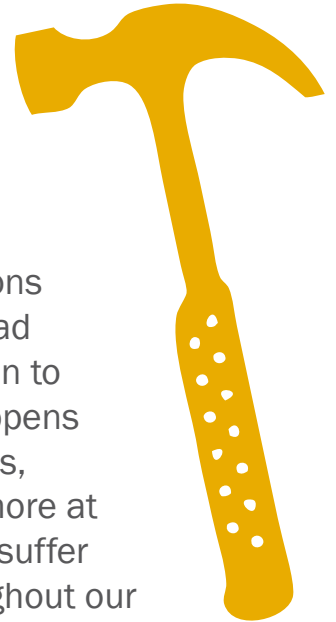


WHAT DIFFERENCES WOULD YOU ADD TO THE LIST?

At the workshop participants listed how they have felt or how they think others may have felt when they have suffered from discrimination. They said:

ANGRY      **HURT**      DIMINISHED  
DIS-ENABLED      **POWERLESS**  
**DISRESPECTED**  
BULLIED      NEED TO GO HOME  
AND GET AWAY  
**DISAPPOINTED**      **INTIMIDATED**

Sometimes perceptions of differences can lead to stereotyping and on to discrimination. It happens to all of us sometimes, but some of us are more at risk than others and suffer discrimination throughout our lives just because of who we are.



## PARTICIPATION

LINK is about everyone in Cornwall getting involved in activity to assess and improve local health and social care services. Sometimes we have to stop and think what this means, and check out the level at which we are inviting participation. Some basic rules are:

- \* Recognise the expertise of local people
- \* Go to where people are
- \* Give everyone the opportunity to participate
- \* Hand over the pen
- \* Encourage people to listen to and learn from each other
- \* Focus on the way forward by building on what works
- \* Check back to make sure you've got it right
- \* Review and learn throughout the process
- \* Plan for ongoing involvement

### REMEMBER:

When those unaccustomed to speaking are heard by those unaccustomed to listening, then real changes can be made.

# LISTENING

Take time to empathise and listen. It could take an extra effort to get views and involvement from people who have felt powerless or who may feel there isn't any point in speaking out.

We all know when someone is listening to us. Active listening respects the person who is talking and makes them feel that it is worthwhile speaking out.

## CHECK YOUR LISTENING SKILLS

### Do you.....

Show people you are listening? Here are some things you can be doing to let people know that you want to hear what they have to say:

- \* Encourage them to continue with nods, smiles and other appropriate expressions.
- \* Repeat back to people what they have said in different words to check that you have understood them.

### Do you.....

Ask questions that give people the chance to tell their story? Try questions like:

- \* tell me what happened?
- \* how did you feel about that?
- \* what do you think could be done?
- \* how would you like to see the service work in an ideal world?

### Do you.....

Use positive body language? Using positive body language helps people to relax and trust you. Here is one suggestion for using body language when meeting someone.

Making sure, of course, that you are not leaning into their space and glaring at them.



**SIT facing STRAIGHT at the person you are talking to**



**Have an OPEN posture – don't cross your arms and/or legs**



**LEAN forward**



**Make EYE contact**



**And RELAX**

# FORMS



LINK forms can be downloaded from our website: [www.linkincornwall.org.uk](http://www.linkincornwall.org.uk)

These include:

**Registration Forms**

**Telling us about your views**

The LINK office can be asked for the forms to :

**Claim expenses**

**Report back on a meeting**