



“LINK can’t be just another ‘complaints’ organisation. It should aim to build the capacity of the community to understand health and social care services, and to offer informed comment. It should encourage analysis of the issues and develop new ideas, as well as drawing attention to problems. It should be the ‘critical friend’ of authority.”

- Dave Shaw, LINK Manager  
2008/09

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## Contacts

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### Host Organisation

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# Board Report

“Our work as a Board began when Age Concern North Tyneside, Community Health Care Forum and North Tyneside Voluntary Organisations Development Agency (**VODA**) worked together on the tender for **VODA** to become the host to the new Local Involvement Network. Each organisation nominated three individuals from their own Boards to be members of an interim LINK Board, and charged them with the responsibility of working with **VODA** to establish the LINK.

The Board first met in November 2008 and set about the task of establishing a set of procedures to guide the work of the LINK and that of the Host team as they launched the LINK and developed a list of initial priorities for its work.

Our work as an interim Board is nearly at an end and we’ve set in motion the process for the LINK to establish a new Board drawn from its members. During our period in office the LINK has grown to almost 100 members. It has been widely advertised in the local press, established a vigorous web presence and as a result of this, and other development work, has begun to reach out to the whole of North Tyneside and involve a wide range of individuals in the work of the LINK.

We believe that the LINK is already having an impact with our report on Hospital Discharge and our engagement on the proposals for a new Emergency Care Hospital. What has been nice has been seeing our words appear in documents produced by others and the acknowledgement of the need to change. Simply achieving wide circulation of a document is not enough and we’ve been pleased to see that the NHS has accepted that we have raised issues that need to be addressed, and even more pleased that we have been invited to contribute to a range of projects that will seek to find new solutions to what are, in many cases, old problems.

A full list of the projects that the LINK is undertaking is to be found elsewhere and we are confident that the excellent start that the LINK has made will continue into the future. We want to thank the LINK Host team for their hard work and unfailing courtesy as well as a real commitment to working in partnership with us. We also wish to thank the LINK members for their support and the many organisations that have helped us to get off the ground.

The Interim Board would like to pay particular tribute to the work of Dave Shaw, who took on the role of LINK Co-ordinator on a short term basis and has played a pivotal role in providing the North Tyneside LINK with such strong foundations. The Board extends its best wishes to Dave in his retirement.”



# Governance

## Interim Board Members 2008/09

**Age Concern**  
Gordon Dennett  
Alan Gerono  
Glenis Stringer

**Community and  
Health Care Forum**  
Norma Playle  
John Robson  
Hugh Welch

**VODA**  
Hazel Parrack  
Jeff Watts  
Val White

## Host Team 2008/09

**LINK Manager:**  
Dave Shaw (below)



**LINK Development  
Worker:**  
Hannah Claydon

**LINK  
Communications  
Worker:**  
Amy Rudd

**LINK Administrator:**  
Christine O'Brien

## Transitional Host

With the abolition of the Public and Patient Involvement Forums at the end of March 2008, North Tyneside Council, via Adult Social Care, took on responsibility as interim LINK host until August 2008.

During this time the Service User and Carer Engagement Officer provided direct support to the transitional LINK by facilitating meetings, disseminating good practice and guidance on governance, assisting the LINK in engaging with communities and identifying priorities and managing finances. The role of governance and overview was carried out by the Manager of Planning and Service Development.

The transitional LINK itself was made up of a core group and a wider network of organisations and groups. The core group met regularly throughout the transitional period and the wider network received regular briefings, which were made public on North Tyneside Council's website.

In total there were two meetings during the transitional period. At the first, the group discussed and agreed the following papers: Terms of Reference; Code of Conduct; and Decision Making Criteria for Considering Priorities. At the second meeting, topics discussed included: the appointment of the Host; regional networks; the NHS Constitution; and Working Models for the LINK. It was agreed that the governance arrangements and learning points from the transitional LINK would be transferred to the fully developed LINK in September 2009.

## Governing the LINK

As described in the Board Report (page 3), LINK's Interim Board was formed by three members from the Board's of Age Concern North Tyneside, Community and Health Care Forum and **VODA**. The Board meet monthly and among other duties: agree the priorities, workplan and budget for the LINK; develop and agree proposals for projects; decide on the use of LINK inspection powers; appoint LINK representatives to external groups; carry out regular reviews of LINK's policies and procedures.

## Policies and Procedures

In order to qualify as an 'active LINK' and start to carry out the tasks set out in section 221 of the Local Government and Public Involvement in Health Act 2007, we had to write, and then adopt, a set of policies and procedures. This work was completed in December 2008 and all documents are published on our website:

1. Decision Making
2. Managing the Budget
3. Enter and View Policy
4. Reporting
5. Complaints & Resolution of Dispute
6. Code of Conduct
7. Register of Interest
8. Terms of Reference
9. Board Recruitment
10. Equality & Respect
11. Inclusion Policy
12. Expenses

## The Role of the Host

The work of the host, in this case **VODA**, is to make sure that the LINK is well organised and that it produces high quality work. To do this we:

- Advertise and promote the LINK
- Work to make sure that individuals and groups can participate in the LINK
- Support and offer advice to the work of both the Board and the LINK itself
- Manage the data and information held by the LINK
- Help build effective partnerships with a wide range of stakeholders
- Finally, we are responsible for producing this annual report on the activities and expenditure of the LINK

## Building Membership

The first stage in recruiting members to North Tyneside LINK was a direct mail out to the databases of the three host organisations, around 2,800 individuals, groups and organisations. Several adverts were placed in the local press and in community newsletters introducing LINK and outlining how to become a member. An article also appeared in Up Close, the magazine of North Tyneside Council, which reaches every household in the borough. We have worked hard since then to expand the membership and at March 2009 have 88 members - 56 individual members and 32

representatives of groups.

Condition-specific groups represented include: arthritis, stroke, diabetes, Alzheimer's disease, multiple sclerosis, cancer, thyroid conditions, autism, physical disabilities and learning disabilities.

We regularly assess our membership to see where gaps lie and respond accordingly.

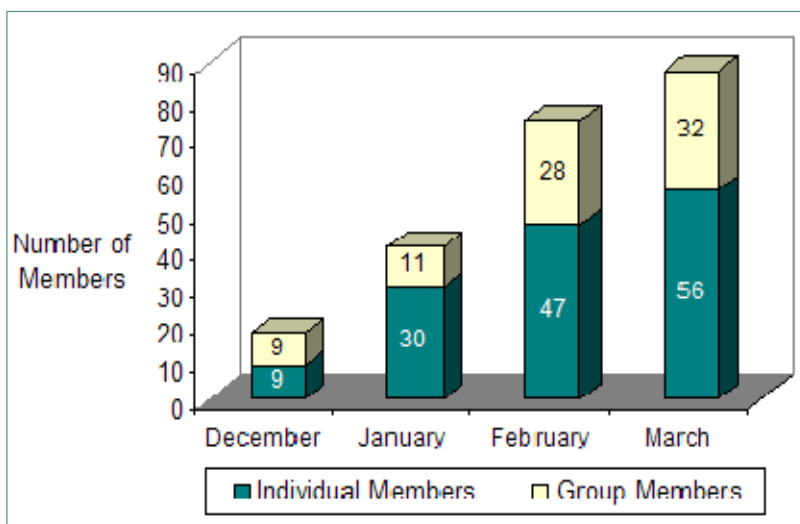


Chart shows growth of LINK Membership from December 2008 to March 2009

# What You Told Us

56 people attended the Launch Events

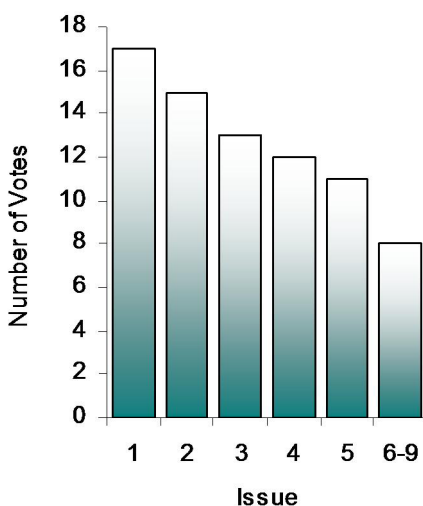


“Well organised and interesting; good atmosphere throughout.”



“I hope these ideas go well. We could make a real difference.”

Priority Issues Voted for at Launch Events\*



**Desk Research:** From its launch, LINK has had an eye on the health and social care issues that may be affecting the people of North Tyneside. Among these are NHS North of Tyne’s new Urgent Care plans and the introduction of the National Dementia Strategy.

**Membership Forms:** have been designed so that members can identify the areas and patient groups of particular interest to them, with space to describe priority health and social care issues. All data is logged on LINK’s database and informs our workplan.

**Launch Events:** January and February 2009 saw the official launch of North Tyneside LINK with four events aimed at shaping the workplan of the LINK. Each event was held in a different area of the borough with two held in the evenings to ensure maximum participation.

The events were attended by 56 people in total - both individuals and representatives of organisations and groups. Participants were invited to view the health and social care issues already mapped by LINK and its host team, and to add any issues they felt were missing. They were then asked to vote on their top five priorities (see chart, below left). The issues that received the most number of votes were discussed in facilitated groups with the aim of developing a work plan for the LINK’s initial activity. A full report was issued to all of the attendees, other interested parties and uploaded on to North Tyneside LINK’s website.

**Outreach Work:** The LINK team have held and attended a number of events and have begun to engage with BME groups, young people and parents as part of our Hard to Reach strategy.

## Key to Chart

1. Co-ordination of Care
2. Care in the Home and Community
3. Patient Pathways
4. Older People’s Services
5. Communication Across Trusts and Boundaries
6. Information on Services

7. Personalisation Agenda
8. Community Mental Health
9. Health MOTs

\*There were a number of themes that cross-cut these priorities, such as Information and Patient Discharge, which have also informed LINK’s workplan.

# Making Things Known

It is the aim of North Tyneside LINK to reach as wide an audience as possible. All of the information we produce is available on audio cassette, in large print and other languages, and is distributed widely throughout the borough of North Tyneside. The following summarises the methods of communications employed:

**Leaflets:** Our public information leaflet has been distributed:

- to the mailing lists of the three host organisations
- in community venues, libraries and at events
- in GP surgeries, dentists, pharmacies and optometrists
- via the providers of Adult Social Services
- in appropriate local shops and businesses

**Advertising:** We have taken out regular adverts in the local press and where these publications do not reach, with targeted mailings. We advertise all events and project work.

**Media:** We issue regular press releases and have built up a good relationship with local press with regular articles featuring in local newspapers. We also regularly contribute to community newsletters, including those produced by North Tyneside Carers' Centre and the LGBT Network.

**Newsletter:** Stronger Voice is LINK's bi-monthly newsletter. This publication is issued to all LINK members, distributed at events and meetings, and also uploaded on to our website.

**Email Bulletins:** These are issued to LINK members with time-sensitive information and also targeted by the interests expressed on Membership Forms.

**Website:** www.linknorthtyneside.org.uk went live in December 2008. It contains background information and the governance documents of LINK, as well as News and Events, an online membership form and highly developed Project pages. There will soon be a Blogging feature added to the website. See right for visitor numbers.

**Regional Advertising:** North Tyneside LINK coordinated a £3000 print and digital media campaign for the 12 North East LINKs, and set up the portal webpage www.northeastlinks.org.uk



Bengali version of LINK public leaflet



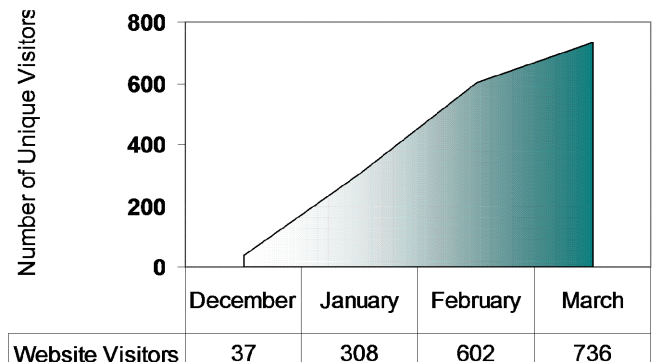
Out and About Promoting LINK



LINK Newsletter



LINK Website



Website Visitors	December	January	February	March
	37	308	602	736

# What We Have Done: Projects

The following section summarises the project work undertaken by North Tyneside LINK. This outlines what we have done to fulfil the core objectives of LINKs, as outlined in the Local Government and Public Involvement in Health Act 2007:

- i. Promote and support the involvement of people in the commissioning, provision and scrutiny of local health and adult social care services (see pages 6-7)
- ii. Enable people to monitor and review the commissioning and provision of local health and adult social care services paying particular attention to the standard of local health and adult social care services and offering views as to whether services could and ought to be improved
- iii. Obtain the views of people about their needs for, and experiences of, local health and adult social care services
- iv. Make reports, based on the evidence of local people, to the organisations responsible for commissioning, providing, managing or scrutinising services about how local health and adult social care services could, or should, be improved

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**“This report will make a significant contribution to the Sub Committee's study into measures to improve the hospital discharge process.”**

- Dave Parkin,  
Legal and Democratic Services, North Tyneside Council

**“You were allowed to say what you thought and I was listened to.”**

- Comment on Evaluation Form from LINK Hospital Discharge Event

## Hospital Discharge

Many LINK members have expressed concern with hospital discharge procedures, both at the Launch Events and on completed Membership Forms. In response, in March LINK invited its members to an event in Wallsend in order for people to share their experiences of the discharge process, good and bad. The information and evidence gathered on the day was put into a report and submitted to the Health and Wellbeing Sub Committee of North Tyneside's Overview and Scrutiny Committee as evidence for its study into hospital discharge. LINK also shared this report with Northumbria Healthcare NHS Foundation Trust, where it has been circulated amongst operational service managers, the Deputy Head of Nursing and the Modern Matrons. This report has also been made publically available on our website.

LINK has been invited to present its findings to Overview and Scrutiny and has been working with Adult Social Services and several other organisations in North Tyneside who are keen to work with hospital staff to improve the discharge experience for patients in North Tyneside.

## Urgent Care in North Tyneside

In 2008 a new Urgent Care Strategy was produced for the NHS North of Tyne area (Newcastle, North Tyneside and Northumberland). LINK was keen to ensure that the public had the opportunity to shape the delivery of these plans. In March, LINK held two public meetings inviting people to come along and hear from Northumbria Healthcare NHS Foundation Trust about plans for a new emergency care hospital, and to discuss the positive and negative impact that it might have. A report was subsequently produced documenting LINK member's concerns and suggestions.

This report was sent to Northumbria Healthcare NHS Foundation Trust. LINK received a detailed response from the Director of Emergency Care acknowledging the concerns and taking on board many of LINK members' suggestions. In addition to this the Trust has invited LINK to work with it on a public information campaign. Should the proposed hospital go ahead, the Trust would like to discuss with LINK members plans for changes to accommodation at North Tyneside General Hospital and improving the out patient experience. LINK members have already been invited to get involved with a project looking at a new information centre to be based at North Tyneside General Hospital.

We are confident that throughout this process LINK members' suggestions for improvement are firmly on the agenda.

## Access to Counselling

According to LINK members, early access to counselling isn't always available and problems may grow with delays. In order to identify gaps in provision and to improve services, LINK has commissioned Community and Health Care Forum to undertake a mapping exercise of counselling services provided in North Tyneside.

LINK will receive this report in June 2009. We will then carry out an exercise to gather patients' experiences of counselling services to identify barriers to access and quality of provision.

**“Please convey our thanks to everyone from North Tyneside LINK who helped run the sessions and produce the report. We have found it immensely helpful and there are a number of suggestions that you have raised which we will take forward.”**

– Steve Russell,  
Executive Director  
of Emergency Care,  
Northumbria  
Healthcare NHS  
Foundation Trust

Working on behalf of Newcastle and North Tyneside Emergency Care Trust and Northumberland Care Trust

NHS  
NHS North of Tyne

Proposals by Northumbria Healthcare NHS Foundation Trust to develop hospital services in Northumberland and North Tyneside

A public consultation to seek your views on:

- A new specialist emergency care hospital for people living in Northumberland and North Tyneside
- Improvements to Wansbeck and North Tyneside general hospitals
- Rebuilding community hospitals in Berwick and Haltwhistle

Please read this booklet ○ ○

Above: Northumbria Healthcare NHS Foundation Trust's public consultation on new hospital services

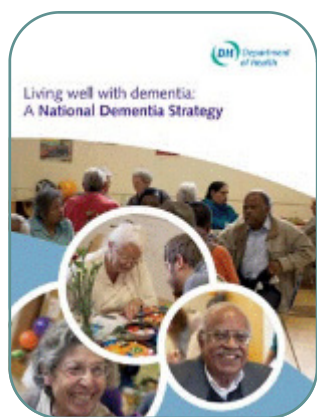
## Information

Difficulty in accessing up-to-date and accurate information is a theme that has been raised by a large number of LINK members. One of the areas found to be of greatest concern is the information available to carers. LINK has begun researching the information currently provided for carers, and how this is currently accessed. This will identify any gaps or barriers to provision, as well as recognising good quality information.

LINK has been working in partnership with The Learning Disabilities Federation and North Tyneside Carers' Centre on this issue, and three focus groups are being held with local carers to find out about their experiences of accessing information. As a result of this research LINK has been invited to have a representative on Northumbria Healthcare NHS Foundation Trust's Patient Information Advisory Group. LINK members have also been invited to join the Patient Information Implementation Group, which will play an active role in planning a new information service at North Tyneside General Hospital.

Although no formal requests for information have been made under this project, North Tyneside Council and Northumbria Healthcare NHS Foundation Trust have responded quickly and helpfully. LINK has also had a positive response from Age Concern North Tyneside, Independent Advocacy, North Tyneside Disability Forum and The Alzheimer's Society, who were approached as part of this project.

## Dementia Care



In February 2009, the eagerly awaited National Dementia Strategy: Living Well with Dementia (pictured left) was launched. With the support of The Alzheimer's Society, LINK brought together interested parties within the voluntary and community sector to discuss how this new strategy will impact and be implemented locally. LINK requested information from North Tyneside Council, Northumbria Healthcare NHS Foundation Trust, North Tyneside PCT, NHS North of Tyne and the Northumberland Tyne and Wear Trust to find out how they intend to implement the strategy.

As a result of this request for information, North Tyneside, Newcastle and Northumberland LINKs have been invited to have representation on the NHS North of Tyne Dementia Service Review Project Board, a Board made up of health and social care commissioners. The role of LINKs on this board is likely to involve working with service users, carers and the voluntary and community sector in order to feed in their views, concerns and suggestions for local dementia services. Northumbria Trust has also expressed interest in working with LINK to look at how patients' and carers' information needs could be better met in line with the new strategy.

## Personalisation of Adult Social Care

Adult Social Services are moving to a new system that focuses on individuals making decisions about their own care. The new system is in the process of being implemented and LINK wants to ensure it will work well for North Tyneside.

LINK is forming a working group of members that will gather voluntary sector and service user views and concerns about Personalisation and use this information to inform the local authority of problems and solutions in the service. LINK will work with North Tyneside Council to review how personal budgets are working for service users, in order to make recommendations for service improvements and to ensure that services are working for local residents.

## Building Relationships

Since April 2008, LINK has been working hard to develop relationships with all stakeholders in health and adult social care services in North Tyneside.

Within the statutory sector we have worked closely with:

- Northumbria Healthcare NHS Foundation Trust
- Northumberland Tyne and Wear Trust
- NHS North of Tyne
- The North East Ambulance Service
- North Tyneside Council's Adult Social Services
- North Tyneside Primary Care Trust

We have also been invited to have LINK representation on the following groups and boards:

### **North Tyneside Council:**

The Learning Disabilities Partnership Board  
The Health and Wellbeing Partnership Board

### **North Tyneside and Newcastle PCT:**

Equality, Diversity and Human Rights Group

### **NHS North of Tyne:**

Long Term Conditions Network  
Dementia Service Review Project Group

### **VONNE (Voluntary Organisations Network North East)**

The Health and Social Care Forum

### **Northumbria NHS Foundation Trust**

The Patient Information Advisory Group  
The Community Engagement Committee



LINK Host Team at Learning Disabilities Federation AGM 2009

**“I just wanted to send you a 'Thank You' message for your [LINK's] presentation and involvement with the Board yesterday. People were very positive about the opportunities that were identified to work together. We really felt we learned lots from you.”**

**- Cait Foley,  
Community Learning Disability Team,  
North Tyneside Council**

# Using the Legislation

North Tyneside LINK has not appointed any individuals to fill the role of 'authorised representative' and so has not, during 2008/09, exercised the 'enter and view power'. We have, however, worked with other local LINKs to develop a set of the competences that our representatives will need to display. These competences will outline the skills, knowledge and attitudes required and will form the basis of a programme to develop individuals carrying out this role.

We have made a formal request for information to Northumbria Health Care Trust about their proposals to establish a new emergency care centre. Not only did the Trust respond within 20 days but they have engaged in a real dialogue with the LINK over the proposal:

"Many thanks for sending us a copy of the LINK report following the pre-consultation events about our proposals... We greatly appreciated the involvement of the North Tyneside LINK and are very grateful to your team for pulling the report together. The meetings that were organised were extremely well publicised, facilitated and the quality of the feedback and report is extremely high. We believe that this demonstrates the benefits of working closely with the LINK and the wider benefits of public engagement."

- Steve Russell, Executive Director of Emergency Care,  
Northumbria Healthcare NHS Foundation Trust

We made requests to Northumbria Healthcare NHS Foundation Trust, North Tyneside Council, North Tyneside PCT and Northumberland Tyne and Wear Trust to establish what proposals they had to implement the new National Dementia Strategy. Responses were received from all but the Northumberland Tyne and Wear Trust within 20 days; they acknowledged our request but asked us to wait for a substantive response until their Board met to consider the issue.

North Tyneside LINK has published two reports. Our interim report on the proposals to establish a new emergency care centre went to Northumbria Healthcare NHS Foundation Trust (see above). Our report on Hospital Discharge went to both the Health and Wellbeing Sub Committee, part of the Overview and Scrutiny function of North Tyneside Council, and to Northumbria Healthcare NHS Foundation Trust. In both cases we had an immediate response welcoming the report and have been asked to enter into a longer dialogue on the issues raised.

## Healthcare Commission's Annual Health Checks

LINKs were invited to comment on the progress of local health trusts in meeting the 24 Core Standards laid down by the Department of Health. In 2008/09 North Tyneside LINK felt able to make comments on the progress of North of Tyne NHS in meeting core standards 17 ("The views of patients, their carers and others are sought and taken into account in designing, planning, delivering and improving health care services") and 18 ("Health care organisations enable all members of the population to access services equally and offer choice in access to services and treatment equitably.")

# Next Steps

## In 2009/10 we will...

- Carry out a Membership Audit in order to map geographic and demographic gaps. We will then carry out targeted engagement work accordingly.
- Implement our 'Hard to Reach' strategy, which is based on the gaps already identified in our membership. This will include working with North Tyneside Volunteer Centre's Youth Action Team and the Extended Schools Service to engage with young people; developing relationships within services for families to raise awareness of LINK among parents and grandparents; and developing links with North Tyneside's BME Community with support from North Tyneside Council, the Chinese Healthy Living Centre and BECON (the North East network for the black voluntary and community sector).
- Hold an event for the voluntary sector looking at the Personalisation agenda.
- Help LINK members to continue their involvement in planning a new information centre at North Tyneside General Hospital.
- Be placing LINK exhibition stands in local GPs, health centres, Service Centres, community buildings and libraries in order to publicise LINK.
- Hold a LINK feedback event in autumn to let people know what we have done to date and to begin gathering new issues.
- Implement our new Board.

## Regional work

On a regional level, we will continue to work closely with the other eleven LINKs in the North East. A Regional LINKs conference will take place on 15 July 2009, at which we will be asking LINK members if they would like a regional LINK members network, and what its function would be. We have also co-ordinated a regional LINK publicity campaign and developed a North East LINK web portal that diverts web users to their local LINKs.

We look forward to reporting our progress again next year.



# Budget 2008/09

Budget Head	Budget	Outturn
Office	5,933	5,933
Equipment	2,000	2,977
Administration	6,517	6,517
<b>Host Costs</b>	<b>14,450</b>	<b>15,427</b>
Salaries	37,317	36,278
Recruitment	1,800	1,928
Staff training	1,400	896
Staff Travel	900	1,037
<b>Staff Costs</b>	<b>41,417</b>	<b>40,139</b>
Governance Training	2,000	0
Meetings	3,000	1,364
Marketing	7,500	9,512
Website	5,000	1,179
Database	2,000	1,000
Facilitator	3,000	0
Projects	12,233	862
<b>LINK Costs</b>	<b>34,733</b>	<b>13,917</b>
<b>Total</b>	<b>90,600</b>	<b>69,483</b>

## Commentary:

The North Tyneside LINK budget is divided into three main budget heads: Host, Staff and LINK costs. The Host Costs were agreed in the tender and cover rent, heat, light, audit, insurance, management, equipment, administration and general office costs. In 2008/09 we overspent by £977. This over-spend resulted from a decision to purchase a Notebook computer and projector to help us with presentations to LINK members and the general public. Staff costs were generally in line with the budget and at the end of the year the LINK Board reviewed the staff structure and decided to increase the hours of the LINK manager.

Our big variance is in the area of LINK costs where we under-spent by £20,819. £5,000 of this under-spend comes from the late recruitment of the Board and the costs of the planned governance training and support from an independent facilitator will now fall into 2009/10. We were able to get exceptionally good deals when we procured both the Website and database and these savings allowed us to spend additional sums on a wide range of marketing initiatives. It took us longer than expected to develop a clear workplan and this, coupled with some delays in contracting for work on one of the projects, led to our under-spending on this head. Agreement has been reached with North Tyneside Council that we can carry our under-spend forward and this will allow the LINK to spend substantially more than it had planned in future years on marketing and projects.

# Thanks

North Tyneside LINK would like to extend its thanks to the following organisations and individuals:

## Host Organisations:

- Age Concern North Tyneside
- Community and Health Care Forum
- North Tyneside **VODA**

## Interim Board Members:

- Gordon Dennett
- Alan Geron
- Hazel Parrack
- Norma Playle
- John Robson
- Glenis Stringer
- Jeff Watts
- Hugh Welch
- Val White

## Board Recruitment Panel:

- Pat Wilson
- Gordon Dennett
- Glenis Stringer
- Continuum (Consultants)

## Partners:

- North Tyneside Council
- Northumbria NHS Foundation Trust
- Northumberland Tyne & Wear Trust
- NHS North of Tyne
- The North East Ambulance Service
- North Tyneside Primary Care Trust

## LINKs:

- Darlington LINK
- Durham LINK
- Gateshead LINK
- Hartlepool LINK
- Middlesbrough LINK
- Newcastle LINK
- Northumberland LINK
- Redcar and Cleveland LINK
- South Tyneside LINK
- Stockton LINK
- Sunderland LINK

## Groups LINK has worked with:

- AIDA CIC
- Age Concern North Tyneside
- The Alzheimer's Society
- Community and Health Care Forum
- The Community Network
- Independent Living Zone
- Independent Advocacy
- Learning Disability Federation
- North Tyneside Carers Centre
- North Shields Live at Home Scheme
- North Tyneside Coalition for Disabled People
- Older People's Forum for North Tyneside
- Patients Voice
- St John's Ambulance Northumberland

## Website Designer:

- Rob Rolls

## Database Designer:

- Phil Bagnall

## Local Media:

- Up Close Magazine
- News Guardian
- Chronicle Extra / NCJ Media

## Local Businesses and Venues

- Prontaprint
- The Bigger Scene
- The Oxford Centre
- The Linskill Centre
- John Willie Sams Centre
- Wallsend People's Centre
- Segedunum
- The White Swan Centre

**And above all  
to our members**



**North Tyneside Local Involvement Network**

**The Shiremoor Centre, Earsdon Road**

**Shiremoor, NE27 0HJ**

**Telephone: 0191 200 1429**

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