

# Theme 1: Unit 4

## Link Time

## Link Time for Theme 1: Unit 4

The Link Person has a summary of the focus and content of Theme 1: Unit 4, including personal exercises that you have been asked to do.

### Purpose of the Theme 1 Link Time

The main purpose of this link time is to:

- Explain the service's approach to service planning and improvement
- Describe and discuss the opportunities for user involvement in service planning and improvement
- Explain what audit activities are happening in the service
- Describe and discuss the opportunities for user involvement in audit
- Negotiate your involvement in the service planning, service improvement or audit activities of most interest to you
- Discuss your next steps in beginning your user involvement work with the service

**TOP TIP**

The Link Person may have covered some of these points in previous Link Times. If so they will provide further detail and spend more time negotiating your role with you.

## Areas that may be discussed

### Part A: Approach to service planning & improvement

You will gain more information on:

- What service planning and improvement work happens in the service

- Why this is important to the service

- How this work influences what happens in the service

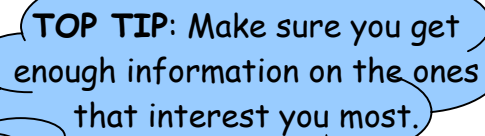
- How this is different from other services (if relevant)

## Part B: User involvement in service planning and improvement

You will gain more information on:

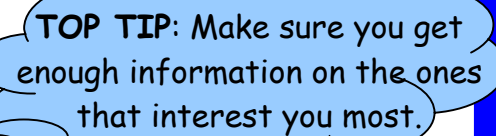
- What goals or hopes the service has for user involvement in service planning and improvement work

- What user involvement already occurs or has occurred in the service's service planning and improvement work



**TOP TIP:** Make sure you get enough information on the ones that interest you most.

- What user involvement opportunities already **exist** for service planning or improvement work



**TOP TIP:** Make sure you get enough information on the ones that interest you most.

- What user involvement opportunities are being **planned** for service planning or improvement work

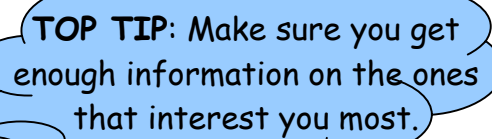
## Part C: User involvement in audit

You will gain more information on:

- What the results of the service's previous audits have been

- What goals or hopes the service has for user involvement in audit

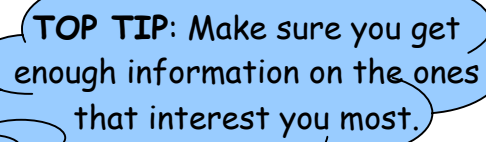
- What user involvement already occurs or has occurred in the service's audit work



**TOP TIP:** Make sure you get enough information on the ones that interest you most.

- What user involvement opportunities already **exist** for audit





**TOP TIP:** Make sure you get enough information on the ones that interest you most.

- What user involvement opportunities are being **planned** for audit

## Part D: Negotiating user consultant roles

You will clarify and negotiate the following things:

- Details on the sort of user consultant roles available or planned

- **Expectations** of you if you take up one of these roles

- The type and amount of **support** available and how that compares with what you need

- The level of **influence** you will have in decision-making

- Strategies to support you in being accountable to the wider group of people you represent

- What **the Link Person** needs to do to assist you in taking your next step

- What **you** need to do to take your next step