

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 participants 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 user consultants' involvement in the service planning, service improvement or audit activities
- Discuss user consultants' next steps in beginning their user involvement work with the service

The Link Person will cover the first general area on service planning and improvement and the last one on negotiating user consultants' next steps for involvement with the service

regardless of whether training participants have done some or all parts of Theme 1. Covering the 'User involvement in service planning and improvement' or 'User involvement in audit' sections will depend on whether or not they were included in the user consultant's training programme and which areas are of most interest to user consultants.

Recommended areas to cover

Part A: Approach to service planning and improvement

The Link Person will consider including the following points:

- What service planning and improvement work happens in the service
- Why this is important to the service
- How this work influence what happens in the service
- How this is different from other services (if relevant)

Part B: User involvement in service planning and improvement

The Link Person will consider including the following points:

- What the service's goals or hopes for user involvement in service planning and improvement work are

- What user involvement already occurs or has occurred in the service's service planning and improvement work
- What user involvement opportunities already **exist** for service planning or improvement work - they will ensure user consultants have enough information on the ones that interest them
- What user involvement opportunities are being **planned** for service planning or improvement work - they will ensure user consultants have enough information on the ones that interest them

Part C: User involvement in audit

The Link Person will consider including the following points:

- What the results of previous audits have been for the service, both those conducted by CHAI and those conducted locally
- What the service's goals or hopes for user involvement in audit are
- What user involvement already occurs or has occurred in the service's audit work
- What user involvement opportunities already **exist** for audit work - they will ensure user consultants have enough

information on the ones that interest them

- What user involvement opportunities are being **planned** for audit work - they will ensure user consultants have enough information on the ones that interest them

Part D: Negotiating user consultant roles

The Link Person will clarify and negotiate the following things:

- Details on the sort of user consultant roles available or planned in these areas
- Expectations of user consultants who take up these roles
- The type and amount of support available and how that compares with what the person needs
- The level of influence in decision-making
- Strategies to support user consultants in being accountable to the wider group of people they represent
- What the **Link Person** needs to do next to assist user consultants in taking up a user involvement opportunity in service planning, service improvement or audit
- What **user consultants** need to do next to assist themselves in taking up a user involvement opportunity in service planning, service improvement or audit