



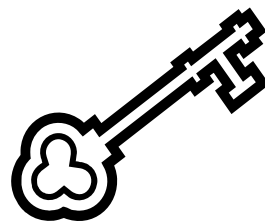
# Hestia

## User Involvement in SP through Local Involvement Networks

# Hestia

- Pan-London voluntary organisation and charity est. 1970
- Empowering People, Changing Lives
- Better Lives Forum





# Key Facts about LINKs

Created by the Local Government  
& Public Involvement in Health  
Act 2007





LINKs are networks of people  
and organisations or groups

They are able to represent the  
views and ideas of lots of different  
People



# What Powers do LINKs have?

<p><b>Make reports and recommendations and get a reply within a set amount of time.</b></p>			<p><b>Ask for information and get a reply within a set amount of time.</b></p>
<p><b>Go into some types of services to see what they do.</b></p>	 <p>Day Centre</p>	<p><b>Tell an Overview and Scrutiny Committee (OSC) what they have found and get a response.</b></p>	

## The LINK Host

- Works with local people, organisations and groups to get involved
- Supports the LINK to identify and manage activities and work programmes
- Holds the LINK finances and keeps financial records
- Provides administrative, data management and communication support



## What do LINKs do?

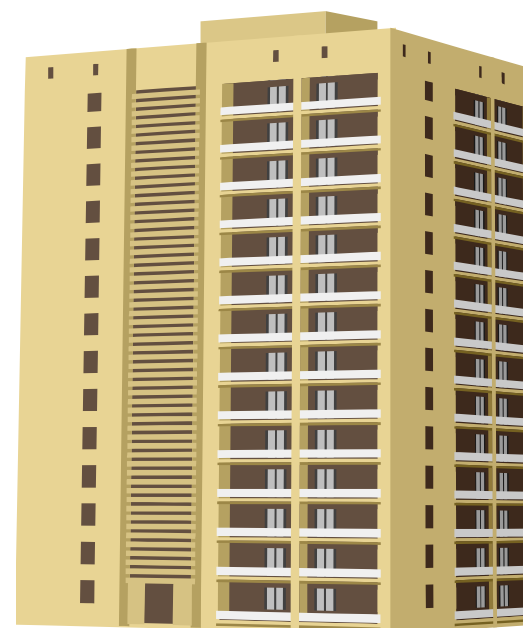
- ✓ Give people the chance to say what they think about their local services – what is working well and what is not so good
- ✓ Give people the chance to check how care services are planned and run
- ✓ Feedback what people have said about services so that things can change for the better



# Expanding the remit of LINKs

Can LINKs give people a voice beyond health and social care?

- Supported Housing
- Sheltered Housing
- Housing Options for vulnerable people



## Involvement in SP

- Service user
- Volunteer peer consultant
- Citizen

## Experience

- Supporting People training
- Tendering
- Focus Groups
- Service reviews
- 1to1 interviews
- Feedback reports
- Supporting People Commissioning Body
- West London Supporting People initiative (7 Boroughs )
- Consultations on strategies

## Involvement in LINk+

- Hopes
  - Greater voice for the service user
  - Stronger links with providers
  - Improved participation
  - Improved services
- Fears
  - Service user indifference
  - Providers / Supporting People resistance
  - Tackling the main issues