

Hestia Housing and Support

Brent Local Involvement Network

1. Introduction

- 1.1 Hestia is a registered charity, established in 1970. Our vision is Empowering People, Changing Lives and our Mission is to provide high quality services in partnership with users and local communities.
- 1.2 Hestia provides a range of support services to socially excluded groups, including people with mental health needs, young parents, people with substance misuse problems, offenders, people with disabilities and Black and Minority Ethnic groups.
- 1.3 Hestia's services include Approved Premises, Registered Care, Supported Housing, Floating Support, Outreach and Community Development. We are also the LINK Host organisation for Ealing and Kensington and Chelsea.
- 1.4 Hestia is a pan-London organisation working in 17 London boroughs, but predominantly in West London.
- 1.5 Hestia was awarded the Brent LINK Host contract with effect from 1st December 2008.

2. An Introduction to Local Involvement Networks

- 2.1 The Brent Local Involvement Network (LINK) is a community led network that will enable people to have a stronger say in how local health and social care services are commissioned and delivered. There is one LINK for every Local Authority area.
- 2.2 The legislation outlining the creation of LINKs is contained within the Local Government and Public Involvement in Health Act, 2007 (Chapter 28) with further additions outlined in the Statutory Instruments 2008 (no. 528.) These outline the remit of the LINK and the steps that must be taken before the LINK can be launched.
- 2.3 The remit of the LINK includes:
 - Promoting and supporting the involvement of people in the commissioning, provision and scrutiny of local care services
 - Enabling people to monitor the standard of provision of local health and social care services
 - Obtaining the views of people about their needs for, and their experiences of, local health and social care services

- Making reports and recommendations about how local care services could or ought to be improved to people responsible for commissioning, providing, managing or scrutinising local services

2.4 As the Host Organisation, Hestia's responsibility is to facilitate the work of the LINK. In the planning stage of the LINK the Host's role is to:

- Make organisations, community networks and individuals aware of the LINK and how it could help them have a greater say in health and social care
- Make initial agreements for working with service providers and commissioning bodies
- Involve a wide range of people and interests so that their interests are represented in the set-up of the LINK
- Consult local people and voluntary sector organisations on the governance structure of the LINK
- Set up and facilitate a planning process through which LINK procedures are devised and agreed
- Consult on priorities for the LINK
- Make sure there are sufficient LINK procedures in place to satisfy the legislative requirements
- Draw up initial plans for joint working with other organisations and networks

2.5 Following the formal launch of the LINK the Host's role is to facilitate the work that the people involved in the LINK want to do. This includes but is not limited to:

- Administrative support and holding records
- Financial management of LINK resources
- Servicing meetings
- Carrying out research and community engagement
- Training for LINK participants
- Requesting CRB checks
- Acting as a point of contact for the public, service providers and commissioners
- Writing reports for the LINK

3. A Vision for the Local Involvement Network

3.1 We want to help create a LINK that doesn't leave people out, that communicates effectively, that listens to what people have to say and is able to take action, based on community-led evidence, to try and make things better.

3.2 We also want a LINK that values participants, develops constructive strategic partnerships, doesn't duplicate what

people are already doing and concentrates on getting things done.

3.3 Our Implementation Plan is enclosed and breaks down in some details how we intend to achieve this, by meeting the following objectives:

- Establish a skilled and experienced Host staff team
- Local office infrastructure in place
- Review the role of the LINK Stakeholder Group
- Advertise and promote the LINK
- Prepare for the establishment and launch of the Local Involvement Network
- Support the LINK to develop robust governance processes and identify support needs from the Host
- Support LINK participants and stimulate diverse participation
- Develop open and constructive strategic partnerships
- Support the LINK to develop priorities and work plan of activities
- Transparent accounting of LINK expenditure
- Develop organisation support infrastructure for excellence in delivery of LINK Host contracts

3.4 Our immediate priorities are:

- **Host Staffing**

3.5 The Brent LINK Host team will be comprised of three full-time staff; a Coordinator, a Development Officer and an Administrator.

3.6 Recruitment for these posts has already commenced and two offers of employment have been made, subject to references.

3.7 Elvis Langley, our Head of Community Engagement is in post and will provide leadership and managerial support to the new Host team.

- **Host Office**

3.8 We have taken on an office lease at the Designworks in Harlesden and this is where the Host team will be based. The local office infrastructure – IT, furniture, equipment, insurance etc. is all in place.

3.9 The office address is:

Hestia
Suite 56
Designworks

Park Parade
London NW10 4HT

- **Transfer of information from Interim Host**

- 3.10 We have met with the Interim Host organisation and arranged for the transfer of information and documentation.
- 3.11 Our first introduction to the stakeholder group will take place on 11th December 2008.

- **Advertising and Promoting the Local Involvement Network**

- 3.12 We have approached the interim Host organisation regarding the registered the domain name www.brentlink.org and hope that this will transfer to Hestia. We have designed a website which allows visitors to register their interest in the LINK and feed back comments. The website will be accessible in a range of languages and font sizes. Further development to the website is taking place. We have capacity for translatable discussion forums, e-news bulletins and online voting.
- 3.13 We will devise a simple registration form for registering an interest in the LINK and this will be widely distributed, together with an information flyer, about the borough.
- 3.14 We will hold a public stakeholder event in the New Year and commence an extensive outreach programme to raise awareness, consult and build the membership base.

- **Governance Structure and Procedures of the LINK**

- 3.15 We will support the LINK to finalise their governance procedures, to ensure they are suitably robust and include:
- A LINK Constitution outlining the make-up and structure of the LINK
 - A comprehensive set of rules outlining the decision making procedures of the LINK
 - A values and principles statement for the LINK
 - Procedures for use of the LINK's legislative powers
 - Procedures for determining how the LINK's resources will be spent
 - An outline of the role of the Host organisation
 - Procedures for holding public and special interest meetings
 - A procedure for the formation of special interest groups and working parties
 - An equality and diversity statement

- Procedures defining the election process of Stakeholder Group members of the LINK and the public voting process
- The procedure for selecting and authorising representatives of the LINK to enter and view health and social care service premises
- A procedure for dealing with conflicts of interest
- A confidentiality and whistle blowing procedure
- Terms of reference and role descriptions for members of the Stakeholder Group and other LINK members
- A code of conduct for LINK representatives
- A procedure for dealing with breaches in procedure

4. Further information

4.1 For further information please contact:

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