



## Feeding in and Feeding Back at Policy Level

Participation forms the fundamental component of the plan-do-review cycle. This cycle is the key process for ensuring quality performance at all levels of the support structure.

The accumulated intelligence from the review and self-evaluation of a range of services within the locality will be taken in to the strategic plan-do-review process and in turn may inform either changes in policy or practice which will be fed back to service providers and in turn have effect on individual service users.

Where national policy fora are seeking information from locality strategic groups the evidence used to create such submissions must be derived from the experience of the service users as gathered within the area plan-do-review process.

It will be important that the information feeding in to policy review comes from:

Relevant services—from their [evaluations or reviews](#)

Individual service users who comment on [the questbook](#)

[Formal planned consultation](#)

Changes in policy could be fed back to service users through the website and information provided to services.

Local strategy groups will also be feeding the service users voice in to National Strategy and feeding back National Policy to services and service users.

