

Community-informed service design

Participation becomes more meaningful when there is a decision it can influence.

IAE helps connect community and professional perspectives to service design and evidence planning. Start with an open decision, invite the relevant voices and make a clear record of the response. Useful involvement includes questions, disagreement and ideas that cannot be adopted.

A useful first output

Begin with one open decision. Prepare an involvement brief and a practical feedback-to-action record.

For the organisation

The organisation gains a traceable account of what was heard, what changed and why. The record can inform the next design decision and prevent the same question being lost.

For the people it supports

Contributors can see the purpose of taking part and receive an honest account of what their input influenced. Adults, families and carers can speak in their own right.

Review the benefit

Ask whether contributors can identify what they influenced and whether the claimed change has evidence.

Whose experience should shape your next decision?

Explore the relevant IAE work and choose an enquiry route at iaeconsults.co.uk/working-together.html#offer-08

Prepare a useful first conversation

Use this sheet privately to shape a short outline. It is not an application, agreement or request for medical information.

Who is the work for?

Name the intended users and what they need to do. This keeps the output connected to a real task.

What is difficult now?

Describe one recurring question, handover or resource gap. An example helps define the work.

What would help first?

Choose a manageable output and how someone would use it. This prevents the brief becoming a list of activities.

Who should review and maintain it?

Identify the appropriate role and any format, language or timing needs. These shape the handover.

Leave out personal medical records and confidential case details. Keep or edit this on your device. Nothing is sent by downloading or completing this sheet.

Choose the appropriate contact route at iaeconsults.co.uk/working-together.html. Scope and arrangements are agreed before work begins.