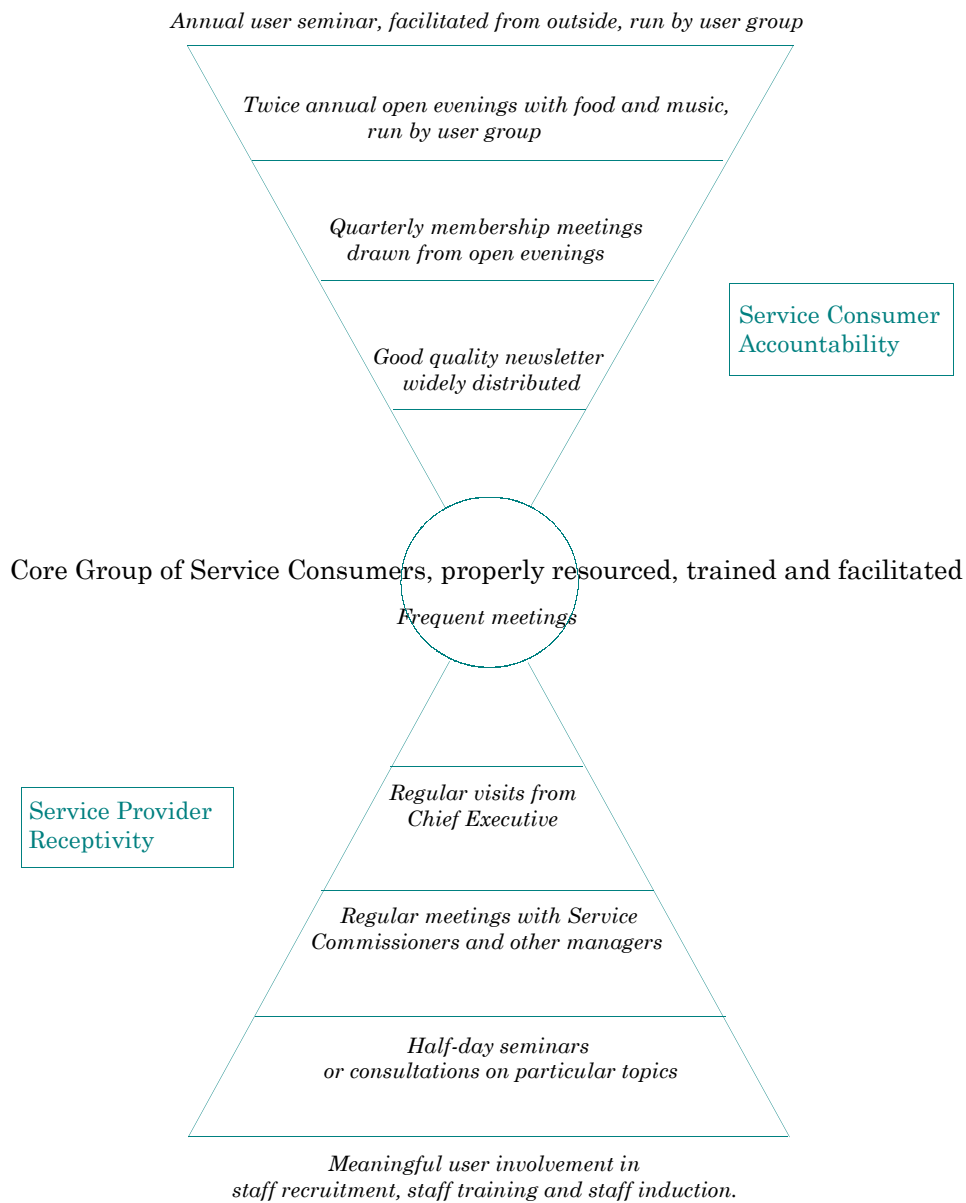


A Model for User Consultation



This model describes activities and meaningful involvements that can best be centred on a user group, properly supported. The model does not suggest that consultation should end here. For instance, it is assumed that all services would monitor their operations systematically and consistently through CPA plans, etc., and draw regular conclusions from this information. Services can also be monitored through "User Focussed Monitoring," a system conceived and developed by Dr. Diana Rose and originally run from the Sainsbury Centre, by which trained and supported service consumers assess local services through interviewing other users and visiting sites.