



**Action Plan to Enhance Personal and Public Involvement
Within the Children and Young People Directorate 2016-2017**



Introduction

This PPI Action Plan for the **Children and Young People Directorate** outlines the key actions that will be taken to enhance Personal and Public Involvement during 2016/2017 and will feed into the Trust corporate PPI Action Plan.

The key contacts in relation to this action plan are:

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PPI Indicators

1 Information

- a. Do you have information explaining who you are, what you do and how you can be contacted?
- b. Do you provide information on the standards service users and carers can expect from your service
- c. Do you provide information to help service users or carers to understand more about their health and/or social care needs?
- d. Do you signpost and/or provide information to service users / carers of other sources of support available locally?
- e. Do people who use your service and their carers know how to make a complaint?
- f. Do people who use your service and their carers know that they have a right to be involved in the planning, development and evaluation of the service you provide?
- g. Do you provide a list of opportunities for involvement?
- h. Do you maintain a database of interested people?
- i. Do you provide feedback to those who have been involved?
- j. Do you provide feedback on impact and learning?

2 Levels of involvement

- 1. Do you involve service users in the development of their care and/or treatment plan and have mechanisms in place to monitor and evaluate how staff in your area of responsibility uphold the 5 Patient Client Experience standards :
 - i. Respect
 - ii. Attitude
 - iii. Behaviour
 - iv. Communication
 - v. Privacy and Dignity?

- 2 Do you involve service users and their carers/ family in the evaluation of the service you deliver?
- 3 Do you involve service users, carers and the public in the development of new services or in planning service improvements for the service you deliver?
- 4 Do you involve service users, carers and the public in the planning and development of services/projects that influence the way your Directorate carries out its business?
- 5 Do you involve service users, carers and the public in the planning and development of services/projects that influence the future direction of the Trust?








3 Training

- What mechanisms do you have in place to assess the training and development needs of your staff to enhance their skills in personal and public involvement?
- What mechanisms do you have in place to assess the training and development needs of your service users, their carers and the public need to enable them to participate in involvement activities?
- What training and support do you provide for staff, service users and carers?
- What opportunities can you identify for service users and carers to become involved in the training of your staff?

4 Monitoring and Evaluation


- How do you measure/assess the impact and outcome of your involvement activities?
- What has been the impact of your PPI activities on services?
- Has PPI improved the patient client experience/quality of care?
- What did those involved think about the process of involvement?

1 Information

Key Objective: <i>Information that supports the engagement and involvement of service users, carers and the public is available in a variety of formats to meet identified need.</i>				
Key Deliverables	Key Actions 16/17	Time & Leads	RAG rating	Progress Update /Impact @ 31/3/17
Information explaining who you are, what you do how you can be contacted and the standards service users and carers can expect from your service	<ul style="list-style-type: none"> Revise facilities information booklets Family Support Hub – leaflet to be translated Develop user friendly leaflet for foster carers Revise Trust CWD information leaflet Dental Leaflets to be re-developed Dietetic leaflet to be revised once review complete Ensure all contact info available on Trust website/DoS Trust Directory templates being completed in relation to Gateway, Family Intervention Service, Early Years, Adoption and Fostering services 	ADs, HOS, Managers March 2017		<ul style="list-style-type: none"> Checklist exercise confirms all services have service leaflets available. All Clinical Guidelines available on intranet. Standards included as part of information leaflets and packs SW/PA's signpost YP to leaving care regional website CwD Information leaflet revised and updated; information on Trust website updated; communication strategy developed New information packs developed and provided to all families on initial contact
Information on conditions or issues relating to the service / s provided is available for Su's, Carers and the Public	<ul style="list-style-type: none"> All services to ensure written leaflets on services, conditions or issues relating to the service are up-to-date and distributed for services users, carers and the public. Use a range of leaflets from other agencies 	ADs, HOS, Managers March 17		<ul style="list-style-type: none"> Checklist exercise confirms all services have information on conditions or issues relating to the service/s provided available.
Information explaining how S Users, Carers and Public can make a complaint/ comment on service	<ul style="list-style-type: none"> All teams to keep under review IHI Advisor Improvement Programme re quality and timeliness of the Complaints Process under PCE 	ADs, HOS, Managers March 17		<ul style="list-style-type: none"> Checklist exercise confirms all services provide information on how Service Users, Carers and the Public can make a complaint or comment
Information explaining how to become involved in the planning, delivery and evaluation of the service/s	<ul style="list-style-type: none"> Continue to Display PPI 'Have your Say' poster in premises and distribute registration forms to SU, carers and Public. Focus for School Nursing and Health Visiting 	ADs, HOS, Managers March 17		<ul style="list-style-type: none"> Checklist exercise confirms all services except School Nursing and Health Visiting provide information that explains how to become involved – now in development
Database of interested people in place & maintained	<ul style="list-style-type: none"> Continue to maintain database of service user/carer details 	Managers Mar 2017		<ul style="list-style-type: none"> Checklist exercise confirms each Service Team has database.
Information that explains the areas of service / service development areas in which SU's, Carers and the Public can become involved	<ul style="list-style-type: none"> Use PPI Opp. for Involvement Template and share with service users, carers and Trust forums and groups Continue to use the Trusts Facebook and Twitter accounts to highlight opportunities for involvement Focus for School Nursing and Health Visiting 	ADs, HOS, Managers Annually.		<ul style="list-style-type: none"> Each Service Team has list of service users and carers details and opportunities for involvement are circulated as they arise. School Nursing and Health Visiting developing flyer/poster
Feedback provided to those involved and generally on impact and learning	<ul style="list-style-type: none"> Focus for School Nursing and Health Visiting Continue to feedback to those involved, colleagues and PPI Team 	Managers March 2017		<ul style="list-style-type: none"> Checklist exercise confirms all services except School Nursing and Health Visiting provide feedback- being addressed







2 Service User and Carer Involvement

Key Objective: *Service Users, Carers and the public are directly involved in the planning, delivery and monitoring of Trust services at each of the 5 levels identified in the Trust's Strategic PPI Action Plan Framework.*

Key Deliverables	Key Actions 16/17	Timescale & Leads	RAG rating	Progress Update /Impact @ 31/3/17
Specialist Child Health				
Development of Children's Disability service	<ul style="list-style-type: none"> • Work with independent consultant, Mena Wilson, re the development of the Children's Disability service within the wider context of the SW Strategy. • Establish three working groups to take forward the developments. • Link with PPI Team for support • PPI Awareness Training as required • Establish PPI sub-group • Video project N&M • Development of information pack N&M • Development of email database N&M • Mind of My Own (MOMO) APP 	CSW staff Mena Wilson March 2017		<ul style="list-style-type: none"> • Workshops took place and action plans drawn up. Final workshop was postponed due to unforeseen circumstances – will be rescheduled. • Three working groups completed presentations on: <ul style="list-style-type: none"> ➢ Thresholds – very useful for screening referrals for the teams, including the development of a protocol for supported playgroup referrals. Evidenced that the majority of casework is at level 3 and 4. Will provide a solid foundation for moving into ICT. ➢ PPI – all teams now have information folders to distribute to families at initial contact Communication strategy developed and various actions completed ➢ Training and teambuilding – laid a solid foundation for the move to ICT and the social work role e.g. consideration to supervision arrangements and peer support. Also looked at the development of sharing of good practice. • All teams linked in with Sinead Hughes, User Involvement Development Officer – attended team meetings, provided information and advice • Service review and planning event scheduled for 17 Oct 2016 • PPI awareness training delivered to C&B Team • PPI sub group to be established • Video Project enabled a parent to tell their story and heighten public and staff awareness of the service • Information pack increases families' knowledge of support available • Information and news can be readily distributed and accessed





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Specialist Child Health				
Development of Children's Disability service continued	<ul style="list-style-type: none"> Involve 19 Plus group in the Development of Protocol for Transition 	M Irwin & L Waugh March 2017		<ul style="list-style-type: none"> Group and wider parental involvement involved in development of Transition Protocol. New 'young person friendly' Transition Booklet launched – young people involved in design and production
	<ul style="list-style-type: none"> Establish Parent / Carer Service Improvement Group 	L Waugh M Wilson		Final workshop was postponed so further work required in this area.
Parents to influence the development of Autism services	Continue to support the involvement of parents at the Trust ASD Forum and the Regional ASD Network sub-groups	Hilary McFaul		
	Continue to support the development of the ACORNS for Autism parent group	Autism Staff		<ul style="list-style-type: none"> Group continue to meet in Acorns premises. Autism Parent group offered support to CAMHS parent group to share experiences
Short Break Service	<ul style="list-style-type: none"> Involve service users, carers and stakeholders in the re-design of Short Break Services, including development and opening of new medium-term unit in Carrickore Newry 	Lesley Waugh March 2017		<ul style="list-style-type: none"> Parent consultation / information sessions held in Oaklands, Willowgrove, and Carrickore children's residential units Family fun day – information day held Gosford Armagh Short Breaks carers involved in video to promote and recruit carers for short breaks Communication strategy developed Links with Service User Involvement Officer further developed Carer support group facilitated by SW student.
Dietetics	<ul style="list-style-type: none"> Involve service users and parents evaluation of the Paediatric Dietetic Service 	G Hamilton		<ul style="list-style-type: none"> Ongoing. New Paediatric Lead Dietitian appointed and work underway to establish a Service User group. Evaluations continue to direct change, e.g. recent feedback from parents regarding use of post codes led to greater efficiency.

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Specialist Child Health				
Community Dental	<ul style="list-style-type: none"> Continue to carry out service evaluations Evaluate Dementia and Oral Care leaflet 	M Oliver March 2017		<ul style="list-style-type: none"> Patient satisfaction surveys and evaluation of training programmes and resources complete. Individual Oral Care plan following assessments
AHP General	<ul style="list-style-type: none"> AHP Teams to seek parent evaluation of specific group interventions and feedback on service delivery via questionnaires. AHP services to work in partnership with Education authority and directly with schools to agree an integral approach in delivery of health care. 	Pauline Douglas AHP leads March 2017		<ul style="list-style-type: none"> Ongoing in relation to parent evaluation and development of annual report outlining parents views. Trust participating in Regional review currently underway with PHA and ELB.
CAMHS	<ul style="list-style-type: none"> Involve service users and parents in the establishment of the ID (Intellectual Disability) – CAMHS 	P White March 2017		<ul style="list-style-type: none"> Co-production initiative underway with Participation Network NI and Barnardos Six Sense. Creation of Young Person / Parent Carer Forum. Partnership between ID CAMHS and the Educational Shakespeare Company.(engaging young people and their families in a therapeutic film-making process to help share their stories)
	<ul style="list-style-type: none"> Involve service users and parents in CAMHS generic 	P White March 2017		<ul style="list-style-type: none"> All Children, Young People and Parents are actively involved in their assessment, care planning and intervention, as part of CAMHS collaborative therapeutic approach. 3 Young People User Involvement Groups have been developed and young people are actively engaged in service developments such as designing service information leaflets (SHIP) Comments boxes are available in all Clinics. CORC service / intervention evaluation tools are used pre and post treatment for all children and young people. Various collaborative / integrated Groups for young people have been provided by ASD/CAMHS Connect service. As part of professional registration CAMHS staff written feedback from children, young people and parents using Trust "Patient Feedback" template. CAMHS participate in regional working groups which have young people representatives (Regional Integrated Care

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Specialist Child Health				
				Pathway). <ul style="list-style-type: none"> VOYPIC is employed with CAMHS Step 5 hearing the voice of young people. CAMHS actively contributed to 10,000 voices project in seeking the voices of children, young people and parents.
Child Development Clinic	<ul style="list-style-type: none"> Undertake service evaluation Establish Parent / Carer Service Improvement Group 	D McAtasney Dr David Grier March 2016 (summer 2016)	 	<ul style="list-style-type: none"> Service evaluation completed In progress. Met with parent reps (4), need to look at how we engage more users Also changed referral pathway
Occupational Therapy	<ul style="list-style-type: none"> Involve parents in the Statutory Assessment processes related to specialist equipment provision including wheelchairs and adaptations to the home 	March 2017		<ul style="list-style-type: none"> Complete and ongoing New process to be evaluated by March 2017
Community Children's Nursing	<ul style="list-style-type: none"> Continue to involve parents and carers in the development of care plans for their children Encourage families to complete 10,000 Voices questionnaire 	Julianne Lee March 2017		<ul style="list-style-type: none"> Parent involvement in the development of care plans is an ongoing process. 10,000 voices questionnaires completed and feedback was shared with staff in team meetings, notice boards and via CCN newsletter. Impact on staff was improved staff morale as a result of high level of very positive feedback. Impact on service users, improved patient experience as feedback was used to make changes to service delivery.
Paediatrics and Neonatal	<ul style="list-style-type: none"> Continue to promote parental involvement in baby care plan and parent craft in hospital and in preparation for discharge Continue to have a parent comments book to encourage family feedback in neonatal 	B McGibbon Grace Shepard March 2017	 	<ul style="list-style-type: none"> Regional neonatal discharge questionnaire developed by neonatal network NI .Distributed to parents on discharge from Neonatal Service. Completed questionnaires sent to PHA for analysis and quarterly reports distributed to units. Parental engagement group has been set up by regional neonatal

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	<ul style="list-style-type: none"> Parents/ Families encouraged providing comments and being involved in plans for the 			network and discussion on a range of issues ongoing with parents in relation to Neonatal service delivery
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Specialist Child Health				
Paediatrics and Neonatal continued	new children's unit <ul style="list-style-type: none"> Continue to involve parents and carers in the CHOICE programme – diabetes paediatrics. Staff to regularly liaise with the diabetes user group Monitoring of patient views on turnaround of reports back to GP QI initiative recommendations followed up in relation to Down Syndrome Multi-professional clinic 	B McGibbon Grace Shepard March 2017		<ul style="list-style-type: none"> Paediatric service questionnaire developed by Dr S Thompson Clinical Medical Director. Distributed to all parents on admission. Completed questionnaires returned to Ward Manager to be analysed by Dr Thompson. UTI Guidance being developed in DHH with a parent included in the working Group New Changing for Children services on both Daisy Hill and Craigavon sites: User meeting took place on 12th October 2016 in 3N Craigavon seeking parents and user input. User meeting for Daisy Hill currently being organised for the next 2 weeks inviting parents and users to contribute to new service plans. 'Harvey's Corner' dedicated area within the new play facility has parents involved in the design etc. with staff and play therapist.

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<i>Family Support and Safeguarding</i>				
Health Visiting and School Nursing	<ul style="list-style-type: none"> • Hold Family Nurse Partnership Event • Continue to develop Baby Friendly Initiative • Encourage uptake of GAIN Audit • Evaluate the pilot Solihull Parenting programme • Include interpreter to help evaluate service 	Julie McConville Marie Doran March 2017		<ul style="list-style-type: none"> • Armagh and Dungannon and Craigavon and Banbridge were successful at receiving Baby Friendly Accreditation in March 2016 and Newry and Mourne Locality and DHH and CAH have all successfully achieved Stage 3 accreditation which requires feedback from on their experience of midwifery and health visiting parents through external telephone interviews with Baby Friendly external auditors i.e. approx.120 mothers interviewed for recent assessments. • The Gain Audit has been completed in December 2015 and parents provided feedback through telephone surveys on their experience of the Healthy Child Healthy Futures programme for preschool and school age children. Workshop to disseminate findings in March 2016 to develop practice in line with audit findings and service user feedback. • Pilot Solihull Understanding your Child Programme completed. • Ongoing use of interpreters to evaluate service contacts. • Health visitors and Health Visiting Team Managers involved in getting service user feedback on parents experience on the 'bruising in pre-mobile babies protocol' for current audit which is due to be completed at the end of September – this feedback will be important to shape practice post the audit. • Service use feedback obtained through and at end of the Trust led 'Active 4 Life' programme for year 8 children. • Service user feedback shared at SCPHN Governance Forum – overview of compliments and complaints in order to influence practice. • Nurses seeking feedback from service users as part of their revalidation process. This is leading to positive change for example has reinforced importance of the ' my name is'

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				<p>initiative.</p> <ul style="list-style-type: none"> Leaflet designed to encourage further PPI, through feedback from parents.
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Family Support and Safeguarding				
Northern Ireland New Entrant Service (NINES)	<ul style="list-style-type: none"> Stakeholder engagement including service users to develop and launch new service 	J McConville M Bunting March 2017		<ul style="list-style-type: none"> NINES service user was involved in the development of a video which was used at launch of the new service in June 2016 and will be used to encourage others to use the service.
Family Nurse Partnership	<ul style="list-style-type: none"> Hold Family Nurse Partnership Graduation Event 	Mairead Donnelly December 2016		<ul style="list-style-type: none"> FNP graduation event held on the 14.06.16 and service user video feedback on the programme provided during the event and a service user spoke at the event about her experience of the programme. Clients also provided their individual feedback via a comments tree. Service users are involved at the Family Advisory Board meetings and clients will be involved for the pending recruitment of a new family nurse.
Surestart	<ul style="list-style-type: none"> Continue to support good user and community representation on the Surestart Mgt Committees 	C Eastwood J McConville March 2017		<ul style="list-style-type: none"> Parent's forums have been developed to enable parents to provide feedback to the Manager and the Sure Start Committee.
Child Protection services.	<ul style="list-style-type: none"> Users to influence the development and delivery of child protection services. To contribute to the development of a user group in respect of Case Conferences PPI audit and awareness raising to be carried out by Social Work student Further work by a second student will assess the viability of user focus groups or semi-structured interviews to elaborate families' experiences 	Mary Logan & David Douglas March 2017 Ros Lyness Dec 2016		<ul style="list-style-type: none"> Database of interested people developed and used as consultation base. Development of leaflet re Support Persons. Data base is reviewed regularly PPI audit carried out in Armagh Urban FIT by a SW student, leaflet explaining the service produced. Questions for consideration by practice teachers and students re possible PPI activity produced. 15 staff completed PPI awareness training.

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Looked After Children	<ul style="list-style-type: none"> Establish 12-16 Years' Service User Group to provide young people with the opportunity to express their views, to be involved in shaping services for young people in care now and in the future and take responsibility for decisions that affect their lives 	Stella Kelly March 2017		<ul style="list-style-type: none"> 'Our Lives, Our Voice (OLOV)' Service User Group established. TOR & Action Plan developed. 12 meetings held Good Practice guidelines to enhance young people's participation in LAC meetings reviewed and updated by young people and recirculated. Currently focusing on updating the existing suite of young people's contribution forms for LAC Reviews. Development of 12-16 LAC group has led to planning for first session.
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<i>Family Support and Safeguarding</i>				
Safety in Partnership	<ul style="list-style-type: none"> Explore ways of involving people with experience of being involved with social services regarding children's safety and welfare to assist social workers to keep children safe and ensure parents are fully involved in the process and able to express their views. 	Niamh Donnelly March 2017		<ul style="list-style-type: none"> Expression of interest flyer developed Parental and carer feedback strongly validated the model as ensuring that they felt listened to, felt fully included in the decision making process, and had an increased understanding of social services concerns around their children. Staff feel that this model helped improve working relationships between users and social work staff.
Service User Experience at Gateway Services	<ul style="list-style-type: none"> Improvement methodology will be applied to obtaining the views of service users at the Front Door of Children's Social Work Services. 			<ul style="list-style-type: none"> Feedback will be used to develop a set of standards for social work practice at the Front Door. Survey results being put to practical use in determining future practice, including promoting existing good practice. Further survey to be carried out by May
Young Carers	<ul style="list-style-type: none"> Young Carer group and representatives involved in multi-agency meeting to raise awareness re the young carer's agenda, to develop pathway for young carer and to identify any themes in service provision or practice. Young Carer assists in the facilitation of training to SHSCT trust staff across all POC's and to other agencies as required 	Donna Murphy March 2017		<ul style="list-style-type: none"> Completed and Impact template received Training remains on-going
<i>Corporate Parenting</i>				
Care-experienced	In partnership with other Trusts, continue to involve trained care-experienced young people as peer educators to shape service development regarding fostering & residential care	L Stevenson Team Leaders		<ul style="list-style-type: none"> Complete Care experienced young people have been trained and involved in the recruitment of staff for the 16 plus service, this




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young people influence service planning and strategy development.	and develop a process around reviewing and developing action plans from feedback currently gathered from young people.	June 2016		is a very worthwhile exercise and has made the recruitment process more relevant and meaningful for both the panel and the interviewees. <ul style="list-style-type: none"> Care experienced young people will also now be involved in the PPCS committee. We also have involved care leavers in the recruitment of foster carers campaigns and this has been very positively received. Young people involved have attested to increased knowledge skills and confidence as well as feeling that the Trust are serious about involving them in shaping services.
	Continue to support the development of the LAC 16 Plus Service User Group To review and continue to ensure the training needs are met of young people on the 16 Plus Service User Group – 2016/2017 Education Library Board to deliver Committee Skills Training to SUG due to change of Young people and newly appointed members. Ensure all 16 Plus SUG are signed up to Millennium	M Cullen March 2017		3EOIs from young people re PPI Panel however despite support from Mairead did not progress. Creation of a snap video diary entry for establishing a connection with care experienced young people in South Africa led by Steve Mack. SUG young people took part in the 2016 National Care Day event within the Trust over 3 days and three venues– changing the story/raising the profile of care experienced young people.


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Key Deliverables	Key Actions 16/17	Timescale & Leads	RAG rating	Progress Update /Impact @ 31/3/17
Corporate Parenting				
	Volunteer with the Trusts Volunteering programme, support young people to keep Volunteer record books up to date. CAREDAY 2017 – SUG will continue to be involved in CARE DAY 2017, organising an event for the Trust.			The Youth Social Enterprise Programme (YSEP) is a HSC pilot programme which will explore the possibility of setting up a social enterprise run by and for young people who are care experienced.
Care-experienced young people influence service planning and strategy	Social Enterprise Project – Representatives from SUG will be involved in a Social Enterprise Project with the Department of Health.	Liz Stevenson March 2017		Through direct engagement with young people, consultation with stakeholders and research the YSEP have developed four business ideas which have been taken to proof of concept. The strongest business idea out of the four was identified and will proceed to full business plan by end of 2016. This is being progressed in consultation with HSCB and a steering group has been established.



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development.				
Implementation of the Mind of My Own (MOMO) App for Looked After Children	Looked After Children have opportunity to provide their views and wishes via the electronic app thus providing a user-friendly and age-appropriate medium for communication	March 2017		This is no longer progressing in CYP as it was very challenging to have it established amongst staff and young people.
Children's Residential	<ul style="list-style-type: none"> • Non – executive director to carry out un-planned visits on a quarterly basis and gather feedback from young people • OFMDFM 'Life in Care Study'. Encourage young people to become involved • Continue to hold young people's meeting in each facility 	Mildred Hollywood		<ul style="list-style-type: none"> • Complete • Individual Trust response to study and report to each Trust • Currently implementing recommendations • Independent advocate from VOYPIC took on the chairing of the young people's meetings in the house. • Independence is introduced. • Advocate can raise contentious issues on behalf of young people. • Conflict is reduced by taking residential staff out of the meetings. • Young people have seen results and feel listened to, and it is planned to roll this out Trust wide..
Consultation and Therapy Service for LAC and Adopted Children	<ul style="list-style-type: none"> • Explore possibility of holding focus groups with 16 plus service user group and 12-16 service user group as part of the overall Review of Scaffolding Service • Delivery model – look at the Care Pathways for LAC moving into Mental Health Services (CAMHS and LAC) 	Tom Teggart March 2017		Scaffold review is ongoing and Dr Teggart in consultation with Stella Kelly Principal Practitioner for LAC will engage with a number of service users and other key stakeholders and seek their views.

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Key Deliverables	Key Actions 16/17	Timescales & Leads	RAG rating	Progress Update /Impact @ 31/3/17
Corporate Parenting				
Home on Time Project	<ul style="list-style-type: none"> • Gather feedback from families once project up and running 	Deborah Muldoon/ Geraldine Mulholland June 2016		<p>Mid -term evaluation report being completed and will be available on 1st November</p> <p>8 children and 7 birth parents engaged in the scheme all at varying stages of permanency, to date no child has returned home to birth parent. A further two children were to engage in</p>

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				<p>assessment early new year which means in total 10 children will have engaged in assessment by January 2017.</p> <p>All of the children have been presented to the Adoption panel within 1-2 months of rehabilitation being ruled out. This is highly significant as the Adoption Panel and legal advisors had identified significant delay for children coming to panel when a Care plan of Adoption was agreed.</p> <ul style="list-style-type: none"> - Securing a permanent home quickly for a child - Reducing protracted care proceedings and reducing legal fees - Upskilling staff - Offering and if availed off delivering intensive and specialist supports to parents to enable them to work towards rehabilitation with the child - Reduction in pressures on mainstream LAC teams
Family Placement Service	<ul style="list-style-type: none"> • 2 Foster Carer forums to be established in the Trust with emphasises on involving carers in service development, recruitment and training of new foster carers. 	C McCafferty /Martin McGrath March 2017		<p>There are currently 2 Foster carers forums established, one in Newry which is very active and in place for over a year. A new group has been established in Armagh and Dungannon locality since June and is currently developing objectives, core membership and funding streams.</p>
Evidencing compliance with the 5 PCES	<ul style="list-style-type: none"> • Identify CYP rep for PCE Steering Group • Agree CYP PCE priorities for 16/17 <ul style="list-style-type: none"> • Improvements to complaints process • Implementation of MOMO app • Evaluate experience of Gateway service • Safety in partnership in FSS • Yoga for LAC • Implement and provide quarterly up-date reports • Make use of the Compliment Poster Template to showcase compliments /experience of service users and carers • Develop a process with young people to establish what respect means to them and how staff meet their expectations 	P Morgan ADs CYP March 2017 HOS and Independent Chairs		complete

3 Training

Key Objective: Key Objective: *Training is provided to support staff, service users, carers and other stakeholders to develop skills and knowledge to enhance service user involvement at all levels across the Trust.*

Key Deliverables	Key Actions 16/17	Timescale & Leads	RAG rating	Progress Update /Impact @ 31/3/17
Staff receive training to develop skills and knowledge to enhance PPI within their work	<ul style="list-style-type: none"> Promote and encourage up-take of PHA PPI Awareness module on Trust E Learning platform Link with PPI Team for support as required Diversity training Cultural awareness and to feedback to team members and discuss at team meetings 	HOS, Team Leaders Mar 2017		<ul style="list-style-type: none"> 31 staff completed PPI ELearning PPI Awareness training delivered to CWD CB Team (11 Staff) PPI awareness training delivered to Armagh (Urban) FIT - 15 staff.
Service Users, Carers and the public have access to training to develop skills & knowledge to participate effectively in the planning, delivery, monitoring & evaluation of services.	<ul style="list-style-type: none"> Disseminate information about relevant training courses to voluntary/ community sector 	All staff March 2017		
	<ul style="list-style-type: none"> To review and continue to ensure the training needs are met of young people on the 16 Plus Service User Group by TASKE and 16 Plus teams. 	Ongoing Liz Stevenson		Ongoing work via 16 plus service user group and TASKE employability scheme
	<ul style="list-style-type: none"> Review available reports on the development of models of participation e.g. Sixth Sense, Children and Young People. Continue partnership with Sixth Sense & NI Parents' Council to develop appropriate strategies e.g. transition strategy 	HOS Team Leader and facilitator of Sixth Sense Project.		
Service Users, Carers and the public are involved in staff training.	<ul style="list-style-type: none"> Identify opportunities to involve Service Users, Carers and the public when developing staff training Focus for AHPs, Dental, School Nursing and Health Visiting Continue to promote the involvement of Carers in the delivery of carer assessment awareness training for Trust staff 	ADs, HOS & Team Leaders G Patterson Training Unit		<ul style="list-style-type: none"> Young Carer assists in the facilitation of training to SHSCT trust staff across all POC's and to other agencies as required Service users from DCYPP have facilitated disability training within CAMHS Lead Nurses for Health Visiting and School Nursing are developing flyers to advise service users of ways in which they can become involved in service evaluation and developments.

4 Monitoring and Evaluation

Key Objective: <i>Establish systems and process to monitor and evaluate PPI activity across the Trust</i>				
Key Deliverables	Key Actions 2016/17	Timescale & Lead	RAG rating	Progress Update /Impact @ 31/3/17
Monitor progress against key deliverables in PPI Action Plans	<ul style="list-style-type: none"> Continue to ensure staff up-date PPI Action Plans for their area of responsibility Continue to complete and return PPI Impact Template Link with PPI Team to help produce regular reports as required 	HOS/ Team Leaders PPI Team		
Continue to record new PPI activity	<ul style="list-style-type: none"> Continue to encourage the completion of Impact Template to capture new PPI activity and impact to contribute to Annual PPI Report 16/17 	HOS/ Team Leaders March 2017		
Evaluate how those involved in PPI Activity think about the process of involvement	<ul style="list-style-type: none"> Division to develop evaluation strategies to capture how those involved in PPI activity think about the process of involvement Continue to use evaluation tools to capture feedback from service user and carer involvement of their involvement activity. 	All teams March 2017	