



**Action Plan to Enhance Personal and Public Involvement
Within the Children and Young People Directorate
2018-2019**



This PPI Action Plan outlines the key actions that will be taken to enhance Personal and Public Involvement during 2018/2019 and will feed into the overall 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?

2. Service User & 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 2018/19	Timescale & Leads	RAG Rating	Progress Update / Impact @31/3/19
Specialist Child Health				
Autism services	- Continue to support the involvement of Parents / Carers at Trust ASD Forum, regional ASD Network sub-groups and service improvement initiatives - Continue to support the development of the ACORNS for Autism parents group - Develop better relationships with 3rd sector and charitable groups - Involve service users and the Appleby Trust in the:- - co-creation of a social enterprise – Art cooperative / Art Café and the development of a funding bid to the Big Lottery Fund - Development of an Autism Awareness campaign in conjunction with our children and young people - Through the establishment of the 'on the spectrum' band they have now secured ongoing 'gigs' and payment through these performances. The development of arts as a therapy is to continue within the service	Denise Carroll Autism Staff March 2019		- Ongoing - ASD Forum continues to meet bi-monthly - local representation continues at regional ASD Network sub-groups - Service users / Parents involved in the 'Co-production Work Stream Initiative' to deliver a single 0-18 service to assess / diagnose Autism - Ongoing - ACORNS for Autism parents group continues to meet on a regular basis - Ongoing - ASD / CAMHS Connect service overseeing the establishment of a confederation of 3rd sector and charitable groups. - This funding has now been secured therefore work is underway with our young people to develop the social enterprise - The Autism Service is launching the Autism Aware campaign to local businesses on Autism Awareness week on 3rd April held in the Armagh Planetarium. This short DVD has been coproduced by our young people, narrated and produced by our young people and is a fantastic opportunity for our local businesses to become Autism Aware - The service has secured a full time creative therapy support worker who is key to the development of the therapies within the service. Young people have developed and formed bands and are supported either intensively or using an arm's length approach. Impact – Increased ownership and commitment; Increased awareness and understanding within local communities and Responsive and appropriate services

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Specialist Child Health				
Autism Services – ASD / CAMHS Creative Studio PPI small grants funded project	Aims to improve the social and emotional wellbeing of young people with ASD and mental health difficulties by providing them with an opportunity to create, learn and work within a creative studio	Conchur White March 2019		Creative studio created and equipment sourced. Music groups held x 2 weekly with young people building on their resilience, communication skills and other skills by the use of music and other art mediums. The young people continue to engage with services and suggest improvements and have performed at a number of trust conferences Impact – Direct service user engagement on decision making and improved relationships
Children's Disability Short Break Service	- Continue to support the involvement of Carers with Support Group - Improve communication with Parents / Carers including development of a newsletter in conjunction with SPACE showcasing short break services - Evaluate Mindfulness programme for carers - Evaluate 'Caring for Carers' YMCA Programme	M Irwin March 2019		- Short Breaks Carers Support Forum now incorporates Specialist Childminders and they have developed a new Short Breaks Team leaflet that is more accessible to the general public. At present they are working on a "Welcome to our Home" pack for Short Break respite foster carers. Buddy system peer support service also being considered by the carers - SPACE newsletter about all aspects of Children's Disability Services has been published twice (summer and Christmas) in digital and hard copy form with positive feedback received from parents / professionals - Evaluation of Mindfulness programme for carers showed significant improvements in satisfaction with life and a decrease in perceived stress levels. Impact – Improved communication, increases allowance, additional support
Short Breaks Service for Children with Disabilities and the Early Years' Service PPI small grants funded project	The Early Years Team and Short Breaks Team in the Southern Health and Social Care Trust will come together to develop a pilot specialised childminding scheme to provide short breaks for children with disabilities	Mark Irwin and Zoe Morton March 2019		Service piloted with childminders who expressed an interest in registering for the scheme which provides opportunities for inclusion and promote diversity in a community based short break experience for children with disabilities instead of using traditional residential placements. Impact – Improved communication, increases allowances, additional support which promotes inclusion in the community

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Specialist Child Health				
Children's Disability Transition Service	- Commission evaluation of Person Centred Planning Process via service users and Barnardo's 6th Sense group - Showcase transition model in SHSCT at a regional level using video testimonies from service users and carers	M Irwin March 2019		- This has been commissioned but due to staffing issues within Barnardo's and challenges in accessing some historical information this has not progressed to date. Will be revisited when Barnardo's able to facilitate - Presentation at NISCC lunchtime seminar was attended by 60 individuals from across Northern Ireland in Belfast with high levels of positive feedback being received. Excerpts from the video have been used to showcase the use of Self Directed Support within transition and beyond. Transition model was also showcased at the Carers Trust event at the end of November 2018 in Newry with 80 carers and professionals attending Impact: increased self-esteem and confidence of young adults involved, engendering a true sense of equality in the process; increased awareness that social work needs to employ a variety of mediums to spread information and examples of good practice, whilst utilising technology to a greater degree
Children with Disabilities Transition Service	Working collaboratively with schools, the Education Authority, parents, young people and several other agencies we aim to develop and deliver a bespoke personal development programme for young people with disabilities within the Southern Trust who are known to Children with Disabilities	Gerald Donnelly March 2019		- Developed in consultation with special schools, parents /carers of young - Young people availing of the programme have a specific person centred plan developed and this will be used to help shape and develop the programme. The programme assisted in developing a range of life skills for young people availing of it and helped develop their social, communication and life skills whilst equipping them with a degree of self-efficacy. The young people availing of the programme will have significant disabilities and as such attendance at the programme will benefit their carers insofar as it will provide much needed short break for carers whilst also promoting links with a range of voluntary and community organisations enhancing their support network. It provided the young people with the opportunity to socialise with peers from different schools and develop social skills and friendships whilst learning practical skills and acquiring the confidence to put these to use as they progress into adulthood Impact - Improved communication and support

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<i>Specialist Child Health</i>				
Children's Disability service	- Continue to support the involvement of parents / carers with support group - Continue to support the development of Short Breaks Carers Forum - Improve communication with Parents / Carers including those impacted by the challenges regarding provision of overnight short breaks - Increase opportunities for service users / carers to feedback on services - Increase opportunities for service users to access community based activities.	L Waugh & CSW staff March 2019		- Short Breaks Carers Forum membership continues to increase with topics/areas of work being identified by the carers. Student social workers assisting along with Short Breaks staff 5 x information sessions run Jan/Feb 2019 to inform community playgroups and professionals about the Supported Playgroup service and changes to the service to increase access and minimise excluded groups not being able to use the service - All parents/carers currently known to CWD teams and CCN teams invited through an expression of interest process to join a newly formed Parents/Carers forum. This aims to provide families and carers of children with a disability up to the age of 18 the opportunity to come together to share ideas, issues and solutions, and to help Trust staff plan services to best meet their needs in the spirit of co-production - Those who attended the meeting had the opportunity to provide their email address for the purposes of self-formation of a peer support group. – circulated to those interested. Carers groups have been approached to assist with formation of peer support group - Parents/ carers have/will continue to be involved in reviewing current newsletter, information leaflets and CWD packs to advise on quality and changes required - Parents/ carers have identified key areas of work including peer support/ information sharing/ service improvement and communication. They will form sub groups to work on identified areas of improvement with Trust representatives - Ongoing meetings with Trust representatives will also now be facilitated in regard to progressing Integrated Care Services for Children with Disability Impact – improved confidence and relationships

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Specialist Child Health				
Children's with Disability service PPI small grants funded project	- Establish a parents/carers forum for children with disabilities - Design a CWD newsletter for all parents/carers and distribute these to families	Elaine Mooney		- Meetings held in each locality across the trust area with 35 parents expressing an interest in establish a parents/carers forum. We plan to continue the development of this group into 19/20 - Newsletter developed and printed in partnership with SPACE Impact – increased communication and direct engagement with parents/carers which is improving relationships and confidence in services
Child Development Clinic	Continue to support the establish Parent / Carer Service Improvement Group	D McAtasney March 2019		Parent/Carer Service meetings have taken place in each localities and work will be progressed over the next year to support the development of this group Impact – increased communication and direct engagement with parents/carers which is improving service delivery
Dietetics	- Involve service users and parents in the evaluation of the paediatric dietetic service - Seek feedback from parents / carers / users attending type 1 diabetes clinic - Establish a Service User group	G Hamilton March 2019		- Ongoing - Service users and parents continue to be involved in the evaluation of the paediatric dietetic service - Ongoing - Staff developing greater understanding of health seeking behaviours of families attending type 1 diabetes clinic - Ongoing - plans being develop to establish a Service User group Impact - Responsive and appropriate services; and support in tackling health, social wellbeing inequalities
Occupational Therapy	Involve parents in the Statutory Assessment processes related to specialist equipment provision including wheelchairs and adaptations to the home	March 2019		Ongoing - OT, Physiotherapy & SLT advice reports for statutory assessment process shared with and counter-signed by parents prior to submission. Parents actively participate in assessment process and trials of specialist OT & Physiotherapy equipment and SLT Communication aids. Equipment checklists developed for issue and signed by parents. Recommendations & specifications relating to housing adaptations from OT submitted using regionally agreed Toolkit and shared and agreed with parents in advance of final sign off Impact - Responsive and appropriate services

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Specialist Child Health				
CAMHS	• Involve service users and parents in the establishment of the ID CAMHS • Continue to support the involvement of parents at the Trust ASD Forum • Continue to support the development of Young Person / Parent / Carer Forum • Continue to support 3* Young People User Involvement groups • Develop better relationships with 3rd sector and charitable groups	P White March 2019		• Ongoing - Co-production of leaflet & appointment letter for new parents and establishing buddy system and support groups • Ongoing - ASD Forum continues to meet bi-monthly. Parents and YP involved in 'Co-production Work Stream Initiative' to deliver a single 0-18 service to assess and diagnose Autism • Ongoing - Staff continue to support the development of a Young Person / Parent / Carer Forum • Ongoing - staff continue to support 3 * Young People Involvement Groups • Ongoing - ASD / CAMHS Connect service overseeing the establishment of a confederation of 3rd sector and charitable groups Impact - Increased levels of service satisfaction; Help in priority setting and decision making & Responsive and appropriate services

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Specialist Child Health				
Community Dental	- Continue to conduct audits to determine patients, parents & carers priorities at appointments in clinics and theatre - Involve patients in pain management research project - Involve patients and carers in a research project measuring levels of morbidity following full mouth rehabilitation under General anaesthesia and what could be done to improve the service - Continue to involve service users/cares/parents in the evaluation of training delivered in the community (Preschools, Nurseries and Playgroups) ensuring that it meets the needs of service users - Continue to involve 3rd sector organisations in planning, delivery and evaluation of services - Continue to involve parents in the planning, delivery and evaluation of the D Syndrome Project (Newry) - Continue to involve Carers groups in identifying gaps in service provision and emerging needs - Continue to raise awareness of oral health via exhibitions, campaigns and presentations - Continue to develop resources and facilitate oral health training in response to requests/suggestions from other professional groups	M Oliver March 2019		- Ongoing - Audits continue to be used to determine patients, parents & carers priorities at appointments in clinics and theatre - Ongoing - Patients continue to be involved in pain management research project - Ongoing - Patients and carers continue to be involved in a research project measuring levels of morbidity following mouth rehabilitation under GA and what could be done to improve the service - Ongoing - Service users/carers/parents continue to be involved in the evaluation of training delivered in the community (Preschools, Nurseries and Playgroups) ensuring that it meets their needs - Ongoing - 3rd sector organisations continue to be involved in the planning, delivery and evaluation of services - Ongoing - Parents continue to be involved in the planning, delivery and evaluation of the D Syndrome Project - Ongoing - Carers groups continue to be involved in identifying gaps in service provision and emerging needs - Ongoing - Awareness or oral health continues to be raised via exhibition, campaigns and presentations - Evaluation has been very positive for the Health Visitor 3year old in the Home programme. We are actively engaged in securing extra funding to continue this needed programme - The End of Life Pack, an Oral health Resource for Palliative Care Teams, which was developed in May 2017, continues to receive excellent feedback and work is on-going to make this Pack more accessible Impact – Local communities are better informed about oral health, The Bamford Oral Health Pack has been amended and updated following feedback from service users and Partnership with school nursing teams has secured funding to develop 2 new oral health programmes which will be rolled out

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Specialist Child Health				
AHP General	Continue to seek parent evaluation of specific group interventions and feedback on service delivery via questionnaires	Pauline Douglas AHP leads March 2019		Ongoing work being completed and parents / carers are encouraged to feedback on the service Impact – Direct Parent / carer engagement on service delivery which results in better outcomes
Local Engagement Partnership (LEP)	Continue to support the establishment of the Local Engagement Partnership (LEP)	Kathy Lavery March 2019		Local Engagement Partnership (LEP) group has been established and work is ongoing around developing this group Impact - improved partnership working and improved relationships among service users/carers and professionals
Community Children's Nursing	- Continue to involve Parents/Carers in the development of care plans for their children - Involve parents in the review of CCN service hours - Continue to provide regular, relevant information to parents - Integrated Care team Pilot Project (Jan 2019 – June 2019) - Meet the team Initiative – Develop a meet the team page for parents / carers / CYP	Julianne Lee March 2019		- Ongoing - Parents/Carers continue to be involved in the development of care plans - Ongoing - Questionnaire developed and sent to all Parents/Carers of children on CCN caseload - Ongoing - Quarterly CCN Parents Newsletter - Parents/carers forum established 2018 – Quarterly meetings Impact – Responsive and Appropriate Services to suit service users' needs
Paediatric Rapid Response Team	Involve parents / carers in assessments, care planning and the evaluation of the Rapid Response Team Services.	March 2019		Ongoing - Parents / Carers actively participate in assessment and care planning and a Parent / Carer questionnaire also developed with parent / carer input Impact – Increased levels of service satisfaction

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Specialist Child Health				
Paediatrics and Neonatal	- Continue to promote parental involvement in baby care plan and parent craft in hospital in preparation for discharge - Continue to involve parents and carers in the CHOICE Programme – diabetes paediatrics - Continue to gather feedback from patients/ parents/ carers including at the point of service delivery (3N)	B McGibbon Grace Hamilton March 2019		- Ongoing - Parental involvement in baby care plan and parent craft in hospital in preparation for discharge continues to be promoted - Ongoing - Parents and carers continue to be involved in the CHOICE Programme – diabetes paediatrics - Ongoing – Questionnaires developed, Whiteboards introduced so carers/families can identify what is important during their inpatient stay & in relation to complaints/incidents, parents are consulted on improvements that arise and help co-produce information leaflets or change in processes Impact - Service more patient centred and improved communication
Paediatrics Specialist Nurses	- Continue to involve Parents/Carers in the development of care plans for their children - Involve Carers / Parents in the evaluation of all services - Establish a Service User group for diabetes and epilepsy	March 2019		- Ongoing - Parents/Carers continue to be involved in the development of care plans for their children - Ongoing- Feedback questionnaire developed for parents within the epilepsy services - Ongoing- Service user and parental involvement in establishing of adolescent / transition clinics within diabetes Impact – Increased sense of self-responsibility
Family Support and Safeguarding				
Health Visiting and School Nursing	Continue to involve service users and carers in evaluating a range of community interventions including the Active4Life Programme	Margaret Bunting Marie Doran March 2019		Ongoing – service users and carers continually asked for feedback and evaluation on interventions offered Impact: increased service satisfaction
N Ireland New Entrant Service (NINES)	Involve service users and carers in the evaluation of NINES	Sheila O'Neill March 2019		Ongoing – Satisfaction Survey developed, piloted and rolled out.

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Family Support and Safeguarding				
Family Nurse Partnership	- Continue to involve young mums in the planning and delivery of the home visiting programme - Host Family Nurse Partnership Graduation Event	Mairead Donnelly March 2019		- Ongoing – young mums continually asked for feedback around planning and delivery of the home visiting programme - Annual Family Nurse Partnership Graduation Event takes place to recognise parents commitment to the programme and to celebrate achievement's Impact: increased communication and involvement in shaping service delivery around service user's needs
Surestart	Continue to support good service user and community representation on the Surestart Management Committees	C Eastwood J McConville March 2019		Service users and community representation continue to sit on Sure start Management committees Impact: Increased communication and involvement
Looked After Children	- Continue to develop and involve purposeful engagement by children and young People and their parents in the LAC process and associated meetings - Ensure that parents, carers and children & young people receive documentation in advance of LAC reviews and associated meetings - Development of 14 plus service user group - Development of OLOV service user group - Develop team information leaflets in consultation with young people - Involving young People in developing Trust LAC Pledge to young People - Establish consultative Parents Group - Involve Service users in LAC strategy stakeholder engagement workshops - Involve Service users in the ongoing development of the evaluation framework on the impact of social work on improving outcomes - LAC Education stakeholder Consultations	Liz Stevenson Mary Logan Stella Kelly Mairead Cullen March 2019		- Ongoing - Increased attendance/participation at meetings including LAC reviews. Monitoring of user involvement via audits and reviewing officer's role 14 plus have achieved actions and these are all ongoing with the exception of Consultative parents group 14 plus service users formed and develops continually according to the needs of the service user group - OLOVO developed and continues to meet - Team information leaflets continue to be developed in partnership with young people who contribute to the design and information provided - Ongoing process in developing a consultative parents group - Young people attend Social work strategy meetings and influenced change and suggestions for service improvement alongside other stakeholder meetings such as LEP where young people sit as a stakeholder - Ongoing action as feedback is gathered and collected during educational reviews to improve the processes involved Impact: Increased service user involvement in the delivery and shaping of services

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Family Support and Safeguarding				
Service User Experience at Gateway Services	Improvement methodology will be applied to obtaining the views and experiences of service users at the Front Door of Children's Social Work Services	Claire Fulton March 2019		Ongoing – Each quarter a 'Reason for Referral' is selected for evaluation. Covering letter and questionnaire issued – Feedback analysed and used for QI Impact – Improved service user experience
Corporate Parenting				
Care-experienced young people influence service planning and strategy development.	- Young People to continue to be facilitated in influencing service planning and strategy development - Involve young people in informing and influencing development of Life Storey guidance and Standards in the Division - Involve young people and care experiences service users in Foster Carer recruitment and subsequent training	Mairead Cullen Stella Kelly Geraldine Mulholland March 2019		- All ongoing in 14 plus services with young people being facilitated to influence service planning and further development of services - Ongoing action young people working in partnership with social enterprise group to develop life stories - Young people involved in foster care training and recruitment events Impact – increased involvement with young people on influencing service delivery
Children's Residential	- Fully involve young people in House meetings and individual care planning process - Engage with VOYPIC in relation to advocacy on behalf of young people - Involve young people in developing Residential Support Service	Mildred Hollywood March 2019		- Ongoing action – young people given the opportunity to feedback during house meetings and 1-1 care planning meetings to suggest changes - Ongoing action young people aware of VOYPIC advocacy services - Ongoing action young people suggest activities and support needs Impact – increased relationship building through meeting the needs of the service user
Consultation and Therapy Service for LAC and Adopted Children	Develop Scaffold Information leaflets in consultation with Service users	Tom Teggart March 2019		Action to be carried over to 19/20 action plan for completion

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Corporate Parenting				
Home on Time Project	Develop service user involvement in Permanency planning for Looked After Children	Deborah Muldoon Mary Logan Geraldine Mulholland March 2019		Ongoing action – this continues to be developed through service planning
Family Placement Service	- Develop existing Foster Carer Support Groups - Involve Foster Carers in recruitment and Promotion - Involve foster Carer's in Staff training - Involve Foster care in "what matters to me" service improvement initiatives - Involve Foster Carers in developing and implementing Lifestory work with looked after children - Develop Service information leaflets	Roisin Hughes Arthur Kirwan Mary Logan Tom Teggart Liz Stevenson Stella Kelly March 2019		- Foster carer support groups ongoing and development continues in partnership with foster carers - Foster carers have been involved in recent recruitment drives by sharing their stories using a number of promotional materials - Foster carers have been involved in staff training and ongoing communication continues - Foster carers aware of 'what matters to me' service - Life story work being progressed in all LAC & 14 plus teams. Care experienced young people involved in developing materials for the delivery life story work as part of a social enterprise project - Information leaflets developed and distributed to potential foster carers Impact – increased involvement and communication
Family Placement Assessment & Support PPI small grants funded project	- Propose to develop a safe space for Looked After Children in order to avail of a necessary range of therapeutic and outreach activities - Children will be involved in the design of the room and also in the decorating of it as we aim to provide a space that enables an increase in service user involvement in the delivery of services	Arthur Kirwan		- Room location has been allocated and chosen in partnership with young people and staff - Services have involved and consulted with several young people who they provide Outreach support too. The young people have given their views on what they would like in the new room that has been identified for Therapeutic and Outreach work is now completed and sourcing of items bought Impact – Responsive and Appropriate Services to suit service users' needs

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Corporate Parenting				
TASKE project – 14 Plus service PPI Small grants funded project	Co-design and produce a Lifestory resource for service users in partnership with Madlug Social Enterprise.	Mairead Cullen March 2019		14 Plus service, staff and young people in partnership with Scaffold will be working together with Madlug, a social enterprise for 10 months creating the concept and gathering and co-ordinating content with a focus on a Life story resource. Impact – Responsive and Appropriate Services to suit service users' needs through the use of coproduction
TASKE project – 14 Plus service PPI Small grants funded project	To co-design an educational resource library for Looked after children. The library would consist of assisted technology resources and other resources which would support their progression and attainment within education.	Siobhan Gribben March 2019		The LAC Education Service undertook a scoping exercise with young people, schools, social work staff and foster carers with feedback indicating an evidenced need for resources to support the educational pathways of young people. 21% of young people within 14 Plus Services have a statement of educational need and assisted technology has been identified as a necessity to support young people with provision of resources to enable more efficient completion of coursework, assignments, homework and in school work hence increased outcomes in achievement. Through this small grant it has allowed young people to be provided information in format which is suited to their learning needs Impact – increased user involvement through the use of coproduction to meet service users' needs
TASKE project – 14 Plus service PPI Small grants funded project	Co-design and produce a leaflet for 14 plus care experienced young people explaining the service to be used by staff and peer leaders in helping to explain and ensure an understanding of the service	Mairead Cullen March 2019		An information leaflet designed for service users by service users. Involvement in the project has also enabled our young people to develop skills they can use throughout their lives in terms of literacy, creativity and practical skills, increasing in the long term their employability potential. In addition, it will demonstrate that their contribution to the service is valued by both the organisation and the staff within it. The 14 plus service has benefited from involving young people as they are helping us to inform other service users about the service. With it being a service user led project, the service has become more responsive to care leavers' needs, hence making it more efficient and effective

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Key Deliverables	Key Actions 2018/19	Timescale & Leads	RAG Rating	Progress Update / Impact @31/3/19
Corporate Parenting				
Evidencing compliance with the 5 PCES	- Continue to support the implementation of the regional 10,000 voices project as required - Agree CYP PCE priorities for 18/19 - Implement and provide quarterly up-date reports to PCE & 10,000 Voices Coordinator	All Staff March 2019		- Ongoing implementation of the regional 10,000 voices project as required - Completed – CYP priorities agreed and being implemented - Ongoing – Staff continue to implement and provide quarterly up-date reports to PCE & 10,000 Voices Coordinator

3. Training

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 2018/19	Timescale & Leads	RAG Rating	Progress Update / Impact @31/3/19
Staff receive training to develop skills and knowledge to enhance PPI within their work	- Promote and encourage up-take of PPI awareness training - Promote and encourage up-take of PHA PPI Awareness module on Trust E Learning platform - Link with PPI Team for support as required	HOS, Team Leaders March 2019		14 plus service & TASKE work very closely with service users in the promotion of PPI - Ongoing - PPI Officer also engaged with numerous CYP services and discussed the promotion of PPI in their work - Ongoing – HOS and Team leaders continue to promote and encourage up-take of PHA PPI Awareness module on Trust E Learning platform - Ongoing – Staff continue to link with PPI Team for support as required
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	- Complaints and comments training - Staff induction	Heads of Service March 2019		- Ongoing - All teams received an update on complaints requirements - Staff provided with a in depth induction to their service area and provided with range of SHSCT policies and divisional operational policies
	- 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 - Evaluation of PCP as an effective tool for eliciting YP's views and giving them an effective voice re their future	HOS Team Leader and facilitator of Sixth Sense Project. March 2019		- Ongoing partnership work continues with Sixth sense and models of participation regularly review - Ongoing work with Sixth Sense & NI Parents' Council around a range of topics including the transition process with this information collected ad brought back to services - Ongoing work being developed around tools for an effective tool for eliciting YP's views and giving them an effective voice re their future.
Service Users, Carers and the public are involved in staff training	Continue to identify opportunities to involve Service Users, Carers and the public when developing staff training	ADs, HOS & Team Leaders March 2019		- Ongoing - Foster carers also involved in the promotion of service and recruitment and training of new / existing foster carers. (Involved in planning / delivering a promotional event to recruit additional foster carers. This will be repeated on an ongoing basis.) - Young people have also been involved in foster care recruitment events and have been involved in the design for training

4. Monitoring and Evaluation

Key Objective: *Establish systems and processes to monitor and evaluate PPI activity across the Trust*

Key Deliverables	Key Actions 2018/19	Timescale & Leads	RAG Rating	Progress Update / Impact @31/3/19
Monitor progress against key deliverables in PPI Action Plans	- Continue to ensure staff up-date PPI Action Plans for their area of responsibility - Link with PPI Team to help produce regular reports as required - Provide progress up-dates twice a year - Continue to complete and return PPI Impact Template	HO UI&CD HOS/ Team Leaders PPI Team March 2019		- Ongoing - Staff continue to up-date PPI Action Plans for their area of responsibility - Ongoing - Staff continue to link with PPI Team to help produce regular reports as required - Ongoing - Staff continue to provide progress up-dates twice a year - Ongoing - Staff continue to complete and return PPI Impact Templates
Continue to record new PPI activity	Continue to encourage the completion of Impact Template to capture new PPI activity and impact to contribute to Annual PPI Report 18/19	HOS/ Team Leaders March 2019		- Ongoing – Heads of Service and Team Leaders continue to encourage the completion of Impact Template - Six CYP articles featuring involvement were in Annual PPI Report 18/19
Evaluate how those involved in PPI Activity think about the process of involvement	Continue to use evaluation tools to capture feedback from service users and carers of their involvement activity.	All teams March 2019		Ongoing – A range of evaluation tools are used to capture feedback from service users and carers on their involvement activities as questionnaire's, contracted services and carers/service users forums