



***DRAFT***  
***PFPI STRATEGY ACTION PLAN***  
***UPDATE MARCH 2008***

## 1. Purpose of Update of Action Plan

In December 2006 NHS Lanarkshire Board approved the *Patient Focus and Public Involvement Strategy – 2006-2010*. This followed a consultation process with a wide range of stakeholders. In the covering paper to NHS Lanarkshire Board, it was agreed that the Action Plan related to the strategy should be reviewed after a year to reflect developments. This paper provides an update of the Action Plan.

NHS Lanarkshire Patient Focus and Public Involvement Strategy reflects the Board's commitment to work in partnership with the people of Lanarkshire to improving health, reducing health inequalities and building trust and confidence in our relationships with the Public, Staff and Organisations with whom we work.

In support of this commitment, we have developed a set of Organisational Values through meaningful public and staff contribution. In pursuit of improvement we will Value:

- Quality, Patient-Focussed Services
- Quality, Healthcare Environment
- Continuous Improvement
- Involvement
- Communications
- Respect
- Fairness and Consistency
- Competence and Continuous Learning

Further details on these Values are available on our website.

This Action Plan provides a summary of a range of workstreams each with individual action plans and governance arrangements to ensure their implementation. NHS Lanarkshire has identified three main indicators as measures of overall achievement in relation to Patient Focus Public Involvement. These are:

- Patient feedback through the Better Together programme
- Public and Patient Partnership Forum feedback utilising a survey
- The Scottish Health Council Annual Assessment

## 2. **Additional Priorities**

Additional priorities / objectives have been included in the Action Plan for completeness. These include:

- Better Together
- Carers Information Strategy
- Transport Initiatives
- Refreshing Volunteering
- Advocacy
- Review of Contracts with Voluntary Organisations

The rationale for including these areas is set out below.

### **Better Together**

In February 2008 the Scottish Government launched Better Together: Scotland's Patient Experience Programme. The aim of Better Together is to ensure that best practice in involving patients in decision-making and learning from their experiences is shared across Health Boards in Scotland.

Implementation of the programme will be a partnership between NHS Boards, a national co-ordination centre, the Scottish Government, NHS Quality Improvement Scotland, NHS Education Scotland, the Scottish Public Services Ombudsman, the Scottish Consumer Council and the Scottish Health Council. NHS Quality Improvement Scotland and the Scottish Health Council will review the work undertaken by Health Boards to ensure that they are driving forward year-on-year improvements to local services and patients' experiences.

The Patient Experience Programme will:

- Work with patients and carers to determine what they want from the NHS
- Use patient surveys to collect information on their experiences
- Build on evidence already collected through Patient Focus Public Involvement procedures and from NHS complaints procedure

## **Carers Information Strategy**

In March 2007 NHS Lanarkshire's Board agreed a *Carers Information Strategy*. This strategy was subsequently agreed by the Chief Executives of North Lanarkshire Council and South Lanarkshire Council, and the Chairs of North Lanarkshire Carers Together and South Lanarkshire Carers Network. An Action Plan was agreed in August together with an update based on the Scottish Government's template and this was submitted to the Scottish Government in October 2007. NHS Lanarkshire has received a favourable response to this submission and further discussions will take place with Scottish Government. The Scottish Government has indicated that additional ring fenced funding will be made available for carers issues.

Implementation of the Carers Information Strategy will be monitored through its Action Plan and through reports to the Scottish Government. This will be supported by the Carers Advisory Group, which brings together representatives of the two Local Authorities and North Lanarkshire Carers Together and South Lanarkshire Carers Network with NHS Lanarkshire. A group is also in place to facilitate take up of the General Medical Services – Local Enhanced Service for Carers by General Medical Practices. This group pulls together not only representatives of the two Local Authorities and North Lanarkshire Carers Together and South Lanarkshire Carers Network but also includes representatives from two organisations that provide one to one support to carers i.e. Princess Royal Trust Lanarkshire Carers Centre and the Carers Liaison and Support Project in Wishaw.

## **Travel Initiatives**

### *Access to Healthcare*

NHS Lanarkshire is developing Travel Plans in line with the Scottish Government's National Transport Strategy, which is also reflected in Better Health, Better Care. Initially the requirement is around major hospitals.

A Travel Plan is a package of measures and policies developed by an employer to encourage staff to use sustainable transport modes and to reduce reliance on the car, especially single occupancy car use. NHS Lanarkshire is also using the opportunity of the Travel Plans to improve access to healthcare facilities for patients and visitors. To support this patient and visitor surveys are being undertaken at the three acute hospitals as well as Airdrie, Central (Cumbernauld), Lanark and Motherwell Health Centres.

### *Evening Visitors Pilot*

A frequently raised issue during patient and carers engagement has been difficulties, particularly for older and people visiting the acute hospitals in the evening. To investigate this NHS Lanarkshire is piloting an Evening Visitors Pilot, which is based around the provision of a service for the residents of the Monklands area who access Monklands Hospital. This pilot will be from January to June 2008. The proposal builds on the experience from the hospital evening visitor service provided by Community Transport in Glasgow. The Monklands area was proposed, as it has no community transport service providers currently operating and therefore will allow a true comparison of service benefits to be determined.

### **Volunteering**

In line with the Scottish Executive *Volunteering Strategy (2004)*, NHS Lanarkshire recognises, values and supports the important part volunteers play in the life and the work of the Board and the wider community. A Volunteering Policy was agreed in May 2007. In February 2008 the Scottish Government issued *CEL10 (2008) Refreshed Strategy for Volunteering in the NHS in Scotland*. This sets out a three-year strategy and action plan for refreshing volunteering within the NHS in Scotland. As part of the NHS Boards are required to work in partnership with Volunteer Development Scotland to achieve the Investing in Volunteers Standard by March 2011.

### **Advocacy**

In February 2001, the Scottish Executive issued *Independent Advocacy: A Guide for Commissioners*, which required NHS Boards, in conjunction with the local partners, to develop a plan for advocacy services within the area. A *Lanarkshire Advocacy Plan* was produced in November 2002. Following consideration by the respective joint planning groups in each Council area, the 2004-2007 Advocacy Plan was presented in two separate parts to reflect the planning arrangements that NHS Lanarkshire had with the two Local Authorities.

Independent Advocacy is very much part of the NHS Patient Focus Public Involvement agenda hence the review of this Plan will be overseen through the PFPI Action Plan.

## **Review of Contracts with Voluntary Organisations**

A review of the contractual agreements with the voluntary sector will be undertaken in conjunction with Local Authority partners. This will support changing arrangements as they develop as a consequence of the Scottish Government's Concordat with Local Authorities.

### **3. Changes to Existing Actions**

Some changes have taken place on the actions identified in the Action Plan. This has been in response to the decision to retain full Accident and Emergency Services at Monklands Hospital.

The NHS Lanarkshire has also initiated an action plan in response to a survey and report by the Scottish Consumer Council on the experience that members of the public had in contacting their local NHS. This includes a number of actions to make it easier for members of the public to contact NHS Lanarkshire and receive the information they require from the right person first time. The development of Customer Care Standards are a key development in this process and once completed will help ensure that all public contacts with NHS Lanarkshire are dealt with to a consistently high standard. In addition the development of a General Enquiry Line will provide a central point for the public to gain access to information about NHS Lanarkshire services.

NHS Lanarkshire commissioned an independent survey to measure the effectiveness of current public engagement and communication practice and to identify the ways in which the public wish to be engaged and informed in the future. This considered what the public views were in terms of methods used now to engage and inform, and to find out how the public would like to be informed and engaged in the future. The outcome of the survey is currently being assessed and the views will be built into future engagement and communications plans.

## ACTION PLAN

Priority / Objective	Actions	Timescales	Outcome	Performance Indicator	Progress March 2008	Lead Contact	Executive Lead	Governance Group
Delivering Equality and Diversity	Deliver NHSL Diversity and Equality Strategy and Action Plan 2004 – 2008	2004-2008	NHSL delivers on legislative duties for community engagement	SHC Quarterly Report Reports to the Board's Equality, Diversity and Spirituality Steering Group	Monitoring through the Equality, Diversity and Spirituality Action Plan: <ul style="list-style-type: none"> <li>• Delivery against the Race Equality Action Plan</li> <li>• Developed enhanced relationships with Lanarkshire Ethnic minority action group (Lemag) and providing continuing support</li> <li>• Delivery against the Disability Equality Action Plan</li> <li>• Established a Disability Engagement Group</li> <li>• Delivery against Gender Equality Action Plan</li> </ul>	Hina Sheikh & Josephine Donaghy	Kenny Small	Equality, Diversity and Spirituality Steering Group
	Delivering on Action Plan in relation to community involvement aspects							
	Implement Spiritual Care Policy in line with Government Guidelines	2008-2010	Centralised and co-ordinated spiritual care dept and redesign of services to meet health and spiritual needs of the diverse population	SHC Quarterly Report Reports to the Board's Equality, Diversity and Spirituality Steering Group	Head of Spiritual Care appointed August 2007. Action plan in place and in process of delivery  Spiritual Care Committee reconvened including members of different faith/belief groups, volunteers, staff and Chairs of PPFs  Lemag included as appropriate	Bob Devenny		
	Undertake diversity impact assessments on all PFPI projects	Ongoing	Redesign of services to reflect diversity needs	Lemag and DEG included in all consultation processes  Completion of diversity impact documentation and sign off by EDS Committees	Completed as appropriate. Consider sample audits of use of Equality and Diversity Impact Assessments	Hina Sheikh		
	Provision of interpreting services	Ongoing	Appropriate patient engagement and informed consent	No patient to have consultation without appropriate interpreting service.	Service is available but work is required to ensure equity of access across NHS Lanarkshire	Hina Sheikh		
	Contribution to multi agency advocacy services.		Patients from minority ethnic groups will have access to advocacy and information.	Number of referrals to ethnic minority law centre	In place	Hina Sheikh		

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Developing Community Health Partnerships and Public Partnership Forum(s) (PPF)	The development of Public Partnership Forums for the North and South Lanarkshire CHPs	Ongoing	<p>The public and patients will be appropriately informed, engaged and consulted about the services offered by the CHPs and increasingly the Acute Division</p> <p>The development of PPF structures based on locality structures and the identification and support of public and voluntary sector representatives on the CHP boards.</p>	<p>Availability of information on key CHPs services and arrangements.</p> <p>Existence of PPF structures</p>	<p><b>Progress North Lanarkshire PPF:</b> North Lanarkshire Public Partnership Forum (PPF) operates through existing Community Planning Structures based around our 6 localities. Within each locality, there is a Community Forum (3 in North Locality). Two members from each forum are represented on a PPF Reference Group that also includes representation from the voluntary sector and user/carer organisations.</p> <p>The Reference Group was formed in December 06 and meets bi-monthly. The Head of Planning &amp; Performance attends this group to discuss any issues arising from the OMC papers, which are sent out 1 week in advance of the meeting.</p> <p>Chair and Vice Chair and the representatives of the voluntary sector and the carer organisations sit on the CHP OMC. A young person's rep also sits on the OMC (MSYP).</p> <p>Working Agreement in place for the PPF and CHP. To be updated annually</p> <p>Handbook developed for PPF members</p> <p>Annual General Meeting of PPF – Feb 2008. Information flows in place from PPFs to wider community but will need to be addressed further this year.</p> <p>Routine information from NHSL and SGHD to PPFs; range of speakers at PPF meetings.</p> <p>Numerous development events ongoing. Engagement Officers and Public Health Practitioners in place to support the work of the Community Forums.</p>	<p>North Lanarkshire PPF: Stephen Kerr</p> <p>South Lanarkshire PPF: Roy Watts</p>	Colin Sloey and Alan Lawrie	CHP Operating Management Committees

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Developing Community Health Partnerships and Public Partnership Forum(s) (PPF) contin.			Patients, carers and the public will be better able to improve their own health	<p>The development and delivery of locality joint health promotion programmes on:</p> <ul style="list-style-type: none"> <li>- Smoking cessation</li> <li>- breast feeding</li> <li>- schools healthy eating</li> <li>- fuel poverty</li> <li>- cardiac rehabilitation</li> <li>- alcohol &amp; Drugs</li> </ul>	<p><b>South Lanarkshire PPF:</b> South Lanarkshire Public Partnership Forum (SLPPF) and four Locality PPFs convened and meeting – October 2006. SLPPF meets bi-monthly</p> <p>Chair and Vice Chair members of CHP Management Committee. – papers/ report available to PPFs</p> <p>Working Agreement in place for the PPF and CHP. This is updated annually</p> <p>Handbook developed for PPF members</p> <p>Annual General Meeting of PPF – October 2007. Information flows in place from PPFs to wider community.</p> <p>Routine information from NHSL and SGHD to PPFs; range of speakers at PPF meetings</p> <p><b>Progress North Lanarkshire PPF:</b> PPF representatives participate in Local Clinical Forums.</p> <p>Community Forums are to a varying degree, involved in health promotion activity within their own localities. Further development of this sort of initiative will be undertaken in partnership with engagement officers and Public Health Practitioners.</p> <p>PPF members are represented on a variety of groups around Modernisation and regularly attend stakeholder consultation events. They are also involved through presentations and discussions at the Reference Group Meetings and at the Community Forums themselves.</p>	<p>North Lanarkshire PPF: Stephen Kerr</p> <p>South Lanarkshire PPF: Roy Watts</p>	Colin Sloey and Alan Lawrie	CHP Operating Management Committees

Priority / Objective	Actions	Timescales	Outcome	Performance Indicator	Progress March 2008	Lead Contact	Executive Lead	Governance Group
Developing Community Health Partnerships and Public Partnership Forum(s) (PPF) contin.					<p>Community Forums report activity and issues at Reference Group meetings.</p> <p>A core allocation of 10K made by CHPs to each Locality, with top up accordingly to population size, to support community engagement activity as agreed between Community Forum Chair and Locality GM.</p> <p><b>South Lanarkshire PPF:</b> PPF representatives participate in Local Clinical Forums.</p> <p>Local Partnership Groups being implemented as part of strengthening Joint Service Arrangements. To include PPF reps. alongside Agencies, Voluntary and Independent organisations. Purpose – Integrating health improvement and service delivery in the local development and delivery of the Community Plan.</p> <p>The PPF will also participate in the renewed client specific management groups. Locality PPFs have focused variously on :</p> <ul style="list-style-type: none"> <li>▪ The Community Health Initiative</li> <li>▪ Mental Health</li> <li>▪ Transport</li> <li>▪ Communications</li> <li>▪ Carers Strategy</li> <li>▪ Long Term Conditions.</li> </ul> <p>Locality PPFs report activity and issues at SLPPF meetings.</p> <p>A core allocation of 10K made by CHPs to each Locality PPF, with top up accordingly to population size, to support PPF activity as agreed between PPF Chair and Locality GM.</p>	<p>North Lanarkshire PPF: Stephen Kerr</p> <p>South Lanarkshire PPF: Roy Watts</p>	Colin Sloey and Alan Lawrie	CHP Operating Management Committees

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Developing Community Health Partnerships and Public Partnership Forum(s) (PPF) contin			A diverse and inclusive range of patients, carers and the public will engage and inform service design.	<p>All public engagement on service re-design will meet PAF 5 standards and complying with D.D.A. Race Equality Act and community engagement standards</p> <p>Existence of PPF structures</p> <p>Participation of public and voluntary sector reps on Boards</p>	<p><b>Progress North Lanarkshire PPF:</b> The Community Engagement Standards formed part of the agenda for the launch of the North Lanarkshire CHP Reference Group.</p> <p><b>South Lanarkshire PPF:</b> The Community Engagement Standards formed the agenda for the launch of the SLPPF.</p> <p><b>Both PPFs</b> have been involved in re-design workshops in Acute Services, the Review of A&amp;E services, and the Primary and Community Care Programme Board, where the required standards are met.</p>	<p>North Lanarkshire PPF: Stephen Kerr</p> <p>South Lanarkshire PPF: Roy Watts</p>	Colin Sloey and Alan Lawrie	CHP Operating Management Committees

Priority / Objective	Actions	Timescales	Outcome	Performance Indicator	Progress March 2008	Lead Contact	Executive Lead	Governance Group
Improving Services Through Strategic Redesign	Public and patient involvement in redesign workshops	Ongoing	Ability to demonstrate the impact of patient involvement in redesign	Patient/public participation in workshop and an audit trail of discussion and outcomes Audit trail available in workshop reports, attendee lists and patient narratives	The following redesign workshops took place with public and patient involvement: Endoscopy Cardiology General Surgical Emergency Medical Redesign Workshop (2) Dermatology Thoracic Older People Care Bed modelling Oral Maxillofacial Child Health Palliative Care (2) Urology Respiratory  To support these workshops around 92 patient narratives were completed	Pam Milliken	Ian Ross	Modernisation Board
	Production and circulation of engagement and consultation documents as appropriate on redesign proposals for each major element	Ongoing	Documentation available for each redesign proposal that explains implications and clarifies options	Production of engagement and consultation documents	Modernisation Board in March will consider circulation of Primary Plan document	Pam Milliken and Karon Hamilton	“	“
	To refresh the NHSL Framework for Public and Patient Involvement in light of the anticipated SGHD guidance on involving, engaging and consultation	Ongoing	Ensure NHS Lanarkshire meets standards as required	Review completed and actions identified / taken	Awaiting new guidance from SGHD	Shona Welton and Pam Milliken	“	“

Priority / Objective	Actions	Timescales	Outcome	Performance Indicator	Progress March 2008	Lead Contact	Executive Lead	Governance Group
Improving Services Through Strategic Redesign contin.	Organisation and delivery of public engagement events	Ongoing	Engagement event	Event organised in compliance with national standards for community engagement	<p>From June 2007 – January 2008 a review of Accident &amp; Emergency Services at Monklands Hospital was undertaken.</p> <p>Under the process agreed with the Scottish Government, NHSL was responsible for staff engagement only</p> <p>However, NHSL did undertake an option appraisal with public participants.</p> <p>Older peoples care network event planned for April 2008</p>	Pam Milliken	Ian Ross	Modernisation Board
Improving our Communication with Patients	Introduction and commissioning of a new independent advice and complaints service.	In place September 2006	Procurement of an independent advice and complaints service from Local Citizens Advice Bureaux	Existence of a contract that meet SE guidelines as audited by Scottish Health Council	In place	Shona Welton	Alison Graham	Health and Clinical Governance Committee
	Development of the patient information sections of the NHS Lanarkshire Website	Ongoing	Improved access to appropriate information	Increasing hits on website on line satisfaction survey	The Patient Information Manager and the Web Manager link closely to develop the NHS Lanarkshire website. Recent activities have centred on improving accessibility and on reviewing sub-sites such as the Lanarkshire Cancer Information website to refresh the information available there	Shona Welton & Karon Hamilton	“	“
	Record user and carer involvement initiatives in Lanarkshire.	Ongoing	Record on involvement to inform ongoing work	Quarterly SHC returns	The portfolio assessment included details of involvement activities	Shona Welton Roy Watts Stephen Kerr	“	“
	Develop and implement an Action Plan in response to Scottish Consumer Council Survey	August 2007 to April 2008	Improve the experience of members of the public contacting NHSL	Monitoring achievement of Action Plan	<p>Actions implemented and being implemented on:</p> <ul style="list-style-type: none"> <li>• Customer care standards development and implementation</li> <li>• Contact information in phone books and website</li> <li>• Review switchboard and staff directory arrangements</li> </ul>	Karon Hamilton	Ian Ross	Modernisation Stakeholder Engagement Group

Priority / Objective	Actions	Timescales	Outcome	Performance Indicator	Progress March 2008	Lead Contact	Executive Lead	Governance Group
	Undertaking of public engagement survey	Survey complete January 2008 Action plan to be developed April 08	To improve public engagement and information	Survey completed and monitoring achievement of Action Plan	<ul style="list-style-type: none"> <li>Replace Linkline</li> </ul> Survey completed and group being established to develop Action Plan linked to other MSEG actions	Karon Hamilton	“	“
Improving our Communication with Patients contin.	Continuation and roll out of patient information project into Primary Care	Ongoing	Patient information meets required standards and patients are better informed	Progress measured against Project Management targets and national standards	Patient Information Manager post made substantive from August 2006  Arrangements for approval of patient information leaflets extended into Primary Care through links between Patient Information Manager and Clinical Governance Co-ordinators  Patient Information Manager working with groups of community-based staff directly in the development of specific information products	Shona Welton	Alison Graham	Health and Clinical Governance Committee
	Extension of NHSL standards for the production of patient information to cover all forms of written communication as part of the development of customer care standards	Ongoing	Written communication meets required standards and patients are better informed	Scottish Consumer Council Action Plan	First draft of revised standards being reviewed by Disability Action Group Communication Sub-group to ensure accessibility	Shona Welton	“	“
Demonstrating Change	Complete and submit the Scottish Health Council	Quarterly	Report on and evidence how PFPI activities have	Feedback and commentary from SHC on each Quarterly return, plus	First quarterly return under new system submitted September 2007. Subsequent returns submitted December 2007 and March 2008.	Nan Reid	Ian Ross	Health and Clinical Governance

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	PFPI Quarterly Assessment Portfolio  Gather evidence to support PFPI for QIS Reviews as they arise	Ongoing	improved services and health  Demonstrate appropriate patient involvement	Annual Review report from SHC  Meets QIS standard	Feedback received from Scottish Health Council incorporated into each return, and response provided where applicable. Annual Self-Assessment for 2007/08, and Agreed Actions for 2008/09, under preparation (April 2008)  Performance Management system to track QIS reviews to be developed during 2008/09			Committee (Patient Focus) Modernisation Stakeholder Engagement Group (Public Involvement)
Implementing Better Together	NHS Lanarkshire to participate in the Better Together programme.  To contribute to the national programme by participation.  To complete the first inpatient survey in autumn 2008 which will inform further developments.	Ongoing  Autumn 2008	To gain information on patient experience and to use this to improve patient experience	Performance measure will be determined by the Scottish Government in partnership with Health Boards	Information being gathered to develop a local group with the responsibility of overseeing and co-ordinating activities	Shona Welton	Paul Wilson	Health and Clinical Governance Committee (Patient Focus)
Implementing Carers Information Strategy	Implementation of the Carers Information Strategy Action Plan	Ongoing	To deliver more effective partnership working between the NHS and carers by recognising the role of carers as key partners in the provision of care	Monitoring of the Carers Information Strategy Action Plan by the Carers Advisory Group and the Scottish Government	Scottish Government has reviewed the Action Plan and the update provided through a Scottish Government Template favourably. Discussions will take place with the Scottish Government on their comments and the additional funding available to pursue carers issues.	Bob Shorter	Ian Ross	Modernisation Board

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Supporting Transport Access for the Public to Healthcare	Pilot an Evening Visitor Transport Service	January – June 2008	To determine whether there is a demand for an Evening Visitor Service within Lanarkshire	Number of passengers. Number of requests. Satisfaction surveys.	Pilot established and operational	Graham Johnston	Ian Ross	Modernisation Board
	Patient / Visitors Survey	February 2008	Surveys undertaken at 3 general hospitals and 4 large health centres	To be determined	Survey analysis now underway. This will inform development of improved transport developments.			
Provision of High Quality Volunteering Opportunities in NHS Lanarkshire	Implementation of CEL 10(2008) Refreshed Strategy for Volunteering in the NHS in Scotland	Local Action Plan commenced by April 2008 Achieve Investing in Volunteers Standards by March 2011 Ongoing	Working towards achieving of volunteer standards	Local Steering Group for Investing in Volunteering Standards and Scottish Executive	CEL received Action plan being developed	Katrina Murray	Ian Ross	Modernisation Board
	Improving volunteer experience		Volunteers well supported (informed and encouraged to contribute)	Through implementation of standards	Volunteers' week and activities. Recognition of contribution event as part of NHS 60 years celebration			
	Develop capacity of voluntary organisations who operate within health	Ongoing	Improved quality of volunteering promoted through the provision of training and support	Evaluation of training	Ongoing			
	Develop new volunteer projects: Kilbryde Hospice Red Deer Mental Health Befriending Paediatrics	Ongoing	New projects in place	Through Voluntary Services Work plan	Support provided and new projects starting			

<b>Priority / Objective</b>	<b>Actions</b>	<b>Timescales</b>	<b>Outcome</b>	<b>Performance Indicator</b>	<b>Progress March 2008</b>	<b>Lead Contact</b>	<b>Executive Lead</b>	<b>Governance Group</b>
Access to Advocacy	Brief updating of the Advocacy Plan  Greater integration of Advocacy in NHSL structures	September 2008  April 2008	Plan updated in line with current requirements  Advocacy included in PFPI Action Plan and part of review of voluntary sector contractual agreements. Linked to CAB independent advice and support service	PFPI Group and progress reported to SHC  PFPI Group	Commenced  Advocacy included in Action Plan and review of voluntary sector contractual agreements	Shelagh Garey	Ian Ross	Modernisation Board
Review of Contacts with Voluntary Organisations	Development of a database of all the agencies currently funded  Agree criteria with Local Authorities when awarding funds  Agree tripartite agreements with Local Authorities and Voluntary Organisations	April 2008	Clarify funding and service provision arrangements with Voluntary Organisations	Inter-agency Groups, CHP and Planning Departments	Paper going to the CMT Thursday 20 <sup>th</sup> March 2008.  Sign off of the jointly shared criteria with NLC by April and will progress with South Lanarkshire Council. Will meet with the CVS and also take through the PPFs.	Robert Peat	Ian Ross	Modernisation Board