

## Annual Members' Meeting

**Date:** 27 September 2017

**Time:** 5.30 pm

**Venue:** Bradford City Training Services, 39/41 Chapel Street, Bradford, BD1 5BY

## PUBLIC MINUTES

<b>Present:</b>	Mike Smith Colin Perry Mahfooz Khan Kevin Russell Wafaa Nawaz Sandra McIntosh George Deane Sarah Jones Hayley Lomas Ranjit Arora Ishtiaq Ahmed Debbie Cromack	Chair Public Governor, Bradford West Public Governor, Bradford West Public Governor, Bradford East Public Governor, Bradford East Public Governor, Bradford South Public Governor, Bradford South Public Governor, Shipley Public Governor, Rest of England Appointed Governor, Bradford Assembly Appointed Governor, Sharing Voices Clinical Staff Governor
<b>In Attendance:</b>	Paul Hogg Stella Jackson Nicola Lees Liz Romaniak Sandra Knight Debra Gilderdale Andy McElligott Rob Vincent David Banks Nadira Mirza	Trust Secretary Deputy Trust Secretary Chief Executive Director of Finance, Contracting and Facilities Director of Human Resources and OD Director of Operations and Nursing Medical Director Non-Executive Director Non-Executive Director Non-Executive Director
<b>Apologies:</b>	Amanda Martin-Richards Hazel Chatwin Nick Smith Nicky Green Ann West Stephen Oversby Mike Gibbons	Public Governor, Bradford East Public Governor, Craven Public Governor, Keighley Public Governor, Keighley Public Governor, Shipley Appointed Governor, Barnardos Appointed Governor, Bradford Council

Chair: Michael Smith  
Chief Executive: Nicola Lees

Aneela Ahmed	Appointed Governor, Bradford Council
Tanya Graham	Appointed Governor, Craven Council
Shirley Congdon	Appointed Governor, Bradford University
Liz Howes	Clinical Staff Governor
Noel Waterhouse	Clinical Staff Governor
Nigel Green	Non-Clinical Staff Governor
Jenny Moran-Whitehead	Non-Clinical Staff Governor

Item	
1	<p><b>Welcome and Apologies for Absence</b></p> <p>The Chair welcomed everyone to the meeting then outlined the purpose of the meeting and the planned programme for the evening. He reported that despite a challenging 2016/17 financial year, the Trust had achieved its targets and acknowledged the contribution made by staff in making this happen. The Trust was building its reputation both locally and nationally and Governors had been holding the Non-Executive Directors to account for the performance of the Board.</p>
2	<p><b>Annual Report and Quality Account 2016/17</b></p> <p>Prior to introducing the Annual Report and Quality Account, the Chief Executive reported the format of some slides had changed to reflect comments made at the previous year's meeting regarding the language used.</p> <p>Ms Lees then highlighted the following key points regarding the Trust's performance:</p> <ul style="list-style-type: none"> <li>• The Trust had focussed its attention on meeting the national requirements contained within the `triple aim' as set out in the Five Year Forward View. The triple aim placed an emphasis on improved health and wellbeing, transformed quality of care delivery and sustainable finances;</li> <li>• At the end of 2016, the Trust was awarded a Care Quality Commission overall assessment of `Good' and an NHS Improvement rating of 1 (the best score available) for Use of Resources;</li> <li>• One-hundred members of staff had graduated from the award-winning in-house Engaging Leaders programme;</li> <li>• In May 2016, the Trust held its bi-annual research and development conference which focussed on putting research into practice;</li> <li>• In June 2016, the Trust held a Lynfest event which had been developed by staff and service users. The event won a national award for breaking down barriers;</li> <li>• In July 2016, the annual Staff Awards event had taken place and the quality of entries had been high;</li> <li>• Early in 2017, all staff within Clinical and Corporate services had signed up to</li> </ul>

	<p>a vision of delivering outstanding community services;</p> <ul style="list-style-type: none"> <li>• In April 2017, the Trust began to deliver children’s services in Wakefield;</li> <li>• Children’s services across Bradford had also been redesigned (including the Trust’s Child and Adolescent Mental Health Services) and the Trust had opened a safer space (called ‘Safe Haven’) for children who were suffering a mental health crisis. This had resulted in less people attending Accident and Emergency services;</li> <li>• The quality goals had been developed by Governors, service users and staff. During the financial year, 62.8% of the goals had been achieved. Of these, 22.8% had resulted in improvements, one was ongoing and 8% showed a deterioration (which were being addressed);</li> <li>• As at 6 May 2017, the Trust had continued to treat people close to home with no-one sent out of area for treatment. The Trust would be sharing its good practice with other trusts;</li> <li>• The Trust had develop a new Perinatal mental health service and staff would be taking up post during October 2017;</li> <li>• The Trust had become the lead provider across the district for Intensive Access to Psychological Therapy services (IAPT); and</li> <li>• Work had taken place during the year to move the Trust’s mental health patient records to a new clinical information system. The system was being used by social care and GPs across the district and would provide opportunities for more joined up working.</li> </ul> <p>Ms Lees concluded her presentation by thanking all staff at the Trust for their hard work and continued enthusiasm. She then introduced a short DVD which highlighted some of the Trust’s key activities during 2016/17.</p> <p><b>Governors noted the Annual Report and Quality Account.</b></p>
3	<p><b>Annual Accounts 2016/17</b></p> <p>The Director of Finance, Contracting and Facilities introduced the Annual Accounts for 2016/17. Mrs Romaniak highlighted the following key points:</p> <ul style="list-style-type: none"> <li>• For the first nine months of 2016/17, the Trust was in a deficit position (as had been forecast). The Trust had forecast a surplus position for the year end and, through the successful delivery of identified, quality impact assessed actions and targets, this position was achieved. Consequently, the Trust achieved its control total. Mrs Romaniak then described some of the actions taken by the Trust to meet the control total;</li> <li>• The Trust was also forecasting delivery of the 2017/18 control total and was focussing its attention on attainment of the 2018/19 control total.</li> </ul> <p><b>Governors noted the Annual Accounts 2016/17.</b></p>

<p>4.</p>	<p><b>Auditor’s Opinion on the Report and Accounts 2016/17</b></p> <p>Mr Khangura, Director of KPMG provided the auditor’s unqualified opinion on the Report and Accounts 2016/17. Mr Khangura highlighted the scope of the audit work and outlined the following key points:</p> <ul style="list-style-type: none"> <li>• The Annual Report was consistent with the financial statements;</li> <li>• The Annual Governance Statement reflected the external auditor’s understanding of the Trust’s control environment and risk management arrangements; and</li> <li>• A limited assurance opinion had been achieved on the content of the Quality Report.</li> </ul> <p><b>Governors noted the audit opinion.</b></p>
<p>5.</p>	<p><b>Membership Report</b></p> <p>The Lead Governor began his presentation by thanking the former Lead Governor, Mr Spencer, for the dedication he showed as a Governor and Lead Governor of the Trust. He then gave a presentation which highlighted:</p> <ul style="list-style-type: none"> <li>• The Trust’s membership continued to be broadly representative of the local population in terms of age, ethnicity and gender;</li> <li>• The membership engagement activities during the 2016/17 financial year; and</li> <li>• Ways in which Governors had obtained views from members and the public about the Trust’s services.</li> </ul> <p>Mr Perry then reported that Mrs Green (Public Governor Keighley), Ms Moran-Whitehead (Non-Clinical Staff Governor) and Mr Green (Non-Clinical Staff Governor) had been elected in 2016 and he highlighted the dates on which their terms of office began and would end. Mr Perry also outlined the ways in which the Governors had been holding the Non-Executive Directors to account for the performance of the Board and briefly highlighted the results of the Council of Governors performance evaluation.</p> <p>Mr Perry concluded his presentation by thanking the Chair, the Trust Secretary and the Deputy Trust Secretary for the support they had shown him throughout the year.</p>
<p>6.</p>	<p><b>Questions and Answers</b></p> <p>The Chair invited questions from members of the audience.</p> <p>Saeed Butt asked what measures were in place for those service users that believed they had been subject to an early discharge from services. In response, Mrs Gilderdale reported members of staff from the Trust’s inpatient wards worked</p>

closely with staff from the Intensive Home Treatment Team (IHTT) to ensure appropriate support packages were in place post-discharge. Should a service user decide not to accept the support, then the Trust would contact them within seven days of discharge. The Trust also worked in partnership with local organisations to deliver appropriate post-discharge support.

Kevin Russell, Public Governor, reported he had suggested to the Trust that consideration be given to developing an employment event for people with mental health problems. He asked what progress had been made. Mr Gascoyne agreed to contact Mr Russell outside of the meeting.

Mr Russell also reported he would be speaking to the Interim Deputy Director of Acute and Community Mental Health services about the waiting list for the Bradford and Airedale Neuro Development Service (BANDS). Ms Lees reported the Mental Health stream of the West Yorkshire and Harrogate Health and Care Partnership had acknowledged there was a lack of appropriate support for people on the autistic spectrum. Consequently, the Clinical Commission Groups (CCGs) and local healthcare providers would be discussing future commissioning intentions.

George Deane, Public Governor, outlined the importance of the Trust providing feedback to all those people that had provided their comments to the Trust through engagement activities. In response, Mr Hogg reported all questions asked at the Annual Members Meeting were recorded and incorporated into the minutes of the meeting. Additionally, feedback received at last year's meeting had informed the content of the Annual Plan. Mr Hogg also believed consideration should be given to more actively promoting comments received through the Governor drop-in session and any resultant action arising.

Sid Brown asked what support was available for those staff experiencing physical assaults at work. Mrs Knight informed Mr Brown that staff were supported in a number of different ways including through the Trust's Occupational Health service. The Trust also supported service users that experienced physical assault from other service users. Additionally, the Trust had adopted a 'zero tolerance' approach to violence. Mr Brown then asked whether the Trust was experiencing an increase in assaults from service users. Sarah Jones, Public Governor, asked how the Trust sought assurance regarding the effectiveness of its policies and practices relating to incidents of assault. In response to both questions, Ms Lees reported incidents/trend analysis were monitored by the Quality and Safety Committee. However, Ms Lees believed the Trust should review the number of verbal assaults experienced by staff working in Community Services. **Action: Director of Nursing and Operations to pursue.** Ms Mirza, Non-Executive Director, reported the Trust had also appointed a 'Freedom to Speak Up Guardian' who was available to listen to staff regarding their own personal experiences of working at the Trust. Resultant feedback enabled the Trust to develop an understanding of potential issues around the safety of staff.

	<p>Ingrid Dzerins asked which of the Trust's quality goals was at greatest risk from external factors over the next 12 months. In response, Dr McElligott reported that whilst all the goals faced an element of external risk, the biggest risk related to ensuring the Trust's workforce was able to meet the needs of the service. This was due to 75% of NHS spend being on staff.</p> <p>The Chair concluded the meeting by inviting members of the audience to raise any additional questions with a member of staff.</p>
7.	<p><b>Any Other Business</b></p> <p>There were no other items of business and the meeting concluded at 7.00 pm.</p>

**Annual Members Meeting  
26 September 2017**

**ACTIONS**

Ref No	Actions requested	Timescale	Progress
26/9/17-1	<u>Questions and Answers</u> <b>Director of Nursing and Operations</b> to arrange for a review to be undertaken into the number of verbal assaults experienced by staff working in the Community.	Two months	The Risk team is pulling this data together