

# Membership Council Meeting

**Wednesday 18 July 2012  
5.30pm for 6.15pm – 8.30pm**

**Learning Centre and Network, St  
Georges Hospital, Corporation  
Street, Stafford, ST16 3SR**



# Membership Council Meeting of South Staffordshire and Shropshire Healthcare NHS Foundation Trust

**Wednesday 18 July 2012**  
**5.30pm for 6.15pm – 8.30pm**

In the Learning Centre and Network, St George's Hospital, Corporation Street, Stafford, ST16 3SR. Members of the public are welcome to observe.

## A G E N D A

			Introduced by
5.30pm	1.	<b>Refreshments and Networking</b>	All
6.15pm	2.	<b>Welcome and Apologies</b>	Steve Jones
6.15pm	3.	<b>Feedback on Joint Meeting</b>	Steve Jones

Items to be received			
6.20pm	4.	<b>Minutes of the Membership Council Meeting held on 18<sup>th</sup> April 2012</b> To receive and approve the minutes of the meeting on 18 <sup>th</sup> April 2012	Steve Jones Enc 1
6.20pm	5.	<b>Matters Arising</b> 4.1 Monitoring Chief Executive's objective 4.2 Protocol for Governor Engagement with Monitor and CQC 4.3 Burdett report	Steve Jones
6.25pm	6.	<b>Governor Member Report on Activities, Events and Achievements</b>  <b>Lead Governor Report</b> To note the range of activities undertaken by Governor Members since the last meeting and receive reports from sub committees for information.  <b>6.1 Membership Council Performance review</b>	Tony Price Enc 2

Items for Discussion or Consultation			
6.55pm	7.	<b>Safeguarding</b>	Therèsa Moyes Enc 3
7.25pm	8.	<b>Snapshots</b> <b>8.1 Safety Thermometer</b> <b>8.2 Service User Experience</b> Questions/Governor Discussion	Pat Wain - Enc 4 Kath Chambers Enc 5
8.00pm	9.	<b>Chief Executive Environmental scan and Question and Answer Session</b>	Neil Carr Enc 6

8.30pm	10.	<b>Any Other Business:</b> Please note: Any other business should be notified to the Chair at the commencement of the meeting. Acceptance of such items on the agenda will be at the discretion of the Chair.	Steve Jones
8.30pm Close	11.	<b>Close and Date of Next Meeting</b> <b>Meeting dates for 20121:</b> <i>Wednesday 12 September 2012, Annual Members Meeting, Redwoods Centre, Shropshire</i> <i>Thursday 13 September 2012, Annual General Meeting, Redwoods Centre, Shropshire</i>	Steve Jones

**Please note:** Given sufficient notice, versions of the above papers can be made available in large print, easy read and audio or in other languages.

**Declaration (Extract from Constitution)**

An elected Governor may not vote at a meeting of the Membership Council unless, before attending the meeting, they have made a declaration in the form specified by the Secretary of the particulars of their qualification to vote as a member of the Foundation Trust and that they are not prevented from being a member of the Membership Council. An elected Governor shall be deemed to have confirmed the declaration upon attending any subsequent meeting of the Membership Council, and every agenda for meetings of the Membership Council will draw this to the attention of elected Governors.

**Items in Closed Session**

In accordance with the Membership Council's Standing Orders that representatives of the press and other members of the public be excluded from a closed session of the meeting having regard to the confidential nature of the business to be transacted, publicity of which would be prejudicial to the public interest (section (2) Public Bodies (Admission to Meetings Act 1960)

**ENCLOSURE 1**

**MINUTES OF THE MEMBERSHIP COUNCIL MEETING OF SOUTH STAFFORDSHIRE AND SHROPSHIRE HEALTHCARE NHS FOUNDATION TRUST HELD ON WEDNESDAY 18<sup>TH</sup> APRIL 2012 AT 6.15PM AT THE PARK INN HOTEL, TELFORD**

**15/12 PRESENT:**

Steve Jones	Chair
Michael Allen	Public/Service User/Carer Governor (South Staffs)
Karl Bailey	Public/Service User/Carer Governor (Shropshire/T&W)
Jacki Boyle	Public/Service User/Carer Governor (Shropshire/T&W)
Keith Bury	Public/Service User/Carer Governor (South Staffs)
Frances Carlin	Public/Service User/Carer Governor (South Staffs)
Mac Cock	Partner, South Staffordshire Carers' Association
Peter Cross	Public/Service User/Carer Governor (South Staffs)
Lois Dale	Public/Service User/Carer Governor (Shropshire/T&W)
Mark Dalgarno	Staff (Nursing)
Jurai Darongkamas	Staff (Clinical Support)
Dr Maha El-Nadeef	Staff Governor (Medical)
David Gill	Public/Service User/Carer Governor (Shropshire/T&W)
Julie James	Public/Service User/Carer Governor (Shropshire)
Hilary Jones	Partner, Staffordshire University
Councillor Simon Jones	Partner, Shropshire County Council
Nick Maslen	Partner, Age UK
Enrique Mateu	Public/Service User/Carer Governor (South Staffs)
Steve Morris	Public/Service User/Carer (South Staffs)
Bridie Oakes-Richards	Partner, HM Prison Service
Lilian Owens	Partner, Shropshire/T&W Voluntary Sector MH Forum
Pauline Pearsall	Public/Service User/Carer Governor (South Staffs)
Tony Price	Partner/Deputy Chair and Lead Governor
Kathryn Pryce	Public/Service User/Carer (Shropshire/T&W)
Graham Riley	Public/Service User/Carer Governor (Shropshire)
Janet Smith	Public/Service User/Carer (Regional/National)

**16/12 IN ATTENDANCE:**

Dr Claire Barkley	Medical Director
Carl Bullingham	Governor, Dudley & Walsall Mental Health Trust
Neil Carr	Chief Executive
Mike Davy	Member
Ron Hilton	Non Executive Director
Jane Landick	Company Secretary
Greg Moores	Director of HR, OD and Equalities
Liz Nicholson	Non-Executive Director
Sue Nixon	Non-Executive Director
Dr Tennyson Nkala	Consultant Psychiatrist

Jenny Smit	Membership Manager
Alan Snuggs	Governor Consultant
Luke Thornley	Membership Office Administrator
Peter Woolrich	Non Executive Director

**17/12 APOLOGIES:**

Ravi Bhakhri	Public/Service User/Carer Governor (South Staffs)
Cyril Bird	Staff (Non Clinical Support)
Terry Downes	Partner, MIND
Robin Harvey	Public/Service User/Carer Governor (Shropshire/T&W)
Jenni Hodson	Staff (Social Care)
Andrew Millward	Public/Service User/Carer Governor (North Staffs)
Paul Taylor	Partner, Telford & Wrekin Council
Joe Wickens	Staff (AHP)
Colin Wilkinson	Public/Service User/Carer Governor (South Staffs)

**18/12 INTRODUCTION AND WELCOME**

Steve Jones opened the meeting by welcoming those present including:

- New Partner Governors: Hilary Jones, Dean of the Faculty of Health, Staffordshire University and Mac Cock, Chief Officer of South Staffordshire Carers' Association
- Speakers for the evening: Greg Moores, Director of HR, OD and Equalities (Agenda Item 7), Dr Tennyson Nkala, Consultant Psychiatrist (Agenda Item 8), Neil Carr, Chief Executive (Agenda Item 9)
- All others present including members, Executive and Non Executive Directors and staff.

On behalf of the Council, Steve Jones paid tribute to Gill Wyatt, Carers' Association following her resignation as a Governor Member for South Staffordshire consequent upon her retirement from South Staffordshire Carers' Association and thanked her significant contribution as Partner Governor.

Steve Jones advised that unfortunately the presentation on Prison In Reach Services by Linda Ventress would be put back to a future meeting in light of conflicting work commitments.

**19/12 MINUTES**

The minutes of the Membership Council Meeting held on 18<sup>th</sup> January 2012 were agreed as a true and accurate record of the meeting.

**20/12 MATTERS ARISING**

Steve Jones reported on the following matters arising, not covered by other agenda items:

Page	Item	Action
3	Monitoring Chief Executive's	Tony Price to update from discussion

	objective	at April 2012 PAG
4	Completion of actions from Governor Ward Visit Action Plan	Peter Cross confirmed all outstanding actions were completed

## 21/12 PROTOCOL FOR GOVERNOR ENGAGEMENT WITH MONITOR AND THE CQC

Jane Landick advised that the protocol had been drafted following the presentation of the Care Quality Commission at the January 2012 meeting and had been discussed and agreed at the Steering Group Meeting on 7<sup>th</sup> March 2012. Further amendments had been made following publication of the CQC guidance for Governors on engaging with the CQC to ensure that the protocol was consistent with this guidance. Tony Price advised that he had subsequently received some comments from Governors on the draft protocol and requested that the document be referred back to the Steering Group for further review and invited further comments to inform the review. Michael Allen suggested that the protocol could also be considered by members of the Performance and Assurance Group and this was agreed. It was agreed that Tony Price would take this forward to enable a revised protocol to be presented to a future meeting for agreement.

**Action:** Further review of protocol and submission to a future Membership Council meeting (TP)

## 22/12 SAFEGUARDING UPDATE REPORT

Steve Jones advised that the Safeguarding Update report had been circulated separately from the papers since it reflected all training undertaken up to the end of March 2012 and the data needed entering after the month end to enable the report to be run. Tony Price commended the Trust's constructive response on this issue and noted that the target set by Governors for 70% compliance with adult safeguarding training had been achieved. It was agreed that a further update report would be received in three month's time and that in the meantime the issue would continue to be monitored through the Performance and Assurance Group.

**Action:** Agenda Item for July 2012 Membership Council meeting (JL)

## 23/12 GOVERNOR MEMBERS' REPORT

Tony Price added his personal welcome to the **new Governors** and gave a report on the activities of Governors since the last meeting, covering:

- The summary reports from the **Combating Stigma Group** meetings held on 31<sup>st</sup> January 2012 and 27<sup>th</sup> March 2012 were received and noted. Enrique Mateu requested clarification of his comment relating to copying letters to patients in the summary report and minutes to explain the link to stigma that he had highlighted and it was agreed that this would be addressed. Neil Carr commented that the advice to clinicians when writing letters and reports was to ensure that they used language which could be clearly understood by service users and carers and with Claire Barkley, offered to discuss the issue

further with Enrique Mateu. Michael Allen thanked Steve Jones for his support at the Combating Stigma Group meetings.

**Action:** Correction to be made to summary report and minutes (JS)

- The summary report of the **Performance and Assurance Engagement Group** meeting held on 9<sup>th</sup> January 2012 was received and noted. Tony Price also summarised the meeting held on 5<sup>th</sup> April 2012 at which the Trust Assurance Report was discussed in detail. The meeting also covered the essential standards review visits and agreed to review the Staff Opinion Survey results at a future meeting. The meeting was attended by Roger Craven, executive directors and Glen Palethorpe from the Trust's Internal Auditors, RSM-Tenon to provide assurance on the Trust's risk management processes, arising from issues raised by Robin Pritchard in his resignation letter. Tony Price advised that Glen Palethorpe had offered to deliver a training session for Governors on the role of internal audit and that the Membership Office would be following this up. He advised that the Group was also looking at the presentation and analysis of data with a view to considering the use of the risk register as a focus for future meetings. The Group was also in the process of reviewing the objective set for Neil Carr by the Membership Council in order to inform Neil's forthcoming performance appraisal by the Chairman. It was noted that the next Performance and Assurance Group meeting would take place on 3<sup>rd</sup> July 2012.  
**Action:** Internal Audit workshop to be arranged (JS)
- The summary reports from the **Strategic Direction Engagement Group** meetings held on 12<sup>th</sup> January 2012 and 19<sup>th</sup> March 2012 were received and noted. In response to a question from Jackie Boyle, Jenny Smit advised that the Membership Office would have responsibility for the Trust's volunteer programme from 1<sup>st</sup> April 2012.
- The summary report from the **Steering Group** meeting held on 7<sup>th</sup> March 2012 was received and noted. Tony Price advised that five Governors had expressed an interest in filling the vacant seats on the Steering Group and that he would be contacting those to be invited to join, based on ensuring representation across all constituencies.  
**Action:** Governors to be advised of outcome and new Steering Group members to be invited to future meetings (TP)
- The summary report from the Community Engagement Group meeting held on 21<sup>st</sup> February 2012 was received and noted. Lilian Owens commented that with 37 attendees, the event had been very well chaired by Ravi Bhakhri and that lots of views and perspectives had been shared. It was agreed that it was important to harness the energy and commitment shown and sustain the momentum.
- The summary report from the **Service User and Carer sub committee** held on 8<sup>th</sup> February 2012 was received and noted. Sue Nixon outlined the new format and approach being taken for meetings, including the use of open space sessions and post-it notes to collect successes, challenges and ideas for feedback at the meeting and in written format subsequently. She also

highlighted the Service User and Carer Celebration Day being held in the Learning Centre on 3<sup>rd</sup> May 2012, to which Governors were invited.

**Action:** Celebration Day invitations/flyers to be sent to Governors (JS)

- Progress was noted with the **Clinical Directorate Ambassador Scheme** - four Governors were participating with others having also expressed an interest in participating in the scheme.
- The summary report of the Board of Directors meeting held on 29<sup>th</sup> March 2012 was noted. Steve Jones reminded Governors that they were welcome to attend the public section and that those who had attended generally found it useful. In response to a question from Tony Price about the scope for Governors to access confidential or commercially sensitive information held by the Trust, Steve Jones advised that the Trust expected to have a mature relationship with Governors to the extent that sensitive information could be shared individually with Governors as appropriate or necessary. Neil Carr advised that a recent analysis of the content of board meetings showed that up to 40% of items in the public section of the Board had a clinical/patient related content compared with a confidential section which was dominated by commercial issues. He agreed that the report on this work which was scheduled for a future Board meeting, would be shared with Governors.  
**Action:** Burdett report analysis of Trust Board meetings to be shared with Governors (JL)
- Lois Dale highlighted a correction to the Essential Standards Review report section of the Governor report, which had omitted a visit she had undertaken on 12<sup>th</sup> January 2012 with Michael Allen. She also commended the visit programme and the opportunity to engage with service users.
- Jackie Boyle referred to the Time to Change stand which she had taken to the Liberal Democrat conference and commended the opportunity to have a presence at conferences for other parties.
- Enrique Mateu commented on the consultation process on the closure of the Margaret Stanhope centre and communications about the Cluster Common Board meeting and the availability of papers from this meeting. Tony Price advised that he had been able to obtain the papers using a Google search.

## **24/12 GOVERNOR TRAINING AND DEVELOPMENT PLAN**

Tony Price and Alan Snuggs presented the plan which it was noted had been approved by the Steering Group. It was noted that the plan incorporated the new roles for Governors arising from the Health and Social Care Act 2012 and included both mandatory and optional elements. In response to a comment from Peter Cross, it was agreed that the Handbook on the Governor role would need to be amended to reflect the new responsibilities. Janet Smith reported that a key focus of the Foundation Trust Governors Association conference had been on the need to ensure Governors were fully prepared and trained for their new roles and that the Department of Health were committed to supporting this through a national training programme. In response to a question from Peter



Cross about the time commitment required of Governors, Alan Snuggs acknowledged that consideration was given and would continue to reflect the voluntary nature of the role and the work and other commitments of many Governors. Michael Allen highlighted that not all Governors would be expected to know everything and that time commitments could be limited by enabling Governors to specialise in different areas. This view was supported by Graham Riley, who added that it was better to have good knowledge of a few areas than skimpy knowledge of many. Alan Snuggs advised that it was not the intention for Governors to have a depth of knowledge across the board, but that they should expect to have a basic overview and understanding across the Trust's portfolio in addition to individual areas of particular interest or expertise. Steve Jones concluded by advising that the Training and Development Plan would be refined and developed further in the light of emerging national guidance and advice. With this caveat, the plan was approved. Keith Bury commented that it was important in preparing for the elections that potential Governors were given clear information about the expectations with respect to training and time commitment and it was confirmed that this would be done. It was agreed that a report would be received at the next meeting to update Governors on the emerging implications and timescales relating to the Health and Social Care Act.

**Action:** Training Plan implementation (AS/JS)

Pre-election material for candidates to reflect time commitment and expectation commensurate with the new role (JL/JS)

Paper to next Membership Council on the new Governor role – implications and timescales (JL)

## **25/12 EQUALITY ACT 2010: TRUST EQUALITY OBJECTIVES**

Greg Moores gave a presentation on the Trust's duties under the Equality Act 2010 and the equality objectives which had been agreed by the Trust Board at its March 2012 meeting. Dave Gill then gave a presentation on community engagement and the opportunities for Governors to engage with their communities and constituents to support the Trust in the delivery of the objectives. In response to a comment from Jackie Boyle about the means of delivering community engagement, Dave Gill gave examples of shadowing, volunteering, establishing links with voluntary sector groups and undertaking monthly self assessments of "what have I done this month". Tony Price suggested the use of existing networks and communications including Housing Associations. Sue Nixon referred to the equality and diversity agenda and stressed the need to make it part of the day job and not a bolt on. Jurai Darongkamas highlighted the enormity of the task to address all protected characteristics. Graham Riley commented that the ambassador scheme would enable Governors to support Directorates in the delivery of the objectives and suggested that Paul Taylor may be able to facilitate Governors wishing to undertake community engagement work through his work for the Local Authority in Telford & Wrekin. The Membership Council formally agreed to support the delivery of the Trust's Equality Objectives through the Community Engagement Group and the Combating Stigma Group.

**Action:** Revision of terms of reference of the Community Engagement Group and the Combating Stigma Group as necessary (Chairs)

## **26/12 DRUG AND ALCOHOL SERVICES**

Dr Tennyson Nkala gave presentation on the commissioning and delivery challenges for drug and alcohol services. Neil Carr commented that a key challenge was the emphasis by commissioners on drug services whereas alcohol services were comparatively under-resourced. The need to get primary care more engaged with meeting the needs of patients with drug and alcohol dependency were also acknowledged. In response to a question from Pauline Pearsall about links with the Criminal Justice System, Dr Nkala made reference to partnership working in custody suites but commented on the problems working with prison services on release given that the Prison service does not operate a uniform approach to medication pre-release. In response to a question from Steve Jones, Dr Nkala confirmed that a high proportion of service users with drug and alcohol problems were within the 22 to 30 age range and that binge drinking was increasingly an issue. He agreed with Dave Gill that key to recovery for offenders was breaking the cycle and supporting lifestyle changes to do so, post release. In response to a question from Lilian Owens, Dr Nkala outlined the service user and carer groups recently established and agreed that they needed help and support in the early stages but were now evaluating well.

## **27/12 CHIEF EXECUTIVE BRIEFING**

Neil Carr briefed the Membership Council on the following issues:

**Margaret Stanhope Centre:** Neil Carr gave a summary account of the discussion at the Common Board Meeting of South Staffordshire PCT Cluster at which the decision to close the Margaret Stanhope Centre had been taken. He advised that the closure was anticipated in September 2012 and that his immediate priority was to manage the anxieties of staff. Governors were informed that the process of appointing additional community staff had commenced and that this would include social care staff. During 2012/12 this was anticipated to cost £250K which would be borne by the Trust, but would be commissioned by the Clinical Commissioning Group in subsequent years. Neil Carr outlined the conditions and caveats attached to the closure which included the payment of transport costs for service users and carers by the commissioners and the requirement placed on the Joint Commissioning Unit to develop a Dementia Care Strategy for Staffordshire by the end of April, although Neil added that he did not consider this to be a realistic timeframe. The bed reduction of 13 acute and 3 older adult beds was part of a wider project being led by Neil Brimblecombe, taking into account the need to achieve effective bed management and usage across South Staffordshire and Shropshire, which would form part of a 6 and 12 month review, which had also been required by the Common Board as part of their decision to progress the closure. Peter Cross referred to comments made by Alex Fox during the consultation process regarding the potential for retraining ward staff and the existence of public transport links between Burton and Stafford. Neil Carr advised that no compulsory redundancies were anticipated and that through management of change processes he was confident that staff redeployment would be effectively and sensitively managed. He acknowledged the poor public transport linked and advised that he anticipated that the principal means of transport would be taxi

services but that this would be kept under review. In response to a question from Tony Price about media interest, Neil Carr acknowledged that there continued to be significant media opposition to the closure. He advised that whilst a judicial review was a possibility he felt that this was unlikely since the GPs in the Burton area had confirmed their support for the clinical model being proposed and this was likely to be a key factor in any decision to proceed to judicial review. Tony Price asked about Governor involvement in the project and Neil Carr advised that he would welcome the involvement of one or two Governors who wished to join the project team once established to oversee the project. In response to a question from Graham Riley about the cost and viability of home treatment, Neil Carr advised that this was tried and tested model which relied on appropriate and timely risk assessment and management. He confirmed that in-patient beds would always be available when needed.

**Action:** Governor volunteers to join Project Group to inform Membership Office (All)

**Institute of Mental Health:** Neil Carr advised that a 12 month pilot scheme was proposed in the West Midlands for an Institute of Mental Health to enable a specific focus on the training needs of healthcare professionals working in mental health and that the Trust was likely to be central to this exciting initiative.

**Deanery Assessment Visit:** It was noted that a visit from the West Midlands Deanery was expected on 25<sup>th</sup> April 2012 to assess the Trust for its provision of training to junior doctors.

**Ellesmere House:** It was noted that this low secure unit was currently dealing with some very challenging patients on high levels of observation and that the Forensic Directorate were directly supporting the operational management of this unit.

**Redwoods Centre:** Neil Carr advised that the Redwood Centre was scheduled to open in September 2012. He advised that discussions were taking place to find a solution for 12 beds which had not been commissioned to date but that it was anticipated that the solution would be through low secure services and that discussions would then be necessary to determine the appropriate clinical model.

**Staff Opinion Survey:** Neil Carr reported that there was a mixed bag of response, some good and some poor. There was a feeling that some staff felt "done to" as opposed to "done with" and staff reporting that they would not recommend the Trust services to family or friends. It was noted that the Director of Human Resources, Organisational Development and Equalities was developing a strategy of engagement with all teams to ask the question "what is like for you round here?" and that Governors and particularly Staff Governors, would be expected to have a key role in monitoring the outcomes of this work.

**Action:** Mechanism to be developed to enable Staff Governors to support and monitor this work (AS)

**Child and Adolescent Transition to Adult Services:** Neil Carr advised that this issue was a vexed one nationally, but that the Trust currently scoping the development of a service for individuals aged 16-23 in attempt to better meet the

needs of this client group into the future. Mac Cock commented that this would be particularly welcomed by family carers of young people who fell into this group.

**Trust Formulary:** The development of a pocket guide formulary for clinical staff was welcomed and Neil Carr commended Cathy Riley and her team for this piece of work, which he anticipated would make a significant contribution to good clinical practice and patient safety by supporting the ability of prescribers to discuss medication options with service users.

**Divisional Director appointments:** It was noted that the number of Clinical Directorates had now reduced to two in line with plan and that the Lesley Crawford, Divisional Director for Mental Health was due to take up post in May 2012. Neil Carr advised that he anticipated being in a position to announce the appointment of the Divisional Director for Specialist Services within the next few days.

In response to a question from Pauline Pearsall about the future use of the premises at the Margaret Stanhope Centre, Neil Carr advised that this building belonged to Queen's Hospital, Burton and not the Trust.

## **28/12 NOMINATIONS COMMITTEE REPORT**

Steve Jones presented the report and outlined to the Membership Council the robust recruitment and selection process which had been followed to appoint a replacement for Robin Pritchard as Non Executive Director. He advised that the Nominations Committee had paid particular attention in the selection process to determining the candidate's fit with the Trust Board team and the culture and values of the Trust. Tony Price concurred and advised that he felt that the interview had been tougher than on the previous occasion and had sought assurances that the candidate could commit the time required to the role, but that the candidate had performed better this time than last, when he had come a close second to the appointed candidate. It was noted that he had advised that he was leaving his current post with Vodaphone shortly to concentrate on public service. Peter Cross commented that he felt that Shrinivas Honap was a very good appointment and was supported by Pauline Pearsall in the view that he would be a square peg in a square hole. The Membership Council confirmed that a fair, transparent and robust recruitment and selection process has been followed, noted the minutes of the Nominations Committee meeting held on 23<sup>rd</sup> March 2012 and formally approved the recommendation of the Nominations Committee that Srinivas Honap be appointed as Non Executive Director of the Trust for a three year term of office from 1<sup>st</sup> May 2012 to 30<sup>th</sup> April 2015.

**Action:** Appointment letter to be sent confirming appointment (JL)

## **29/12 ANY OTHER BUSINESS**

There was no other business.

## **30/12 DATE OF NEXT MEETING**

Wednesday 18<sup>th</sup> July 2012 at 5.30pm for 6.15pm-8.30pm in the Learning Centre, St George's Hospital, Stafford. The meeting to be preceded by a Joint Board of Directors and Membership Council meeting. Suggestions for agenda items were invited.

**Membership Council Meeting                      Agenda Item 6                      Enc 2**

**To:                      Membership Council**

**Date:                      Wednesday 18 July 2012**

**From:                      Steve Jones, Chairman**

**Subject:                      Governor Member Report on Activities, Events and Achievements**

**1.                      MEMBERSHIP GROWTH**

The Trust now has 15467 members as of 2 July 2012

Public/Service User/Carers - 12222

Staff – 3245

The graphs in *Appendix 1* provide numeric and demographic detail of new public members received by the Trust for the period 31<sup>st</sup> March 2012 to 1<sup>st</sup> July 2012. It also provides a breakdown of:

- Geographic Location (with a second breakdown included of the constituency within each location)
- Ethnicity
- Age Range
- Gender

**2.                      GOVERNOR ENGAGEMENT GROUPS**

**2.1                      Combating Stigma Group**

The Trust currently uses the “Time to Change” campaign to promote anti stigma in mental health and to actively recruit new members. The vision of the Combating Stigma Group is to provide an opportunity for engagement with members and communities and to influence on combating stigma. The group aims:

- To support the Trust in combating stigma
- To be engaged and provide an external strategic focus on the direction of travel of the ‘Combating Stigma Campaign’
- To evaluate and provide comments on the progress of the campaign
- To inform the general population on mental health
- To raise the awareness of staff on stigma and the campaign
- To promote equality and diversity

The Combating Stigma Group met on 29 May 2012 at TCAT College, Telford. The group are continuing its preparations to submit a bid, in the early autumn to Time to Change in partnership with MIND, to fund an Arts and Cafe project based in Cannock. The group are also almost through a busy season of events. A summary of the meeting held on 29 May 2012 is attached as Appendix 2 for your information. If you would like a

full copy of the minutes please contact the membership office. *The group always welcomes new members – the next meeting is due to be held on 31 July 2012, please contact the membership office for further details if you would like to attend.*

## **2.2 Performance and Assurance Group**

The Assurance & Performance Group continues to seek assurance on key performance areas, where the Trust provides Governors with assurance regarding the Trust's performance. The group aims:

- To play an integral part in the Annual Quality Accounts process by commenting on how the Trust is performing against the essential standards of quality and safety as set out in current CQC registration regulations

The group met on 5 April 2012. A summary of this meeting is attached as Appendix 3 for your information. If you would like a full copy of the minutes please contact the membership office. The group also met on 3 July, minutes will be circulated in due course. The next meeting is scheduled for 6 September 2012.

## **2.3 Strategic Direction Group**

The Trust Strategic Direction Group continues to provide Governor Members an opportunity for engagement and influence on the strategic direction of the Trust. The group aims:

- To support the Trust Board's decisions to be commercially competent in strategic direction
- To be engaged and provide an external strategic focus on the direction of travel of the organisation
- To evaluate and provide mitigates to the risks associated with the above

The group met on 17 May 2012. A summary of this meeting is attached as Appendix 4 for your information. If you would like a full copy of the minutes please contact the membership office. The next meeting is scheduled for 11<sup>th</sup> July and then the 3<sup>rd</sup> September 2012.

## **2.4 Membership Steering Group**

The Membership Steering Group has a range of responsibilities including advising on Governor Development and Training, Governor Engagement, ensuring effective Joint Working with the Board of Directors and effective Membership Council Meetings, and monitoring delivery of the Membership Strategy as well as other key tasks.

The group met on 6 June 2012 and a summary of this meeting is attached as Appendix 5 for your information. If you would like a full copy of the minutes please contact the membership office.

## **2.5 Community Engagement Group**

The Community Engagement Group aims engage better with the wider local communities to promote inclusion and reduce health inequalities. We believe that people have different needs, interests and strengths and we will develop opportunities to provide inclusive and holistic services.

The group aims to actively work together with other health providers, local authorities, businesses, members, service user and carer groups, Voluntary and Community Sector

groups and the wider community to give people a voice and make sure that everyone is treated fairly.

The group met for the first time on 30 May 2012, a summary of this meeting is attached as Appendix 6 for you information. If you would like a full copy of the minutes please contact the Membership Office.

### **3. SERVICE USER AND CARER COMMITTEE**

The Service User and Carer Committee is a Sub-Committee of the Board of Directors but also has accountability for reporting to the Membership Council and has 2 Governor Members sitting on the Committee (currently Robin Harvey, Public – Service User and Carer and Joe Wickens – Children’s and Staff Governor, AHP). The Committee ensures facilitation, operational delivery and monitoring of the service user and carer involvement agenda throughout the Organisation.

The Service User and Carer Committee met on 11 April and 3 June 2012. A summary of the meeting is provided for information in Appendix 7. For a full copy of the minutes please contact the membership office. The next meeting will take place on 2 August 2012. The Service User and Carer Committee NED is now Sue Nixon and the Executive lead is Theresa Moyes.

### **4. LEAD GOVERNOR REPORT – TONY PRICE**

Time marches ever on and it does not seem all that long since the last Membership Council in April. A lot has certainly happened in the last three months and the external environment remains very challenging with more detail emerging from the Social Care and Health legislation and the on going austerity in the economy generally and public sector specifically.

The Governor Member Report has full details of the wide range of activities and events that Governors have been involved in and I continue to be impressed by the commitment and enthusiasm of Governors in their various interactions with the Trust.

There are some key issues and points that I would like to make:

- (a) The Membership Steering Group at the last meeting refreshed the existing protocol for Governor Involvement in engagement groups, committees and other meetings/groups. This has been circulated to all Governors and is a useful guide to how and where Governors can be involved.
- (b) I had the pleasure of speaking to Nottingham Health Trust’s Membership Council in June to give some thoughts on the role of Governors with the new Health and Social Care legislation.

Thanks to all Governors for their on going efforts and hard work. It is a challenging but exciting time to be in the NHS and I am sure we will all rise to the inevitable challenges that lie ahead.

### **5. CHAIRMANS APPRAISAL AND MEMBERSHIP COUNCIL APPRAISAL 2012**

Everyone should have received their questionnaires for the annual Chair’s and Membership Council Performance Review. The Membership Council performance review needs to be returned no later than 17 August 2012. These are important documents and everyone is expected to complete and return them. The first is important for assessing the Chair’s performance and determining his remuneration and the second is vital for developing the Council going forward.



## **6. ESSENTIAL STANDARDS REVIEWS**

The aim of the Essential Standards Reviews is to provide a simple and transparent “no surprises” process, in keeping with our current performance development “culture”, which leaves detailed performance monitoring and management where it should be, with the local managers and other planned inspection routines, but which enables us to give clear feedback on key themes likely to impact on the quality of care we provide.

The following Essential Standards Reviews have been carried out:

3 May 2012

Ashley House (Stafford) – Michael Allen and Jackie Boyle

New House (Shropshire) - Bridie Oakes-Richards and Lois Dale

21 June 2012

Elms House (Shropshire) – Tony Price and David Gill

Elmsmere (Stafford) – Ravi Bhakhri and Mac Cock

## **7. CLINICAL DIRECTORATE AMBASSADOR SCHEME**

This scheme, initially set up as a pilot provides many opportunities such as:

- Give Governors a deeper insight into the workings of the Trust,
- Encourage Governors to develop some specialist knowledge of an individual Directorate
- Enable Governors to understand the challenges and issues that Directorates face on a daily basis
- Support Governors in having a greater understanding of the Trust so as to contribute more fully to developing the organisation’s strategic direction.

Four pilot schemes have now been launched with Governors working with individual directorates as follows:

Learning Disabilities, Telford and Wrekin - Graham Riley

Prison In-reach Services- Colin Wilkinson

Psychological Services- Karl Bailey

Facilities and Estates- Michael Allen

A report will be received by the Membership Council in January 2013 when the future direction of this scheme will be agreed.

## **8. VOLUNTEERS**

The Trust and the League of Friends will be working in partnership in developing a proactive and positive volunteer program within the Trust. Both organisations will be working to ensure consistency in approach and recruitment methods. This partnership has been supported by Colin Wilkinson (Chairman, League of Friends and Public Governor for the Trust.)

## **9. FOUNDATION TRUST NETWORK GOVERNOR DEVELOPMENT DAY**

3 Governors attended the Foundation Trust Network development day, Birmingham on 29 June 2012.

The main theme of the day was an update on national policy and how this will affect Trusts and Governors. There were a number of workshops to explore this in more detail and it was also interesting and informative to talk to Governors from other Trusts.

In many areas we seem to be “ahead of the game” but there is also a lot to learn from others.

#### **10. REGIONAL DEVELOPMENT DAY 18 OCTOBER 2012**

The Regional day in October is being organised for Mental Health and Learning Disability Trusts across East and West Midlands Trusts and the east of England. It will focus on the new Health and Social Care Act as well as the Mental Health Framework. Each Trust will have 4 free places for Governors. Further details can be obtained from Alan Snuggs

#### **11. MEMBERSHIP RECRUITMENT, ENGAGEMENT AND “TIME TO CHANGE” EVENTS**

Combating Stigma Questionnaire sent out as part of the POD magazine. Responses will be collated and comparisons and themes drawn from the previous years results.

2 public constituency meetings have been held so far in South Staffordshire:

25 April 2012: Stafford College. Led by 3 Governor members, Michael Allen, Keith Bury and Enrique Mateu, supported by Tony Price, Alan Snuggs and Jenny Smit. Members of the public attended and after 2 short presentations from Michael Allen and Enrique Mateu, Keith Bury chaired an open forum.

9 May 2012: Staffordshire County Building, Stafford. Service Users and Carers, Local Borough Councillors, Foundation Trust staff, Trust members, membership office, Public Governors and members of the public attended the meeting. Steve Jones the Chair and Neil Carr Chief Executive also were in attendance. Ravi Bhakhri made a presentation on the subject 'CHANGE' namely 'we must become the change we want to See'

2 further public meetings are being arranged to be held in September in Telford and Wrekin and South Shropshire.

Robin Harvey facilitated a workshop – The Triangle of Care at the Service User and Carer Involvement Celebration Day (May 2012)

Mental Health Awareness Week – TCAT (May 2012). This was supported by Governors and the membership office.

Staffordshire County Show – membership recruitment and promotion of the Trust and Time to Change Campaign (June 2012)

Karl Bailey attended the Shrewsbury Carnival to recruit new members and promote the Trust and Time to Change Campaign (June 2012)

#### **12. MEMBERSHIP OFFICE**

The membership office has attended the following:

Non Executive Recruitment training – FTN (April 2012)

Service User and Carer Involvement Celebration Day - (May 2012)

Mental Health Awareness Week – TCAT (May 2012)

Governor training facilitated; Mental Health Act and Essential Standards Reviews – (June 2012)

Volunteer Strategy Partnership Meeting – Staffordshire County Council (June 2012)

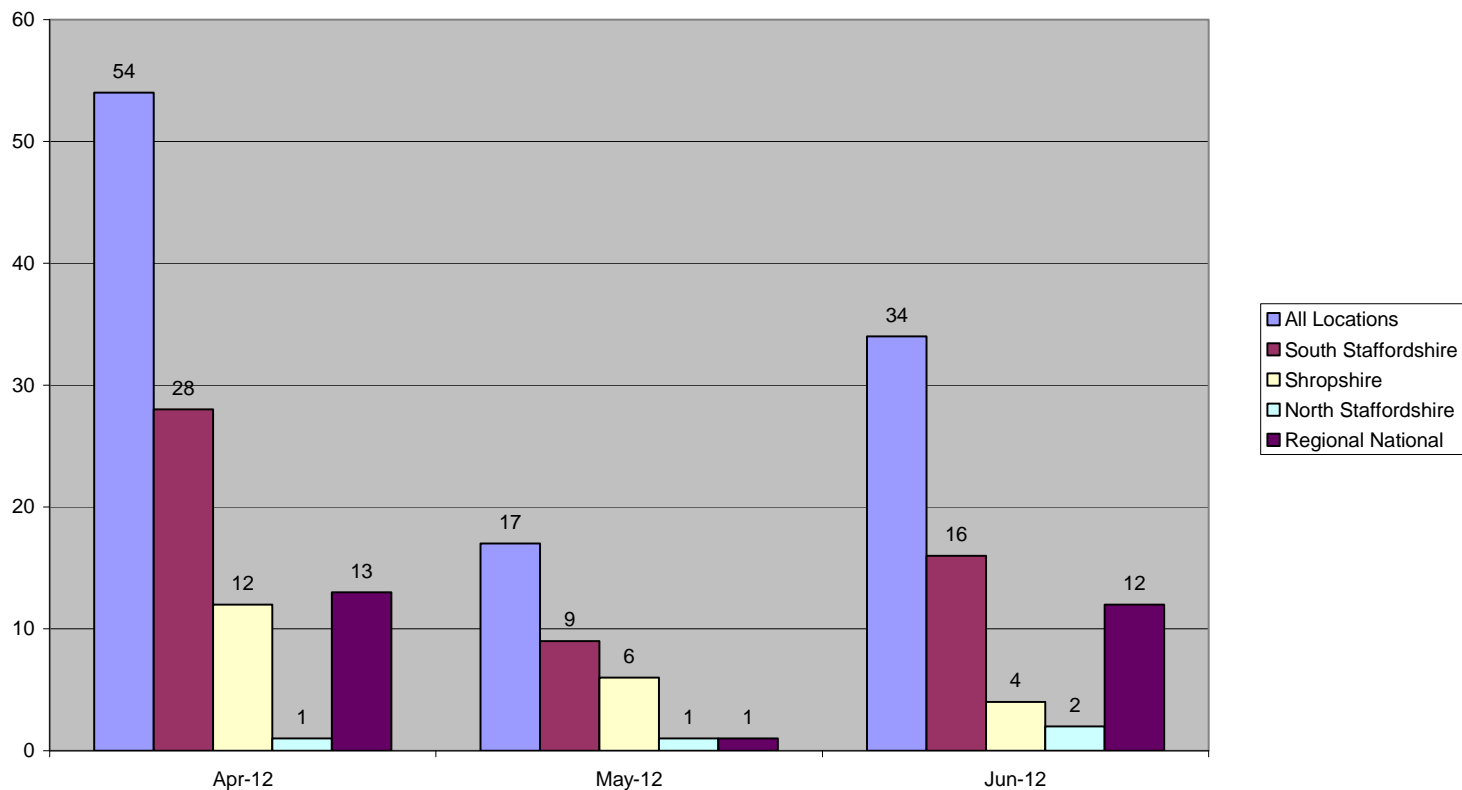
Staffordshire County Show – (June 2012)

Nominations to the Membership Council closed on 18 June 2012. Results following the ballot will be available from 27 July 2012.

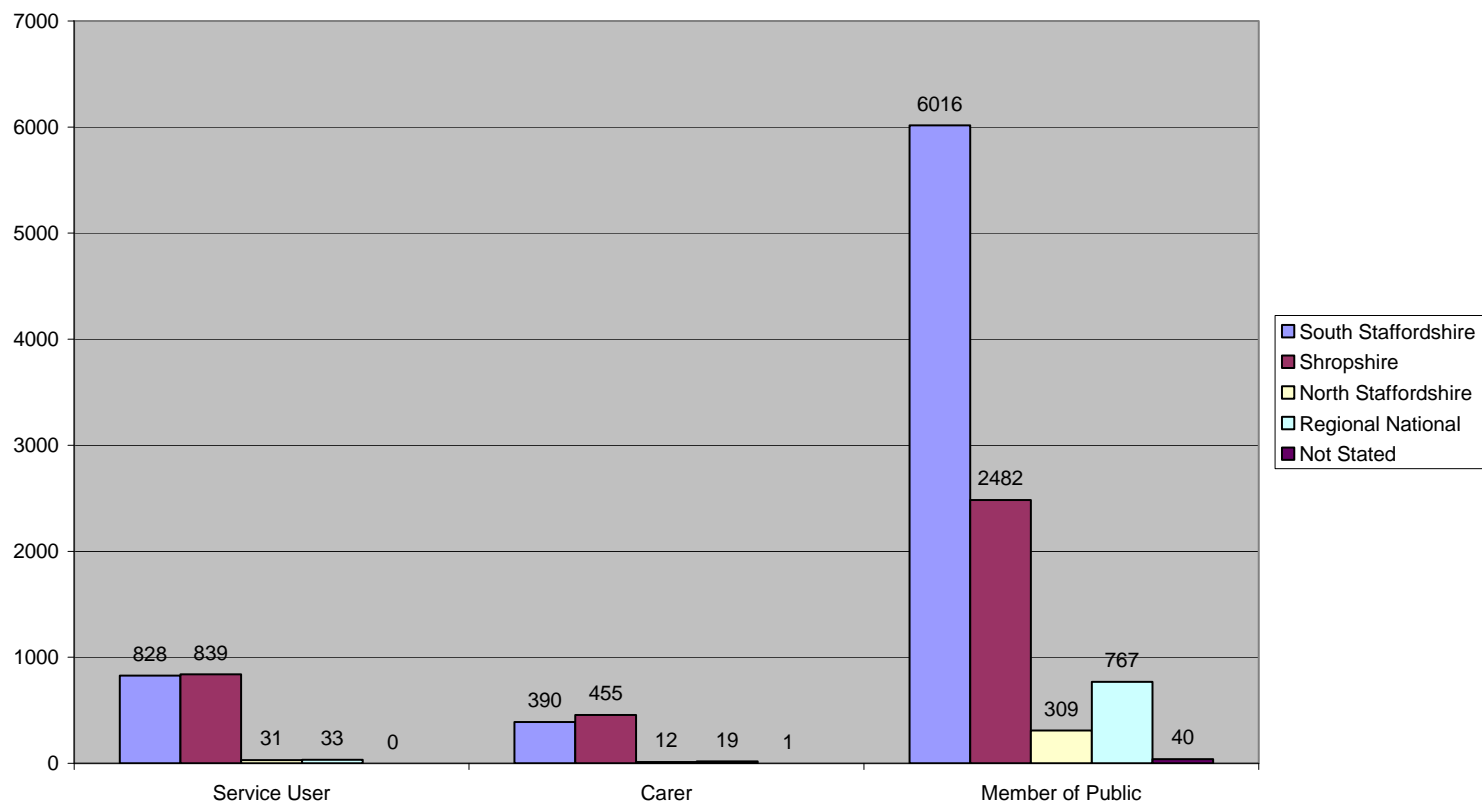
### **13. BOARD OF DIRECTORS' UPDATE**

A summary report of the Board of Directors meeting held on 26 April, 24 May and 28 June 2012 is enclosed as appendix 8.

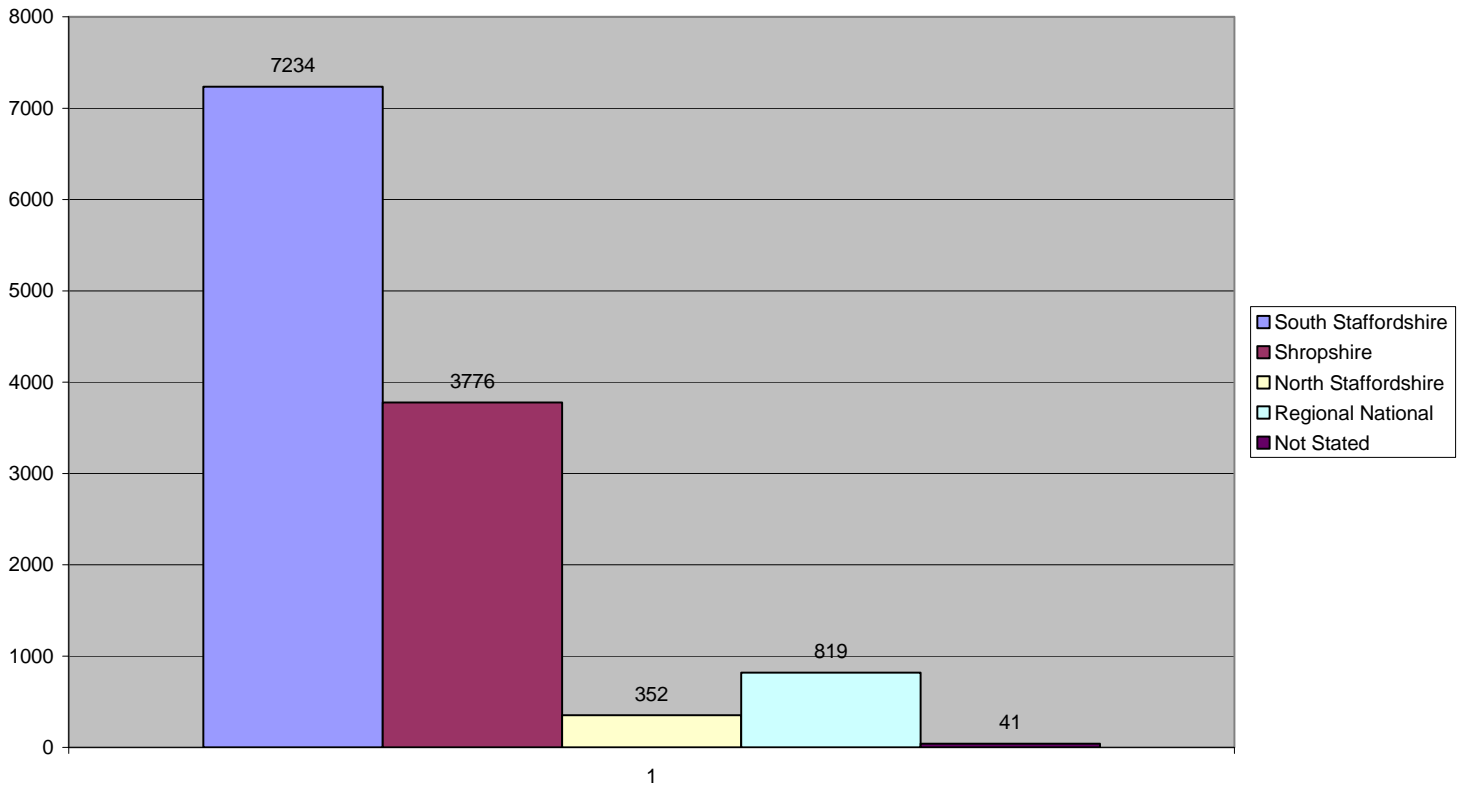
New Members 1st April 2011 to 31st June 2011



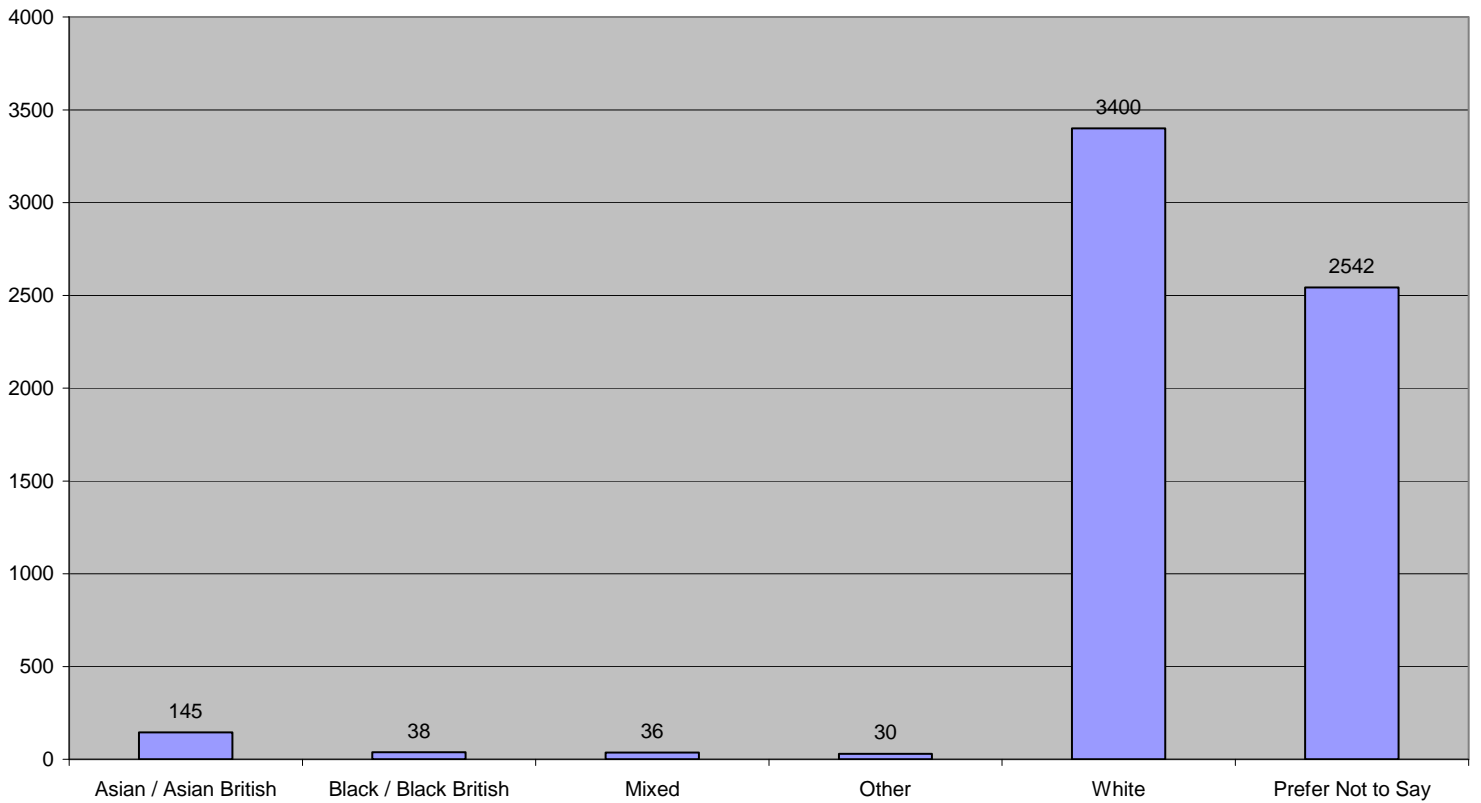
Geographical Breakdown of Membership (exc Staff)



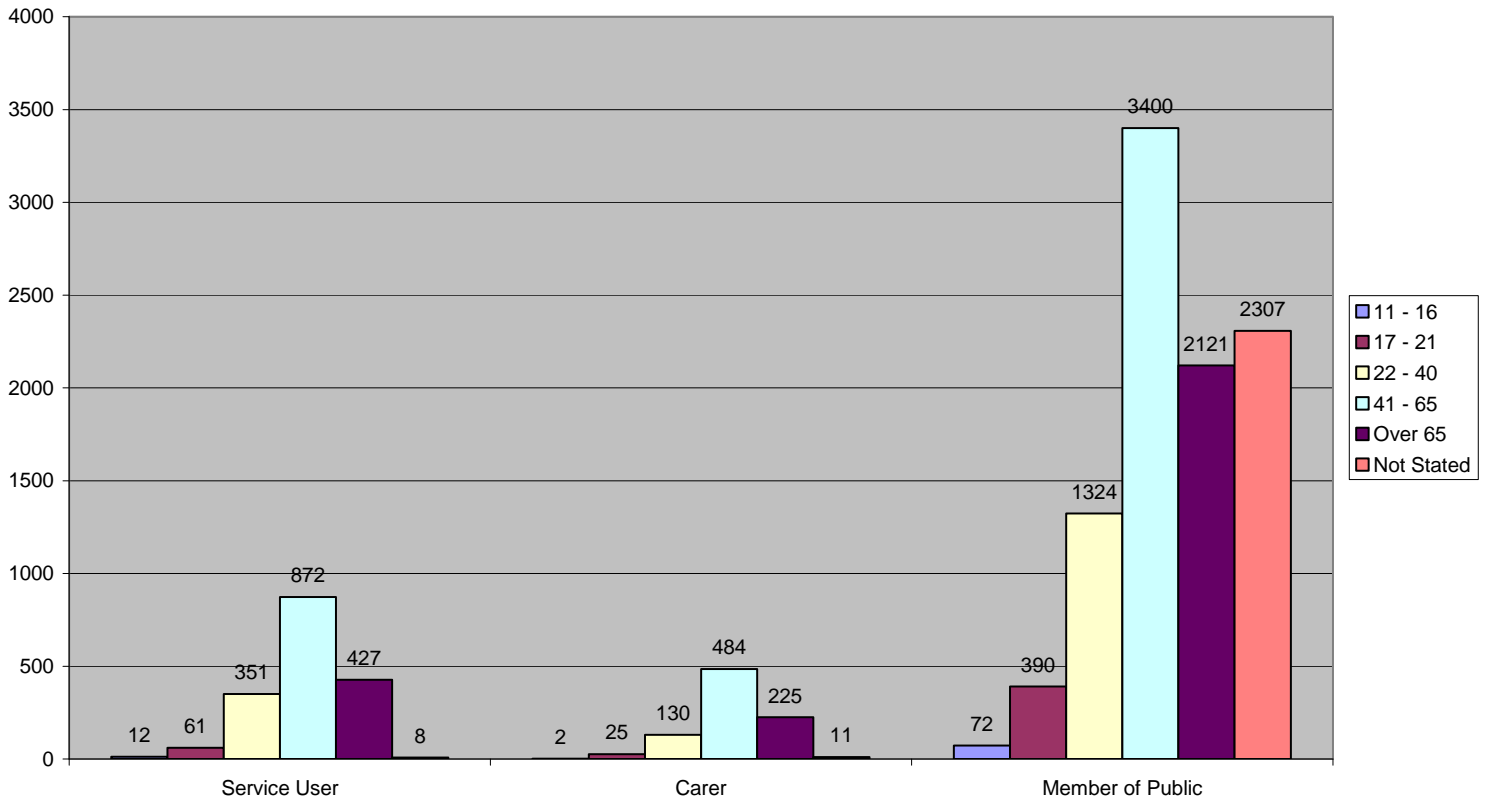
### Geographic Breakdown 2 (Exc Staff)



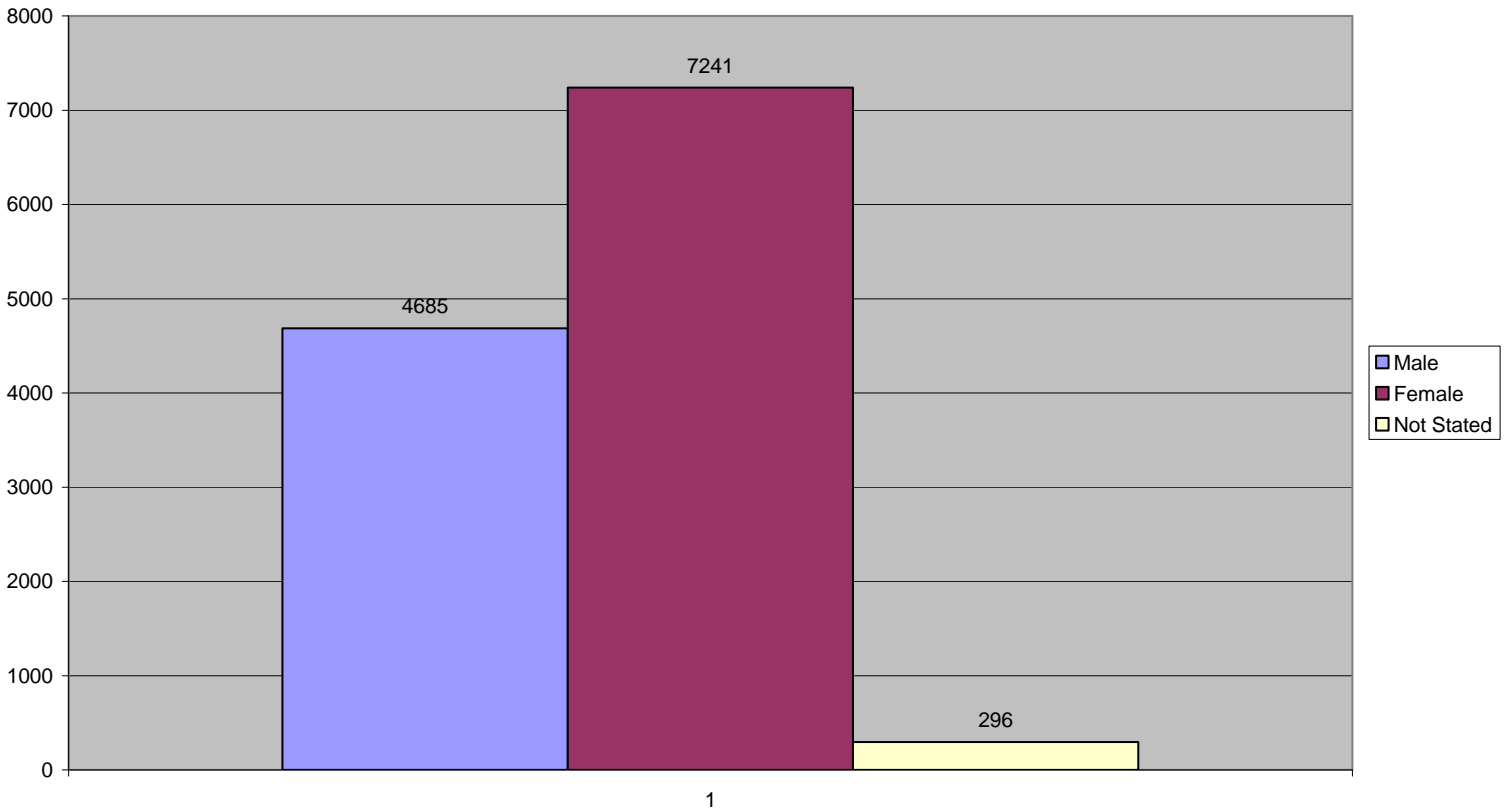
### Ethnic Group Breakdown



### Age Range Breakdown



### Gender Breakdown (Exc Staff)



## Membership Council Meeting

## Appendix 2

<b>Report to:</b>	Membership Council
<b>Date:</b>	18 <sup>th</sup> April 2012
<b>Title:</b>	Combating Stigma Group – 29 <sup>th</sup> May 2012
<b>Report of:</b>	Michael Allen, Chair of the Combating Stigma Group

### Summary:

The Combating Stigma Group aims to provide an opportunity for engagement and Influence on combating stigma. Full minutes are available from the Membership Office.

### Key Points

- The group received an update on the latest activities from Amanda Godfrey, including information on the new 'Flipping Book' program, which will improve the way documents and magazines can be read on the Trust website.
- The group reviewed the terms of reference and approved the inclusion of the responsibility to promote the equality and diversity objectives.
- The group were informed of events which had taken place since the last meeting
- Michael Allen informed the group of a campaign being run by the Sunday Express around stigma in mental health called the 'Crusade'
- The Combating Stigma 2012 Events table was reviewed and the group agreed on which events would be booked for 2012.

### Recommendation:

The Membership Council is asked to:

1. Receive and note the report for information

**Membership Council Meeting****Appendix 3**

<b>Report to:</b>	Membership Council
<b>Date:</b>	18 <sup>th</sup> April 2012
<b>Title:</b>	Assurance & Performance Group – 9 <sup>th</sup> January 2012
<b>Report of:</b>	Tony Price, Chair of Assurance & Performance Group

**Summary:**

The Assurance & Performance Group continues to seek assurance on key performance areas. Full minutes are available from the Membership Office

**Key Points**

- The group met for an extra ordinary meeting to discuss Safeguarding training
- Mandy Lee, Safeguarding Consultant Practitioner gave a detailed presentation outlining the Trust's approach to safeguarding of Adults and Children.
- Following the presentation, the group asked a series of questions around safeguarding. Mandy Lee informed the group that Safeguarding training is mandatory for all Staff, but the level of training received is dependent on their job.
- The group agreed that a long term solution is require to address the issue.
- Tony concluded that although the Trust is making good progress with safeguarding compliance, he suggested that the way forward would be send a letter to the Chairman highlighting the Governors concerns and asking that there is a clear indication from the Board on what will be done to resolve the issue. The group agreed with this.
- The group thanked Mandy Lee for her attendance and commended the work that is currently being done

**Recommendation:**

The Membership Council is asked to:

1. Receive and note the report for information



**Membership Council Meeting****Appendix 4**

<b>Report to:</b>	Membership Council
<b>Date:</b>	18 April 2012
<b>Title:</b>	Strategic Direction Group – 17 May 2012
<b>Report of:</b>	Andrew Millward, Chair of Strategic Direction Group

**Summary:**

The Trust Strategic Direction Group continues to provide Governor Members an opportunity for engagement and influence on the strategic direction of the Trust

**Key Points**

- The group were presented with the environmental scan as reported at the Trust Board
- The group were informed of the Trusts latest compliance ratings where the Trust achieved a 4 (finance) and green (governance)
- It was highlighted that the annual plan would be discussed at this engagement group once it had been approved by Monitor
- The group received a presentation and undertook a question and answer session around the Trusts commissioning strategy.
- The group agreed a range of topics to be discussed by the group throughout 2012
- The group received a summary of current service user and carer and volunteer events and plans

**Recommendation:**

The Membership Council is asked to:

1. Receive and note the report for information

## Membership Council Meeting

## Appendix 5

<b>Report to:</b>	Membership Council
<b>Date:</b>	18 July 2012
<b>Title:</b>	Membership Steering Group – 6 June 2012
<b>Report of:</b>	Steve Jones, Chair

### Summary:

The Membership Steering Group ensure that clear development plans are in place for all Governor Members to enable them to understand and fulfil their roles as individual Governor Members and as a Membership Council. The Group also agree Membership Council agendas and deal with other Governor and Member development issues. Full minutes are available from the Membership Office

### Key Points

- The group established and agreed a method of recruitment to the vacant seats on the Membership Steering Group and agreed to update the Protocol for Governor Member Involvement accordingly
- The group agreed the agenda for both the Joint Meeting between the Board of Directors and the Membership Council for the 18 July 2012
- The group received an update on both the Governor Directorate Ambassador Scheme and the Governor Shadowing Scheme
- The group reviewed and agreed the Annual Membership Council Performance Review and stressed the importance of all Governors completing this
- The group received updates from the following Engagement Groups:
  - Combating Stigma
  - Performance and Assurance
  - Strategic Direction
  - Community Engagement Group

### Recommendation:

The Membership Council is asked to:

1. Receive and note the report for information

## Membership Council Meeting

## Appendix 6

<b>Report to:</b>	Membership Council
<b>Date:</b>	18 July 2012
<b>Title:</b>	Community Engagement Group – 30 May 2012
<b>Report of:</b>	Ravi Bhakhri, Chair of the Community Engagement Group

### Summary:

The Community Engagement group aims to engage better with the wider local communities to promote inclusion and reduce inequalities.

### Key Points

- Ravi Bhakhri welcomed everyone to the Community Engagement group and rounds of introductions were made
- 20 people were in attendance; this was made up of Governors Members, Staff, Partner Organisations, Carers, and Service Users
- The group discussed, amended and approved the Terms of Reference for the group
- Ravi Bhakhri briefed the group on the 2 public constituency meeting held in Stafford on April and May 2012
- Kath Chambers, Service User Experience Lead presented to the group “How as a Trust do we know what matters most to our service users and why are we interested?” and lead a discussion around this
- The group discussed future agendas, themes and topics

### Recommendation:

The Membership Council is asked to:

1. Receive and note the report for information

## Membership Council Meeting

## Appendix 7

<b>Report to:</b>	Membership Council
<b>Date:</b>	18 July 2012
<b>Title:</b>	Service User and Carer Committee
<b>Report of:</b>	Sue Nixon, Non Executive Director

### Summary:

The Service User and Carer Committee continues to receive reports and provide assurance to the Membership Council against its work programme via a summary report submitted to the Membership Council. The Committee also reports to the Trust Board. Full minutes are available by request.

### Key Points

- Sue summarised the meeting saying that we had looked at topics raised at the last meeting.
- Jenny offered to work on an anti stigma group – possibly an open space item.
- Gill had also talked about looking at role descriptions and job titles.
- Sue explained that the challenge is to look at strategic issues without losing site of the individual ones and how they are tracked across the organisation.
- There had been a discussion about the guidance booklet and having it redrafted for the next meeting.
- She thanked Sheila for a helpful presentation on Customer Care, and reminded people that they are welcome to volunteer to help on the next stage of Sheila's project. Details can be passed on via Karen.
- There had been a very useful presentation from Debbie about the Employment Strategy and asked for comments back by the 12<sup>th</sup> May.
- Sue also recognised that there are still challenges on how the meeting runs, and ensuring that it is able to look at the strategic influences for service user and carer involvement in the Trust.
- Sue thanked everyone for their attendance.

**Membership Council Meeting**

**Appendix 8**

<b>Report to:</b>	<b>Membership Council</b>
<b>Date:</b>	<b>18 July 2012</b>
<b>Title:</b>	<b>Board of Directors Meeting: 26 April 2012</b>

**Summary:**

The full minutes of all board meetings and papers are available on the website at <http://www.southstaffsandshropshealthcareft.nhs.uk/Partnership/Board-Meetings/Default/General-Information.aspx>. They can also be obtained from the Membership Office.

**Agenda Items**

- Trust Assurance Report
- Modernisation of Mental Health Services in Shropshire/ Telford & Wrekin
- Trust Strategy 2011-2016 Progress Report
- Use of Common Seal
- Standing Orders, Standing Financial Instructions and Scheme of Delegation
- Monitor Annual Plan 2011/12 – Full Year Review Update
- NHSLA Accreditation Timeframe for Levels 2 and 3
- Staff Involvement and Communications Strategy Action Plan Update
- Infection Control Annual Report 2011

**Decisions taken**

- The Caldicott and Safe Haven Policy and the Appraisal and KSF PDR Policy, Guidance for Reviewers/ Appraisals and Appraisal & KSF Development Review Documentation were ratified
- The Infection Control Annual Report for 2011 was agreed.
- Proposals relating the feature artwork for The Redwoods Centre were ratified.
- Uses of the seal were noted and agreed.
- To receive exception reports relating to objectives and targets against the Trust Strategy outside of the agreed reporting frequency.
- The Trust's Standing Orders, Standing Financial Instructions and Scheme of Delegation were ratified.
- The full year update report on the Annual Plan 2011/12 was approved.
- The recommended updates to the NHSLA Accreditation timescales were agreed.
- A review of the reporting arrangements for the Staff Involvement and Communication Strategy aligned to a Board sub committee was agreed.

**Recommendation**

The Membership Council is asked to note the report.

**Membership Council Meeting**

**Appendix 8**

<b>Report to:</b>	<b>Membership Council</b>
<b>Date:</b>	<b>18 July 2012</b>
<b>Title:</b>	<b>Board of Directors Meeting: 24 May 2012</b>

**Summary:**

The full minutes of all board meetings and papers are available on the website at <http://www.southstaffsandshropshealthcareft.nhs.uk/Partnership/Board-Meetings/Default/General-Information.aspx>. They can also be obtained from the Membership Office.

**Agenda Items**

- Trust Assurance Report
- Modernisation of Mental Health Services in Shropshire/ Telford & Wrekin
- Final Income and Expenditure Budget 2012/2013
- Research and Development Capacity Statement
- Falls Action Plan Update Report
- Care Planning Thematic Review
- Safeguarding Action Plan Update Report
- Staff Opinion Survey Results and Action Plan

**Decisions taken**

- Policies detailed in full papers were ratified.
- Inclusion of key issues in Executive Summary of the Combined Risk Management Reports
- Inclusion of numbers of dismissals in human resources trust assurance report
- The service proposals relating to the use of the 12 beds at The Redwoods Centre were ratified.
- The income and expenditure budget 2012/13 was approved.
- Support for the Executive Directors in delivering an achievable Cost Improvement Plan and service disinvestments relating to planned reductions in PCT baseline contracts was agreed.
- The Research and Development Operational Capability Statement was approved.
- Action plan updates were approved with respect to Care Quality Thematic Reviews on falls, care planning and safeguarding.
- The Staff Opinion Survey priorities and approach were approved along with the monitoring arrangements described.

**Recommendation**

The Membership Council is asked to note the report.

**Membership Council Meeting**

**Appendix 8**

<b>Report to:</b>	<b>Membership Council</b>
<b>Date:</b>	<b>18 July 2012</b>
<b>Title:</b>	<b>Board of Directors Meeting: 28 June 2012</b>

**Summary:**

The full minutes of all board meetings and papers are available on the website at <http://www.southstaffsandshropshealthcareft.nhs.uk/Partnership/Board-Meetings/Default/General-Information.aspx>. They can also be obtained from the Membership Office.

**Agenda Items**

- Trust Assurance Report
- Modernisation of Mental Health Services in Shropshire/ Telford & Wrekin
- Investment Policy
- Analysis of Clinical Focus In Trust Board Meetings
- Sickness Absence Review Report
- Agreed Process for In-Patient Reconfiguration (South Staffordshire)
- Revalidation Update Report
- Update on BMA Industrial Action
- Quality Network Review of Forensic Mental Health Services Action Plan Update

**Decisions taken**

- The policies detailed at in full papers were ratified.
- The Forensic Services Quality Network Visit Action Plan was ratified.
- The Investment Policy was ratified
- The Health Records Digitisation Business Case was ratified.
- Completion of Board training with respect to the Quality Governance Framework as per action plan.

**Recommendation**

The Membership Council is asked to note the report.



<b>Document Title:</b>	Safeguarding – Thematic Review –Updated Action plan and progress report
<b>Author(s):</b>	Mandy Lee- Safeguarding Consultant Practitioner
<b>Date of Meeting:</b>	18 July 2012

## Summary

The Thematic Review of Safeguarding was presented to Trust Board in October 2011. The review formed the basis for a new safeguarding action plan to address areas identified as in need of development. This report provides an update on the progress of the action plan, which is attached at Appendix 1. The progress of the plan has been monitored through the Safeguarding Group and was also presented to Board on 24<sup>th</sup> May 2012.

The key priorities for 2011/12:

1. To improve compliance rates in relation to adult protection awareness training
2. To improve take up of inter-agency child protection training
3. To review the safeguarding needs of services at a distance to Staffordshire and Shropshire
4. To improve incident reporting of safeguarding referrals
5. To assess compliance with safeguarding procedures and address any identified areas of shortfall

Progress to date against the key priorities for 2011/12

1. Compliance rates for adult protection awareness mandatory training fell to 59% in September when the Trust implemented a new requirement that staff must complete the training every 3 years. This left a backlog of staff needing refresher training. The current compliance rate (at May 2012) is 74%. An e-learning package, which is available through ESR has been reviewed, but is unfortunately unsuitable. An in house package has been developed and will be available shortly. The current arrangements for the provision of adult protection training are to be reviewed this year.
2. The take up of inter-agency safeguarding children training has improved following the review of safeguarding children training completed in July 2011. The improvement has been noted by the Safeguarding Board training manager in her report to the Staffordshire Safeguarding Children Board. Only 10 inter-agency courses were attended by Trust staff in Staffordshire during 2010/11. 93 courses have been attended in 2011/12.
3. A review has been completed of the needs of staff in services at a distance to Staffordshire and Shropshire. Substance Misuse services by their nature involve working with high levels of child protection concerns, and it is essential that they are well supported and that any risks are well managed. As the Trust expands its business in these services, there will be an impact on the resources of the Trust safeguarding team. This needs to be kept under review.
4. Under-reporting of safeguarding referrals through the incident reporting process remains a concern. A review of incident reporting 2010-2012 will be reported to the Quality Effectiveness and Risk Committee in August 2012 to further highlight



the issues. It is acknowledged that the current system is cumbersome and it is anticipated that the new IT system will be able to help address this.

5. The Named Nurses have commenced visits to clinical settings to assess the understanding of staff of safeguarding procedures. This is now established as a regular part of their role and the findings from the visits is reported to the Safeguarding Group. One Named Nurse for Child Protection has left the Trust recently and therefore there has been some reduced capacity in the short term however, we are in the process of recruiting a new Named Nurse. Other audits have also been completed, in to relation adult protection investigation processes and patients who are parents. An audit schedule is planned for 2012 to repeat these audits. Essential Standards visits also have had an increased focus on safeguarding over the last two quarters and this strengthens assurance intelligence.

For full details of the progress of the action plan, please see attached updated plan at appendix 1.

### **Recommendations**

The Membership Council is asked to:

- To receive and note the Thematic Review progress report and updated action plan

Appendix 1

<b>Thematic Review of Safeguarding Action Plan 2011-2012 UPDATED July 2012</b>				
<b>Desired Outcome</b>	<b>Actions Required</b>	<b>Lead name and role</b>	<b>Timescales</b>	<b>Actions to date</b>
1. Safeguarding is a clear priority in all directorates	1. Audit to be completed to assess compliance with requirement for all directorate management meetings have safeguarding as a standing agenda item.	Mandy Lee	Dec 2011	Completed December 2011 Further audit of management team minutes show compliance across a range of directorate meetings
2. Policies and Procedures are up to date and are embedded within the Trust	1. Child Protection Policy to be amended to reflect structural changes and changes to training strategy.	Mandy Lee	Dec 2011 Revised timescale July 2012	March 2012-Draft completed and feedback sought
	2. Adhoc visits to ward to assess understanding of policy and where to get help. Feedback report to Safeguarding Group	Mandy Lee	Jan 2012	Completed Ad-hoc visit audit report for Quarter Sept-Dec 2011 presented to Safeguarding Group Jan 2012. It was agreed that audit reports will be provided quarterly to each Safeguarding Group.
	3. Child Visiting audit to assess compliance with child visiting policy. Feedback report to Safeguarding Group	Mandy Lee	Jan 2012	Completed Child visiting audit report for Quarter Sept-Dec 2011 presented to Safeguarding Group Jan 2012. It was agreed that audit reports will be provided quarterly to

				each Safeguarding Group.
	4. Mental Health Services receive feedback from audits and implement recommendations	Mandy Lee/MH Directorate Service Managers	Nov 2011	Completed Feedback to QERG, Operational Forum, Core Managers, CPA Strategy Group in November 2011.
	5. Annual audit schedule to be agreed	Mandy Lee	Dec 2011	Completed February 2012 Schedule of audit set according to key priorities
	6. NEW action Adult Protection Investigation flowcharts are made available to increase understanding of process	Mandy Lee	May 2012 Revised timescale Dec 2012	April 2012-Staffordshire Flowchart completed. Shropshire flowchart on hold pending changes to inter-agency procedures
3. Reporting and referral systems are effective	1. Review requirements for incident reporting and consider potential alternatives. Recommendations agreed at Safeguarding Group	Mandy Lee/Liz Lockett	Jan 2012 Revised timescale Jan 2013	IT solution to be pursued for completion within 12-18 months
	2. Review use of Multi-Agency Referral Form for non-Staffordshire based services.	Mandy Lee	Dec 11	Completed December 2011 Child Protection Policy to be amended to guide to local referral forms. Child Protection policy drafted.
	3. Work with Adults and Children's Safeguarding Boards to improve data collection regarding referrals made by Trust staff.	Mandy Lee	April 2012	Completed April 2012. Data collection regarding referrals is on-going, but is now managed through representation on Safeguarding Board performance sub-groups.

				Safeguarding Consultant Practitioner chairs new Shropshire/Telford & Wrekin Adult Safeguarding Board Performance sub-group. Key issues to be fed back to Safeguarding group
	4. Work with Mental Health Services to increase the number of referrals from teams demonstrating low numbers and improve % cases where Outcome documentation is completed.	Mandy Lee/MH Directorate Service Managers	April 2012 Revised timescale July 2012	Awaiting 2011/12 data from local authorities.
	5. Complete audit of DOLS applications	Mandy Lee/Dawn Crowther	Feb 2012	Completed Feb 2012 no concerns identified
	6. Revised referral flowcharts are made available to increase awareness.	Mandy Lee	Nov 2011 Revised timescale April 2012	Completed April 2012 Referral flowcharts for child protection completed and distributed. Referral flowchart for adult protection in Staffordshire completed and distributed. Shropshire /T&W flowchart now completed and distributed
4. Staff receive appropriate training according to their roles.	1. Increase take up of inter-agency safeguarding children training.	Mandy Lee	April 2012	Completed April 2012 In 2011-12, 93 inter-agency training courses were attended by Trust staff. (compared to 10 in whole of 2010)
	2. Mandatory training records to be amended to reflect changes in	Mandy Lee /Angie Bright	April 2012 Revised	Priority groups for group 3 training identified and

	requirements for additional staff to complete group 3 safeguarding children training. Additional training provided and completed.		timescale Dec 2012	targets for compliance set. Mandatory training records are now being updated- to be completed by end June 2012. Additional training dates have been set. Action delayed due to lack of staffing. New Named Nurse commenced 8 <sup>th</sup> May.
	3. Review access to safeguarding training for staff based at a distance to Staffs/Shrops eg IAPT's	Mandy Lee	Jan 2012	Review complete- report available- further on-going actions required to improve planning for these services
	4. Increase Adult Protection Awareness training compliance rate.	Mandy Lee	April 2012 Revised timescale July 2012	At end March 2012 target compliance rate of 70% achieved. In May, 74%. Target to achieve 80% by July 2012 Non-Executive Directors trained in Adult Protection Awareness in March 2012.
	5. Increase the number of staff trained in adult protection investigation. Agree minimum numbers for each Staffordshire team.	Mandy Lee	Nov 2011	Completed Nov 2011. Minimum number of trained staff set at 4. To review compliance in April
	6. Work in partnership with Shropshire LA regarding the availability of investigation training.	Mandy Lee	April 2012 Revised timescale Dec 2012	Action on hold pending changes to inter agency procedures which will impact on training needs
	7. Review DOLS training strategy to ensure relevant staff are targeted for training.	Mandy Lee/Dawn Crowther/Tim Devanney	Feb 2012	Completed Feb 2012. Recommendations made re

				changes to training requirements to go forward to next training review.
	8. NEW action- review compliance with target no of staff trained in Staffordshire in relation Adult Protection investigation	Mandy Lee	April 2012 Revised timescale June 2012 Review Dec 2012	Data re numbers of trained staff now received. Two teams not meeting minimum target. Managers to prioritise training for staff from these teams in 2012.
	9. NEW action- review resources and arrangements for adult protection awareness training	Mandy Lee	July 2012	
5. Staff receive the advice and support they need in managing safeguarding cases	1. Supervision policy to be amended to ensure safeguarding covered in all supervision sessions. Supervision proformas to include a safeguarding section.	Mandy Lee/Alex Brett	April 2012 Revised date Sept 2012	Meeting re supervision policy chaired by Alex Brett took place 1 <sup>st</sup> May. Revisions to be agreed, further planning meeting planned.
	2. Review of provision for specialist child protection supervision for staff based at a distance to Staffs/Shrops	Mandy Lee	Jan 2012	Completed March 2012. Review completed, further actions required to address areas of high risk- report available.
6. Information is available to service users and their families about what they can do if they have a safeguarding concern.	1. Safeguarding Web pages to be developed to provide information to service users and staff.	Mandy Lee	Oct 2011	Completed Oct 2011. Web pages now available for staff and service users.
	2. Ad-hoc visits to settings to check availability of leaflets/posters. Feedback report to Safeguarding Group	Mandy Lee	Jan 2012	Completed Ad-hoc visit audit report for Quarter Sept-Dec 2011 presented to Safeguarding

				Group Jan 2012. It was agreed that audit reports will be provided quarterly to each Safeguarding Group
7. Ensure HR processes comply with safe recruitment requirement	1. Increase number of relevant managers who have received safe recruitment training.	Mandy Lee	April 2012	Reviewed at safeguarding Group Jan 2012. Action decided to be unnecessary, as in-house recruitment training can be amended to meet requirements.
	2. Review of data re compliance with requirement to involve service users in interview process	Mandy Lee	Oct 2011	Completed Jan 2012 Data reviewed and discussed at Safeguarding Group Jan 2012. Agreed Recruitment policy re child involvement to be reviewed
	3. Revise Disciplinary procedure so it included links to safeguarding procedures when there is an allegation against a member of staff.	Mandy Lee/Alyson Sargeant	Dec 2011 Revised date July 2012	Dec 2011 Revisions made to Disciplinary procedure, ratification process to be completed.
	4. NEW action review procedure re involvement of children in recruitment processes	Safeguarding Group	tbc	Procedure reviewed. Amendments drafted and feedback sought, however procedure not due for review until 2014
8. The Trust evaluates its performance against statutory requirements /best	1. Section 11 audits to be completed within timescales set by LSCB's	Mandy Lee	TBC by LSCB	Sec 11 audit for Shropshire/T&W completed within deadline (16/12/11) Peer review Staffs SCB completed April 2012

practice guidance				Action remains as further Section 11 audits will be required later in the year.
	2. Adult Protection Self Assessment (DH) to be completed.	Mandy Lee	Dec 2011	Completed Feb 2012
	3. Areas identified for improvement to be added to action plan	Mandy Lee	Jan 2012	Completed Feb 2012 Areas identified for improvement already included in action plan (eg supervision policy, annual audit schedule). Audit regarding compliance with MCA to be completed in July 2012 and reported to MHA committee. Contact Dawn Crowther for more information.



**Membership Council**

**Agenda Item 8.1**

**Enc 4**

<b>Document Title:</b>	The Safety Thermometer
<b>Author(s):</b>	Patricia Wain - Deputy Director of Nursing
<b>Date of Meeting:</b>	18 July 2012

**Summary**

**NHS Safety Thermometer**

The NHS Safety Thermometer is a local improvement tool for measuring, monitoring and analysing patient harms and 'harm free' care. The tool measures four high-volume patient safety issues. These include:

- Pressure ulcers
- Falls
- Venous thromboembolism (VTE)
- Infections in indwelling catheters

NHS Midlands and East have requested that Trusts support their ambition to eliminate avoidable grades 2, 3 and 4 pressure ulcers.  
The presentation will cover the work in progress to support this ambition.

**Recommendations**

The Membership Council is asked to:

- To receive and note presentation

**Membership Council**

**Agenda Item 8.2**

**Enc 5**

<b>Document Title:</b>	Service User Experience
<b>Author(s):</b>	Kath Chambers – Service User Experience Lead
<b>Date of Meeting:</b>	18 July 2012

**Summary**

Improving patient experience is a key aim for the NHS. By asking, monitoring, and acting upon patient feedback, organizations are able to make improvements in the areas that patients say matter most to them.

Here in Staffordshire we only have to look at the Francis Inquiry into care provided by Mid Staffordshire NHS Foundation Trust to see how, by not listening to what patients and service users are telling us about their experience of the care they receive, can lead to harrowing stories about the NHS has let down patients down. Kath Chambers the Trust Service User Experience Lead aims to update the membership through this presentation on the National and Local developments in the area of service user experience within a back drop of austerity and regulation.

“People must always come before numbers. Individual patients and their treatment are what really matters. Statistics, benchmarks and action plans are tools not ends in themselves. They should not come before patients and their experiences. This is what must be remembered by all those who design and implement policy for the NHS.”

Francis re Mid Staffs Inquiry 2010

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**Recommendations**

The Membership Council is asked to:

- To receive and note presentation

**Membership Council Meeting**

**Agenda Item 9**

**Enc 6**

Document Title:	Chief Executive's Report and Environmental Scan
Sponsoring Director:	Neil Carr, Chief Executive
Author(s):	Neil Carr, Jane Landick, Steve Grange
Date of Meeting:	18 July 2012

**Executive Summary**

The objectives of the report are to:-

- Scan the fast changing environment in which our NHS Foundation Trust operates
- Consider this from a range of perspectives
- Focus on new vital issues and encourage focussed and strategic discussion
- Ensure effective internal governance of issues discussed through sub committees

**Recommendations**

The Group is asked to:

- Receive and note the report

Monitoring Information	✓	Brief Summary
Care Quality Commission Compliance	✓	
Monitor Compliance	✓	Code of Governance
Other (add details)	✓	NHSLA
Assurance Framework	Ref:	All
Link to Strategic Objectives	Ref:	All
Board Sub Committee		As appropriate
Other (please specify:)		

## Environmental Scan – June 2012

Base Safe and Risks	Policy and Politics
<ul style="list-style-type: none"> <li>• Monitor compliance ratings</li> <li>• CQC ratings</li> <li>• NHSLA Standards</li> <li>• Trust Board Away Time</li> <li>• Directorate Objectives</li> <li>• Engagement and Involvement</li> <li>• Planned industrial action - impacts</li> <li>• Shelton modernisation update - progress</li> <li>• Revalidation progress</li> <li>• Staff Satisfaction Survey - findings and actions</li> <li>• Leadership Cafe - progress and roll out</li> <li>• Trust Organisational Development Strategy</li> <li>• Trust Commercial Strategy - redefining of growth areas and commercial activity</li> <li>• Private patient cap - opportunities</li> <li>• Blue Sky Business Event - next steps</li> <li>• CIP delivery and challenges 2012/13/14</li> <li>• CIP performance and progress on delivery</li> <li>• Estate strategy and rationalisation programme</li> <li>• Information systems and review of requirements and specification - new system and equipment</li> <li>• Contract performance - delivery against targets / contract / activity and minimum data set compliance</li> <li>• CQUIN agreement of standards</li> <li>• QIPP progress and delivery</li> <li>• Staff Awards 2012/13</li> <li>• Annual General Meeting 2012</li> <li>• Monitor Annual Plan 2012/13</li> <li>• Annual Report 2011/12</li> <li>• Mandatory training - compliance</li> <li>• Infection control standards - deployment</li> <li>• Centralisation of furniture and ward improvement programmes</li> <li>• Communication and staff engagement strategy</li> <li>• Equality and Diversity - progress and deployment</li> <li>• EMSA Standards</li> <li>• Trust branding and "House style"</li> <li>• New marketing products</li> <li>• Celebrating Nursing Event</li> <li>• Shelton Launch / official opening and academic symposium</li> <li>• NHS Leadership Awards</li> <li>• Health Service Journal Leadership Awards</li> </ul>	<ul style="list-style-type: none"> <li>• Royal College of Nursing Congress key messages</li> <li>• Monitor Compliance Framework 2012/13</li> <li>• Monitors new role</li> <li>• Clinical Commissioning Groups development agenda</li> <li>• Financial position of Foundation Trust'</li> <li>• Industrial action - impacts</li> <li>• Changes to leadership Board of NHS Commissioning Board</li> <li>• Development of CCS's</li> <li>• GP Practice commissioning classifications announced</li> <li>• Institute of mental health formation - new Nottingham Centre opened</li> <li>• Mid Staffordshire merger options</li> <li>• MIND funding cuts - national impacts</li> <li>• AQP plans launched including mental health and other areas of NHS activity</li> <li>• MOD Veterans agenda - increase in funding and profile</li> <li>• Review on Vertical integration of mental and physical health</li> <li>• Lancashire Care NHS Foundation Trust move from NHSLA</li> <li>• Integration of physical and mental health agenda</li> <li>• Deprivation of Liberties national profile and review - GP compliance reviewed</li> <li>• Dementia Care - National Crisis</li> <li>• Department of Health Mental Health Strategy progress</li> <li>• Private provider - monitor failure regime</li> <li>• Mental Health tariff - national problems</li> <li>• FTN appointment processes - key vacancy</li> <li>• 2nd NHS Atlas developed</li> <li>• NHS Commissioning Board - local board development programme</li> <li>• Independent rating system for care homes - the NHS "trip advisor"</li> <li>• CQC new appointments</li> <li>• Aspirant FT sign off process and monitor capacity</li> <li>• Revalidation and limited resources to support full service</li> <li>• Veterans healthcare agenda and partnership models for MOD/ Department of Health</li> <li>• NHS Staff Satisfaction survey</li> <li>• Gender discrimination and Equality Delivery System profile</li> <li>• NHS leadership academy</li> <li>• Healthwatch national roll out</li> <li>• Clinical Commissioning Groups authorisation process</li> <li>• Clinical Commissioning Groups - under review</li> </ul>
<b>Service Users, Carers, Governors and Members</b>	<b>Business and Market Place</b>
<ul style="list-style-type: none"> <li>• The Trust has 15523 members as of 19 June 2012</li> <li>• Trust Strategic Direction Group met on 17 May 2012 at Trust</li> </ul>	<ul style="list-style-type: none"> <li>• <b>144 Foundation Trusts – 41 mental health style</b></li> <li>• <b>Delivery of core contract targets</b></li> </ul>

Headquarters, Stafford

- Membership Office attended the Service User and Carer Operational Group on 17 May 2012 at Trust HQ
- Membership Office attended Operational Communications Meeting on 21 May 2012
- Membership Office and Governor members attended TCAT College – Mental Health Awareness week promoting Time to Change from 21-27 May 2012
- Membership Office attended seminar – Implications of Health and Social Care act at Capsticks, Birmingham on 22 May 2012
- Cyril Bird stood down as Staff Governor representing Non Clinical Services
- Staff Governor induction – Katy Morris – Staff Governor representing Non Clinical Services on 25 May 2012
- Membership Office attended Volunteers fund meeting – Birmingham on 28 May 2012
- Combating Stigma Group met at TCAT college on 29 May 2012
- Training delivered to Governors including Mental Health Act and ESR's, at the Learning Centre on 29 May 2012
- Notice of Election (to Membership Council) published on 30 May 2012
- Membership Office attended Volunteer Strategy Partnership Meeting at Staffordshire County Council on 30 May 2012
- Membership Office met with Quest re volunteers on 30 May 2012
- Community Engagement Group met on 30 May 2012 at Trust HQ, Stafford attended by 21 participants
- Nominations Committee met at Trust HQ, Stafford on 30 May 2012
- Membership Office attended Staffordshire County Show promoting the Trust and Time to Change on 6 and 7 June 2012
- Membership Steering Group met at Trust HQ, Stafford on 6 June 2012
- Membership Office and Governors attended the Service User and Carer Committee on 13 June 2012
- Membership office attended Staff Awards Planning Meeting on 18 June 2012
- Membership Office met with Coventry and Warwickshire Partnership Trust re membership initiatives on 20 June 2012
- Membership Office met with League of Friends to develop volunteer program and strategy on 20 June 2012
- Governor conducted 2 ESR visits: Tony Price and Dave Gill to Elms house and Ravi Bhakhri and Mac Cock to Ellesmere House
- Remuneration Committee at Trust HQ, Stafford on 22 June 2012
- Karl Bailey, Public Governor attended Shrewsbury Carnival Show promoting the Trust and Time to Change on 16 June 2012
- Service User and Carer Committee held on June 13<sup>th</sup> with a

- Commercial work programme delivery
- Large transactions – politics and actions
- Deployment of Trust Commercial Strategy and targeted market development
- Tenders and business cases process
- Marketing and Modern Media Advertising
- Re-vamp website
- Private patient cap - restrictions changed - cap debate
- Blue Sky Business Event - next steps
- Investment policy process
- Investment policy quick reference guide
- Commercial successes and losses
- Market intelligence review
- Competitor analysis and competitor profiling
- Drug and alcohol tenders - progress and market opportunities
- Prison contracts - renewal processes and market opportunities
- Internal business case opportunities
- Contract re-basing
- MOD Veterans Network - launch of a national and West Midlands Network
- MOD Veterans launch and development of local service
- MOD application - complete
- USAF APP agreed
- Vets APP agreed
- MOD Contract renewal process - progress and timescales
- MOD BAFG opportunity - progress
- Prison Partnerships - development of whole system models including innovative partnerships
- Corporate social responsibility strategy - deployment
- Sustainability agenda
- Continuing care project progress and opportunities
- Elderly care developments
- Out of county project - good progress on deployment
- Prime Contractor relationships being reviewed and considered
- Prime contractor role and model being set nationally
- Commissioning strategy aligned to quadrants and new Clinical Commissioning Groups formations

revised format giving priority to 'open space' items for discussion

- Service User and Carer Committee has approved a leaflet outlining its purpose as guidance for members
- PPI Manager facilitated the Spiritual Operational Group addressing the action plan
- Service Users involved in interviewing Specialty Doctor for Tamworth and Locum Consultant Psychiatrist and CPNs for older adults services, Cannock and Lichfield
- Able to report 99.9% of appointments in LD involve service users
- PPI Manager attended SURF (Service User Reference Forum)
- . Acute Care Pathway, advance decisions, community pharmacy and Inpatient beds, S Staffs discussed with service users and carers attending
- Process of updating service user and carer contacts for involvement initiated by PPI Team.
- LD service users are gaining employment experience through volunteering for Quest and working for Central Arts Stores
- Psychological Services has taken action to recruit an armchair panel and develop a more cohesive service user and carer involvement network for the directorate
- CAMHS service has developed a relaxation CD in conjunction with children using the services.
- South Staffs MH Involvement Lead is working with the project lead to facilitate consultation with service users and carers regarding the new information system