

Minutes of the Members' Council meeting held on 16 August 2023
10.30 – 14.00

Hybrid meeting
Conference Centre, Board Room (Hybrid meeting), Kendray Hospital, Doncaster road,
Barnsley, S70 3RD and Microsoft Teams

Present:	Marie Burnham (MBu)	Chair
	Jacob Agoro (JA)	Staff – Nursing
	Cllr Howard Blagbrough (HB)	Appointed – Calderdale Council
	Bob Clayden (BC)	Public - Wakefield
	Daz Dooler (DD)	Public – Wakefield
	Claire Den Burger-Green (CDBG)	Public – Kirklees (Deputy Lead Governor)
	Warren Gillibrand (WG)	Appointed – University of Huddersfield
	Ian Grace (IG)	Staff – Medicine and Pharmacy
	Sara Javid (SJ)	Public - Kirklees
	Adam Jhugroo (AJh)	Public – Calderdale
	Rosie King (RK)	Public – Wakefield
	John Laville (JLa)	Public – Kirklees (Lead Governor)
	John Lycett (JLy)	Public – Barnsley
	Andrea McCourt (AMc)	Appointed – Calderdale and Huddersfield NHS Foundation Trust
	Bob Morse (BM)	Public – Kirklees
	Phil Shire (PS)	Public – Calderdale
	Nik Vlissides (NV)	Staff – psychological support
In attendance:	Mark Brooks (MBr)	Chief Executive
	Mike Ford (MF)	Senior Independent Director
	Carol Harris (CH)	Chief Operating Officer
	Carmain Gibson-Holmes (CGH)	Deputy Director of Nursing, Quality and Professions
	Lindsay Jensen (LJ)	Acting Chief People Officer
	Erfana Mahmood (EM)	Non-Executive Director
	Kate Quail (KQ)	Non-Executive Director
	Mandy Rayner (MR)	Deputy Chair
	Adrian Snarr (ASn)	Executive Director of finance, estates and resources
	David Webster (DW)	Non-Executive Director
	Andrew Lister (AL)	Company Secretary/ Head of Corporate Governance
	Asma Sacha (AS)	Corporate Governance Manager (author)
	Laura Arnold (LA)	Corporate Governance Administrator
Apologies:	Cllr Sue Bellamy (SB)	Appointed – Barnsley Council
Members' Council	Tanisha Bramwell (TB)	Public – Kirklees
	Keith Stuart-Clarke (KSC)	Public – Barnsley
	Rumaysah Farooq (RF)	Public – Kirklees
	Leonie Gleadall (LG)	Staff – non clinical support
	Daniel Goff (DG)	Public – Barnsley
	Laura Habib (LH)	Staff – Nursing support

	Christopher Matejak (CM)	Public – Calderdale
	Helen Morgan (HM)	Staff – Allied Health Professionals
	Cllr Mussarat Pervaiz (MP)	Appointed – Kirklees Council
	Reini Schühle (RS)	Public – Wakefield
	Fatima Shahzad (FS)	Public – Rest of Yorkshire and Humber
	Elaine Shelton (ES)	Appointed – staff side organisation
	Susan Spencer (SS)	Appointed – Barnsley Hospital NHS Foundation Trust
Apologies:	Dr Rachel Lee (RL)	Associate Non-Executive Director
Attendees	Natalie McMillan (NMc)	Non-Executive Director
	Greg Moores (GM)	Chief People Officer
	Sean Rayner (SR)	Director of provider development
	Darryl Thompson (DT)	Chief Nurse and Director of quality and professions
	Julie Williams (JW)	Deputy Director of corporate governance, performance and risk

MC/23/25 Welcome, introductions and apologies (agenda item 1)

Marie Burnham (MBu) formally welcomed everyone to the meeting, apologies were noted as above. The meeting was quorate and could proceed.

MBu reported that the meeting is being recorded to support minute taking. The recording will be deleted once the minutes have been approved (it was noted that attendees of the meeting should not record the meeting unless they had been granted authority by the Trust prior to the meeting taking place). Attendees who were joining virtually were kindly requested to remain on mute, unless speaking.

It was RESOLVED to RECEIVE the welcome, introductions and apologies as described above.

MC/23/26 Declarations of interest (agenda item 2)

No further updates. There are some declarations that are outstanding which will be updated in due course.

It was RESOLVED to NOTE the individual declarations from governors.

MC/23/27 Minutes of the meeting dated 9 May 2023 (agenda item 3)

Approved.

It was RESOLVED to AGREE the minutes of the Members' Council meeting held on 9 May 2023 as a true and accurate record with the noted amendments.

MC/23/28 Matters arising from the previous meeting held on 9 May 2023 and action log (agenda item 4)

No further updates were received, and any actions shown as closed for May 2023 meeting were approved.

It was RESOLVED to NOTE the action log of the Members' Council.

MC/23/29 Chair's report and feedback from Trust Board (agenda item 5)

MBu provided highlights from her report which she asked to be taken as read. She explained the purpose of the report was to highlight the Chair's and Non-Executive Director's activity since the last meeting.

MBu said it was a privilege to attend the 75th anniversary of the National Health Service on 5 July 2023, it was a proud moment of her career, and she was joined by NHS staff from the Trust.

It was resolved to NOTE the Chairs' report.

MC/23/30 Chief Executive's Comments on the operating context (agenda item 6)

Mark Brooks (MBr) provided a verbal update to the Members' Council and highlighted the following points about the current operating context:

- MBr thanked everyone for coming to the meeting and explained that the Trust appreciates the feedback it receives from governors, and they form an important part of the Trust governance process.
- MBr explained that recent industrial action, which has included strike action from junior doctors and consultants, has been well managed. A lot of planning has taken place to ensure the Trust continues to provide safe services.
- MBr reported there are currently a high number of people in out of area beds, but this is a national issue and Trust partners are also having similar issues.
- MBr reported in June 2023 there were six staff off due to assaults, four of which have resulted in fractures. Staff are being supported through their recovery. MBr explained that the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) is when the Trust has to report to the Health and Safety executive (HSE) where staff have been off work for five days or more due to work related incident.
- MBr reported the NHS workforce plan was published on 30 June 2023 and there are three themes running through which is training, retaining staff, and working in the most effective way.
- MBr noted there are recommendations for changes to the Trusts Section 136 suites. The different rules will come into place over the next few weeks and the Trust is working with South and West Yorkshire police to make sure it is as seamless as possible for the service users and staff.
- MBr explained the Trust is working with commissioners to reduce costs of running the Trust and we are under a lot of pressure to contribute to the cost saving.

MBu reported our previous Director of Strategy and Deputy Chief Executive, Salma Yasmeen has left the Trust and secured a Chief Executive role at Sheffield Health and Social Care NHS Foundation Trust. Dawn Lawson, Director of strategy will commence her post on 11 September 2023.

MBu stated that nationally there are pressures on out of area beds and the Trust must ensure people are safe when they come into services. The Trust has started winter planning which includes the covid booster and flu vaccinations.

Cllr Blagborough (HB) stated staff wellbeing concerns him, and asked about the use of lone worker devices for staff to ensure staff are safe and protected.

MBr reported the Trust uses lone worker devices and there are approximately 1600 devices in operation. MBr explained the Trust also has risk assessments and most staff have a mobile phone. MBr said there will be further digital improvements the Trust can make in the future.

John Laville (JLa) noted reducing overheads by 30% in the Integrated Care System is a tough challenge and there are already challenges in local authorities such as Kirklees. He asked about the Kirklees bankruptcy proceedings and whether this will have an impact on joint working.

MBr said the Trust is engaged with all the Local Authorities, and there are ongoing discussions about services and the knock on effect on health services.

Carmain Gibson-Holmes (CGH) explained she has attended strategic meetings with Trust partners to understand the impact of the changes in Section 136 suites, and there is cross referencing and learning taking place to ensure it works for the Trust.

Adam Jhugroo (AJ) reported he was aware that sometimes people are brought into the Section 136 suite by police but left with two members of staff when it is not safe to do so. AJ said people go AWOL from the ward if there are a minimum number of staff on shift.

MBr reported the police are taking a responsible approach on how to maintain safety for everyone.

It was resolved to RECEIVE the update from the Chief Executive on the operating context.

MC/23/31 Quality accounts and external assurance (agenda item 7.1)

Carmain Gibson-Holmes (CGH) presented the Quality Account for 2022/23 and explained this reflected Trust services and the care that is provided over the last year. She explained NHS healthcare organisations are required under the Health Act 2009 and the Health and Social Care Act 2012 to produce Quality Accounts when they deliver services under an NHS standard contract.

She explained the Trust Quality Account is produced annually and published following approval at Trust Board. She said earlier drafts of this Quality Account have been presented to Clinical Governance Clinical Safety Committee (now Quality and Safety Committee) and Trust Board.

CGH stated the Quality Account has been shared widely with internal and external stakeholders, including the Integrated Care Boards (ICB's), Healthwatch and acute Trust partners. She said all stakeholder feedback is included within the report, and no concerns about the report have been identified by the stakeholders. The report was published on the Trust website on 30 June 2023.

CGH said she has received feedback from a governor in relation to the customer services policy and complaints procedure and their comments will be incorporated into the next review which is due at the end of August 2023.

She explained in the NHS survey, in p39 – 40 of the report, there was a question from a governor regarding the scales and scoring, and for clarification the higher the score, the better the result.

She said there was also a request for the glossary to be placed at the beginning of the report and this will be shared with the author of the report for ease of navigation in the future.

Bob Clayden (BC) stated there was a typing error on the customer services policy and he will provide the details. BC said he has visited the Trust website to have a look at the Customer Services Policy and in Appendix A, an informative piece to show how the system works, is not on the website. He asked how long that had been missing. CGH apologised, and she will go back to review this and meet him outside of the meeting.

Action: CGH and BC to meet to discuss the Customer Services Policy.

Phil Shire (PS) said there was some great information in the quality report. He asked about the layout and whether it was a standard format.

MBu confirmed the Trust needs to present the information in the standard format.

CGH said the national quality board are reviewing the report and this may impact the layout for future reports, and she will update governors if she receives any further information.

MBu asked whether the Trust can do this differently. MBr said the abridged version will be presented at the next annual members' meeting on 27 September 2023.

MF asked whether this document is audited. MBr said it is a prescriptive format from NHS England.

JL said the report was very good, but he was not happy with the current national complaints timescales of resolving a complaint by 6 months.

MBr said during covid when resources were deployed elsewhere across the organisation, it was challenging. MBr reported there are around 25 complaints a month and the Trust is looking at reducing the backlog.

MBr said as part of the complaint response, the Trust also reviews how letters are written, whether it is empathetic, thanking people, apologising, or explaining what the Trust is doing about the issues raised. He explained the investigator also has to have clinical experience, and the Trust is satisfied with the progress that is being made.

AJ asked about the complaints format.

MBr said complaints are responded to by letter, verbally (over the telephone) and email.

AJ said he made a complaint some time ago, but he gave up as it took a long time to resolve. MBr said AJ's concern is valid and there is improvement, the team has experienced staff turnover due to the nature of the job, and therefore there are differing contributory factors. MBr said it is one of the Trust's objectives to improve the complaints process.

BC asked whether the Trust could reduce the target from 6 months.

MBr said there had been a shorter target, but it was not achievable. MBr said it depends on the complexity of each complaint, some are resolved within 48 hours, some complaints are very complex with input from legal services, which takes a longer time to resolve.

It was resolved to RECEIVE the Quality account for 2022/23.

MC/23/32 Governor feedback and appointment to Members' Council groups (to be taken as read and submit questions in advance) (agenda item 8.1.)

JLa explained that he had a very interesting conversation with governors at the pre-meeting in particular regarding suicide prevention. He stated HB raised the issue about organisations working in silos and referred to the "Burnt Bridges" report which was a review carried out

following a number of deaths in Calderdale. He asked for reassurance that the Trust is working closely with our partners.

MBr reported Darryl Thompson (DT) leads a group meeting across West Yorkshire which focuses on suicide prevention. This is a system initiative working with our local authorities and other NHS Trusts. MBr explained every suicide is a tragedy and not everyone who completes suicide is known to mental health services it is about how the Trust works together with partners to reduce the risk of suicide. MBr said the Trust has an annual review of ligatures and the Trust also has a robust risk assessment process.

AJ said he read the “Burnt Bridges” report from Calderdale safeguarding board following the death of five men from Calderdale. He said there was a recommendation about tackling the issue of people with mental health difficulties being discharged to homeless accommodation without adequate follow up.

MBr said there are challenges with service users waiting for specialist placements who are also clinically ready to be discharged. AJ said there is a lack of social housing in Calderdale, and it is a whole system issue.

Action: To discuss the Burnt Bridges report in a future Members’ Council Quality Group

Daz Dooler (DD) said the public health team work closely with DT to look at how the system can reduce suicide and the risk of suicide. Wakefield has the worst suicide rate in the district.

BC asked if he could have the link to the zero-suicide training.

Action: Corporate governance team to circulate the dates of the zero suicide training to all governors.

JLa said he chairs the Kirklees Mental Health Carers Forum in Kirklees and discharge back to GP’s has been a problem when people have been stepped down from the enhanced to the core team. JL reported Paula Scott-Loftus, Quality and Governance Lead had given a presentation about the discharge process and she discussed some of the practicalities and the issues around discharge. JLa said Paula took some actions away from her discussion with carers which was helpful.

JLa said the Trust have got good initiatives and he has read a letter from Penny Woodhead (Chief Quality and Nursing Officer) congratulating the Trust on various achievements. There was also a discussion at the carers group about the staff carers passport, but there were staff present who had not heard about the support available. JLa explained it would be helpful for new initiatives to be communicated to all carers when they are introduced, so people who have been carers for a long time do not miss out. It was noted that the carers passport is on the staff wellbeing page and had been communicated on the staff Headlines.

JLa explained governors attended a development session with Amanda Miller from the Single Point of Access and they discussed signposting of people to the third sector but there is also a long waiting list in the third sector as well. He explained Paula received feedback from governors.

Andy Lister (AL) presented the paper on governor appointment to Members’ Council groups and Committees. AL explained that the corporate governance team communicated with governors on the 16 May 2023 and again on the 23 May 2023, inviting self-nominations for vacancies on Members’ Council groups.

He explained the self-nominations were discussed at the Members' Council Co-ordination Group on 21 June 2023 where members reviewed the statements and made the following recommendation;

Members' Council Co-ordination Group

Bob Morse, public governor - Kirklees (uncontested)

Members' Council Quality Group

Daniel Goff, public governor – Barnsley

Nominations Committee

Laura Habib – staff governor

Members' Council approved the recommendation from the Members' Council Co-ordination Group. It was agreed that all members would have a three year term, unless they stand down from the group or they are not re-elected/ re-appointed as a governor of the Members' Council.

It was resolved to RECEIVE the governor feedback and APPROVE the appointment of governors to Members' Council groups.

MC/23/33 Assurance from Members' Council groups and Nominations Committee including (to be taken as read and submit questions in advance) (agenda item 8.2)

Members' Council confirmed they had read the paper and they had no questions.

It was resolved to RECEIVE the assurance from Members' Council groups and Nominations Committee

MC/23/34 Governors observing committees – review (agenda item 8.3)

Andy Lister (AL) explained that several governors have taken up the opportunity to attend board committee meetings since it was introduced in January 2023. He stated all board committees are chaired by a non-executive director and include other executive and non-executive members. He summarised the Board Committees of the Trust Board that governors can attend;

- Audit Committee
- Engagement, Inclusion & Involvement Committee
- Quality and Safety Committee (previously Clinical Governance and Clinical Safety Committee)
- Finance Investment & Performance Committee
- Mental Health Act Committee
- Charitable Funds Committee
- People and Remuneration Committee

AL reported it had been agreed for one governor to attend one/two of each of the committee's meetings each year. This would be to observe and not participate, and the governor present would be asked to provide feedback to the Members' Council by completing a feedback form.

AL confirmed that from 2 January 2023 until 11 July 2023, eight governors have attended the following committee meetings;

Audit Committee – one governor

Quality and Safety Committee – two governors

People and Remuneration Committee – one governor

Finance Investment & Performance Committee – one governor

Charitable Funds Committee – one governor

Mental Health Act Committee – two governors

Engagement, Inclusion and Involvement Committee – *one governor is a member.*

AL stated that a survey was sent to all governors who had participated in observing committee meetings to provide feedback (governors were referred to item 8.3b). He explained an email was sent by the Chair to all non-executive directors on 5 July 2023 to provide feedback.

AL stated in the Members' Council Co-ordination Group meeting on 21 June 2023, the observation of Board Committees was discussed, and it was agreed that the observations were positive and for governors to continue with this process.

AL said feedback from Non-executive directors also supported the continuation of governors observing committee meetings with the same guidance, including the use of the feedback form.

AL reported Non-executive directors have suggested governors should have access to the meeting agenda beforehand to aid their understanding of the overall flow of the committee meeting.

JLa said he would like to thank MBu and MBr with the progress that has been made and he is delighted with the feedback.

JLa reported he is part of the national lead governors association and in comparison, to other Foundation Trusts, our Trust has made positive progress.

JLa said he had seen first-hand how the Non-executive directors provided challenge in the committee meetings and this was very positive and provides assurance to governors.

It was resolved to RECEIVE the update on governors observing Trust Board Committee meetings.

MC/23/35 Proposal to merge the Deputy Chair / Senior Independent Director (SID) role (agenda item 8.4)

MBu presented the proposal to combine the deputy chair and senior independent role. She explained the NHS England's new Code of Governance for NHS Provider Trusts became effective on 1 April 2023 and it stipulates that the Chair of the Audit Committee should not be a deputy or vice chair or independent senior director.

MBu explained as a result a discussion has taken place and it is proposed Mike Ford (MF) will continue to Chair the Audit Committee, but will step down from his role as Senior Independent Director. MBu said it is proposed that Mandy Rayner (MR) will take up the combined role of Deputy Chair / Senior Independent Director subject to approval from the Members Council.

MBu explained the Nominations Committee met on the 5 July 2023 and agreed the proposal that Mandy Rayner become the Deputy Chair and Senior Independent Director. This change will be implemented on approval by the Members' Council.

BC said within the last year, governors had been advised to split the role.

MBu explained the recommendation has come from the new Code of Governance and asked governors to support the recommendation so that the Trust is aligned to the new guidance.

BC asked about the Deputy Chair taking complaints about themselves.

MBu reported there is a process in place if the Deputy Chair and Senior Independent Director position becomes compromised. MBu thanked MF for his role as Senior Independent Director.

It was resolved to APPROVE the Nominations Committee recommendation of Mandy Rayner to become the Deputy Chair and Senior Independent Director from 17 August 2023.

MC/23/36 Update on Teaching Trust Status (agenda item 8.5)

Prof.Subha Thiyagesh (ST) and Izzy Worswick (IW) presented an update on the Teaching Trust status.

ST explained that in February 2023 she shared with Members' Council the Trust's ambition to be recognised as a Teaching Trust to reflect significant teaching, training and research work with a range of stakeholders including local Universities.

ST said it reflects the Trust commitment to teaching and learning, matching our vision and living by our values, in order to be outstanding. It will also improve the visibility of the Trust as a learning organisation. She explained this will attract a high calibre workforce and strengthen the Trust's bids for research and development projects.

IW spoke about the process and progress so far. She explained the Trust has engaged with NHS England and they have guided the Trust through the process and requirements in how to gain Teaching Trust Status. IW reported a steering group has been established in the Trust with senior management ownership.

ST said they are consulting with the University of Leeds regarding the process and the Trust need to ensure Trust ambitions align with those of the University. The Trust will work over the next 6 months to evidence that it can meet these requirements. A letter will then be sent by the Chair to Members towards the end of the year.

ST explained the Trust is also working with our places and Integrated Care Boards and feedback will be brought to Trust Board in July 2024 and then to Members' Council around August 2024.

ST said there is a lot of work to be done and her team will continue engaging with the University.

HB thanked ST and IW, and fully supports the move towards teaching trust status.

HB asked about Trust staffing and how the teaching status will impact on this. ST said the team is working with the people directorate as to how different groups of students, such as sixth formers can shadow our services. She acknowledges there are vacancies, and staffing is a challenge, but the aim is for people to be attracted to want to work for the Trust.

MF asked whether we could have a different grading status as there are some actions where the Trust is on track but has not delivered them yet and can this be reflected by labelling as blue rather than red. This was agreed by ST and IW.

Action: Izzy Worswick

It was resolved to RECEIVE the update on Teaching Trust Status.

MC/23/37 NHS staff survey 2022 Update (agenda item 8.6)

Lindsay Jensen (LJ) and Ashley Hambling (AH) updated the Members' Council on the 2022 NHS staff survey results and the actions the Trust has taken to respond to the feedback.

AH explained the presentation shows the results were positive with four key theme scores better than average, four themes as average and one theme which was below average. He said there were no significant changes in theme scores since 2021.

AH explained the results compare positively to other providers across West and South Yorkshire, and the region and they have come through the governance and service groups and wider engagement with teams.

AH said there is variation in service level results, noting community service results are more positive and results for mental health inpatient services are below average. He said medical staff results are the most positive and colleagues in clinical support worker roles and estates/ancillary roles are the least positive.

He explained the results for Black, Asian and Minority Ethnic (BAME) colleagues are more positive than the Trust average theme scores, but results are less positive for disabled colleagues.

He explained the results were presented to the People and Remuneration Committee and Trust Board in June 2023. Each service has agreed an action plan and the key themes include workplace wellbeing, access to development, improving teamworking and staff recognition.

LJ said there were different experiences from different staff groups, and below average scores were from inpatient areas. There were different responses from the protected characteristic group as well.

AH said the first slide provided an overview of the survey. The green themes are areas highlighted where the Trust scored a better score than average compared to Trust sector peers. AH said it was overall a better survey.

JL asked to hear the views of staff governors and how it felt for them.

Nik Vlissides (NV) said it was very pressured on the ground.

Ian Grace (IG) said from a medicine and pharmacy perspective the inpatient area was pressurised and resources were limited. He said some staff are heroic in provision of services and he hopes things will get better.

LJ said staff experience was lower in inpatient areas and it was similar with partner organisations, and this will be the Trust area of focus.

AH said people on lower bands had the worst experience and the results for nurses were mixed.

AH explained disabled colleagues had less positive experience than other areas and the Trust will be reviewing this with the staff disability network.

AH said on this survey bank staff were asked for feedback and they reported they had better work life balance but there were some areas of concern, and they were also experiencing more violence and harassment at work from service users. He explained each service was asked to identify high level actions by the 12 May 2023.

LJ said the 2023 survey will be released from October to November 2023.

Phil Shire (PS) said some of the scores are concerning and they do not indicate high morale amongst the workforce. He said this seems to be a problem that the Trust shares with other Trusts and the impact this could possibly have on service delivery.

MBr reported the Trust is working on improving things by setting the right tone and culture in terms of career development opportunities and providing a safe working environment.

AJ asked whether the disability staff group have seen the results so they can feedback. AH said the feedback has been circulated to the Chairs of the networks for wider circulation within the individual staff network groups.

It was discussed about some groups of staff having less flexibility in work with the added pressure of the cost of living and having less chances of flexible working.

Daz Dooler (DD) asked about complex cases and what the Trust meant by this.

Carol Harris (CH) said she doesn't have a clear answer to this but when people are admitted to hospital, they have increased level of distress, this impacts on their behaviour which leads to an increase in violence and aggression. She explained the self-harm is also more extreme and people coming into inpatient wards are more poorly. In terms of numbers, she explained the Trust hasn't seen increase in numbers through the Intensive Home Based Treatment Team (IHBTT) but people need more than one practitioner working with them and that people needs are increasing.

Andrea McCourt (AMc) said from an Acute Trust perspective, the increase in response rate of the staff survey is good as challenges are with people completing them when they are unhappy. She explained staff are also completing the survey in winter when there are winter challenges.

MBu thanked LJ and AH.

It was resolved to RECEIVE the NHS staff survey 2022 update.

MC/23/38 Focus on item – Health inequalities and waiting lists (agenda item 9)

Sue Barton, Acting Director of Strategy and Change introduced herself and explained she will present this item with Mike Garnham, Health Intelligence Analyst and Information Manager and Sara Javid, public governor for Kirklees.

She explained health inequalities work is part of the Trusts priority programmes, to 'address inequalities, involvement and equality in each of the Trust places with partners' and also the golden thread of 'Equality, involvement and addressing inequalities'.

SB explained how the Trust works to meet the requirements of the Public Sector Equality Duty and our legal obligations under the Equality Act 2010 and NHS Constitution.

The Trust considers ten protected characteristics, "carer" is not one of the national protected characteristics, but the Trust recognises this as an additional group. SB explained there is a national model called Core20 plus 5 for adults and for children and young people.

Inequalities are driven by insight; she said the Trust has an evidence base using work from the King's Fund. The Trust is also linking with national approaches and looking at inequalities in our four places and across our Integrated Care Systems (ICSs). This is managed via the Equality Involvement and Inclusion Committee (EIIC) and EIIC sub group which is Chaired by MBu.

SB explained the Trust works in partnership with Local Authority colleagues and places to look at a Joint Needs Assessment (JNA), population health data and working in partnership with communities with partners to capture voice and ensure greater involvement.

She said Equality Impact Assessments (EIA) are carried out to ensure Trust services are culturally sensitive, appropriate and relevant, taking action against impacts and co-designing improvements.

She said the Trust also works on capturing and monitoring equality data to inform person centred care by a reflective workforce and capturing patient experience.

SB said the Trust is improving the quality of equality data and ethnicity data has improved and is at 97% across all services. SB provided examples of the Trust addressing health inequalities;

The Life After Stroke programme is a new 6 week rolling programme in partnership with Barnsley integrated community stroke rehabilitation team, Stroke Association and Tesco. The sessions are delivered in a local supermarket's community room making it easily accessible to stroke survivors.

The Kirklees Child and Adolescent Mental Health Services (CAMHS) have delivered some focus groups with children and young people with a focus on areas which have a higher than average Black and Minority Ethnic (BAME) population.

She said the Trust has undertaken parent telephone interviews and developed a service website using data collected from the schools survey on the different languages spoken, and worked with Conscious Girls which is aimed at improving outcomes for black young people in Kirklees.

SB said Sara Javid (SJ) will now present her case study based on lived experience.

SJ introduced herself as public governor to Kirklees.

SJ said she wanted to speak about inequalities, particularly in relation to the following (*she presented the following slide*);

- Migrant populations
- Ethnic minorities
- Long term conditions
- Deprivation
- Isolation
- Religion and beliefs
- Cost of living
- Culture
- Young people

SJ gave an account of her family as Kirklees constituents and their issues with mental health explaining cultural differences and how these had impacted on her family. She addressed issues of isolation, language barrier, physical health conditions and the impact this has on mental health. SJ also spoke about dual diagnosis and early intervention in South Asian

families. She spoke about cultural elements and for services to reach out to those communities who were hard to reach.

SB thanked SJ for her powerful message to the Members' Council. She explained that MG will continue with his presentation before governors can ask SJ any questions.

MG thanked SJ and said The Kings Fund report found health inequalities in England between ethnic minorities and white groups. He explained access to primary care health services was found to be generally equitable for ethnic minority groups, however people from some ethnic minority groups are more likely to report being in poorer health and report poorer experiences of using health services than their white counterparts. MG presented data, see slides 20 and 21. MG explained we are looking at data about making it more accessible and to use it to understand what it says about services the Trust is providing by creating a Health Inequalities Improvement Report and other reports such as the Mental Health Act committee report and Inpatient pivot reports.

MB and MBu thanked SJ for her incredibly brave and powerful story. MBr asked SJ to meet with her outside the meeting to discuss some of the matters she raised. MBr said it was important to hear about lived experiences and how the Trust can learn from them.

Action: MBr and SJ to meet outside the MC meeting.

Cllr Blagborough thanked SJ for sharing her powerful story. He said he couldn't imagine what she has gone through.

Erfana Mahmood (EM) also said she was incredibly moved by SJ's journey, and the journey of her family and she was a hero in managing this. CH thanked SJ and asked whether she would be happy to speak to the Kirklees care group about her journey. SJ agreed.

Action: SJ to meet with Kirklees care group.

PS and AJ thanked Sara for sharing her story. Governors discussed issues such as working in silos, varying health conditions (mental and physical), deprivation, and insight.

JL said SJ's story amplifies how difficult it is to reach some groups of people, he explained it is services not reaching out rather than them being difficult to reach.

MG said the Child and Adolescent Mental Health Services (CAMHS) are working in schools to talk about mental health and that they can talk about it at an early age.

BC said in the cancer services, they have the same problems with the inability to talk to some groups of people and this having an impact on early diagnosis and consequent treatment. Governors discussed how the NHS systematically treats the symptoms and not the cause. It was discussed that moving forward the NHS is looking at a preventative agenda.

Governors thanked SJ, SB and MG for their presentation on health inequalities.

It was resolved to RECEIVE the presentation on health inequalities and waiting lists.

MC/23/39 Integrated Performance Report (IPR) (to be taken as read and submit questions in advance) (agenda item 10)

David Webster (DW) presented the Integrated Performance Report for Quarter 1 2023/24.

He highlighted key points;

- Percentage of service users who have had their equality data recorded by ethnicity is 96%.

- The timely completion of equality impact assessments (EIAs) in services and for policies, although by service it is a red rating of 67.7%, the completion for policy is currently in green.
- Inappropriate out of area bed placement (days) is 441 (in red).
- The percentage of service users clinically ready for discharge is 4.6% (red) – this is challenging and has been added to the organisational risk register.
- The number of people with a risk assessment/ staying safe plan in place within 7 working days of first contact – community is at 92.3% (green)
- The percentage of ligature jobs completed within timeframe is a challenge.
- Turnover of staff has increased.
- Appraisals are increasing.
- There has been good feedback from family and friends test.
- During June 2023 there was an increase in demand of the flexible staffing pool with a total of 261 more shift requests. The number of shifts filled has increased by 24 shifts to a total of 5,004 and fill rates increased overall for inpatients however two care groups decreased slightly. This continued to be for a number of reasons including; ongoing increased acuity on the inpatient areas, substantive staff utilising their annual leave prior to the year end, ongoing sickness and vacancies.
- 96% of incidents reported in June 2023 resulted in no harm or low harm or were not under the care of SWYPFT.
- Maximum 6 week wait for diagnostic procedures has increased from 79.8% to 82.5%
- Bank and agency spend continue to remain high to support the safer staffing gaps in workforce caused by absence and vacancies in the services. This is primarily in our ward-based service areas.
- Vacancies remain high across the Trust although an improved position decreasing from 17.6% at the end of Q4 2022/23 to 15.8% at end of Q1 2023/24.
- Agency spend is high at £10.3m.
- A surplus £19k greater than plan has been recorded in month; overall the surplus was £879k. Pressures in pay and non-pay have been offset by additional income and interest received.
- The monthly run rate of agency spend continues to be higher than plan trajectories. The run rate has increased in month with spend greater than £1m.
- The Trust cash position remains strong at £82.1m; this is higher than plan. This has always been maximised however the current interest rates provide additional financial incentive.
- We have continued to pay suppliers promptly; 96% of all valid invoices within 30 days.
- Capital spends - the year to date position is £105k ahead of plan with spend of £993k. This is due to prior year schemes and a door replacement programme being undertaken earlier than planned.

JL said it was good to see an increase in appraisals, he asked about retention of staff and if the Trust was doing exit interviews and if we are, are there are common themes identified.

LJ said the Trust are doing leavers questionnaires and they are sharing this with CH and her colleagues at operational management group who take it back to their teams, some of the themes include learning and development and some people are leaving for promotion or other jobs. She explained the people directorate are looking at roles and retention.

LJ said the Trust had 100 internal transfers this week which was about supporting staff to move within the organisation rather than leaving but there is a lot more to do.

Adrian Snarr (AS) said governors need to be aware of the system context we operate in and the financial challenges.

It was resolved to RECEIVE the Integrated Performance Report (IPR).

MC/23/40 Annual work programme 2023/24 (agenda item 11)

No changes.

It was resolved to RECEIVE the work programme for 2023/24.

MC/23/41 Members' Council meetings (agenda item 12)

Wednesday 27 September 2023 – Annual Members' Meeting

Friday 17 November 2023 (including Joint Trust Board and Members' Council)

Friday 23 February 2024

It was resolved to RECEIVE the dates of future Members' Council meetings.

MC/23/42 Any Other Business (agenda item 13)

MBu reminded governors that the next Annual Members' meeting will take place on 27 September 2023, Al Hikmah Centre in Batley.

It was resolved to NOTE any other business.

Close of public meeting