

**Minutes of the Annual Members' Meeting held on  
30 July 2019 at 1.00pm at Horizon Leeds, 2 Brewery Wharf, Kendell Street, Leeds, LS10  
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**Board Members**

Professor Sue Proctor	Chair of the Trust
Professor John Baker	Non-executive Director
Mrs Joanna Forster Adams	Chief Operating Officer
Miss Helen Grantham	Non-executive Director
Mrs Dawn Hanwell	Chief Financial Officer and Deputy Chief Executive
Mrs Claire Holmes	Director of Organisational Development and Workforce
Mr Andrew Marran	Non-executive Director
Dr Sara Munro	Chief Executive
Mrs Margaret Sentamu	Non-executive Director
Mrs Sue White	Non-executive Director and Deputy Chair of the Trust
Mrs Cathy Woffendin	Director of Nursing, Quality and Professions

**Governors**

Mr Peter Webster	Public: Leeds (Lead Governor)
Mr Marc Pierre Anderson	Service User: Leeds
Mr Les France	Public: Leeds
Ms Gillian Galea	Staff Clinical: Leeds and York and North Yorkshire
Ms Ruth Grant	Staff Non-clinical: Leeds and York and North Yorkshire
Mr Steve Howarth	Public: Leeds
Ms Helen Kemp	Volition
Ms Mussarat Khan	Public: Leeds
Ms Sarah Layton	Non-clinical Staff: Leeds and York & North Yorkshire
Ms Kirsty Lee	Public: Leeds
Dr Ivan Nip	Public: Leeds
Cllr Anna Perrett	City of York Council
Ms Sally Rawcliffe-Foo	Staff Clinical: Leeds and York and North Yorkshire
Ms Ann Shuter	Service User: Leeds
Ms Niccola Swan	Public: Rest of England and Wales

**In attendance**

Mrs Cath Hill	Associate Director for Corporate Governance / Trust Board Secretary
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87 Members of the Trust and members of the general public

**19/001 Welcome** (agenda item 1)

Professor (Prof) Proctor opened the meeting at 1.00pm and welcomed members of: the Board of Directors; the Council of Governors; the Trust; and the wider public.

**19/002 Apologies for Absence** (agenda item 2)

Apologies were received from Dr Claire Kenwood, Medical Director; Mr Andrew Johnson, Governor Staff: Clinical; Mr Edo Nannelli, Governor: Service User and Carer: Rest of UK; and Mr Martin Wright, Non-executive Director and Senior Independent Director.

The meeting was quorate.

**19/003 Declaration of any conflicts of interest in respect of agenda items** (agenda item 3)

No one present at the meeting declared any conflict of interest in respect of any agenda items.

**19/004 Minutes of the Meeting held 31 July 2018** (agenda item 4)

Prof Proctor presented the minutes of the meeting held on 31 July 2018. They were agreed as a true record.

**19/005 Matters arising** (agenda item 5)

It was noted that there were no matters arising from the previous meeting.

**19/006 Presentation from Peter Webster, Lead Governor** (agenda item 6)

Prof Proctor welcomed Mr Webster, Lead Governor, to present the report from the Council of Governors.

Mr Webster presented the membership report. He outlined that there were 15,379 members at the end of March 2019. The breakdown of which was: public members 11,741; service user and carer members 1,122; and staff members 2,516. He reported that the Membership Team had been working with the Patient Experience Team to encourage more service users and carers to become members, in order for them to have a greater opportunity to be involved in the work of the Trust and to ensure that the Trust's membership is representative of the people we provide services to.

Mr Webster outlined the role of a governor, and informed attendees that the Council of Governors meets four times per year to discuss the work of the Trust and its performance. He reminded members that these meetings were held in public, and that members were welcome to attend these meetings to observe. Mr Webster informed attendees that at the Council of Governors meeting on the 16 July 2019, the Trust's external auditors presented their findings in relation to the Annual Accounts, Annual Report and the Quality Report. He confirmed that the external auditors had provided clean audit reports.

Mr Webster next outlined some of the work carried out by the Council of Governors in 2018/19. He reported that in February 2019, the Council of Governors had appointed Mr Andrew Marran, Non-executive Director, to the Board of Directors. He also reported that governors had accompanied the Non-executive Directors on a number of service visits, which allowed them to get to know more about the Trust's services and helps to inform discussion at Council meetings. He went on to outline the four areas that the Council of Governors had collectively agreed to focus on in 2019/20. These were: learning more about service user experiences; understanding the Trust's services better, particularly services for people with learning disabilities and acute in-patient services; partnerships; and mental health among young people in Leeds and York.

An update was then presented on the outcome of the governor election that had taken place in summer 2019. He took the opportunity to welcome the governors that had been newly or re-elected or appointed within the 2018/19 financial year. He also offered thanks to those governors who had served and stepped down during the year.

Finally, Mr Webster reminded the attendees of the Big Conversation that had taken place at the Annual Members' Meeting on the 31 July 2018. He informed them that in the foyer were a number of installations which displayed the themes of feedback that came out of the 'Big Conversation', and the work that had been carried out in response. Mr Webster thanked to everyone for attending and encouraged individuals to speak with a governor should they wish to find out more information.

Prof Proctor thanked Mr Webster for his presentation and noted the valuable contribution that governors make to the Trust.

**19/007 Presentation from Dawn Hanwell, Chief Financial Officer and Deputy Chief Executive** (agenda item 7)

Prof Proctor welcomed Mrs Hanwell, Chief Financial Officer and Deputy Chief Executive, to present the report on the Trust's finances.

Mrs Hanwell presented the key elements of the financial report. She outlined that the Trust had achieved an income and expenditure surplus of £32.4million (m) and explained the factors that had led to this total: PFI refinance gain; profit on asset disposals; and the Provider Sustainability Funding incentive. She reported that the Trust had spent £4.4m on capital expenditure and that the Trust had generated cost savings of £2.9m.

Mrs Hanwell reported that there had been a number of financial pressures throughout the year: one related to inpatient staffing which had been offset by underspending in community services and non-clinical areas; and one related to out of area placements, which had been offset by additional support from the Leeds Clinical Commissioning Group.

Mrs Hanwell highlighted the key investments made throughout the year, which were: estates refurbishment (South Wing at St Mary's House, Ward 5 at the Becklin Centre and Westerdale Ward at Willow House); and information technology improvements (Electronic Patient Record system, remote access, hardware replacement programme and network infrastructure).

In conclusion, Mrs Hanwell reported that the Trust was in a strong financial position. She stated that for the 2019/20 financial year, the Trust would be required to breakeven to receive the Sustainability and Transformation fund incentive.

Prof Proctor thanked Mrs Hanwell for her presentation.

#### **19/008 Presentation by Dr Sara Munro, Chief Executive (agenda item 8)**

Prof Proctor welcomed Dr Munro, Chief Executive, to present the report on the Trust's values.

Dr Munro thanked everyone for attending the event. She presented some highlights from 2018/19 which included the 70<sup>th</sup> birthday of the NHS and 100 years of learning disability nursing. She also highlighted the hard work and efforts of the staff at Ward 5 Becklin Centre, and commended them on their response to the fire incident in May 2018. She thanked Bradford Care Trust who had supported the Trust at this time. Dr Munro outlined that there had been a focus on strengthening relationships and delivering system-wide improvements on services with a range of partners, and that 2018/19 had seen an increase in the number of partners with which the Trust engaged and collaborated with.

Dr Munro went on to highlight a number of clinical service developments in 2018/19, these included: the new eating disorders community service for West Yorkshire and Harrogate (CONNECT); the Veterans' Mental Health Complex Treatment Service; the expansion of the Forensic Outreach Service in York; the expansion of the Community Perinatal Service; and the Community Redesign Project. Dr Munro then introduced a video which provided further information on the Community Redesign Project. Following this Dr Munro thanked all individuals who had been involved with the production of the video, and the teams that had been involved with delivering the Project.

Dr Munro next reported on the Care Quality Commission (CQC) inspection that was underway. She explained that the CQC rated care organisations by scoring them on five different domains, those being: safe; effective; caring; responsive; and well led. She reminded attendees that in the 2018 CQC inspection, 85% of the Trust's services were rated as good or outstanding, and that three services received a 'requires improvement' rating. She informed attendees that a number of recommendations were made by the CQC to improve those three services, and confirmed that the recommended actions had been completed. Dr Munro confirmed that the CQC had revisited those three services in their 2019 inspection and that the Trust was still awaiting the result.

Finally, Dr Munro presented a summary of the results from the 2019 Staff Survey. She reported that the results showed that the Trust was performing higher than the national average in a number of areas, including the quality of appraisals, safety culture and staff engagement. She also reported that there had been an 8.5% increase in the number of individuals who would recommend the Trust as a place to work.

Prof Proctor thanked Dr Munro for her presentation.

**19/009 Opportunity to Receive Questions from Members and the Public** (agenda item 9)

Prof Proctor thanked Mr Webster, Mrs Hanwell, and Dr Munro for their presentations. In response to a question from a member of the Trust, Prof Proctor asked Mrs Forster-Adams, Chief Operating Officer, to provide further information on the Community Redesign and the Crisis Services offered by the Trust. Mrs Forster Adams informed members of the public that one of the aims of the Community Redesign Project was to improve access to crisis services. She outlined that since the Community Redesign Project had been underway, the Trust had successfully established an Intensive Home Treatment Team for Older Adults in Crisis. She added that the Trust was working with third sector partners and commissioners to explore further developments and improvements, including crisis services outside of a hospital, such as crisis houses and crisis cafes. She concluded by informing members of the public that an evaluation process had been set up for the developments already made, and welcomed any feedback. She reminded members of the public that this was an ongoing project and thanked all those involved in the Community Redesign Project.

Paul, a service user, outlined the importance of the Patient Experience Team and expressed his concern about the number of vacancies within the Team. Mrs Woffendin agreed that the Patient Experience Team was an important part of the Trust. She explained that the Trust had been advertising a secondment opportunity for the Head of Patient Experience role and outlined that interviews were due to take place. She also confirmed that three other posts within the Patient Experience Team had been advertised and had received a high number of applications.

Tessa, a member of the public, asked how the Trust planned to integrate and work with black, Asian and minority ethnic (BAME) communities. Dr Munro informed Tessa of research that had been carried out before the Community Redesign Project had commenced, which allowed the Trust to identify who had accessed the Trust's services and who had not. She explained that the research had found that people from BAME backgrounds were less likely to use the Trust's services. She explained that from this data, the Trust was looking into which organisations to partner with, with the aim to partner with those organisations that could provide access into BAME communities. Mr Devine, Interim Associate Director for Leeds Care Group, added that two new roles had been created as a result of the Community Redesign Project, which aimed to link the Trust with BAME communities and to improve access into the Trust's services.

Peter, a service user, asked about the Patient Engagement Team that visited primary care providers (specifically GP Practices and Community Services) and asked which organisation was responsible for this team. Dr Munro responded to say that this work was not carried out by the Patient Experience Team at the Trust, but was carried out by Healthwatch Leeds. Peter next asked about the duration of contracts for Mental Health Practitioners in GP Practices. He outlined that the Mental Health Practitioners he had seen in the past had changed frequently, and advised that this had caused difficulties in building relationships. Dr Munro acknowledged this matter and agreed that the continuity of relationships was vital in supporting the recovery of any service user. She informed Peter that the Clinical Commissioning Group had confirmed a significant investment in Leeds, which would lead to a number of permanent appointments for primary care workers in GP Practices, reducing the risk of turnover.

A member of the public asked whether the Trust provided unconscious bias training for staff members. Dr Munro confirmed that this training was available alongside other topics, including equality and diversity.

Melanie, a member of the public, drew attention to the membership report that was presented by Mr Webster. She questioned why Mr Webster reported figures on BAME members, but did not refer to any other protected characteristics. Mr Webster informed Melanie that ethnicity was recorded on the Trust's membership form, but unfortunately other protected characteristics were not. Melanie next asked for the Trust to consider refurbishing the Volunteer Office at Asket Croft. Dr Munro informed Melanie that the Estates Team would be reviewing all of the Trust's estates to ensure they were fit for purpose. Melanie went on to suggest two improvements for the 2020 Annual Members' Meeting, which were: fewer acronyms to be used in the presentations; and the use of numbers as opposed to percentages when delivering the Staff Survey results.

Paul, a service user, asked about the learning opportunities available for service users. Dr Munro informed him of a project between the Trust and other partner organisations in Leeds called the Recovery College. She informed Paul that a prospectus of the courses available was due to be released shortly, and confirmed that this would be shared widely once it was available.

Peter, a service user, asked who he should contact to find out more about the volunteering opportunities and interview training opportunities available at the Trust. Mrs Woffendin, Director of Nursing, Quality and Professions, recommended that Peter speak to Mrs Caroline Bamford, Head of Diversity and Inclusion, about volunteering opportunities. She advised Peter to speak to the Patient Experience Team about interview training. He went on to ask about how the hard work of staff members was acknowledged and rewarded. Dr Munro informed Peter of the monthly 'star awards' that were celebrated across the Trust, and also the Trust's annual award ceremony.

The final question was asked by Mr Howarth, a public governor for the Leeds constituency, who asked about the Trust's preparedness for a no deal EU exit, specifically around medicine shortages. Dr Munro confirmed that the Trust had carried out full risk assessments to plan for a no deal EU exit and had plans in place to mitigate those risks. She informed Mr Howarth that the Trust was following advice and guidance from the Department of Health around medicines.

Prof Proctor thanked all attendees for listening and participating in the wide-ranging discussion that had taken place.

At the conclusion of formal business, Prof Proctor closed the Annual Members' Meeting of the Leeds and York Partnership NHS Foundation Trust at 2.30pm and thanked everyone for attending.