

**Council of Governors Meeting
8th April 2014
Summary Report**

Council of Governors
8th April 2014
Item 10c

TITLE OF PAPER	Feedback from Performance Overview Group
TO BE PRESENTED BY	John Kay, Lead Governor
ACTION REQUIRED	None, for information

OUTCOME	governors are supported to effectively carry out their statutory responsibility to hold the Trust to account
TIMETABLE FOR DECISION	n/a
LINKS TO OTHER KEY REPORTS / DECISIONS	Constitution, Health & Social Care Act 2012
LINKS TO OTHER RELEVANT FRAMEWORKS BAF, RISK, OUTCOMES ETC	<p>Constitution and Council of Governor Standing orders – requirement for governors to represent members</p> <p>HSE ■ MH Act ■ Equality ■</p> <p>NHS Constitution: Staff Rights ■ Patients' Rights ■ Public's Rights ■ Principles ■ Values ■</p>
IMPLICATIONS FOR SERVICE DELIVERY AND FINANCIAL IMPACT	n/a
CONSIDERATION OF LEGAL ISSUES	n/a

Author of Report	Sam Stoddart
Designation	Membership Manager
Date of Report	31 st March 2014



Council of Governors Performance Overview Group

Minutes of the 2nd Performance Overview Group held on Wednesday 19th February 2014 in the Conference Suite of the Fulwood Conference and Training Centre, Old Fulwood Road, Sheffield S10 3TG

Present:

Name	Title	Name	Title
John Kay	Chair	Jason Rowlands	Director of Planning, Performance & Governance
Paul Robinson	Executive Director of Finance	Dean Wilson	Director of Human Resources
Abbey George	YSUC Governor	Jules Jones	Public Governor
Elaine Hall	Staff Governor	Paul Harvey	Public Governor
		Karen Jones	PA (notes)

Apologies:

Name	Title	Name	Title
Clive Clarke	Deputy Chief Executive	Samantha Stoddart	Membership Manager
Neel Khan	SU Governor	Dorothy Cook	Public Governor
Stephanie Pursehouse	Staff Governor		

Minute	Item	Action
POG 02/01	Welcome and apologies John Kay welcomed everyone and apologies were noted.	
POG 02/02	Notes of the meeting held on 26th November 2013 Correction noted on page 3, item POG 01/03, third paragraph; CCQ should read CCG. The notes of the meeting were accepted as correct record.	
POG 02/03	Matters Arising No matters arising from notes of meeting held on 26 th November 2013. Due to a discrepancy on the agenda timings, the Chair suggested Paul Robinson start with his report.	
POG 02/04	Finance Report Paul Robinson, Executive Director of Finance, talked through the December DASHBOARD report and reiterated its availability with Board of Director meeting papers each month. Paul explained each of the dashboard's three columns and figures within. Briefly he informed the group of the Trust's financial position to date. Surplus achieved is at £5.6m with a favourable variance of just over £3m. The forecast for year end is a £3.18m surplus, which is better than planned. Paul talked about how Mental Health Trusts would be moving towards a tariff basis. SHSC will be shadowing this next year. Acute hospitals are already doing this and have been for the last 10 years. The Financial Risk Indicators quarterly report had gone to Monitor. All indicators green except one triggered by outstanding debtors showing more than 5%. Paul reassured the group that this was not a problem and the amount outstanding was small. Monitor is using a new risk rating and the Trust has a current rating of 4 showing no risk and this is not expected to	

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	<p>change. Overall the Trust has achieved combined Cost Improvement Programme (CIP) and disinvestments to the value of £5.25m against a plan of £5.6m. Recurrently the Trust is not quite where it needs to be but should achieve financial balance at year end.</p> <p>Paul Harvey referred to the CIP table and asked if the £417k variance from plan was ok. Paul assured him that the signed off financial plan had a risk contingency to meet that gap and that plans had to be re-jigged due to building delays.</p> <p>Jules Jones asked if following this year's disinvestment, the Trust had any indicators for the position next year and expressed her concern at service provision.</p> <p>Paul explained that with regard to the Learning Disability Services tendering process, the position would not be known until the Summer with SCC awarding contracts from 1st October. However, reassurance was given that the Trust would try to mitigate any risk by working in partnership with all organisations and staff involved.</p> <p>The Chair thanked Paul for his report.</p>	
POG 02/05	<p>Planning, Performance and Governance</p> <p>Jason Rowlands, Director of Planning, Performance & Governance, introduced and explained the papers distributed. Jason explained how the Annual Plan Progress report provides a summary on the 21 higher level objectives agreed last year. Key highlights from the report included good progress in the reduction of falls with harm. Joint working with CCG to reduce Memory Services waiting times and ensure that the service works as good and efficiently as possible.</p> <p>Within the Monthly Performance Report, on the Quality and Safety Dashboard, Elaine Hall asked if executive level serious incidents are looked at against other Trusts or just locally. Jason explained how we constantly compare our own figures and compared to the national average we have a lower percentage rate of serious incidents. High reporting of incidents is seen as good practice.</p> <p>Jules expressed concern at the rise in seclusion numbers. She wondered the reasons behind this and requested further analysis. Jason agreed to provide more detailed analysis including graphs from the previous 2/3 years.</p> <p>Paul reassured the group that this had already been picked up by Board and a review would follow.</p> <p>The Chair recommended that reports to the Board of Directors on these matters should then go to the Council of Governors as future agenda items.</p> <p>Referring back to the monthly performance report, the Chair asked Jason why Crisis Resolution home treatment episodes were down. Jason said no problems had been identified and numbers appear more even. Following</p>	

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	<p>on the Chair asked about the dip in CPA 7 day follow up. Jason said the Trust had been working on this for the last 18 months and that the trajectory was up. By March it is expected to be 95% and above. The Chair asked what impact the reduction of resources was having on service delivery. Jason replied that this was having no impact on key quality standards due to efficient and advanced planning. Next year we will be working with staff teams to cut bureaucracy progressing towards more simple and efficient ways of working to improve the provision of care.</p> <p>The Chair thanked Jason for his report.</p>	
<p>POG 02/06</p>	<p>Workforce Report</p> <p>Dean Wilson, Director of Human Resources, presented copies of the Performance & Overview Report for December 2013 and the Performance Development Review Policy. Dean introduced the reports and ran through it page by page for the benefit of those present answering any questions that arose.</p> <p>Dean highlighted the points of interest including the month on month reduction in headcount. Staff turnover is below 11%, which remains quite static and of no concern. Plans are in place to expand the number of apprentices next year. On sickness absence both good and bad news. While Acute services have shown a significant drop in absences this year, both Specialist Services and Joint Learning Disability Services have increased. A working group will be looking at LDS and identifying good and not so good practice and providing training to local managers. Overall the Trust rate has shown a steady decrease in absences. Dean reassured the meeting that any directorate going over target and presenting as red in the table 4.1a gets reported on at Board. Long term and short term sickness was discussed and the reduction in long term episodes was good but the number of short term episodes suggests that this type of sickness is not being managed so effectively.</p> <p>Jules asked if stress and anxiety levels were particularly high within the Trust. Dean answered that this is high nationally. The Trust's ongoing work is ensuring good practices are in place and that it is managed well.</p> <p>Elaine asked if reasons for stress and anxiety are identified as work related or personal circumstance. Dean stated that reasons behind stress and anxiety are not always provided by the employee but, they are able to share information at the return to work interviews and on the return to work proforma. This is seen as a good process to understand issues and help staff.</p> <p>Outcomes of the recent Staff Survey were very good putting the Trust in the top 20%. Staff reported lots of positive things about working at SHSC.</p> <p>Dean moved on to the Personal Development Review (PDR) figures. The figure shown in the chart at 5.1 is slightly less than the end figure will be. The new PDR (appraisal) Policy which will come into effect in April was distributed for information. The new policy gives a three month window</p>	

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	<p>(April to June) in which all staff must have completed a PDR. This ‘focal point’ window will enable easier tracking and links very closely to the Trust business cycle, and should therefore make the identification of objectives easier as they link more closely to those of the Trust.</p> <p>Discussion took place around the supplementary staffing figures, the need and reasons for bank/locum staff and how the numbers can be reduced. Two-thirds of supplementary staffing is made up of existing flexi and substantive staff. Dean advised of recent improvements including the Flexible Staffing Office moving back into the Human Resources department and E-Rostering merging to one small team. These are positive moves that will ensure staff hours are managed better and within the working time directive.</p> <p>Some positive results in Education, Training and Development. Respect Training is high at 94%.</p> <p>Equality and Diversity – The Trust is currently undertaking a data cleanse exercise and updating all staff information held. Discussion took place around the profiling of staff and in particular the number of people who did not wish to disclose ethnicity, religion, sexuality, etc. Staff are not required or forced to answer these questions. The Trust’s ethnicity results are of a similar reflection of those of the City’s census. Dean highlighted the need to continue to review working practices for an ageing workforce.</p> <p>Dean finished with news in brief;</p> <ul style="list-style-type: none"> • LDS update – one member of staff has appeared in court. • Two outstanding tribunals. • The additional leave scheme window has closed. • An overall review of training will take place and a 12 month prospectus produced. • Dean had recently joined the National NHS Staff Council that reports back to Yorkshire and the Humber. • Payroll services contract is currently under negotiations. • The Mutually Agreed Redundancy Scheme (MARS) and redeployment processes are in place and working successfully with only a small number on redeployment. • Home Office initiative linked to safeguarding has been introduced to try and identify radicalised individuals. This involves information sharing to prevent incidents occurring. <p>The Chair thanked Dean for his report.</p>	
POG 02/07	<p>Any Other Business No further items.</p>	
POG 02/08	<p>Date and Time of Next Meeting</p> <p>The Chair thanked everyone for their contributions and reminded them of</p>	

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	<p>the change of date and time of the next meeting.</p> <p>The next meeting is on <u>Tuesday 13th May 2014, 9.30 am to 11.30 am</u> in the Conference Suite, Tower Block, Fulwood House.</p>	