

Minutes of the Annual Members' Meeting

Tuesday 10 September 2019 18:25 – 20:30

The Ark Conference Centre, Dinwoodie Drive, Basingstoke, RG24 9NN

Present:

Lynne Hunt	Chair
Paula Anderson	Finance Director
Dr Nick Broughton	Chief Executive
Michael Bernard	Non-Executive Director
Jeni Bremner	Non-Executive Director
Paul Draycott	Director of Workforce, Organisational Development and Communications
Rob Goldsmith	Non-Executive Director
Dr David Hicks	Non-Executive Director
Paula Hull	Director of Nursing & Allied Health Professionals
Cllr Rob Humby	Appointed Governor, Hampshire County Council
Andrew Jackman	Public Governor, Southampton
David Kelham	Non-Executive Director
Sasha Lewis	Engagement Lead, PricewaterhouseCoopers
Paul Lewsey	Public Governor, Southampton
Dr Karl Marlowe	Medical Director
Margaret Martins	Staff Governor, South West Hampshire
David Monk	Non-Executive Director
Michael North	Public Governor, Rest of England
Suzanne Pepper	Public Governor, South East Hampshire
Peter Smith	Public Governor, South West Hampshire
Adrian Thorne	Appointed Governor, Carers Together
Lily Turner	Public Governor, North Hampshire
Louise Vinell	Staff Governor, North Hampshire
Peter Bell	Trust Member
Julia Boswell	Trust Member
Charlie Dugdale	Trust Member
John Elsey	Trust Member
Grant Macdonald	Trust Member
Andrew Mcleod	Trust Member
Sascha Mullen	Trust Member
Gary Rollings	Trust Member
Andy Scorer	Trust Member
Susie Scorer	Trust Member
Russel Slater	Trust Member
Andrew Ward	Trust Member
Amelia Abbott	Member of Staff
Carolyn Asher	Member of Staff
Gillian Broadway	Member of Staff
Nicola Brown	Member of Staff

Dawn Buck	Member of Staff
Marta Coates	Member of Staff
Harvey Campbell	Member of Staff
Julian Davies	Member of Staff
Lisa Davies	Member of Staff
Claire Eastick	Member of Staff
Tracey Edwards	Member of Staff
Lauren Farmer	Member of Staff
Beth Ford & Biscuit	Member of Staff
Robert Gordon	Member of Staff
Holly Hall	Member of Staff
Rachel Hardstaff	Member of Staff
Sharon Harwood	Member of Staff
Emily Holloway	Member of Staff
Jayne Jazz	Member of Staff
Paul Johnson	Member of Staff
Sarah Johnston	Member of Staff
Sally-Ann Jones	Member of Staff
Rebecca Lawry	Member of Staff
Mary-Helen L'Heureux	Member of Staff
Fran Lloyd	Member of Staff
Rebecca Lloyd	Member of Staff
Nicky MacDonald	Member of Staff
Rachael Makgatho	Member of Staff
Polly Martin	Member of Staff
Emma Marks	Member of Staff
Iain McAloon	Member of Staff
Sonya Mclean	Member of Staff
David Markwick	Member of Staff
Katherine Morgan	Member of Staff
Hazel Nicholls	Member of Staff
Megan Plunkett	Member of Staff
Ashley Pugh	Member of Staff
Carol Richards	Member of Staff
Euan Sadler	Member of Staff
Pam Sorensen	Member of Staff
John Smith	Member of Staff
Hayley Smith	Member of Staff
Sarah Spooner	Member of Staff
Ginny Taylor	Member of Staff
Liz Taylor	Member of Staff
Rob Thomas	Member of Staff
Graham Webb	Member of Staff
Alison Wileman	Member of Staff
Sarah Woodman	Member of Staff
Sheila Woodward	Member of Staff
Kelly Younger	Member of Staff
Malcolm Ace	Member of Public
Lisa Atkins	Member of Public
Jack D'Aeth	Member of Public

Emma D'Aeth	Member of Public
Maurice Diamond	Member of Public
Harry Dymond	Member of Public
Jordan Fretwell	Member of Public
Kellie Greenhalgh	Member of Public
Georgette Hollbrook	Member of Public
Sasha Lewis	Member of Public
Beth Lyon	Member of Public
Hannah Munns	Member of Public
Nick O'Donohue	Member of Public
Paula Paige	Member of Public
Grant Powell	Member of Public
Amy Scummit	Member of Public
Susan Shepland	Member of Public
Diane Stephenson	Member of Public
Guy Warner	Member of Public
Ross Warner	Member of Public

Apologies:

Prof David Baldwin	Appointed Public Governor, University of Southampton
Gary Butler	Public Governor, South East Hampshire
Dave Cubbon	Public Governor, South West Hampshire
Cllr Lorna Fielker	Appointed Governor, Southampton City Council
Kate Fitzgerald	Non-Executive Director
David Lee	Public Governor, North Hampshire
Venus Madden	Public Governor, North Hampshire
Josie Metcher	Public Governor, South West Hampshire
Gemma Surridge	Staff Governor, Southampton

1. Welcome from the Chair and Lead Governor

1.1. Lynne Hunt welcomed members to the meeting and explained that the theme this year was 'Transforming our Services'. She described the progress that the Trust had made to transform the way service users, families and carers were now involved to represent their views. Lynne also explained that service users had been greatly involved in a number of Quality Improvement programmes that covered a variety of topics to make positive improvements for patient experience and our services.

1.2. Lynne provided an update on the appointments made to the Board and the Council of Governors during 2018/19, she also formally thanked those who had left the Trust, particularly Barry Day, Chief Operating Officer, Susie Scorer, Public Governor Southampton; Sue Smith, Public Governor North Hampshire; Tom Whicher, Public Governor Southampton; Arthur Monks, Public Governor South East Hampshire; Alia Gomez, Staff Governor Southampton; Peter Bell, Public Governor Rest of England; Denise Wyatt, Public Governor Southampton; and Judy Walker, Appointed Governor Age Concern Hampshire.

1.3. Lynne formally welcomed Heather Mitchell, Director of Strategy and Infrastructure Transformation who had recently joined the Executive Team and Grant

MacDonald who would be joining the Trust in November 2019 as the Chief Operating Officer.

1.4. Lynne reflected on the key highlights over the year and the opportunities she had taken to visit a number of the Trust's services and spend time with the teams, patients and service users.

1.5. Andrew Jackman welcomed members to the meeting on behalf of the Council of Governors, he described how patients were now at the heart of the Trust's activities and how the Board were performing in line with the Trust values.

1.6. Andrew explained the role of Governors in holding the Non-Executive Directors to account. He provided an overview of the areas of work Governors had been involved in: Chair's appraisal; the recruitment of Board members; attending Trust Board, Board Committee meetings and site visits and becoming Mental Health Act Review Managers.

1.7. Andrew reflected on the changes to the Council of Governors during the year and thanked those who had left the Trust for their help, support and commitment during their terms of office. He also welcomed the new Governors who had recently been elected as well as the Governors who remain in post for all the help and support they have shown the Trust and himself over the year. Andrew also formally thanked Lynne Hunt, Rebecca Lawry and the Corporate Governance Team for the support they had provided to Governors.

2. Minutes of Previous Meeting

2.1. The minutes of the meeting held on 11.09.2018 were approved as accurate record. Lynne Hunt confirmed that the minutes from today's meeting would be circulated and available on the Trust's website within two weeks.

3. Review of the Year

3.1. Nick Broughton acknowledged that it had been a busy and challenging year for the Trust; however there had also been much consolidation of the improvements from previous years. He commented on necessary improvements highlighted during the Care Quality Commission's inspection and also commented on the significant number of improvements that had been made. Nick confirmed that the Care Quality Commission would be returning to re-inspect the Trust's mental health services later this year.

3.2. Nick provided an overview of the Quality Improvement programmes that had been undertaken across the Trust and those that remained ongoing. Nick reported that 60 staff members had been trained as Quality Improvement Facilitators and 1500 staff members had been involved in the programmes.

3.3. Nick advised that the People and Organisational Development Strategy had successfully achieved an improvement in staff engagement and the empowerment of staff. Nick described the importance of the Trust's workforce and how the Trust valued diversity.

3.4. Nick welcomed Dawn Buck, Niamh Dalziel and Beth Ford who provide representation of service users and families and are able to challenge the executive team in any decisions that are being made.

3.5. Nick highlighted the development of Austin House, a low secure Children and Adolescent Mental Health Service (CAMHS) and the continuing development of the Low Secure Learning Disability service that was being built at Tatchbury Mount. He confirmed that Austen House would be opening on 30 September 2019 and invited members to attend the opening event. He also highlighted the positive feedback received regarding the Mental Health triage service with NHS 111 and how this service prevented individuals presenting at acute services when in crisis.

3.6. Nick informed the members that the organisational restructure had been successfully implemented with a clinically led divisional structure now in place for; Southampton Division; South West Division; Portsmouth and South East Hampshire Division; North & Mid Hampshire Division and Specialist Division.

4. Annual Accounts

4.1. Paula Anderson presented a summary of the 2018/19 Annual Accounts highlighting the challenges the Trust had seen over the year, this included the high usage of out of area beds and the quality and significant financial impact this had on the Trust. Paula outlined the areas of capital spend which included improvements to reduce fixed ligature risks and the Secure Services development.

4.2. Paula explained the Trust's Brighterway Charity and how cash had been generated through grants and donations.

4.3. Paula concluded by providing an overview of the 2019/20 position highlighting the plan to deliver a breakeven position and a savings target of £18.6m.

5. External Auditors' Report

5.1. Sasha Lewis outlined the role and responsibilities of PricewaterhouseCoopers as external auditors of the Trust and presented an overview of the 2018/19 external audit results. She reported that PricewaterhouseCoopers had:

5.1.1. Issued an unqualified opinion on the Trust's financial statements on 29 May 2019

5.1.2. Issued a qualified conclusion in relation to the Trust's economic, efficient and effective use of resources. This was primarily due to the Trust's regulatory position throughout the year.

5.1.3. Issued an unqualified limited assurance report on the content and consistency of the Trust's Quality Report and on two specified indicators reported within the Trust's Quality Report.

5.1.4. Discussed these findings with the Audit, Risk & Assurance Committee on 21 May 2019 before the accounts were approved by the Board.

5.2. She concluded by summarising the areas of audit focus for the forthcoming year which included risk of management override of controls; risk of fraud in revenue and expenditure recognition; valuation of the Trust's estate and value for money.

6. Question and Answer Session

In response to a questions from Peter Bell around materiality, Sasha Lewis responded that this is based on a percentage of the yearly turnover of 1-2%.

7. Close

7.1. The Chair thanked everyone for their attendance and closed the meeting.

Certified as a true record of the meeting

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Chair – Lynne Hunt

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Date