

### Staff Voice Forum Decision & Action Log

Action logs from previous meeting have been archived.

Staff Voice Forum						
Date: Monday 3 June 2024						
Time: 13:00-15:00						
0pm						
Venue/Platform: MS Teams						
Attendance:		Pete Thomas (Chair), Laura Kennedy (minute taker), Claus Madsen, Ann-Marie Johns, Dave Murphy, Alison Jones, Paula Simpson, Alison Hughes, Jane Williamson, Paula Simpson				
Apologies:		Danielle Cairnes, Lauren Francom, Fiona Davies. Anita Aspinall, Eddie Roche, Mark Greatrex, Neil Perris, Tony Bennett, Carla Burns, Sally Barlow, Paula Downie, John Haycocks, Jo Chwalko				
Guest Speaker:		None				
No.	Item	Outcome/Decision	Action	Lead	Date	Status
1	Introductions / Apologies for absence	Apologies noted above.	<b>No actions</b>			
	Actions from previous meetings	The action status was updated, and decisions were approved.	<b>No actions</b>			
2	Vegans in the workplace	PT noted that this would be discussed at the July Staff Voice Forum. <i>(Action noted under future agenda items)</i>	<b>No actions</b>			
3	Flexible Working	CM noted that the group had the opportunity to review this policy at the last meeting and it was now going through the	<b>No actions</b>			

		approvals process.				
4	TPP SystmOne (Frank Hester and Diane Abbott Incident)	PT noted that a member of staff had raised an issue in relation TPP owner Frank Hester making racist comment about Diane Abbott. The member of staff who raised the issue would like the Trust to put a statement out about his behaviour. CM noted that Amanda Pritchard had circulated a national statement on behalf of the NHS. CM noted that a number of Trusts used System1 so the Trusts needed to be diplomatic on the approach they took in relation to a statement. DM noted that the Trust would wait for guidance from Amanda Pritchard's office before taking any further action. DM was working with the contracting team to get behaviour / conduct put locally into contracts as this behaviour did not align with the Trusts values. PS agreed to share Amanda Pritchard email statement with the group.	Share Amanda Pritchard's statement with the group	P. Simpson	July 2024	<b>Complete – shared on 3 June 2024</b>
5	People Update	CM confirmed that the final version of WCHC Values-based Behavioural Standards Framework had been launched and pocket sized cards had been distributed to members of staff. AJ asked if staff could do pledges and be photographed with the pledges. CM thought that this would be a great idea to remind staff later in the year.	Promote Behavioural Standards Framework to Lancs staff later in the year and include pledges from staff	C. Madsen	October 2024	
6	Staff Engagement Update	CM noted that the Staff Survey Uptake was the highest that we have had in the Trusts history and the Trust were one of	<b>No actions</b>			

		the most improved Trusts in the region in terms of uptake. CM referred slides which had been included in the pack and asked the group to review the results at their leisure outside the meeting. CM noted that there would be local action plans for teams to complete which had already been circulated to teams.	
7	Operations Update	CM confirmed that there was nothing to escalate to the group by exception.	<b>No actions</b>
8	Lancashire 0-19 Update	PS update the group on the Lancs mobilisation: <ul style="list-style-type: none"> <li>• An engagement event was taking place in Preston on Wednesday (5 June).</li> <li>• Feedback from Lancs was that they were looking forward to coming to join us and they understood the reason for the pause.</li> </ul>	<b>No actions</b>

9	Quality Update	<p>PS updated the group on the following quality items</p> <ul style="list-style-type: none"> <li>• The quality indicators looked good.</li> <li>• There had been improvements in the CQUINs in the following areas leg ulcers in community nursing, pressure ulcers in CICC and nutrition &amp; hydration in CICC.</li> <li>• PS noted that the flu uptake was disappointing however there had been a reduction of vaccine uptake across the country. PS would like to gather insights from this group in relation to how to promote the vaccines for the next round of flu jabs. AJ asked if the Trust would use the champions to promote the flu jab as the Trust had active champions across FTSU,</li> </ul>	Discuss using champions to promote the flu vaccine at the next Flu group	P. Simpson	15 July 2024	
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		<p>wellbeing, staff networks etc. PS would take that idea to the flu group. PT noted that from September 2024, the IT team could broadcast key messages on the log in screen.</p> <ul style="list-style-type: none"> <li>• PS had 1<sup>st</sup> year of Patient Safety Information Response Framework (PSIRF) report presented to her. PS noted that the new way the Trust reviewed safety incidents had been received well.</li> <li>• PS confirmed that CQC were coming to the Trust on 16 June for a routine engagement meeting and they would be presenting their new CQC Inspection Framework to the executives.</li> <li>• The quality report had been drafted. PS agreed to share with the group.</li> </ul>	Circulate Quality account to the group	P.Simpson	By COP 7 June 2024	<b>Complete</b> – shared on 5 June 2024
10	Key Messages	PT would note any key messages in the Staff Bulletin (as usual)	Share key messages from Staff Voice Forum in the bulletin	P. Thomas	June 2024	
11	Future Agenda Items	<p>The following future items were agreed:</p> <ul style="list-style-type: none"> <li>• Seasonal Flu Campaign – support promoting programme</li> <li>• Vegans in the Workplace</li> </ul>	Add the future agenda items to the July agenda	L.Kennedy	July 2024	
12	Any Other Business	PT noted that Staff Network Chairs had been approached to attend this forum. CM confirmed that NP had emailed the network chairs and asked them to be members of Staff Voice Forum. AH	Promote Staff Voice Forum at Get Together on 25 June 2024	P. Thomas	June 2024	

		<p>suggested that Staff Voice Forum could be discussed at the Get Together on 25 June 2024.</p> <p>CM asked members if the discussion item could be removed from the agenda. All attendees agreed.</p> <p>PT asked if the D-Day remembrance (80 years) could be communicated to the Trust with comms.</p>	<p>Discussion item to be removed from Staff Voice Forum agenda</p>	<p>L. Kennedy</p>	<p>July 2024</p>	
			<p>Discuss with comms putting messaging out across the Trust re D-Day remembrance</p>	<p>A.Hughes</p>	<p>June 2024</p>	
<p>Date, Time and Location of next meeting: Monday 15 July 2024 form 1-3pm on MS Teams</p>						

### Staff Voice Forum Decision & Action Log

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<b>Staff Voice Forum</b>						
Date: Monday 15 July 2024						
Time: 13:00-15:00						
0pm						
Venue/Platform: MS Teams						
<b>Attendance:</b>		Pete Thomas (Chair), Laura Kennedy (minute taker), Claus Madsen, Fiona Davies, Di Moore, Ann-Marie Johns, Rachel Markey, Martene Booth, Alison Jones, Caroline Loveridge, Bradley Palin				
<b>Apologies:</b>		Paula Downie, Paula Simpson, Lorna Wildman, Alison Hughes, Mark Greatrex, Tony Bennett, Megan Cropper, John Haycocks, Danielle Cairnes, Dave Miles, Tony Bennett, Michelle Green, Lauren Francom, Anita Aspinall, Eddie Roche, Neil Perris, Carla Burns, Sally Barlow, Dave Murphy, Jane Williamson				
<b>Guest Speaker:</b>		None				
No.	Item	Outcome/Decision	Action	Lead	Date	Status
1	Introductions / Apologies for absence	Apologies noted above.	<b>No actions</b>			
	Actions from previous meetings	The action status was updated, and decisions were approved.	<b>No actions</b>			
2	VCH Outdoor Space – Seating and Gates	PT noted that this item was raised at the Get Together. Staff raised a concern that the outdoor seating area in Victoria Central Hospital was open and members of the	Review the staff members concern in relation to the	P. Thomas	September 2024	

		<p>public to come to speak to staff. PT felt that the area was at the back of the site and not in the public area.</p> <p>AMJ invited Julia Higgins to briefly join the meeting to update on the gate to the public footpath. Julia confirmed that she was waiting for a quote to put a gate and step in place so staff could access the public footpath.</p>	<p>seating area at VCH and liaise with Estates to facilitate putting a screen up</p>			
3	People Update	<p>CM provided a people update and made the following points:</p> <ul style="list-style-type: none"> <li>• CM encouraged staff to have their say in the Pulse Survey.</li> <li>• CM noted that the appraisal window was open. CM encouraged Staff Voice Forum members to put appraisals in diaries with their staff.</li> </ul>	<p>Encourage Staff to complete the Pulse Survey and undertake appraisals</p>	<p>All Staff Voice Forum members</p>	<p>July 2024</p>	
4	Staff Engagement Update	<p>See people update (item 3).</p>	<p><b>No actions</b></p>			
5	Pulse Survey – July 2024	<p>See People Update (item 3).</p>	<p><b>No actions</b></p>			
6	Operations Update	<p>BP confirmed that he was stepping up as Interim Chief Operations Officer as Jo Chwalko had moved to Wirral University Teaching Hospital NHS Foundation Trust (WUTH) in an interim Joint Director role for a 12 month secondment as Director of Integration and Delivery working on service integration opportunities across WCHC and WUTH.</p>	<p><b>No actions</b></p>			



		BP was pleased to confirm that 73 of the operational KPIs were green. He noted that the GP OOH team had worked hard over the last year to improve their KPI position. He noted that the waiting lists had decreased in all areas.				
7	Lancashire 0-19 Update – demobilisation	<p>CM gave an update on the Lancs contract and noted that the Trust were in the demobilising stage of the project.</p> <p>AJ asked what the financial implication on the Trust had been and could the Trust claim any of the money back. CM confirmed that unfortunately the Trust could not claim money back. The work undertaken would be useful to use for future bids and tenders. PT confirmed that from an IT perspective the laptops would be used in the replacement laptop scheme.</p>	<b>No actions</b>			
8	Quality Update	There was nothing to update by exception/	<b>No actions</b>			
9	Key Messages	<p>PT would share any key messages in the Staff Bulletin.</p> <p>PT noted that Staff Network Chairs had been invited to attend the group. PT welcomed the LGBTQ+ and Menopause Staff Network Chairs to the group. AJ acknowledged the work the network groups did to support the networks as well as their day jobs.</p>	Send key messages to comms to put in the Staff Bulletin including messaging about Imprivata, completing	P. Thomas	July 2024	

		<p>PT confirmed that Fiona Davies was stepping down as joint chair of the Staff Voice Forum, he thanked FD for her contributions over the years and wished her the best for the future. FD thanked PT for taking over as chair of the group and for the support from the group over the years.</p> <p>PT noted that there was an Imprivata launch which was starting on 27 August 2024. The launch was to encourage staff to reset their own passwords going forward. PT asked the group to promote the Imprivata rollout to their teams.</p>	Pulse Surveys and appraisals.			
10	Future Agenda Items	<p>CM asked for standing item to go onto the agenda as a standing item for Chairs of the Staff Networks to give a verbal update.</p> <p>MB asked the group to promote the wellbeing training to staff. The next session is on 26 September 2024. MB would send some promotional information to the group.</p>	Add standing item to the agenda – Staff Networks Update	P. Thomas / L. Kennedy	September 2024	

		<p>AJ asked if PT could send out a paragraph to circulate to Staff Network Groups about the role of the Staff Voice Forum to promote the work of the group. CM noted that there was separate routes for raising different types of concerns including Trade Unions and FTSU routes.</p>	<p>Wellbeing promotion / Basic Needs Campaign discussion to be added to the next agenda</p>	<p>M. Booth / L.Kennedy</p>	<p>September 2024</p>	
		<p>DM confirmed that the room in lower ground floor would be repurposed to staff room which was its original use. MB noted that there was a basic needs campaign launched a year ago to ensure staff had their basic needs met such as having access to water. AMJ confirmed that staff can eat in the cafe as well as in staff rooms.</p>	<p>Share information on wellbeing with the group</p>	<p>M. Booth</p>	<p>September 2024</p>	
		<p>AJ asked if the Staff Voice Group Staffzone page could promote the Staff Networks on the webpage. MB asked if Staff Voice Forum members could have badges to identify themselves. AJ suggested having a raffle to raise funds as a group to buy some badges and promote the work the group does.</p>	<p>Put links on the Staff Voice Forum website to the Staff Networks and vice versa</p>	<p>P. Thomas</p>	<p>September 2024</p>	
			<p>Send a paragraph to all Staff Network Chairs to promote the work of the</p>	<p>P. Thomas</p>	<p>September 2024</p>	<p><b>Complete</b> – message was shared on 16/07/24</p>

			Staff Voice Forum			
11	Any Other Business	There was no further business to discuss.	<b>No actions</b>			
Date, Time and Location of next meeting: Monday 23 September 2024 from 1-3pm on MS Teams						

## Council of Governors Meeting

**DRAFT Decision and action log from the formal meeting held on 15 May 2024**

Agenda Item	Ref.	Decision	Action	Lead	Due Date	Status
<b>In Attendance</b>	COG24/25-01	<p>Jenna Brassington (JB)      Staff Governor  Chris Bentley (CB)          Non-Executive Director  Michael Brown (MB)          Chair  Eve Collins (EC)              Appointed Governor, University of Chester  Cathy Gallagher (CG)       Senior Assistant (minute-taker)  Lynn Collins (LC)              Lead Governor, Wirral West  Lauren Francom (LF)          Staff Governor  Karen Howell (KH)            Chief Executive  Alison Hughes (AH)           Director of Corporate Affairs  Bev Jordan (BJ)                Non-Executive Director  Gary Kelly-Hartley (GKH)      Public Governor - Wallasey constituency  Claus Madsen (CM)            Chief People Officer  Gerald Meehan (GM)          Non-Executive Director  Ronnie Morris (RM)            Public Governor - Wirral West  Frieda Rimmer (FR)           Public Governor - Wirral South  Kevin Sharkey (KS)            Public Governor - Wirral South</p>				
<b>1.</b>		Private governor pre-meet				
<b>2. Apologies for Absence</b>	COG24/25-02	<p>The CoG received apologies from:  Michael Brown, Chairman  Bev Jordan, Non-Executive Director  Gary Kelly-Hartley, Public Governor - Wallasey  Ronnie Morris, Public Governor – Wirral West</p>				

Agenda Item	Ref.	Decision	Action	Lead	Due Date	Status
<p><b>3.</b>  <b>Minutes and matters arising from the meeting on 17 January 2024</b></p>	<p>COG24/25-03</p>	<p>The notes from the meeting on 17 January 2024 were agreed as a true and accurate record.</p>				
<p><b>4.</b>  <b>Journey of Care - BBC Radio Merseyside interview</b></p>	<p>COG24/25-04</p>	<p><b>Journey of Care - BBC Radio Merseyside interview</b></p> <p>AH introduced the BBC Radio Merseyside interview which featured Elly Wright, Team Leader 0-19 services, and Gilbert Ngatia, Service Director from the Trust. The interview was aired on Sunday 19 May 2024 to celebrate International Nurses Week 2024.</p> <p>During the interview, Elly and Gilbert both described their long and rewarding careers in nursing and encouraged young people to join the profession highlighting the variety of career opportunities available and the positive feedback they receive from patients and their families.</p> <p>The presenter, Sean Styles from BBC Radio Merseyside praised Elly and Gilbert and all nursing colleagues for their years of service to the NHS.</p> <p>EC welcomed the interview for the positive PR in relation to careers in nursing.</p> <p>KS asked if trainee nurses spend most of their learning time in a classroom setting. EC confirmed the ratio for trainee nurses learning on wards and in a classroom setting was equal. Following Covid-19</p>				

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		<p>pandemic the universities had seen a reduction in the number of student nurses.</p> <p>AH advised that at a meeting earlier the Board of Directors were given a presentation on the NHS Cadets Programme which was currently trying to negotiate future funding for the programme and that 68% of the cadets did not know of the type of careers that were available in the NHS.</p>	<p><b>Include the presentation on NHS Cadets Programme at the next CoG development session.</b></p>	<p><b>AH</b></p>	<p><b>03/07/24</b></p>	<p><b>Complete</b></p>
<p><b>5. Chair's report</b></p>	<p>COG24/25-05</p>	<p>GM presented the Chair's report and in particular announced that Meredydd David had been appointed as Audit Chair/Non-Executive Director.</p> <p>AH advised that Meredydd David would commence employment on 1 July 2024 following the relevant recruitment checks.</p> <p>GM advised that 7 applications had been received for the Associate Non-Executive Director post and the shortlisting panel would meet on 16 May and interviews held on 23 May 2024.</p>	<p><b>No actions.</b></p>			
<p><b>6. NHS Staff survey</b></p>	<p>COG24/25-06</p>	<p>CM presented the NHS Staff Survey results 2023 highlighting the following points:</p> <ul style="list-style-type: none"> <li>• Overall, the Trust reported an improved position in all 9 scores and the highest response rate since the Trust was established in 2011.</li> <li>• Compared to 2022 the results for 2023 were 33% significantly better, staff response rate increased from 60% to 64%.</li> <li>• The staff engagement score had increased from 6.96 to 7.18.</li> </ul>	<p><b>No actions.</b></p>			

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		<ul style="list-style-type: none"> <li>• The Trust had been recognised nationally by the NHS England for the improved position and was fifth on the 2023 Roll of Honour.</li> <li>• The appraisal score was best in sector at 5.61.</li> <li>• The 'recommending my organisation as a place to work' score had increased from 56.06% in 2022 to 63.87% in 2023.</li> <li>• The 'Compassionate Leadership' score was close to best in sector at 7.57.</li> </ul> <p>KH praised CM for his leadership in improving the Staff Survey results.</p>				
<p style="text-align: center;"><b>7. Lancashire contract mobilisation update</b></p>	<p style="text-align: center;">COG24/25-07</p>	<p>PS provided governors with a detailed briefing on the Lancashire 0-19 contract following updates at previous meetings.</p> <p>PS confirmed that whilst the service was originally due to 'go live' from 1 April 2024, following discussions with commissioners it was agreed to move the go live date to 1 October 2024.</p> <p>PS added that following previous governor support for the contract, the Trust was now working with NHSE and Lancashire County Council (LCC) to finalise and sign the contract by the end of June 2024.</p> <p>A full mobilisation programme was underway with dedicated workstreams leading on all aspects of the service transfer. PS noted that engagement with LCC and the current service provider was going well.</p> <p>JB asked if there would be further allocation of laptops for the service. PS confirmed that additional laptops would be deployed to all staff transferring to</p>		<p><b>No actions.</b></p>		



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		<p>the Trust. PS recognised the significant volume of work involved in this which was being led by the Digital Team.</p> <p>JB provided feedback that there had been occasions of delays for current staff to IT queries and issues due to the focus on the mobilisation of the Lancashire service. KH asked staff to escalate any issues so that they could be addressed.</p> <p>KS asked if there had been any Estates surveys been completed at various sites. TB confirmed all sites had been visited by Estates including those that were being used.</p> <p>KS asked if the IT system were the same in Lancashire. PS advised that the IT system was different but would be part of the mobilisation plan.</p> <p>There were no further questions from governor colleagues. The Council of Governors welcomed the update provided on the extension to the service mobilisation and supported the Trust in this significant programme of work.</p>				
<p><b>8. Financial &amp; Operational Plan 2024-25</b></p>	<p>COG24/25-08</p>	<p>MG provided an update on the Financial &amp; Operational Plan 2024-25 noting that that the process remained underway as the national planning guidance had only recent been published.</p> <p>MG confirmed that the Trust was developing the plan with oversight by the ICB who were monitoring the financial position across Cheshire &amp; Merseyside. MG recognised that the plan for the C&amp;M ICB was challenging with a significant deficit anticipated,</p>				<p><b>No actions.</b></p>

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		<p>hence further stretch was being asked of provider organisations.</p> <p>MG noted that the final plan would be agreed with the Board of Directors and was subject to further significant work and a further update would be provided to the Council of Governors in due course.</p> <p>EC reflected on efficiency targets to be built into the Trust's plan and asked if there would be a point at which no further efficiencies could be achieved. MG recognised that the targets were challenging and each year it became more difficult, but also highlighted that there is room for increased productivity and improved efficiencies across services, both clinical and corporate and these areas were being actively investigated.</p> <p>JB reflected on the challenge from a service/staff perspective noting that increased staffing for some services could generate more income and help to achieve targets. JB reflected on the risk of staff vacancies and potential NHS vacancy freezes.</p> <p>MG recognised this position and the different contract models in different services but stressed that productivity remained the key message. There was no additional money available for investment unless funded by commissioners.</p> <p>LC asked about the impact of costs savings and efficiency targets on patients and services. MG provided assurance that the Trust had a robust Quality Impact Assessment (QIA) process in place for all potential savings schemes which were assessed by the interim Medical Director and the Chief Nurse.</p>				

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		<p>This process ensured that any risks were identified and where possible mitigated. MG noted that there were examples of schemes that had not progressed due to the potential impact on service delivery.</p>				
<p><b>9. 5-year Strategy - End of year update report</b></p>	<p>COG24/25-09</p>	<p>TB provided an update on the delivery of the 5-year Strategy with a particular focus on the Year 2 end of year report presented to the Board of Directors in April 2024. The following key points were highlighted;</p> <ul style="list-style-type: none"> <li>• The end of year two position showed significant achievement across every strategy area, delivering against all the We Will statements planned for 2023/24.</li> <li>• The enabling strategy updates had travelled through committees providing regular assurance on delivery against plan.</li> </ul> <p>The Council of Governors welcomed the update provided on the progress during Year 2 of the strategy and recognised the significant developments and achievements made. It was also noted that the tracking of delivery plans for each of the enabling strategies provided good visibility on progress. The alignment of delivery plans to strategic objectives also allowed for robust tracking of any potential risks to the achievement of the Trust strategy.</p> <p>The CoG commended all involved for their hard work.</p>		<p><b>No actions.</b></p>		

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<p align="center"><b>10.</b> <b>Year-end reporting 2023-24 annual accounts, annual report and quality report</b></p>	<p align="center">COG24/25-10</p>	<p>AH advised that the Annual Accounts and Annual Report 2023-24 and the Quality Account were in progress and would be submitted by the national deadline of 28 June 2024.</p> <p>AH confirmed that Grant Thornton was leading the audit as the Trust's appointed external auditors. The GT team had provided updates to the Audit Committee on the audit work plan for the annual audit.</p>	<p><b>No actions.</b></p>			
<p align="center"><b>11.</b> <b>Council of Governors - election campaign 2024</b></p>	<p align="center">COG24/25-11</p>	<p>AH referred to the detail shared in presentation confirming that governors would be asked to consider the following:</p> <ul style="list-style-type: none"> <li>- The composition of the Council of Governors and the allocation of public governor seats, recognising the wider footprint where the Trust delivers services,</li> <li>- The anticipated election timetable, and;</li> <li>- The communications plan to support the election timetable.</li> </ul> <p>Over recent years the number of active governors and elected and appointed governors had decreased, and some seats therefore remained vacant.</p> <p>AH presented a proposal to the CoG to consider the current allocation of seats particularly in the Birkenhead and Wallasey constituencies. AH noted that any change would be reflected in the FT constitution and would also be presented to the full Board of Directors.</p> <p>The proposal described was to;</p>				

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		<ul style="list-style-type: none"> <li>- Reduce the number of public governor seats in Birkenhead and Wallasey from 3 to 2 and,</li> <li>- Increase the Rest of England from 1 to 3.</li> </ul> <p>LC recognised recent challenges and asked if Birkenhead and Wallasey seats had ever been filled. AH advised that all 6 public governor seats were filled in 2016 at the point of FT authorisation but in recent years the number of vacancies had increased, despite election campaigns.</p> <p>JB asked why the Birkenhead and Wallasey constituencies each had 3 seats allocated. AH noted that it was related to population size in those constituencies.</p> <p>JB raised concerns that those constituencies also had the highest levels of deprivation in the borough and reducing public governor seats could present an inequality to the communities in those areas. AH recognised and welcomed the position but also stressed that both constituencies were currently carrying significant vacancies in public governor seats. The proposal presented would still encourage and welcome representation from those constituencies and with fewer seats, a higher likelihood of them being filled.</p> <p>LC stressed that a strong communications and engagement plan was required to engage with local people on the role of the governor and suggested that more face-to-face communication could improve interest.</p> <p>AH welcomed the feedback and confirmed that the communications plan developed (as presented)</p>				

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		<p>included a mixed approach including an opportunity for local people to engage directly with the Trust about the elections e.g., information pop ups in St Catherine’s Health Centre and Victoria Central Health Centre. AH also advised that the plan included more direct engagement with people using Trust services and inviting them to become members and consider the role of the governor. This would be facilitated through existing patient engagement and feedback mechanisms.</p> <p>AH also asked for governors to directly support the election campaign and promote the opportunity in their constituencies.</p> <p>JB asked if people living in Lancashire could be elected. AH advised that they would be elected to the Rest of England constituency but noted that anybody interested would need to sign up to be a member of the Trust in order to be eligible to stand as a governor. This would therefore require some engagement work with the communities of Lancashire and the service following transfer.</p> <p>The governors welcomed the opportunity to consider the proposal, and all appreciated the points raised by JB. It was agreed to amend the number of public governor seats in Birkenhead, Wallasey and Rest of England for the next election, with an agreement to keep it under review.</p> <p>It was noted that this proposal would now travel to the Board of Directors and subsequently, if approved, would result in a change to the FT constitution.</p>				

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<p align="center"><b>12. Briefing from Non-Executive Directors from committees</b></p>	<p align="center">COG24/25-12</p>	<p><b>Briefings from Non-Executive Directors</b></p> <p><b>People &amp; Culture Committee</b></p> <p>GM presented key highlights from the People &amp; Culture Committee on 10 April 2024 noting the role of the committee in monitoring the delivery of the People Strategy and the key people metrics.</p> <p>GM also noted that System / Place updates continued to be reported to PCC as did regular reports on organisational risks, strategic risks and trust-wide policies.</p> <p>GM highlighted the commitment of the members of the committee on the health and wellbeing of staff across the Trust.</p> <p><b>Quality and Safety Committee</b></p> <p>CB presented key highlights from the Quality &amp; Safety Committee on 8 May 2024 confirming that the closing report for Year 2 of the Quality Strategy had been received and the Year 3 plan for 2024-25.</p> <p>CB also noted that System / Place updates continued to be reported to QSC as did regular reports on organisational risks, strategic risks and trust-wide policies.</p> <p>At the meeting of the committee the Annual Reports for Infection Prevention &amp; Control and Freedom to Speak Up were also received which would now be presented to the Board of Directors.</p> <p>CB also confirmed that Dr Eddie Roache was the Interim Medical Director.</p>				<p align="center"><b>No actions.</b></p>

Agenda Item	Ref.	Decision	Action	Lead	Due Date	Status
		There were no further questions or comments from governors.				
<p align="center"><b>13.</b> <b>Briefing from Governor Quality Forum Chair</b></p>	COG24/25-13	<p><b>Briefing from Governor Quality Forum Chair</b></p> <p>Governors approved the revised Governor Quality Forum Terms of Reference.</p>				
<p align="center"><b>14.</b> <b>Any Other Business</b></p>	COG24/25-14	<p><b>Any Other Business</b></p> <p>KH thanked the Council of Governors and wished everyone well for the future.</p> <p>The Council of Governors thanked KH for her leadership and support.</p>				

Meeting finished at 17:07



# Council of Governors Meeting

DRAFT Decision and action log from the formal meeting held on 17 January 2024

Agenda Item	Ref.	Decision	Action	Lead	Due Date	Status
<b>In Attendance</b>	COG23/24-21	<p>Jenna Brassington (JB) Staff Governor  Chris Bentley (CB) Non-Executive Director  Michael Brown (MB) Chair  Eve Collins (EC), Appointed Governor, University of Chester  Steve Connor (SC) Non-Executive Director  Cathy Gallagher (CG) Senior Assistant (minute-taker)  Lynn Collins (LC) Lead Governor, Wirral West  Lauren Francom (LF) Staff Governor  Karen Howell (KH) Chief Executive  Alison Hughes (AH) Director of Corporate Affairs  Bev Jordan (BJ) Non-Executive Director  Gary Kelly-Hartley (GKH) Public Governor - Wallasey constituency  Claus Madsen (CM) Chief People Officer  Gerald Meehan (GM) Non-Executive Director  Ronnie Morris (RM) Public Governor - Wirral West  Frieda Rimmer (FR) Public Governor - Wirral South  Kevin Sharkey (KS) Public Governor - Wirral South</p>				
<b>1. Apologies for Absence</b>	COG23/24-22	<p>The CoG received apologies from:  Karen Prior, Appointed Governor - HealthWatch Wirral  Paula Simpson, Chief Nurse</p>				

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2. Minutes and matters arising from the meeting on 26 September 2023	COG23/24-23	<p>The notes from the meeting on 26 September 2023 were agreed as a true and accurate record.</p> <p>AH advised that a revised draft letter to the ICB would be discussed with the Lead Governor.</p> <p>LC highlighted the importance of the ICB confirming their next steps and the process leading up to September 2024.</p>	AH to discuss revised ICB letter with LC for comment and approval.	AH	17/01/24	
3. Journey of Care		<p><b>Journey of Care - Sexual Health Wirral</b></p> <p>The Journey of Care story described the positive experience of the service user and their family whilst being supported by the service.</p> <p>The service user described the incredible support they had received from Nerys Pope, Sexual Health Practitioner and the trusted relationship they had built over the past four years.</p>	<b>No actions.</b>			
4. Chair's report	COG23/24-24	<p>MB presented the Chair's report and in particular announced that the Trust's CQC inspection report had been published with an overall rating of 'Good' with areas of 'Outstanding' recognised across Trust services.</p> <p>MB advised that the ICB had arranged a meeting with all partners to discuss collaboration working across Wirral.</p>	<b>No actions.</b>			
5. CQC Report	COG23/24-25	<p>AH presented the recent CQC Inspection Report highlighting the following points:</p> <ul style="list-style-type: none"> <li>A link to access the full report was included in item 5 of the agenda.</li> <li>Overall, the Trust's rating had improved to 'Good' overall, with some areas of 'Outstanding'.</li> <li>Community services for Adults was rated as 'Outstanding' in caring and the implementation of a</li> </ul>				

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		<p>patient porta app had been recognised as an example of outstanding practice.</p> <ul style="list-style-type: none"> <li>The report recognised strong patient feedback with the Friends and Family Test (FFT) results for the Tissue Viability, Wheelchair, Community Nursing and Rapid Response Services all noted as 100%.</li> <li>The Community Intermediate Care Centre (CICC) was rated 'Good' in all 5 core areas including safe, effective, responsive, caring, well-led. It was noted that this was the first time the CICC had been inspected.</li> <li>The development of a Multidisciplinary inpatient falls prevention assessment tool (MIFPAT) had been developed in CICC which had also been recognised as an example of outstanding practice by the CQC.</li> <li>Sexual Health Wirral was rated as 'Outstanding' overall which was a tremendous achievement and testament to the hard work of the service over the last few years.</li> </ul> <p>LC asked for the Multidisciplinary inpatient falls prevention assessment tool (MIFPAT) to be added to the next Council of Governors development meeting agenda.</p> <p>The governors welcomed the report and extended congratulations to the Trust for the outcome of the report. LC commented that the governor focus group was a positive experience.</p>	<p>Include a presentation on the MIFPAT at the next CoG development session.</p>	<p>AH</p>	<p><del>13/03/24</del> June/July 2024</p>	<p>Due to the availability of staff this session was postponed from March to June/July 2024.</p>
<p><b>6. Sexual Health Contract award and mobilisation</b></p>	<p>COG23/24-26</p>	<p>TB confirmed that following a robust tender process the Trust had been successful in retaining the Sexual Health Wirral Service and had been awarded a new five-year contract to deliver the service, in partnership with Liverpool University Teaching Hospital NHS Foundation Trust (LUHFT).</p>	<p>Provide confirmation re: psychosexual services</p>	<p>TB</p>	<p>17/01/24</p>	<p><b>Complete</b></p>

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		<p>JB asked if the psychosexual services were of the new contract.</p> <p>The governors congratulated the Trust on the award of the contract particularly recognising the Outstanding rating of the Sexual Health Service.</p>				
<p><b>7. Lancashire contract award and mobilisation</b></p>	<p>COG23/24- 27</p>	<p>TB provided governors with a detailed briefing on a recent contract opportunity and a subsequent contract award offer made to the Trust to deliver the Health Child and Young People Service across Lancashire.</p> <p>TB highlighted key points as follows;</p> <ul style="list-style-type: none"> <li>• Lancashire had a population of 281,665 children and young people aged 0-19</li> <li>• The contract would include core 0-19 services including a Vulnerable Parents Pathway (except for vision and hearing screening)</li> <li>• There would be 4 levels of service - Community, Universal, Targeted and Specialist (depending on individuals and families needs)</li> <li>• The contract included 5 mandated health contacts for 0-5 years and 3 additional at 3-4months, 6 months, 3 - 3 ½ years</li> <li>• Mandated 5-19 reviews plus targeted school leavers post-16 health needs review and transition review for SEND</li> <li>• The Trust had submitted a tender and received a contract award offer to deliver the contract over 5-years with the option to extend further up to 8 years</li> <li>• The current provider was HCRG</li> <li>• The total value of the contract over the full life of the contract (8 years) was £204,275,000</li> </ul>				

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		<p>TB noted that the Board of Directors had been briefed on the contract opportunity and submission process and following the contract award offer a meeting plan was now in development with Lancashire County Council (as the commissioners of the service) and the current provider of the service.</p> <p>TB also noted that initial communications had been sent to the staff in Lancashire advising them of the contract award offer.</p> <p>MB noted that the contract would provide the Trust with a great opportunity to deliver another successful service to the children and young families of Lancashire. The Trust had a strong track record having recently mobilised similar contracts in St Helens and Knowsley.</p> <p>AH noted that the geography of the county included 6 different parliamentary constituencies which in the first instance would be covered by the Rest of England public governor constituency. There would be great opportunity to recruit new members in due course.</p> <p>LC reflected that Jan Gidman had previously represented the Rest of England constituency as a public governor and whilst the seat was currently vacant, she had offered guidance and support to the newly elected governor in the future.</p> <p>JB asked if the contract would increase work pressures on staff. TB confirmed that the service would be delivered with staff currently delivering the contract services in Lancashire through a process of TUPE however a new service model had been developed as part of the contract award (aligned to successes in other geographies). All</p>				

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		<p>corporate areas had also been asked to carefully consider required resources to mobilise the service safely.</p> <p>GKH reflected that Blackburn in particular had a multicultural community and asked what the Trust would be doing to ensure effective engagement with all communities. TB acknowledged that the population served by the contract was diverse and confirmed that the principles of the Trust's Health Inequalities Strategy would be applied to the service with focused work to engage with all communities. TB recognised that staff currently delivering the service would also bring helpful insight.</p> <p>KS asked if the Trust would be responsible for the upkeep of the estate in Lancashire. TB noted a review of the sites would be completed to ensure all estate was fit for purpose, provided value for money and good location for staff. The Trust's Estates Team would engage with landlords as in other geographies to ensure all estate remained well maintained.</p> <p>The members of the CoG welcomed the update and recognised the significant opportunity for the Trust to deliver services in Lancashire, recognising the strength of the children's services already delivered by the Trust in Wirral, Cheshire East, St Helens and Knowsley.</p> <p>There were no further comments from governor members.</p>				
<p><b>8. Cycle of CoG Business 2024- 25</b></p>	<p>COG23/24- 28</p>	<p>AH presented the Cycle of Business 2024-2025.</p> <p>The Council of Governors formally approved the Annual Cycle of Business 2024-2025. AH highlighted the Governor Quality Forum dates had been included and would be on the same day as Quality &amp; Safety Committee.</p>		<p><b>No actions.</b></p>		

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		RM noted that the sequence of the meetings would be aligned so that the Chair of the Governor Quality Forum could report to the next Council of Governors meeting.				
9. Governor Quality Forum Terms of Reference	COG23/24-29	This item was postponed recognising that the Quality Forum continued to review and agree the ToRs.	ToRs to be presented to next formal meeting of the CoG	CG	May 2024	
10. Briefing from Non-Executive Directors from committees	COG23/24-30	<p><b>Briefings from Non-Executive Directors</b></p> <p><b>Finance &amp; Performance Committee</b></p> <p>BJ presented key highlights from the Finance &amp; Performance Committee on 4 October 2023 and 29 November 2023.</p> <p>The key issues included the financial position, operational performance and the</p> <p>The key issues included the financial position for month 7 which was in line with targets, operational performance, and the Productivity &amp; Efficiency programme for this financial year. Financial targets for next year were not yet known but the financial framework would remain consistent.</p> <p>KPI's remain strong currently 59 green, 20 amber and 27 red which related to waiting lists but continue to make good progress.</p> <p>KS praised the work being done by the Finance &amp; Performance Committee.</p>				<b>No actions.</b>

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		<p><b>People &amp; Culture Committee</b></p> <p>GM presented key highlights from the People &amp; Culture Committee on 6 December 2023. The committee would meet again in February 2024.</p> <p>The recruitment of the Associate Non-Executive Director was put back to Q3.</p> <p>RM highlighted the commitment required for the role was high which could be a deterrent to potential candidates. GM offered to feedback RM's comments to HR for consideration.</p> <ul style="list-style-type: none"> <li>• Workforce performance included Clinical Supervision at 90% compliance and Management Supervision at 80% compliance.</li> <li>• Appraisal compliance was at 96.7%.</li> <li>• Staff turnover was at 11% which was slowly coming down.</li> <li>• Sickness rates had increased to 7%. The top reason for absence was chest and respiratory problems and coughs, colds and flu and mental health related issues. Agency use continues to be low. Staff survey figures were currently 60% uptake.</li> </ul> <p>A new strategic risk had been added to the Board Assurance Framework (ID10) for emerging talent and growth of the workforce to develop and attract new staff.</p> <p>An internal audit report was completed on recruitment and retention which received moderate assurance and consequently the committee had requested a further assurance report on the actions being taken to address the recommendations.</p>				



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		<p>AH highlighted the low uptake on flu vaccination was a national issue.</p> <p>LC asked how the quality of appraisals was monitored.</p> <p>GM advised that HR completed annual audits on appraisals to check quality, adding that it was also a question in the national NHS staff survey, the results of which will be reported in March 2024.</p> <p><b>Quality and Safety Committee</b></p> <p>CB presented key highlights from the Quality &amp; Safety Committee on 17 January 2024.</p> <p>CB advised that AH was supporting the review of Wirral 'Place' Quality Performance Group Terms of Reference.</p> <p>The committee received an update on the Quality Strategy Delivery Plan priorities which would be shared with the Governor Quality Forum.</p> <p>There was one high-level risk which related to Claughton Community Nursing team. The risk had oversight at other subgroups and was aligned to Quality &amp; Safety Committee due to the impact of quality and safety.</p> <p>The impact of the Lancashire contract award on the delivery of safe and inclusive services would be tracked through the Board Assurance Framework.</p> <p>The governors welcomed the updates from the Non-Executive Directors on the work of the committees of the Board. There were no further questions or comments from governors.</p>				

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<p><b>11. Any Other Business</b></p>	<p>COG23/24-31</p>	<p><b>Any Other Business</b> MB advised that Karen Howell had been appointed Chief Executive Advisor on Community Services to NHS England.</p>	<p><b>No actions.</b></p>			