

**Annual Members’ Meeting/Annual General Meeting**

**Minutes of the meeting held Wednesday, 21 September 2023**

**Held Jubilee Theatre, St Nicholas Hospital, and via Microsoft Teams**

**3.00pm - 5.00pm**

**Present:**

Ken Jarrold, Chair of the Council of Governors, and Board of Directors

Anne Carlile, Lead Governor and Carer Governor for Adult Services

Tom Rebair, Deputy Lead Governor and

Claire Keys, Clinical Staff Governor

Doreen Chananda, Clinical Staff Governor

Emma Silver-Price, Non-Clinical Staff Governor

Evelyn Bitcon, Public Governor for Cumbria

Fiona Grant, Service User Governor for Adult Services

Jane Noble, Carer Governor for Adult Services

Jane Shaw, Appointed Governor for North Tyneside Council

Mary Laver, Public Governor for North Tyneside

Russell Bowman, Service User Governor for Neuro Disability Services

Ruth Berkley, Appointed Governor for South Tyneside Council

Shannon Fairhurst, Children and Young People’s Services (Shadow Governor)

Rosie Lawrence, Learning Disability Services (Shadow Governor)

**In attendance:**

James Duncan, Chief Executive

Sam Allen, Chief Executive of North East and North Cumbria Integrated Care System

Margaret Adams, Service User and Carer Reference Group Chair

Kevin Scollay, Executive Director of Finance

Debbie Henderson, Director of Communications and Corporate Affairs

Anna Foster, Trust Lead for Strategy and Sustainability

Brendan Hill, Non-Executive Director

Darren Best, Non-Executive Director/Vice-Chair/Chair Designate

David Arthur, Non-Executive Director/Senior Independent Director

Jack Wilson, Corporate Governance Assistant

Kirsty Allan, Corporate Governance Manager

Rajesh Nadkarni, Deputy Chief Executive/Medical Director

Lynne Shaw, Executive Director of Workforce and Organisational Development

**Trust members in attendance**

118 members attended on line and 51 members attended in person.

**1. Welcome and introductions**

Ken Jarrold welcomed everyone to the meeting including Governors, Board members, staff members, service users and carers, and partners and thanked the Mop Heads, Paul Hewitson, and Peter Priest for their performance to support the Trust’s SHINE charity prior to the meeting.

Ken welcomed the speakers to the meeting, Doreen Chananda, Clinical Staff Governor, James Duncan, Chief Executive, Anna Foster, Trust Lead for Strategy and Sustainability, and Kevin Scollay, Director of Finance. Ken gave a warm welcome to keynote speaker, Sam Allen, Chief Executive of the North East and North Cumbria Integrated Care Board (NENC ICB). Ken particularly noted the strength of Sam’s personal values, ability and experience and her outstanding support for women in leadership and management, as well as her experience of, and commitment to, mental health and disabilities.

**2. Minutes of the Annual Members’ Meeting 21st September 2022**

The minutes of the meeting were considered.

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| **Approved:**   * **The minutes of the meeting held 21st September 2022 were approved as an accurate record of the meeting** |

**3. Chair’s update**

Ken Jarrold confirmed that 30 September will be his last day as Chair of the Council of Governors and Board of Directors for CNTW after serving two successful terms. Ken shared his journey with the NHS which started on 14 of September 1969 when he joined the NHS as a National Administrative Trainee. Ken stated that it is with great sadness that he will be leaving the NHS dealing with its most challenging time in its history but despite this, the NHS remains a shining example of humanity in action, of the belief of a society that all people should be entitled to health care regardless of their circumstances. That is a principal worth fighting for.

Ken also noted that CNTW is also dealing with more challenges than ever and reflected on his role to lead the organisation is dealing with the challenges being honest and open about these. Waiting Lists, particularly for Children and Young People and for people of all ages with Neurodiversity and some other specialist services, are too long, community teams and wards are under greater pressure than ever, and we know this affects the standard of quality care we provide. Workforce in the context of recruitment and retention challenges, reliance on use of temporary staff alongside financial constraints is challenging.

Despite all these challenges, Ken said that CNTW is the best organisation he has ever served and reflected on the ten things that make CNTW special. No complacency, values are lived, high calibre and long serving staff, curiosity and innovation, strength of research and development, distinguished clinical leaders, outstanding leaders at all levels and in all occupations and professions, amongst the best information and digital services in the NHS, excellent support services and estates services, and excellent internal communications.

CNTW understands that we all have an important part to play, however, the most important people are the front-line colleagues who work directly with service users including the support workers on whom we rely so heavily on. The Board and leaders are here to serve their colleagues.

**4. A Governor’s story**

Doreen Chananda, Clinical Staff Governor shared her personal journey and experience as an overseas nurse, her career journey and as a Staff Governor in CNTW. Doreen talked about the challenges she has faced including experiences of discrimination and racism both in society and in the workplace. Doreen talked about her experience as a mental health nurse during the pandemic, arguably the most challenging time for society and the NHS and the importance of culturally sensitive practice during that period.

Jane Noble asked Doreen if she received the support she needed as an overseas nurse in terms of managing her own mental health issues. Doreen talked about the support she received from friends and family but acknowledged that due to the stigma that remains in terms of discussing mental health, particularly in culturally diverse populations, recognising these challenges took time.

Members in attendance thanked Doreen for sharing her story.

**5. With You in Mind**

James Duncan delivered a presentation on the new Trust Strategy ‘With You in Mind’ and reflected on his visits to services during his time as Chief Executive and noted the level of care, compassion, and desire to do what is right for those who need our services was apparent in every visit. He also recognised that sometimes, systems, processes, bureaucracy, can get in the way of delivering the best services we can, both as an individual Trust, and as a system for health and care provision. As part of the development of the Trust’s new strategy ‘With You in Mind’, the Trust asked, ‘how can we focus on really making a difference’.

Mary Laver noted that service users and carers are the people who can answer the questions on how to achieve the strategic ambitions and asked who was involved in the development of the strategy. James stated that involvement in the development was far and wide and included Governors, service users, carers, staff, other Providers, partners, and members of third sector community and voluntary organisations. Having said that, James recognised that the actions needed to deliver our ambitions sits with the Trust and organisations responsible for providing the very best services possible. This includes a strong commitment to being a listening organisation and referenced the Trust Service User and Carer Reference Group and Involvement Bank as having an importance role to play.

As a Governor, Jane Noble stated she has great pride and responsibility to ensure questions from service users and carers are taken into consideration and everyone’s experiences are all different. She also commended the Trust in their plans to appoint a substantive Non-Executive Director with lived experience to the Board. Jane also highlighted the need for Governors to be more proactive in engaging with their local communities and support the Trust in this regard.

In response to a query from Ruth Berkley, James noted that the NHS has in place complex systems and processes, sometimes for a good reason, but often, this can divert innovative thinking away from our purpose. It is important to step back and ask, what is really important to people and what will make a difference to their care.

**6. Better Health and Wellbeing for All; With you in Mind**

Sam Allen, Chief Executive of the North East and North Cumbria Integrated Care Board delivered a presentation on the wider strategy for the Integrated Care System: Better Health and Wellbeing for all, and how this links to, and supports, the Trust Strategy With You in Mind. Sam provided an update on the five priorities for the ICS for better mental health services across the region which includes community mental health transformation. Sam emphasised the importance of partnership and collaboration to deliver the improvements requirement and working together to deliver better outcomes. The foundation of which is listening to, and learning from, people with a lived experience.

Sam commended the Trust on its new strategy, particularly the format, readability and reference to the commitments developed from the feedback received for all stakeholders including service users and carers and staff.

Darren Best, Chair Designate talked about the importance of partnership working and working together, highlighting Children and Young People’s services as a key priority. His question as Chair Designate is, ‘is CNTW a good partner, and if it is, can we be better?’. Sam referred to the NENC ICS vision of ‘being the best at getting better’. She reflected that the NENC ICB experience of CNTW is that it is an organisation that is collaborative and listens, and is open and honest about the challenges it’s facing. Sam stated that learning has shown that open and honest cultures, particularly around quality and safety is fundamental to the delivery of high-quality care and delivering improvement and change. The strategy clearly sets the direction of travel and the blueprint for hope and vision for moving forward.

A member from the Cumbria locality referred to the prescribing for physical and medical issues. They also said that Ken Jarrold, James Duncan, and Margaret Adams have led the population through a very difficult and challenging time but have done so with empathy and the local population have confidence in the Trusts commitment to listening to the local community.

Regarding prescribing issues, Sam referred to the implementation of the Great North Care Record GNCR, a system used for sharing patient information, including prescribing, used in hospitals and emergency departments across the North East and Cumbria.

A member queried plans to be used for receiving and sharing less positive feedback. Sam provided an update on the mechanisms to share feedback including the NENC ICB Involvement Team, PALS team, and complaints processes. Sam recognised that health and care services do not always get it right and often, this is due to barriers between difference services and pathways. Sam encouraged anyone to share feedback and experience whether good or bad, so that organisations and systems can learn, change, and improve.

**7. Annual Magazine 2023**

Ken Jarrold referred to the Trust Annual Magazine, linked to the theme for 2023, the launch of the Trust strategy With You in Mind. In his introduction to the magazine, Ken references that during challenging times, it is important to have stars to steer by, as Rennie Fritchie, our Guest Speaker at the Annual Members meeting in 2021, reminded us. The new strategy provides the stars to steer by. We need to be guided by our commitments to service users, families and carers, staff, partners, and communities. We also need to be guided by our vision, values and ambitions.

The magazine includes interesting articles linked to the five strategic ambitions on the carers promise, apprenticeships and career developments, the ICB and their role in supporting the delivery of the strategy, and an article from Adam Crampsie, Chief Executive of Everyturn Mental Health on the importance of partnership working.

**8. Annual Report and Annual Accounts 2022/23 (including External Audit Management Letter)**

Kevin Scollay, Director of Finance presented the Trusts Annual Report and Accounts for 2022/23 which included updates on income and expenditure, capital expenditure and financial planning for 2023/24. The Trust annual plan is to deliver financial break-even in 2023/24. To deliver this, the Trust has identified £27.9m in required cost efficiencies during the year.

Claire keys queried if additional funding from central Government would be provided for any potential pay awards or would this need to be addressed from current funding levels. Kevin Scollay stated that the expectation would be central allocations would be given for pay awards with any residual funding to be provided internally.

There were no issues of concern highlighted by the Trust Auditors Mazars who were also in attendance.

**9. Questions from the Public**

There were no further questions from the public.

It was recognised that Ken Jarrold would be stepping down from his role as Chair of the Council of Governors and Board of Directors at the end of September after serving two successful terms as Chair.

Margaret Adams took an opportunity to thank Ken for everything he has contributed to the Trust during his time. He has provided invaluable support to the Council of Governors and Board of Directors, and Margaret personally during her time as Lead Governor. Most importantly, Ken has left a legacy at CNTW in relation to his work, dedication, commitment and passion for service user and carer involvement. He has always held service users and carers in the forefront of every action, decision, communication, and personal presence both within and external to the Trust.

Margaret thanked Ken for his role as Chair, but also for being Ken.

**10. Meeting Close**

Ken Jarrold ended the meeting with thank you to Kirsty Allan and Jack Wilson, Corporate Affairs Team who have worked hard to deliver the event.

There being no further business, the meeting was formally closed.