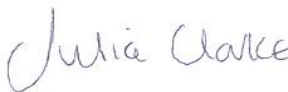


Board of Directors' Meeting 11 August 2022

Agenda item	159/22			
Report	Quarter 1 Public Participation Report			
Executive Lead	Julia Clarke, Director of Public Participation			
	Link to strategic pillar:		Link to CQC domain:	
	Our patients and community	√	Safe	
	Our people		Effective	
	Our service delivery		Caring	
	Our partners		Responsive	
	Our governance		Well Led	√
	Report recommendations:		Link to BAF / risk:	
	For assurance			
	For decision / approval		Link to risk register:	
	For review / discussion			
	For noting			
	For information	√		
	For consent			
Presented to:	- Public Assurance Forum 4 July 2022			
Dependent upon (if applicable):	- N/A			
Executive summary:	<p>This paper gives an update on the work of Public Participation (Community engagement, volunteering and SaTH Charity) for Quarter 1 of 2022/23.</p> <p>It is important that the Trust continues to engage and involve our local populations in a meaningful and inclusive way. COVID-19 has impacted on the ways we engage with our local communities, however, it is essential that we continue to have an ongoing dialogue with our communities, and ensure they have opportunities to be involved. This paper outlines how we have engaged with our local communities, an update on our volunteers and SaTH charity and where funding has been allocated across the Trust.</p>			
Appendices (In Supplementary Information Pack)	Appendix 1: Quarter 1 Public Participation Report Appendix 2: Plan on a Page (2022/23) for SaTH Charity, Community Engagement, Social Inclusion and Volunteering			
				

1.0 Introduction

The Public Participation Team consists of three main inter-related public-facing services

- Community Engagement
- Volunteering
- Charity management

Under the banner of Get Involved – Make a Difference the team <https://www.sath.nhs.uk/about-us/get-involved/get-involved-public-participation/> there are lots of different ways to Get Involved and we've listened to feedback from our communities and made it easier to do. We reach out to engage with the public and the emphasis is on everything we do directly linking to our local communities.

2.0 Community Engagement

2.1 Provides an update on the Public Assurance Forum which met on 4 July 2022 with representation from voluntary and statutory organisations and staff and Divisions within the Trust. The CQC found that “Leaders and staff were engaging with patients, staff, equality groups, the public and local organisations to plan and manage services but feedback needed to be collated and used to formulate the Trust’s strategy and improvement plans. They collaborated with partner organisations to help improve services for patients.” The CQC also found that “Division leaders/middle managers, on behalf of front-line staff, did not engage with external stakeholders such as commissioners and Healthwatch. The engagement with Healthwatch, when it did take place, was at executive leadership level” (p14 and 24 CQC Inspection Report 18/11/22).

The Public Assurance Forum was established in January 2022 to enable this direct engagement with partners to respond to the gap identified by the CQC and the feedback from members of public who co-produced the Public Participation Strategy which was presented to and approved by the Trust Board in October 2021, before the Inspection Report was published. The quarterly Forum is chaired by David Brown (NED) and supported by Julia Clarke (Director of Public Participation) and has now met twice. Details of the July meeting can be found on slide 4 and 5. This is the third meeting of the Forum and the Chair invited members to contribute to shaping the agenda for future meetings

2.2 The Public Participation Team continues to engage with the public with a regular series of virtual and face to face meetings, health lectures and email updates. Our community members and organisations continue to increase.

2.3 Provides support to the Divisions to ensure they meet their Section 242 duties to engage, this included engaging around the proposed temporary change to the county mobile breast screening unit, ENT and Audiology and Paediatric Ophthalmology service.

2.4 In Quarter 1 a People’s Academy was delivered and plans for the Autumn programme of About Health Events is currently being planned

2.5 A gap analysis and action plan relating to our Seldom Heard Communities has been developed. This Quarter our Social Inclusion Facilitator has focused on rural inclusion in Oswestry, Whitchurch and Cravens Arms.

2.6 Trends and themes from Trust Board questions are used to identified and plan future engagement events with our local communities.

3.0 Volunteers

- 3.1 We currently have 301 volunteers (99 young volunteers aged 16 or 17) and have 100 individuals who are going through the application process
- 3.2 New volunteer roles which have been implemented during Quarter 1 includes volunteers to support Medical Registrar Clinical Simulations, Macmillan Information, and Audiology
- 3.3 In June we celebrated National Volunteers Week, with a number of events being held at SaTH, including Thank you events at both sites, recruitment sessions and a “Volunteer take over” on social media.
- 3.4 This Quarter the volunteer team continue to implement the development of the young volunteer scheme following an £86k from NHS Charities Together. The 15-month programme will specifically reach out to young people who are from under-represented communities who may nor have considered volunteering or a career in health before.

4.0 Charities

- 4.1 Income for the 3 months of Q1 2022 is £161,880 and expenditure for this same period was £198,545
- 4.2 NHS Charities Together has paired SaTH Charity with our local Starbucks to support our fundraising
- 4.3 As a “thank you” to our staff, SaTH Charity funded an ice cream van to attend both hospital sites and Shrewsbury business park. This was well received by our staff.
- 4.4 A number of patients, relatives and staff continued to fundraise for SaTH Charity by holding events or completing challenges.
- 4.5 The Small Things Big Difference fund continues to support our staff with items for staff rooms and other items that makes their life more comfortable at work

5.0 Risks and actions

Risk	Action	Timescales
1. Fail to deliver the Public Participation Plan, resulting lack of confidence of our communities	A detailed action plan will be drawn up and reviewed regularly with the implementation of the Public Assurance Forum	On going
2. Fail to deliver statutory duties (s242) to engage with the public	Continue to support our Divisions to ensure they meet their Statutory Duties.	Ongoing

3. Staff not having the skills or confidence to engage with our communities	The development of an online training module, and resource pack for manager	September 2022
4. Public support through donations for SaTH Charity could start to recede as the levels of lockdown are reduced and the country returns to the new normal	Plan developed to build on awareness of SATH charity to link to local fundraising from individuals groups and corporate organisations.	Ongoing
5. The risks of not having a joined up approach to fundraising and volunteering would be a potential decline in income and hours donated, impacting on staff workload.	Stronger links have been built between the Charity and Volunteering team to align them as areas that are supported by the population. Both are supported by giving; time, money or both.	In place

6. Recommendations

The Public Assurance Forum is asked to

NOTE the current activity in Quarter 1 across the Public Participation Team

NOTE the activity planned across community engagement, social inclusion, volunteers and SaTH Charity for the coming year as outlined in the Plans on a Page at Appendix 2

Julia Clarke
Director of Public Participation
 July 2022