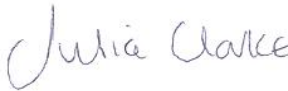


Board of Directors' Meeting 10 November 2022

Agenda item	208/22			
Report	Public Participation Report Q2 2022-23			
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:	2022.10.03 Public Assurance Forum 2022.10.28 Senior Leadership Committee			
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 2 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	Appendix 1: Quarter 2 Public Participation Report (contained within Information Pack)			
				

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 3 October 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). The meeting received updates on the Trust’s Strategy, Hospitals Transformation Programme and the engagement plans being developed for both. They also received updates from the Divisions and on service changes that had taken place earlier in the year with full community engagement. Details of the October meeting can be found on slide 4, 5 and 6.

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. An About Health virtual event on the menopause was held on 18 October with over 70 attendees.

2.3 We have continued to increase our individual and organisational community membership, which includes all Town, Community and Parish Councils in Shropshire, Telford & Wrekin and Mid-Wales and we are now engaging with County Councillors.

2.4 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, Cardiology Inpatients and Renal Dialysis.

- 2.5 Our Social Inclusion Facilitator has making stronger links with a number of Seldom Heard Groups including Shropshire Supports Refugees, Youth groups and Substance Misuse Organisations. This post was previously funded through a grant from NHS Charities Together but has now been made substantive.
- 2.6 In Quarter 2 a Young People's Academy was delivered to over 20 young people aged 16-22years old. The Volunteer team are now planning an Autumn Young People's Academy in Telford.

3.0 Volunteers

- 3.1 We currently have 294 volunteers (89 young volunteers aged 16 or 17) and have 76 individuals who are going through the application process
- 3.2 In Quarter 2 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 not have considered volunteering or a career in health before.
- 3.3 The volunteer team have been successful in our bid to Health Education England to expand our Volunteer to Career programme. We were only one of ten successful bids and have received £25K of funding
- 3.4 This Quarter the volunteer Team have been preparing a recruitment and engagement campaign, this includes a social media campaign (going live at the end of September), recruitment packs being sent out to all local schools and colleges and attending local events.
- 3.5 New volunteer roles which have been implemented during Quarter 2 includes Patient feedback roles, ED Audit volunteers, EPAS volunteers and reintroducing Pets as Therapy
- 3.6 As part of the Trust Recognition week we will be holding a Thank You lunch for volunteers to recognise their amazing contribution to patients and the workforce at SaTH.

4.0 Charities

- 4.1 Income for the 3 months of Q2 2022 is £120,682 and expenditure for this same period was £67,607
- 4.2 The new SaTH Charity CRM (Customer Relations Management Software) has been implemented
- 4.3 Training sessions on successful Fund Management has been arranged with the Divisions for November, which will be supported by members of the Charitable Funds Committee as well as the Director of Finance and Director of Public Participation. This will also provide an opportunity to discuss plans for 2023/24..
- 4.4 SaTH Charity have supported the Trust this Quarter with items including ITU patient diaries for clinicians to write in and give to patients to keep so they can understand their journey through ITU, which has proved hugely beneficial to them and their

families, improved décor for a staff rest area at RSH and benches to improve outdoor areas.

- 4.5 A number of patients, relatives and staff continued to fundraise for SaTH Charity by holding events or completing challenges.
- 4.6 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
- 4.7 The expenditure of SaTH Charity during Quarter 2 of items over £1000 is shown on slides 20-22

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 has been drawn up and progress is reviewed at each meeting by 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.	In place
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 Trust Board is asked to

NOTE the current activity in Quarter 2 across the Public Participation Team

Julia Clarke
Director of Public Participation
 October 2022