

SEPT

**MINUTES OF THE ANNUAL GENERAL MEETING
Held on Thursday 27 September 2012
At the Bedford Corn Exchange, St Paul's Square, Bedford MK40 1SL**

In the Chair: Lorraine Cabel (Chair)

Governors present:

Brian Arney	Public Governor	Mahmood Hussain	Local Authority Governor
Keith Bobbin	Public Governor	John Jones	Public Governor
Susan Butterworth	Public Governor	Lynda Lees	Public Governor
Marie Creighton	Public Governor	Zoe Loke	Public Governor
Karen Forrest	Staff Governor	Thilak Ratnayake	Staff Governor
Jackie Gleeson	Public Governor	Fiore Sannio	Staff Governor
Paula Grayson	Public Governor	Michael Shoot	Appointed Governor
Eileen Greenwood	Public Governor	Larry Smith	Public Governor
Shurleea Harding	Public Governor	Sudi Sudarsanam	Public Governor
Pamela Hintz	Public Governor	Mandy Tanner	Appointed Governor
Evelyn Hoggart	Public Governor	Clive Travis	Public Governor

Directors present:

Andy Brogan	Executive Director Clinical Governance & Quality
Randolph Charles	Non-Executive Director
Steve Cotter	Non-Executive Director
Steve Currell	Non-Executive Director
Alison Davis	Non-Executive Director
Dr Patrick Geoghegan	Chief Executive
Ray Jennings	Executive Chief Finance & Resources Officer
Malcolm McCann	Executive Director Integrated Services (Essex)
Sally Morris	Executive Director Specialist Services & Contracts
Amanda Reynolds	Executive Director Social Care & Partnerships
Nikki Richardson	Executive Director Corporate Affairs & Customer Service
Dr Pauline Roberts	Executive Medical Director
Peter Wadum-Buhl	Executive Director Strategy & Business Development
Richard Winter	Executive Director Integrated Services (Beds & Luton)
Janet Wood	Non-Executive Director

01/12 WELCOME AND INTRODUCTION

Lorraine Cabel, Trust Chair, opened the combined meeting of the Board of Directors and Council of Governors, and welcomed Directors, Governors, members and the public.

Lorraine highlighted some of the challenges faced by the Trust and the NHS as a whole during 2011/12, and provided a brief overview of one of the key themes for the Trust

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during the year concerned, namely working in partnership with the common purpose of improving quality. She explained that there were three dimensions of quality – clinical effectiveness, safety and patient experience – and this definition has now been enshrined in legislation through the Health & Social Care Act 2012.

Lorraine advised that quality could be assured through three lines of defence against serious quality failures in healthcare, namely (i) front line professionals, both clinical and managerial, must keep up to date with organisational standards and take responsibility for their own conduct and competence when delivering care to patients; (ii) Boards and senior leaders were responsible for ensuring the quality of care delivered by their organisations as they are ultimately accountable when things go wrong; and (iii) there was an external structure and system to monitor the above at a national level that would assure the public about the quality of care.

Lorraine extended her personal thanks to the members of staff, the Board of Directors and the Council of Governors for their dedication, commitment and vision that had led to the success of the Trust. She also thanked everyone involved in delivering the Trust’s plans and promises highlighting that the Trust’s success was also attributable to patients, service users, carers, members and the public who, by attending meetings like this, also assist in helping the organisation meet its objectives.

In addition, Lorraine extended her thanks to the Chief Executive Officer, Dr Patrick Geoghegan OBE, for the outstanding leadership, energy and enthusiasm that he had shown throughout the year.

02/12 APOLOGIES FOR ABSENCE

Lorraine Cabel advised that a list of apologies for absence from Governors was available on request and would be recorded in the minutes:

Brian Arney	Public Governor	Syed Jafari	Appointed Governor
David Bowater	Local Authority Governor	Naila Khokhar	Public Governor
Robert Calver	Public Governor	Michele Lucas	Public Governor
Sally Carr	Local Authority Governor	Debbie Martin	Staff Governor
Alison Childs	Public Governor	Susan Phillips	Public Governor
Josie Clark	Public Governor	Kresh Ramanah	Public Governor
Joy Das	Appointed Governor	Tracy Reed	Staff Governor
Anne Devlin	Appointed Governor	Nick Richards	Staff Governor
Michael Dolling	Public Governor	Patrick Sheehan	Public Governor
Tony Fish	Local Authority Governor	Margaret Verity	Public Governor
Dave Hodgson	Local Authority Governor		

03/12 DECLARATIONS OF INTEREST

There were no declarations of interest.

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04/13 MINUTES OF THE AGM HELD ON 7 SEPTEMBER 2011

The minutes of the Annual General Meeting held on 7 September 2011 were agreed as an accurate record and would be signed by Lorraine Cabel as Chair of the meeting.

05/13 MATTERS ARISING

There were no matters arising.

06/13 PRESENTATION OF ANNUAL REPORT

Dr Patrick Geoghegan, Chief Executive, presented the 2011/12 annual report and reported that the past year had seen many changes, challenges and major NHS reforms. Referring to Lorraine Cabel's introduction, he reinforced the message that quality remains the Trust's top priority.

Patrick highlighted some of the achievements of the Trust in 2011/12 that demonstrated the Trust's commitment to quality, including:

- Intregation of Community Services from Bedfordshire, South East Essex and West Essex
- Excellent progress in mental health transformation in Bedfordshire and Luton
- Continued improvements in safeguarding
- Maintained full compliance with the elimination of mixed sex accommodation requirements, with no reported breaches
- Launched *Cutting Edge Psychiatry in Practice* journal
- Implemented Single Point of Access/Referral for Community Health Services
- Extended personalisation approach to care with local authorities across Bedfordshire, Essex and Luton
- Implemented home treatment services for the Trust's Community Adult Mental Health Services (CAMHS)
- Implemented new crisis home treatment team for children and adolescents in Bedfordshire
- National recognition for its work on hydration for the Food First Team
- Partnership working with faith communities
- Development of a health facilitation service for people with a learning disability in Bedfordshire and Luton
- Queens Park Neighbourhood Children's Centre in Bedfordshire had been awarded the highest recognition by Ofsted
- Continued reduction of carbon footprint
- Achievement of Investors in People Gold Accreditation and Health & Wellbeing Award
- Opened the first Disability Discrimination Act compliant cell in HMP Bedford
- Practice Development Unit accreditation at the Taylor Centre and Bryon Court
- Improvement to End of Life Care
- Increased uptake of mobile working and 'Worksmart'.

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With regards to the overall performance of the Trust during 2011/12, Patrick also reported that the Trust had delivered or exceeded all contract activity targets, and had achieved all Monitor targets. In addition, he was pleased to confirm that the Care Quality Commission (CQC) had undertaken eight sites visits across Bedfordshire, Essex and Luton, and that no significant concerns were identified.

Patrick outlined the Trust’s approach to understanding the ‘patient experience’ that included the use of surveys, mystery shopper programme, ‘friends and family test’, Take It To the Top events, patient stories and patient focus groups. These activities had provided rich information that demonstrated continued improvements.

Patrick highlighted that partnership working with local authorities, voluntary organisations, educational establishments, etc, was key to success, recognising that the Trust did not work in isolation. He also pointed out that the Trust thinks of others and explained how it works with Global Health – a charitable organisation in Ghana – to make a difference for people in that country.

Patrick gave a brief overview of the Trust priorities for 2012/13 which included:

- Delivering high quality and safe services
- Transforming services
- Creating an efficient and effective organisation
- Workforce culture and capacity
- Clear plans for a sustainable future.

In conclusion, Patrick acknowledged and offered his congratulations and gratitude to all Trust staff whose dedication and skills guaranteed that the Trust vision was translated into reality.

The Council:

- 1 Received and noted the presentation**
- 2 Received the annual report for 2011/12.**

07/13	PRESENTATION OF ANNUAL ACCOUNTS 2011/12
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Ray Jennings, Chief Finance Officer, provided a financial review for 1 April 2011 to 31 March 2012 including a summary of the Trust’s income and expenditure, cash flow and capital investment.

Ray advised that these had been produced on the basis that the Trust was a going concern and were in accordance with the International Financial Reporting Standards, showing a true and fair view of the Trust’s financial activities. He pointed out that this was the first set of accounts which included the Community Health Services. Comparative information provided for 2010/11 only relates to Mental Health and Learning Disability Services as Community Health Services were added to the organisation mid-year.

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Ray reported that this was the sixth year that SEPT had achieved the targets and a healthy surplus, particularly against the backdrop of the continued economic recession and the continued drive for efficiencies and quality in the public sector. He pointed out the difficulties facing the Trust in the year ahead particularly with a reduction in income and increased efficiency savings.

The Council:

- 1 Received and noted the presentation
- 2 Received the annual accounts for 2011/12.

08/13 AUDITORS' REPORT

Emma Patchett from the Audit Commission presented the External Auditors' report. She advised that the report was in three parts, as required by Monitor:

- Financial statements
- Value for money
- Quality reports.

Emma highlighted that although this had been a challenging year due to the acquisition of the Community Health Services, SEPT had provided an excellent set of financial statements and there were no material errors in the financial statements.

Emma advised that she had issued an independent assurance report to the Council of Governors on 22 June 2012 on the Trust's annual quality report that confirmed it was in line with Monitor's guidance. The two indicators mandated by Monitor were tested and it was concluded that the data supporting the indicators was substantiated and the system controls appropriately designed to gather the data used to calculate the indicators.

Emma pointed out that SEPT's auditors for 2012/13 would be Ernst & Young. She thanked the Trust for the support received from the Trust, Directors, Governors and staff during their tenure as the auditors.

The Council:

- 1 Received and noted the Auditor's Report for 2011/12.

09/13 APPOINTMENT OF EXTERNAL AUDITORS

Janet Wood, Non-Executive Director and Chair of the Audit Committee, reported that the Audit Commission currently provided the external audit service for the Trust. Following the decision by the Department for Communities & Local Government (DCLG) to put in place new arrangements for auditing England's local public bodies, Ernst & Young were awarded a contract in May 2012 for external audit services in the Eastern and South East geographic areas; staff who provided external audit services to the Trust would be TUPE to Ernst & Young.

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Janet highlighted that the Trust annually evaluated the provision of audit services and the latest report from the Executive Chief Finance & Resources Officer confirmed that the service provided was of a high standard and the Audit Committee was therefore recommending to the Council of Governors that a 12 month contract renewable annually for a maximum of three years duration be awarded to Ernst & Young.

The Council of Governors unanimously agreed by a show of hands to appoint the Ernst & Young as the Trust's external auditor.

The Council:

- 1 Received and noted the report**
- 2 Approved the appointment of Ernst & Young as the Trust's external auditor on a 12 month contract renewable annually for a maximum of three years duration.**

10/13	REPORT ON MEMBERSHIP STRATEGY
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John Jones presented the membership report on behalf of the Membership Development Strategy Groups. He advised that as at the end of March 2012, membership was in excess of 20,500 members which was just over 1% of the population the Trust provides services for.

John pointed out that the Trust has two categories of membership – public and staff members. Public membership was for anyone aged 12 and over living in the constituencies of Bedford, Central Beds and Essex where the Trust provided services. Staff on permanent or fixed-term contracts that run for 12 months or longer were also members. He advised that the membership within each constituency broadly represents the diversity of its community by age, gender, ethnicity and social economic classification.

John reported that the large membership had brought advantages to the Trust. In particular, members were able to contribute to the development of the Trust's annual planning. The Trust had also been able to showcase and share the wide range of services it now offered from community and mental health services to learning disabilities and social care through various meetings which members and the public are invited to attend. In addition, members were kept up to date through the Trust's magazine *SEPT News*.

John also advised that the Council of Governors had reviewed the membership strategy to take account of the provision of community health services and also to improve the membership numbers, focusing on wealthy achievers, young people and male groups. He highlighted that the strategy reflected the aims of how the Trust wanted to engage with members and the wider community through creating dialogue opportunities.

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11/13 CHANGES TO THE BOARD OF DIRECTORS

Lorraine Cabel was delighted to advise that Alison Davis had been appointed as a Non-Executive Director on the Trust's Board from 9 January 2012.

12/13 QUESTIONS

A representative from Luton LINk commended the Trust on the work undertaken in Luton and particularly the improvement with the Units creating a better environment.

13/13 ANNOUNCEMENT OF GOVERNOR ELECTION RESULTS

Lorraine Cabel announced the results of the recent Governor elections:

Constituency	No of Vacancies	No of Candidates	Elected Governor
Bedford	3	5	Paula Grayson John Jones Dr Clive Travis
Central Bedfordshire	5	9	Susan Butterworth Lynda Lees Deborah Ridley-Joyce Larry Smith Jim Thakoordin
Luton	4	7	Michael Dolling Jill Gale Jackie Gleeson Zoe Loke
Rest of Essex	1	1	Robert Calver
Southend	2	4	Clive Lucas Peter Stroudley
South Essex	4	5	Keith Bobbin Eileen Greenwood Evelyn Hoggart Sue Revell
Thurrock	1	2	Christina Guy
Staff – Nurses & Midwives in Community Services	1	1	Tracy Reed
Staff – Support	1	2	Nic Taylor-Barbieri
Staff – Other Clinical Specialities	1	1	Karen Forrest

Lorraine advised that elections for the Staff Social Worker vacancy would be held in October 2012.

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Lorraine welcomed the new Governors and pointed out that both she and Dr Patrick Geoghegan looked forward to working with them.

Lorraine also thanked the following Governors whose term of office had come to an end, for the time, energy and support given to their roles as Governors:

Alison Childs
Jeanine Cresswell
Marie Creighton

Ron Greenham
Dr Naila Khokhar
Michele Lucas

Debbie Martin
Vincent Mooney
John Pike.

Lorraine also took the opportunity of recognising Eileen Greenwood for contribution and support as Lead Governor. Although Eileen had been re-elected, this role was being undertaken by John Jones.

Lorraine and Patrick presented both Marie Creighton and Eileen Greenwood with gifts.

14/13 CLOSE

Lorraine Cabel also offered a farewell to Dr Pauline Roberts, Executive Medical Director, who would be leaving the Trust in April 2013 and this would therefore be her last AGM. Lorraine highlighted that Pauline had been an inspirational clinical leader who was held in high regard by both staff and patients. She was, however, delighted to announce that Dr Milind Karale had been appointed as the Executive Medical Director designate.

Finally Lorraine closed the meeting by thanking everyone who had attended and contributed to it.

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