



**Welcome to our
Annual General and Members
Meeting 2019/20
held on
24 November 2020
Our event will commence at 4pm**

**We will be happy to take questions, and we will
announce when this goes live**

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Chief Executive's Report

Reflections on 2019/20 and looking to the future

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Reflections on 2019/20

There were some great achievements and milestones

There were some incredibly sad and sombre moments

Towards the end of 2019/20 was also very different challenge for us all with the start of the covid-19 pandemic

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Our Care Quality Commission (CQC) inspection

In March 2020 we received the results of our latest CQC inspection and were rated 'requires improvement'.

Overall: requires improvement

Effective: good

Caring: good

Safe: requires improvement

Responsive: requires improvement

Well Led: good

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Three horizontal rounded rectangular bars in green, red, and blue are positioned above the title.

Achievements in 2019/20

Transforming services in North Yorkshire and York

Improving crisis services

Improving services for young people

Prison healthcare

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Continuously improving the quality of our services

We continued the rollout of the autism pathway to adult mental health services (including further staff training)

Working in partnership with the British Institute for Human Rights

Funding for perinatal services

Additional recovery and trauma informed training

Developing a new persistent physical symptoms service across County Durham.

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Involving people – working in partnership

Integrated Care Systems

Our 'right care, right place' programme

Provider-led management of NHS commissioning budgets

Research

Crisis care concordat

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Involving people – service and carer involvement

Co-produced an event to celebrate and thank people for their commitment and support in involvement activities

We were awarded our second star in the national Triangle of Care membership scheme, which recognises long-term commitment from mental health providers who are working to become more carer inclusive.

Organised an event for carers, and co-designing and co-delivering the Triangle of Care conference

Set up 'shadow' quality assurance groups (QuAGs) for service users and carers

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Our Quality Priorities – How did we do?

Priority 1 - Improve the clinical effectiveness and patient experience in times of transition from child and adolescent mental health services (CAMHS) to adult mental health services.

Priority 2 – Reduce the number of preventable deaths.

Priority 3 – Making care plans more personal

Priority 4 – Develop a Trustwide approach to dual diagnosis which ensures that people with substance misuse issues can access appropriate and effective mental health services

Priority 5 – Review our urgent care services and identify a future model for delivery

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Our staff



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How we performed

What do service users say?

- 91% of patients reported their overall experience as excellent or good
- 85% of patients report that staff treated them with dignity and respect
- 62% of inpatients said they always feel safe on the ward

Performance against targets

- 83.5% of people were seen within four weeks of referral
- 92.6% of staff completed mandatory and statutory training

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Looking to the future

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The key themes for 2020/21

An overarching commitment to promoting recovery, including developing personalised care planning and trauma-informed care, provided by staff with the right skills and values and supported by digital technology.

A continuing focus on improving the quality of our services and making sure they're purposeful and productive.

A focus on supporting the whole health and social care system to work in a more integrated, effective and efficient way.

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Looking forward to 2020/21

Covid-19

Digital transformation and how we can work differently and innovatively

Our revised equality, diversity and human rights strategy for 2020–23

The national development of ‘provider collaboratives’

The launch of Our Big Conversation – a new strategic direction

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OUR
BIG
CONVERSATION



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Three horizontal bars of equal length, colored green, red, and blue from left to right.

Annual Members' Meeting

Financial Review

2019 - 2020

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Summary Financial Performance

2019/20 Key Achievements:

- In 2019-20 the Trust built on **strong financial performance** from previous years.
- **Achieved planned financial outcomes**, including our “Control Total” which provided access to centrally held Provider Sustainability Fund (PSF).
- Delivered planned overall finance **Use of Resources Rating of 1** (best possible rating).
- Paid a Public Dividend Capital Dividend, or required **return on assets, of 3.5%** of average net assets (excluding daily cash balances).

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Financial Statement Highlights

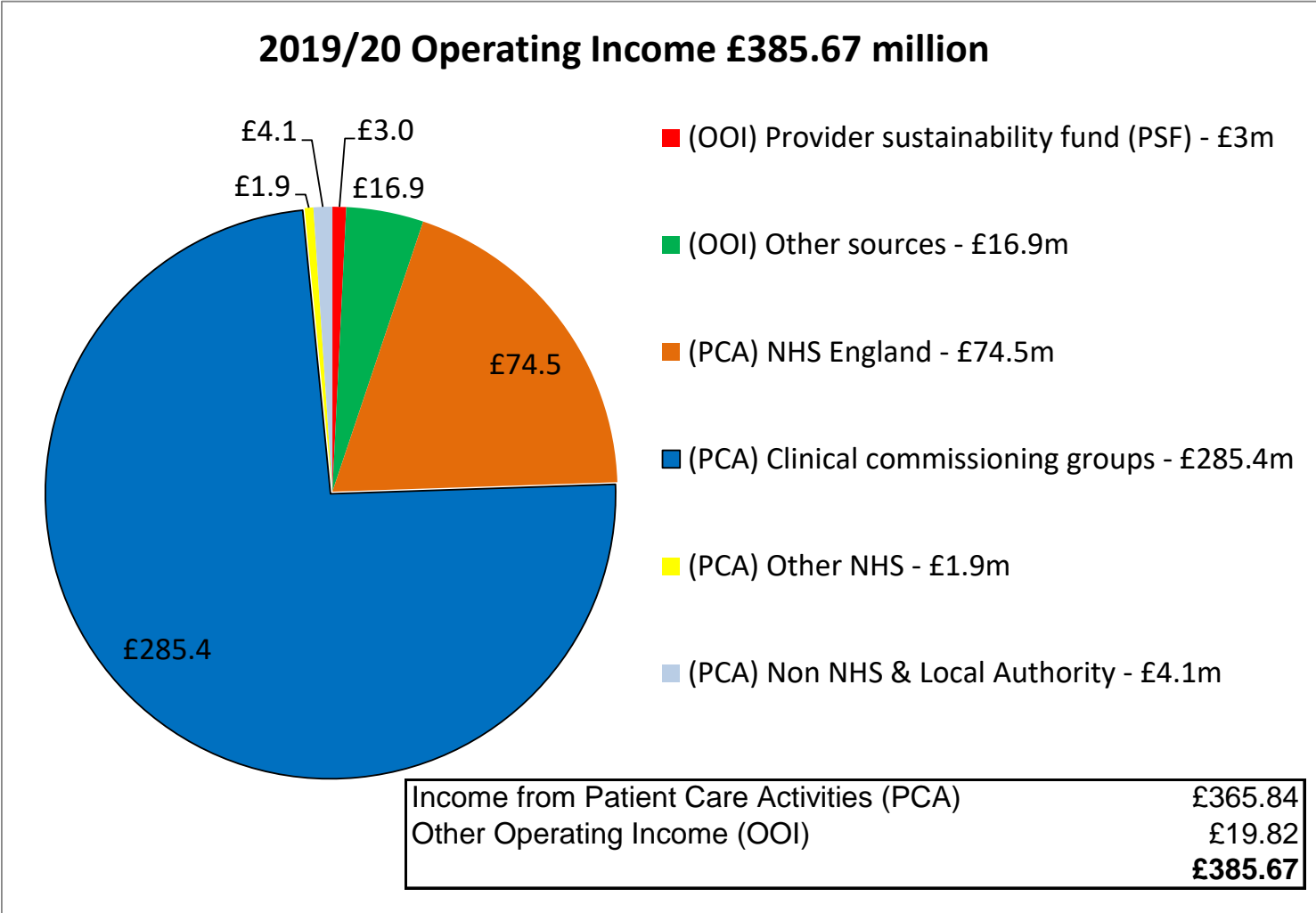
- Against a national context of **challenging NHS Finances**.
- A deficit of Income compared to Expenditure of £16.1m including the following one-off items:
 - Building impairments (estate valuation) (£27.6m)
 - Prior year income adjustment £0.1m
- Excluding these, **adjusted Trust performance was a surplus of £11.4m**, or £5.9m better than plan and **3.0% of Turnover** (page 145).
- The **EBITDA of 5.6%** was 1.6% ahead of the planned 4.0%
- **Final debt repayments** were made of the loan taken out in 2014/15.
- **Total Assets were £178.8m**, or £13.5m less than in March 2019 (page 128).

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Operating Income



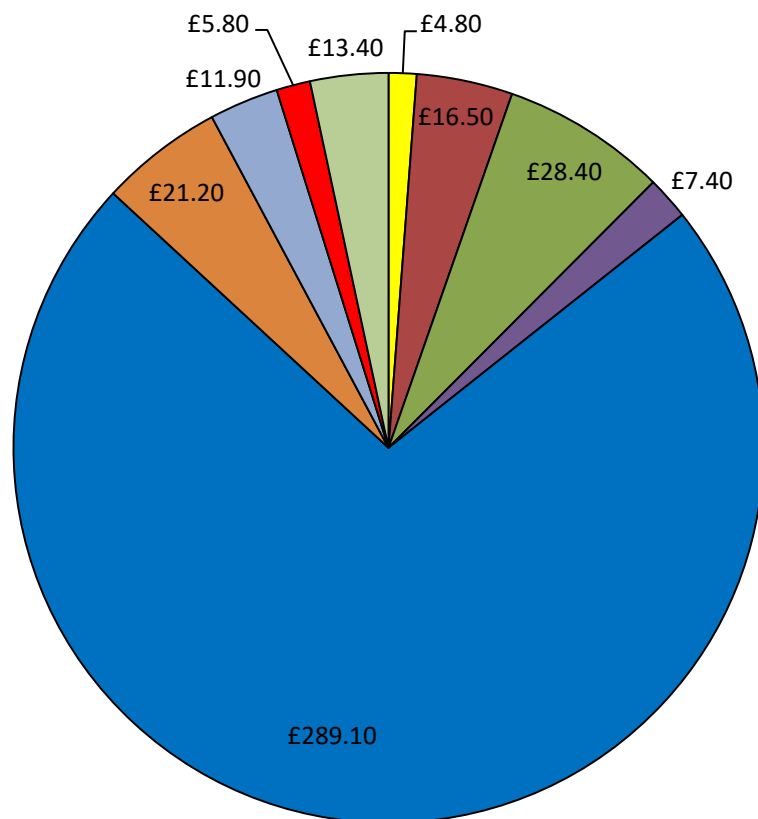
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Operating Expenditure

2019/20 Operating Expenditure £398.47 million



- Depreciation - £4.8m
- Establishment inc. leases & transport - £16.5m
- Impairments - £28.4m
- Other Expenditure - £7.4m
- Pay Costs - £289.1m
- Premises - £21.2m
- Purchase of Healthcare - £11.9m
- Research, Education and Training - £5.8m
- Supplies, Services & Drug Costs - £13.4m

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Challenges:

- **COVID-19: Pandemic response** and impacts / health inequalities
- Recurrent financial impacts and management of **underlying position**
- **Workforce:** recruitment, retention, staff bank, pandemic challenge
- **‘System’ allocations** from mid 2020/21, Trust £2m deficit plan
- **2021/22 financial arrangements** unclear due to Pandemic
- **IFRS 16** implementation (deferred from April 20 due to COVID-19)
- Longer-Term economic impacts of COVID on **public purse**
- **Resourcing of Capital Plans**, including Roseberry Park Hospital

Opportunities:

- NHS Long-term plan and **Mental Health Investment Standard**
- **Mental Health Partnerships** and Provider Collaborative arrangements
- Agree Priorities aligned to **new Trust Strategy**

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- Welcome to Mazars LLP the Trusts external auditor
 - Cameron Waddell, Partner

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KEY CONCLUSIONS FROM OUR AUDIT

Accounts and audit successfully delivered by the revised deadline despite COVID-19 challenges.

Effective joint working with the Trust helped ensure the year-end audit went 'smoothly'.

'Unqualified' Audit Report

No evidence that proper arrangements were not in place to secure economy, efficiency and effectiveness (the VfM Conclusion).

The Annual Report and Accounts were of a good standard and our work identified few issues, which mainly related to notes.