

Directors Report and Annual Review April 2017 to March 2018

Governance Statement

'The Board is strongly focused on delivering a values-based service which benefits from a strong focus on local services and partnerships with service users'

Scope of Responsibility

As Chief Executive Officer, I have the responsibility for maintaining a sound system of internal controls that supports the achievements of Midlands Psychology's policies, risks, strategies, aims and objectives, with an overall role of the day to day management of the organisation, in line with the Job Description and Scheme of Delegation. The Board's Terms of Reference outlines the roles and responsibilities of Board Members who are advised and supported by Midlands Psychology Advisory Committee and Heads of Service within the organisation.

Good governance

Maintaining good governance depends on strong and effective leadership and the maintenance of a healthy culture for staff to work, supported by robust processes, systems and risk management. During the year, The Board has continued to engage with stakeholders to maintain constructive dialogue and address any challenges in an effective manner, whilst supporting me to meet the demands of a wide ranging service delivery. The Board welcomes advice and guidance both externally and internally in relation to good governance practice and benefits from consultation with Commissioners to maintain the standards required to meet the guidelines set by the NHS.

The Board has clearly demonstrated its commitment to openness and accountability whilst retaining the confidentiality necessary to safeguard commercially sensitive information and embedding these values throughout the organisation.

Board Evaluation

The Board is comprised of an Independent Non-executive Director as Chair, the Chief Executive Officer (in an ex-officio capacity) and the Chief Operations Officer (in an ex-officio capacity). The Board biography details are available on our website www.midlandspychology.co.uk.

The Board has evaluated its performance during 2017/2018 and concluded that its purpose continues to be appropriate and effective for the organisation, providing a good balance of skills, experience and knowledge with a high degree of trust and respect from all stakeholders. Any potential conflicts of interest are routinely sought for recording in board minutes. The objectives for 2018/2019 will be agreed and set by the Board following advice from Midlands Psychology Advisory Committee, the Parent Advisory Group, Heads of Service and staffing team to ensure an open and consultative process is adhered to. Performance against agreed objectives will be included in the Directors Report and Annual Review 2018/2019.

Diversity

Midlands Psychology maintains a policy of ensuring that no employees and/or job applicants are treated less favourably on the grounds of race, colour, nationality, ethnicity, gender, pregnancy, sexual orientation, religious belief, age or disability. These policy and principles are supported by our Code of Conduct.

Our Business Support Officer has completed the safer recruitment training and provides a brief for all job applications aimed at encouraging greater diversity.

Submission of the NHS Workforce Race Equality report identifies the improvements made in greater diversity within our recruitment process.

Board Objectives 2017/2018

- Maintain a strategic vision of the organisation while developing and planning for a strong and resilient future
- Focus on development and succession planning at Board level and senior management level
- Ensure diversity, skills and experience are maintained throughout the organisation
- Improve communication throughout the organisation on the shared vision and values
- Maintain compliance with all legal and regulatory legislation
- Review and agree finance to support future projects.

Board Attendance and responsibilities

Each Board member has attended all 4 quarterly board meetings and reviewed reports provided by Heads of Service and reviewed advice from the Advisory Committee. Minutes and any conflicts of interest have been recorded.

The Chief Executive Officer and Chief Operations Officer have met monthly to review and monitor financial records and provided reports to the Board and Advisory Committee in line with roles of responsibility.

The Organisation's Articles of Association contain powers of removal, appointment, election and re-election of Directors. This should be read in conjunction with the Board Terms of Reference and Scheme of Delegation.

The Board has agreed and approved the continued professional advice of Mitten Clarke Chartered Accountants as their company accountancy firm to review and submit financial records to Companies House in line with legal requirements. It is the responsibility of the Chief Executive to submit the CIC regulator annual report in conjunction with completion of the final accounts.

Midlands Psychology has reviewed insurance requirements and the Board confirms the following cover is in place:

Markel (UK) Ltd
Policy number SC21012F160YR/2743
Expiry date: 18th April 2019
Employers Liability £10,000,000
Public Liability £5,000,000
Professional Liability £5,000,000

Assessing performance

Midlands Psychology has in place comprehensive financial and management processes which include project budgets, business plans and cash flow forecasting. These are monitored in conjunction with reports from Heads of Service meetings. The Board and Advisory Committee receive regular and timely information to enable them to perform their duties, including information on the organisations operational

and actual financial performance against forecasts, customer feedback, health and safety and risk register.

The Board reviews the quarterly finance results and business plan at each Board meeting and provides contingency plans for any performance that departs from that forecast.

Risk Management and Internal control

The Chief Executive Officer and Board acknowledge their responsibilities for determining the nature and extent in all areas of risk within the organisation. The Board has agreed for the CEO and COO to review all risk management and internal controls with the advice and support of external providers and submit to the Board for approval. An updated Risk Framework Plan and Statement of Internal controls are to be completed and delivered to the board within 6 months of the review date. The review is to provide a robust assessment of risk, in particular operational and financial risks that may affect the organisation and measures that are in place to mitigate these risks.

The Board acknowledges that systems and procedures are designed to manage, rather than eliminate risk and can only provide reasonable and not absolute assurance against risk factors.

Following Board approval, the updated Risk Framework Plan and Statement of Internal controls will be available to all staff, associates and Advisory Committee to ensure a full and open process of material access is maintained.

Relationship with stakeholders

All Midlands Psychology staff and its Board place great emphasis on excellent communication with stakeholders. Our Parent Advisory Group (PAG) meets every 6 to 8 weeks with the Chief Executive Officer, Chief Operations Officer and Head of Autism. Any parent or carer who has a child who has a diagnosis of autism, and is therefore a User of Midlands Psychology autism services, is invited to join the PAG. These meetings are held in various locations at various times of the day across South Staffordshire to ensure parents have the greatest opportunity to attend.

We continue to work closely with Commissioners and other health professional colleagues to ensure families receive the most appropriate support that meets their needs, this includes joint appointments and consultations where appropriate.

Midlands Psychology has a well-established internal training programme, which compliments external training arrangements made for staff as part of their annual appraisal arrangements. A minimum of two 'Away Days' are held per year for staff to enable them to maintain a whole-service overview and remain updated on the range of services being delivered by the social enterprise. These days also provide an opportunity for team-building across the organisation. This highlights the importance the Board attaches to training and professional development for our staff as stakeholders.

Regular events are also held throughout the year, where service users are invited to join staff in celebrating events or achievements made across all services. This approach ensures the views of all stakeholders are heard and understood by Management and the Board and incorporated into the philosophy of the organisation as a whole.

Mission Statement

Through partnerships with service users, Midlands Psychology provides integrated, quality-assured, community mental health and support services that are values based, of proven effectiveness and user-led. We believe in empowering and enabling individuals, families and communities by a positive focus on the many contributions to mental health and, in doing so, make a real difference to people's lives and communities, not just in the short-term but in the continuing future.

Strategy Statement

Midlands Psychology is a Community Interest Company (CIC) offering mental health and support services to children, young people and families in need. It takes advantage of market opportunities for integrated care across a number of service areas, all of which benefit from a strong focus on local services and partnerships with service users.

The social enterprise model enables the organisation to take a business-like, cost effective and flexible approach to delivering services, whilst retaining the values and principles of providing a public service. The model has been well-accepted, as part of the changing framework for delivering mental health services. Third sector providers already experienced in public healthcare provision are currently in a particularly favourable position to take advantage of new opportunities in service commissioning. Midlands Psychology now has a proven track-record of providing, innovative, good quality services that meet performance targets and add social value.

Midlands Psychology is in a unique position as a well established, credible Social Enterprise, with a strong record of achievement in South Staffordshire.

Financial Strategy

- Investigate areas to increase new revenue streams
- Develop on current revenue streams
- Ensure financial sustainability

Service user Strategy

- Provide the best and most appropriate service to families within the financial envelope available
- Increase service user awareness and understanding of the organisation and the high standard of service it delivers
- Encourage attendance from new parents to PAG to increase knowledge and skills base
- Encourage service user participation through dedicated User groups
- Promote at all times a model of Service User empowerment, rather than dependency.

Internal Strategy

- Improve the focus on research and development
- Maintain investment in staff training and development
- Review systems and practices to maintain employee retention

Organisational Strategy

- Increase recycling
- Ensure compliance

- Attract and retain the best people
- Maintain alignment across the organisation

What Midlands Psychology has achieved during 2017/2018

- We have continued to expand as a not for profit social enterprise whilst still retaining the core beliefs, values and principles which underpin service provision to our local community.
- Throughout this period, we have continued to deliver a range of autism services to the children and families in our locality, maintaining a policy of direct access to specialist psychological resources and parent partnership.
- We have continued to provide training to other professional groups, including social workers, the emergency services and colleagues in special needs education.
- We have hosted training days for CAMHS & Community Paediatric Team colleagues, with the aim of raising awareness and increasing joint working.
- We have continued to develop a range of group interventions within our autism service to ensure we meet the needs of this population and to ensure the widest possible spread of support within the limits of the contract budget. Examples include additional group training on Challenging Behaviour and Managing Feeding problems, both of which have been in high demand from our service users and very well received.
- Following attendance at the national Health Providers Procurement Event hosted by NHS at the NEC, Birmingham, we have been able to link with other potential funding and community development collaborators.
- We have continued to work with the local branch of the National Autistic Society in providing reinvestment funds to support playgroups for young children with autism and a venue for young adults to develop their independent living skills, such as cooking and gardening
- Database and associated administrative changes have been implemented following a contract variation request from Commissioners on reporting requirements.
- Our Parent-led support group, Au-Sums, for parents and children whose lives are affected by difficulties around school attendance, has reached it's first anniversary. This group is able to offer accredited education programmes (via an alternative curriculum) to children and young people who have autism, as well as support and advice to parents, and offers a safe place for families to meet and, where appropriate, to begin the journey back into education.
- Midlands Psychology held a Christmas Fair and opened its doors to welcome families, supporters, service users and professionals to join in with our Christmas festivities. This included crafts and traditional stalls, Christmas decorations, sweet treats and lots of fun and games. This was also an opportunity to do some fund-raising, with £295.67 raised towards activities and materials for our children's groups.

- The Specialist Feeding clinic continues to attract national and international attention and is acknowledged to be one of the most effective in the country.
- Following our bid to Sport England, out of 420 applications, Midlands Psychology was successful in gaining funds to run a community project for children who have autism and their families who live in our CCG areas. Our 'Keep Achieving' project will bring in over £315,000 in additional monies to help families of children who have autism to access sports and leisure opportunities.
- Sickness for the period of April 2017 to March 2018 was 1.84%. This figure is very low and clearly indicates the commitment from both staff and the organisation in supporting each other to deliver services.

Key Themes for 2018 onwards

- Review risk management and governance protocols
- Successful recruitment where and when necessary
- Promote strategies to support greater diversity (e.g. gender, ethnicity, age)
- Consider the Board's responsibilities to all stakeholders
- Review Board performance and priorities
- Ensure that the business contribution to wider society is fully understood and communicated
- Development in new service areas to provide long term sustainability

Summary

As Chief Executive Officer, I confirm approval from the Board that the organisation has complied with the relevant policies, procedures and practice and submit this report as a fair, balanced and understandable assessment of the trading year for Midlands Psychology CIC.

Signed:

A handwritten signature in black ink, appearing to read 'M. Owen', followed by a period.

Dated: 24th August 2018