

Board of Directors Meeting

Report

Subject: Monitor Quarter 4 Self Certification

Date: 28th April 2016

Author: Shirley Clarke, Head of Corporate Affairs and Co. Sec

Status: Approval (Self Certifications and supporting documents)

	Self asst	Breach	Commentary
Q1 14/15	Red	Cdiff 1.0 Year target 37 RTT non admitted 1.0 A&E 1.0 Cancer 62ww-all cancers 1.0 TOTAL – 4.0 CQC	5 th Quarter breach (16 cases vs 25% target 9) 3 rd Quarter breach RTT non admitted 2 nd Quarter breach A&E 1 st Quarter breach Cancer2ww
Q2	Red	Cdiff 1.0 Year target 37 RTT non admitted 1.0 RTT admitted 1.0 A&E 1.0 TOTAL – 4.0 CQC	6 th Quarter breach (35 cases vs 50% target 19) 4 th Quarter breach RTT non admitted Prev breaches but not consecutive 3 rd Quarter breach A&E
Q3	Red	Cdiff 1.0 Year target 37 RTT non admitted 1.0 A&E 1.0 TOTAL 3.0 CQC	7 th Quarter breach (45 cases vs 75% target 28) 5 th Quarter breach RTT non admitted 4 th Quarter breach 3 rd Quarter breach A&E
Q4	Red	Cdiff 1.0 Year target 37 RTT non admitted) RTT admitted)2 RTT incomplete) A&E 1.0 62 days from urgent GP 1.0 TOTAL 5	8 th Quarter breach (67 cases vs 100% target 37) 6 th Quarter breach RTT non admitted Last breached in Q2 14/15 Last breached in Q3 13/14 5 th Quarter breach 1 st Quarter breach
Q1 15/16	Red	RTT non admitted RTT admitted RTT incomplete 1.0 Cancer 62 days from Urgent GP referral 1.0 TOTAL 2	7 th Quarter breach 2 nd Quarter breach 2 nd Quarter breach 2 nd Quarter breach
Q2	Red	RTT incomplete 1.0	3rd Quarter breach

15/16		Cancer 62 days from Urgent GP referral 1.0 TOTAL 2	3rd Quarter breach
Q3 15/16	Red	A & E 1.0 Cancer 62 days from Urgent GP referral 1.0	4 th Quarter breach
Q4 15/16	Red	A & E 1.0	2 nd Quarter breach

Q4 2014/15 – clarification from Monitor regarding CDiff target – relates to lapses in care only.

The Trust target for 2015/16 is 48 cases of lapses in care; therefore the Trust is not breaching the CDiff target year to date with 22 against target of 48. The trust total CDiff including cases not deemed lapses in care and under review totals 45 year to date.

Risk Assessment framework update August 2015 removed the admitted and non-admitted referral to treatment targets.

Board members should note this is a second quarter breach with regard to the A & E target. As stated in the Risk Assessment framework a failure to achieve the A & E target twice in any 2 quarters over a 12 month period triggers a potential governance concern.

Monitor previously clarified that the Trust had been assigned a Red governance risk rating which will continue alongside the Trust's Licence conditions.

The Board in its May Annual Plan highlighted performance risks in respect of:

- Referral to treatment time, 18 weeks in aggregate, admitted patients,
- Referral to treatment time, 18 weeks in aggregate, non-admitted patients,
- Referral to treatment time, 18 weeks in aggregates, incomplete pathways,
- A & E Clinical Quality – Total Time in A & E under 4 hours
- Cancer 62 Day Waits for first treatment (from urgent GP referral) – post local breach re-allocation
- C. Diff due to lapses in care

Board will need to reflect on future risks to test appropriate declarations have been made in the Annual Plan submission

This report which supports the enclosed Board self-certifications is to ensure all Board members are clear of their responsibility to ensure the accuracy and appropriateness of the declarations being made.

Monitor's role is to assess risk and intervene to ensure compliance with all aspects of the Trust's Licence. To do this, Monitor relies primarily on the information it receives directly from NHS foundation trusts, but will consider indirect third party reports on a variety of specific issues, *and as such it is important that any significant third party interventions are highlighted by the Trust itself.*

Finance (financial sustainability), governance, and mandatory (commissioner requested) services form the core of the Trust's Licence to operate. Monitor will review these areas directly, primarily from information provided in our *Annual Plan* and in-year monitoring submissions. Monitor will also take into account any exception or third party reports regarding significant issues.

At the completion of the annual risk assessment and each quarterly review, the Trust receives risk ratings and a summary of key issues to be followed up either by the Board or by Monitor. Monitor also publishes a summary of the results, together with a commentary. These will, following receipt, be presented to Board members through the agenda each quarter.

Two appropriate responsible officers must make two separate declarations, and included below is the proposed declaration for Q4 each of which must be approved by the Board:

- Finance (Financial sustainability) Declaration – **Not confirmed**
- Governance Declaration – **Not confirmed**

If the Trust has recorded failures to achieve any of the healthcare targets or indicators we are unable to sign 'confirmed' on the Governance Declaration

If we are unable to sign 'confirmed' on the Finance Declaration we are required to send further details to Monitor with our return which the Chief Finance Officer will present to the meeting and which is discussed in further depth at the Finance Committee.

The detailed information previously provided to Board with regard to Monitor's approach, monitoring and intervention has been moved to Appendix 2 and it is imperative Board members are clear regarding obligations within the Risk Assessment Framework, the Risk Assessment Framework was revised in August 2015, these changes are reflected in this appendix.

2. Other targets and Annual Plan declarations

The Deputy Director of Nursing will present an update on Learning Disabilities as part of the Quarterly Quality Report which is part of the Governance Declaration where Board are certifying against compliance with requirements regarding access to healthcare for people with a learning disability. The Trust has to be achieving all 6 criteria for meeting the needs of people with a learning disability, as detailed in the report, which are based on the recommendations set out in Healthcare for All (DH2008). Board are reminded of the importance of evidencing compliance in this area given the tight focus adopted by the CQC nationally where their previous reviews of learning disability services across the country found that almost half were not meeting government standards with many failings being a direct result of care that was not centered on the individual or tailored to their needs. (See Appendix 1).

The Medical Director will report on the Trust's status with regard to medical revalidation, which is another key element of the Board's annual plan declaration to Monitor.

All other performance indicators which form part of the Governance Declaration are subject to monthly reporting to Board. The Quality and Safety quarterly report and QIP will refer to matters relevant to the CQC Declaration. Declaration 'not confirmed' has been presented as signed within the Board pack pending deliberations due retrospectively to A & E breaches.

5. License Conditions

The trust has received a number of license conditions all of which have been reported previously to board members.

4. Action required by Board of Directors

In recognising the need to understand the regulatory obligations detailed within this covering paper and Appendix 3, the Board of Directors is invited to review the enclosures within the Board pack, specifically Quality and Financial sustainability and Declaration, Governance Declaration, and Exception Report and supporting performance data and APPROVE the self-certification to Monitor which includes the Board's prospective view of achievements into the future. The Finance Report and commentary will be presented by the Chief Finance Officer and requires Board approval.

In approving declarations, the Board is required to have regard to the information provided to Directors over the previous quarter period, through particularly any board assurance reports, through its knowledge of the Annual Plan, of the work of Audit and Board committees and activities through accelerated assurance programme, IAT assurance visits, the consequence of any third party visits or interventions (including Monitor and CQC), and through scrutiny of monthly financial and non-financial performance data, and quality and standards data, recognising also the historical and prospective work of Internal Audit and external reviews.

Board members are invited to consider internal audit reports regarding robustness of data quality and any other evidence which may provide both positive and negative assurance with regard to the data validation process,

Board members are invited to ensure they are comfortable with the statements made within the Exception Report being suitable in content and context for onward submission to Monitor by the Head of Corporate Affairs.

APPENDIX 1

Supporting information to members to assist with quarterly self-certification

Financial Sustainability Risk Ratings

Indicators of forward financial risk

Each quarter Monitor requires trusts to submit a limited set of indicators of forward financial risk to highlight the potential for any future material financial breaches of the Authorisation. Where trusts inform Monitor that one or more of these indicators are present at a trust, Monitor will consider whether a meeting with the trust to discuss them is appropriate. Following this meeting, Monitor may request the preparation of plans or the provision of other assurances as to an NHS foundation trust's capacity to mitigate any potential risk. These indicators do not of themselves affect Monitor's risk ratings or trigger formal escalation

In order to certify on financial performance, Monitor would expect boards to:

- have a full understanding of the current and future financial position, and how it relates to the external environment in which the trust operates and the strategy of the trust;
- maintain systems to monitor and regularly report on financial performance to the board and be confident of the basis of preparation and accuracy of the financial performance information being reported;
- review and challenge financial performance on an on-going basis;
- use forecasting and extrapolation of current and historical trends to help predict future financial performance;
- have a full understanding of the basis on which the certification is given.

Where there is evidence that a board may not be meeting Monitor's financial risk requirements, Monitor is likely to explore the basis for a board's certification.

Governance (service performance)

- have a full understanding of the basis on which healthcare targets are measured
- be confident that they are receiving accurate information as to current and expected levels of performance against each of the healthcare targets and any performance risks;
- use forecasting and extrapolation of historic trends to help predict future performance;
- satisfy themselves that systems are in place to ensure risk to delivery has been properly assessed;
- maintain systems to monitor and regularly report on performance

Governance (Learning disabilities)

NHS foundation trust boards are required to certify that their trusts meet requirements below at the annual plan stage and in each quarter. Failure to do so will result in the application of the service performance score for this indicator.

- a) Does the NHS foundation trust have a mechanism in place to identify and flag patients with learning disabilities and protocols that ensure that pathways of care are reasonably adjusted to meet the health needs of these patients?
- b) Does the NHS foundation trust provide readily available and comprehensible information to patients with learning disabilities about the following criteria:
 - treatment options;

- complaints procedures; and
 - appointments?
- c) Does the NHS foundation trust have protocols in place to provide suitable support for family carers who support patients with learning disabilities?
- d) Does the NHS foundation trust have protocols in place to routinely include training on providing healthcare to patients with learning disabilities for all staff?
- e) Does the NHS foundation trust have protocols in place to encourage representation of people with learning disabilities and their family carers?
- f) Does the NHS foundation trust have protocols in place to regularly audit its practices for patients with learning disabilities and to demonstrate the findings in routine public reports?

APPENDIX 2

The Risk Assessment Framework was revised in August 2015.

The changes include:

- monitoring in-year financial performance and the accuracy of planning
- combining these two measures with the previously used continuity of services risk rating to produce a new four level financial sustainability risk rating
- introducing a value for money governance trigger

Reporting requirements have also been reviewed and from August 2015 all NHS foundation trusts will be required to submit financial information monthly as well as quarterly.

1. Approach to in-year monitoring

Monitor's programme of in-year monitoring is designed to measure and assess actual performance against the Annual Plan. The frequency and depth of in-year monitoring is determined by our risk rating, although for most NHS foundation trusts in-year monitoring will take the form of a quarterly submission and other exception and ad hoc reports. Based on in-year submissions, Monitor will assign and publish a quarterly risk rating in two areas – financial sustainability and governance.

2. Approach to intervention

It is the responsibility of the Board to remedy any potential compliance failures in the first instance. Wherever it is appropriate, Monitor may work with an NHS foundation trust in resolving issues before considering intervention. This could involve regular reviews of progress or proposing the involvement of other parties, such as other NHS foundation trusts that have successfully dealt with such an issue, or an appropriate professional adviser.

Where a developmental approach is not appropriate, for example for significant financial or clinical failures, or where such an approach is failing, Monitor will generally consider intervening. In determining whether or not to intervene, Monitor must decide whether failure to comply with the Licence is or is not 'significant' (under the provisions of section 52 of the Act). In making its judgement of 'significance', Monitor will make a case-by-case determination, examining the circumstances to decide what action, if any, is appropriate. Monitor will aim to ensure that its responses are proportionate.

Circumstances will arise where an NHS foundation trust has failed to comply with its Licence but the failure is not judged to pass the statutory test of 'significance'. Monitor may draw such circumstances to the attention of the Board to seek confirmation that remedial action is in hand. Monitor may decide to *make public* failures to comply with the Licence whether or not they are significant in statutory terms. There is a legal obligation on Monitor to publicise formal interventions made under section 52 of the Act.

3. Approach to intensity of monitoring

The intensity of monitoring will be guided by risk assessments. This includes both a forward-looking orientation and an assessment of historic performance. For those NHS foundation trusts where the board struggles to manage risks of non-compliance with their Licence, monitoring will be more intense.

4. What NHS foundation trusts are required to provide

NHS foundation trusts are required to provide to Monitor in-year submissions covering financial and non financial performance in the most recent quarter and year to date against annual plan. Monitor will review actual quarterly performance against the annual plan. In cases where there is any material variance between the in-year financial submissions and the relevant quarter of the annual plan, NHS foundation trusts are required to provide a financial commentary explaining the reasons for the variance and the actions which they propose to take to address it. As part of the in-year submission, NHS foundation trusts must also provide:

- Self certification that the Trust will continue to maintain a financial sustainability risk rating of at least 3 over the next 12 months
- self-certification that all targets have been met (after the application of thresholds) over the period and plans in place are sufficient to ensure that all known targets, including those which will come into force, will also be met;
- self certification that it is satisfied that, to the best of its knowledge and using its own processes (supported by CQC information and including any further metrics it chooses to adopt), it has and will keep in place, effective arrangements for the purpose of monitoring and continually improving the quality of healthcare provided to its patients
- a report on the results of any elections including turnout rates; and
- a report on any changes in the board or board of governors – *which involves completion of an on line form and Exec turnover is now declared, with Monitor clearly deeming high turnover as a sign of governance issues.*

NHS foundation trusts are required to report in-year, quarterly in the first instance, by 31 July (Q1), 31 October (Q2), 31 January (Q3), and 30 April (Q4) respectively.

5. What Monitor will do with the information

Monitor will evaluate the in-year returns submitted by each NHS foundation trust to verify that the NHS foundation trust is achieving plan and continuing to comply with its Licence.

6. Exception reporting

NHS foundation trusts need to report to Monitor in-year any material, actual or prospective changes which may affect their ability to comply with any aspect of their Licence, and which have not been previously notified to Monitor. Examples are given below:

7. Examples of exception reporting:

7.1 Continuity of Services

- Unplanned significant reductions in income or significant increases in costs
- Discussions with external auditors which may lead to a qualified audit report
- risk of failure to maintain registration with CQC for CRS
- Major investments that could affect financial risk rating

7.2 Financial governance

- requirements for additional working capital facilities
- failure to comply with the statutory reporting guidance
- adverse report from internal auditors
- CQC inspections and their outcomes

7.3 Governance

- third party investigations or reports that could suggest material issues with financial, operational, clinical service quality or other aspects of the trusts activities that could indicate material issues with governance
- CQC responsive or planned inspections and the outcomes/findings

- changes in chair, senior independent director or executive director
- any never events
- other serious incidents or patient safety issues that may impact complicate with the licence (eg. serious incidents, complaints)

Other risks

- Enforcement notices from other bodies implying potential or actual significant breach of any other requirement in the Licence,
- concerns from whistle-blowers or complaints
- any significant reputation issues, eg. any adverse national press attention

8. Risk Ratings

Under the Risk Assessment Framework, the governance rating highlights any concerns Monitor have with the way the Trust is being run and what regulatory action they are taking. The financial sustainability risk rating will represent Monitor’s view of the level of financial risk a provider is running and what Monitor is doing about it.

9.1 The governance rating

Monitor will primarily use a governance rating, incorporating information across a number of areas. They generate this rating by considering the following information regarding the Trust and whether it is indicative of a potential breach of the governance condition:

1. Performance against selected national access and outcomes standards
2. CQC judgments on the quality of care provided (*eg prev Warning Notice, latest inspection rating*)
3. Relevant information from third parties (*eg Keogh, LETB, HEEM, service reviews, mortality*)
4. A selection of information chosen to reflect quality governance
5. The degree of risk to continuity of services and other aspects of risk relating to financial governance

9.2 Assigning ratings

The governance rating assigned reflects Monitor’s view of our governance

- they will assign a **green rating** if no governance concern is evident
- where they identify potential material causes for concern in one or more of the 5 categories, they will replace a green rating with a description of the issues and the formal/informal steps Monitor are taking to address it
- they will assign a **red rating** if they take regulatory action

9.3 Levels of risk to financial sustainability

The conditions concerning affordability of debt in Monitor’s *Prudential Borrowing Code* are designed to enable NHS foundation trusts to operate with an appropriate degree of financial independence without compromising their provision of NHS services. Monitor has incorporated Capital Servicing Capacity, which forms part of the *Prudential Borrowing Code*, in our continuity of services risk rating for all providers of Commissioner Requested Services.

Monitor introduces four levels of risk to the continuity of services:

Continuity of Service Risk	Description	Regulatory activity
4	No evident concerns	None

3	Emerging or minor concern potentially requiring scrutiny	Potential enhance monitoring
2*	Level of risk is material but stable	Potential enhanced monitoring
2	Material risk	Potential investigation
1	Significant risk	Likely investigation. Potential appointment of contingency planning team