



Humber Teaching
NHS Foundation Trust

365 DAYS OF IMPACT

Social Values Report
2023-2024



Measuring Impact 2023/24



£57,062.58
raised in charitable funding in 23/24



£1,695.39
funding used for staff benefit wishes in 23/24



21,462 children and young people, parents/carers and teaching professionals engaged by Mental Health Schools Teams



446 hours in volunteering



£84,117 work experience training



What really drew me to them though was their slogan of being 'Humbelievable' and I said to myself 'I think I want to be Humbelievable!'"

Margaret Ekpo



My daughter has become a totally different person who is now full of confidence and has truly come out of her shell thanks to the teams help and support throughout the programme"

Parent



Every action, no matter how seemingly small, has a ripple effect, profoundly impacting the lives of those we serve.

As a leading provider of integrated healthcare services across Hull, the East Riding of Yorkshire, Whitby, Scarborough, and Ryedale, our health and social care services are cornerstone of connection and support for over 765,000 people.

These stories illustrate the environmental, economic and social impact we have through the lens of our six strategic goals. They demonstrate the examples, large and small, of our commitment to social values in action.

This report is a testament to our unwavering commitment to improving health and well-being, driving growth and being an anchor employer. It also highlights how we are playing our part to deliver NHS England's ambitious mission to achieve net zero carbon emissions by 2045.

Our dedicated teams are at the heart of projects we are sharing in this report. It is a pleasure to share their stories and celebrate the difference that they make every day. Their commitment, expertise and empathy are a driving force as we pursue our goal of delivering social value whilst maintaining the highest standards of care.

We know there are many more examples like these that happen every day across our services. Thank you to our staff, volunteers, patients, and their families for continuing to do amazing things to support one another and our teams.

Every action, no matter how seemingly small, has a ripple effect, profoundly impacting the lives of those we serve. Your time, energy and passion help change lives and create happier and healthier communities.

Our journey toward creating a better life for our communities is ongoing, and we acknowledge that there is always more we can do. Social value remains at the forefront of our plans, serving as the guiding principle as we continue to pursue our vision.

Michele Moran,
Chief Executive

Kwame Fofie,
Executive Medical Director

welcome

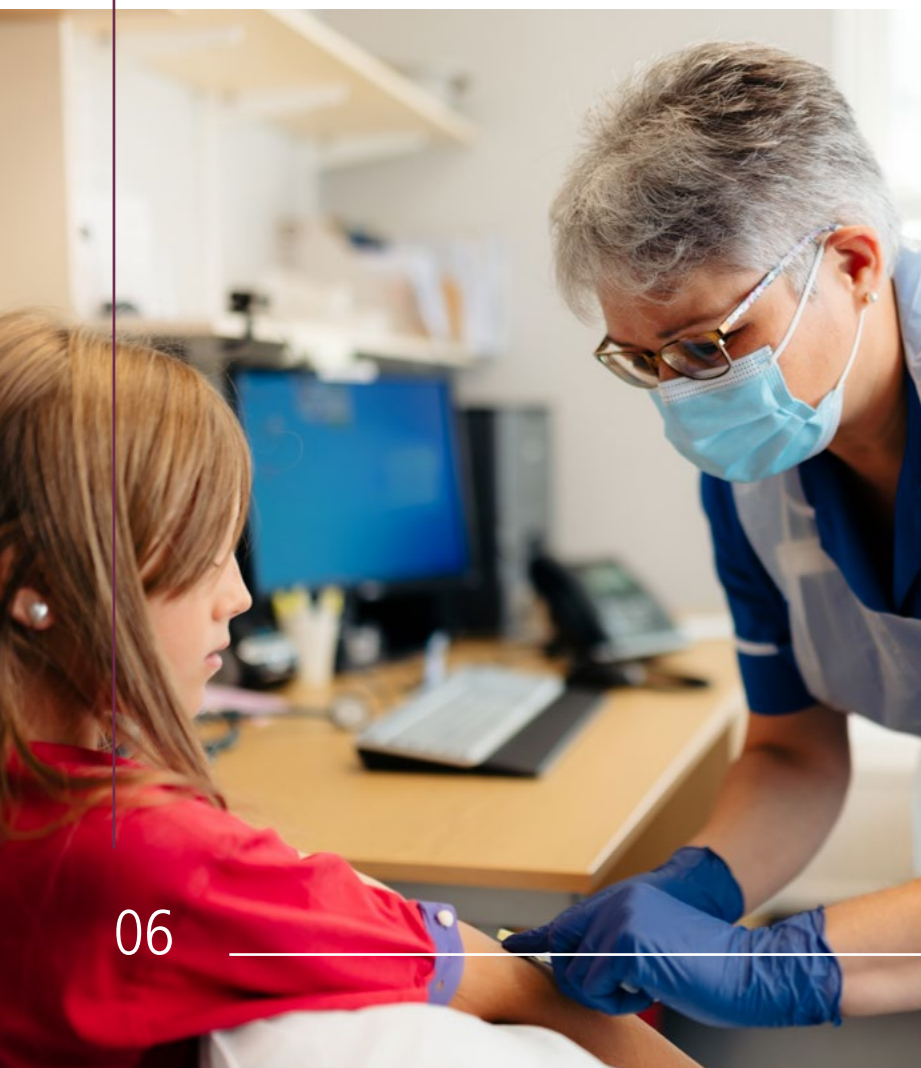


About Us

As a multi-specialty health provider with a broad out-of-hospital portfolio, we're proud of our role in leading service integration across all six places in the Humber and North Yorkshire Health and Care Partnership area and beyond.

We are passionate about using our high-quality research and our proven track record in co-producing services with our staff, patients, and carers, to drive innovation.

We are a leading integrated health and care provider, delivering safe, responsive, and accessible care across mental health, forensic services, community services, primary care and services for children, young people and people with learning disabilities and autism.



Our Mission

We are a multi-specialty health and social care teaching provider committed to Caring, Learning and Growing.



Our Vision

We aim to be a leading provider of integrated health services, recognised for the care, compassion and commitment of our staff and known as a great employer and a valued partner.



Our Values

Our internal values shape our behaviours and guide the way we work with our patients, service users, staff, partners, our communities and with each other.

- Caring for people while ensuring that they are always at the heart of everything we do
- Learning and using proven research as a basis for delivering safe, effective, and integrated care
- Growing our reputation for being a provider of high-quality services and a great place to work



Our Strategic Themes

Our strategy describes the building blocks we will put in place to grow and innovate services which meet the needs of our patients, service users, families and communities.

The strategy sets out our six strategic goals and explains how we will achieve them and just as importantly, how we will know we have achieved them.



Theme One:

Innovating for quality & patient safety



£4643 to run
16 workshops in
across Mid and
South Holderness



15,587 friends
and family test
responses

Our ambitious target of achieving a CQC rating of 'Outstanding' for safety demonstrates our commitment to delivering high quality care. We will continually strive to improve our care, using research, quality improvement methodologies and co-production to drive innovation.



Award Winning Research

By advancing medical knowledge and driving improvements in healthcare delivery, research plays a vital role in promoting social value and contributing to the overall health and well-being of individuals and communities.

Patients, carers and service users accessing Trust services continue to be offered a breadth of research opportunities spanning numerous health conditions and many types of study design, with almost half involving the evaluation of novel treatment interventions.

Being involved in research not only improves patient outcomes but also helps to address health inequalities by ensuring that all patients have access to the latest evidence-based treatments and interventions. Research also generates economic value by attracting investment, stimulating job creation, and driving innovation in the healthcare sector.

In August we were delighted to win, three out of 12 categories at Clinical Research Network Yorkshire and Humber Research Awards 2023 ceremony.

Heidi Fewings, Service Manager, Hull 0-19, along with other colleagues across Yorkshire and Humber as part of the Research Network, won the award for 'Best Contribution in Non-NHS Setting'.

Claire Marshall, Clinical Lead - Specialist Perinatal Mental Health Team, received 'Highly Commended' for 'Early Career Researcher/Associate PI of the Year' and **Karon Foster, Assistant Research Practitioner – Research Team** who took 'Highly Commended' in the 'Best Patient Experience' category.



Scale, Spread and Embed

We are proud to be one of ten Trust's participating in a national initiative called Scale, Spread and Embed. Led by our Patient and Carer experience team the initiative won a prestigious Patient Experience Network National Award (PENNA) in October 2023.

The award for Innovative Use of Technology/Social/Digital Media acknowledges the digital processing of Friends and Family Test (FFT) data to drive improvements in patient experience.

The project aims to test and evaluate the usability of the Natural Language Processing (NLP) technology in combination with QI methodology across a range of NHS Trusts to improve patient experience.

Our new friends and family test dashboard will show thematic analysis of responses by team and division. This new development will improve understanding of patients' experiences so we can celebrate what is working well and develop Quality Improvement Charters where innovation is required. The dashboard will be rolled out across all services by winter 2024.



The project has enabled our pilot teams to access positive and negative thematic analysis at the press of a button saving time and ultimately helping identify quality improvement (QI) projects."

Mandy Dawley

Assistant Director of Patient and Carer Experience and Co-production at the Trust



15,587 friends and family test responses



88.3% Positive response score



Humber Teaching NHS Foundation Trust



Award Winning Clinics

This year we were shortlisted for three Health Services Journal Patient Safety Awards, recognising our excellence and innovation in patient safety practice.

The Phlebotomy Clinic established by the Hull Community Learning Disability Service was one of the nominees, shortlisted for the Learning Disabilities Initiative of the Year.

The team identified that there was a cohort of adults known to the Community Learning Disability Hull Team (CTLD) who were not receiving the adequate blood tests which had been requested from Primary or Secondary Care. Their level of learning disability, anxiety, and associated distressed behaviours meant that it was not possible to obtain bloods safely in a primary care setting.

The clinic recognised and addressed the health inequalities faced by individuals with learning disabilities by providing a specialised service tailored to their needs. It aims to bridge the gap in healthcare access and ensure equitable care for all members of the community.

By specifically targeting a cohort of individuals with learning disabilities, the clinic promotes inclusion and empowerment within the community. It sends a message that everyone, regardless of their abilities or challenges, deserves access to quality healthcare services.



Thank you so much to you and your team, XX's carer just rang me and said you were all amazing, well done, that's a first."

Parent



I would just like to say thank you to you and all the girl's, the way you all did that was amazing. He's sat enjoying a McDonalds breakfast like nothing has happened. Thank you all so much, it was such a relief"

Carer



Humber Teaching NHS Foundation Trust

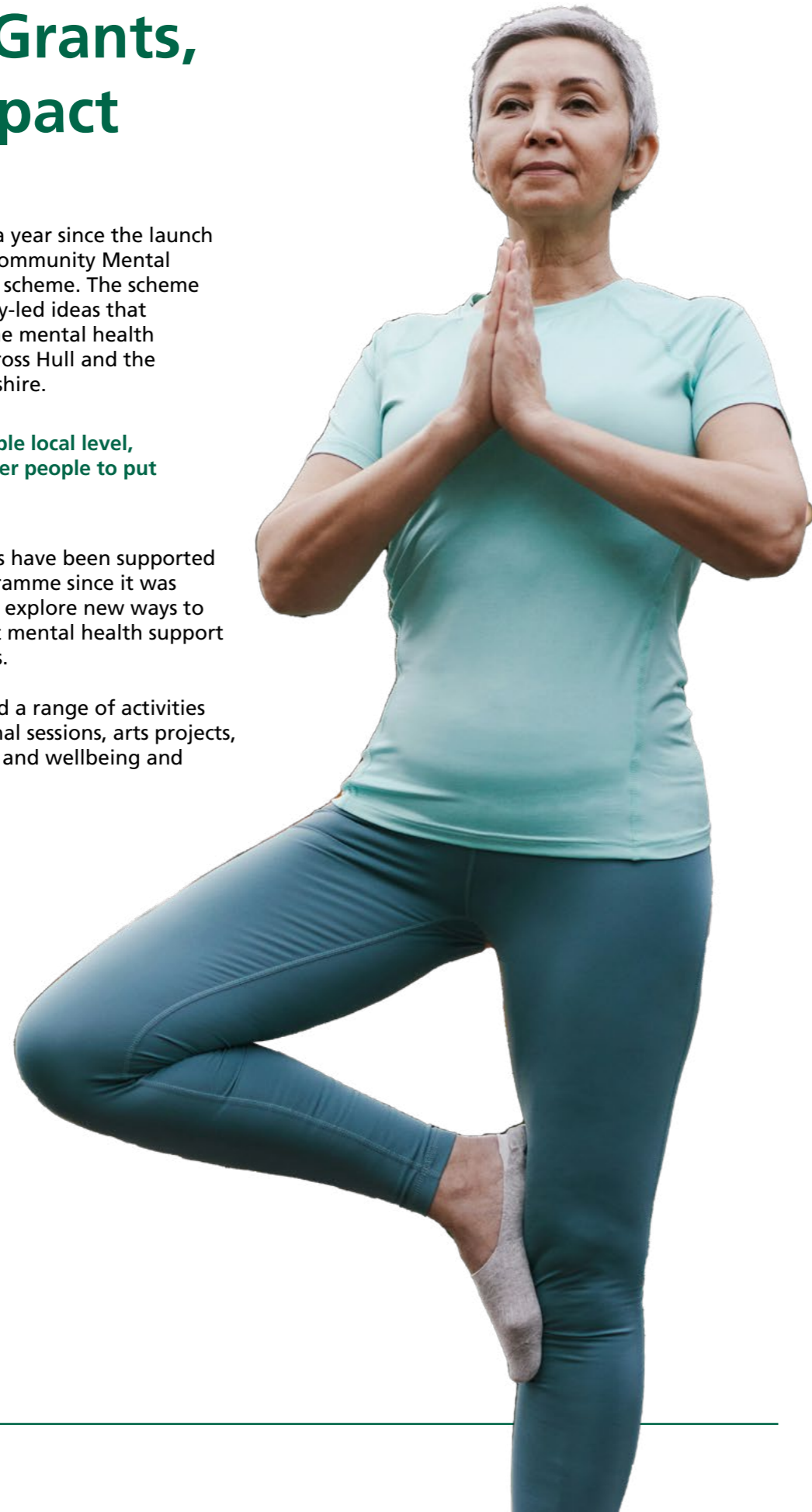
Small Grants, Big Impact

June 2023 marked a year since the launch of our innovative Community Mental Health small grants scheme. The scheme supports community-led ideas that could respond to the mental health needs of people across Hull and the East Riding of Yorkshire.

The programme aims to enable local level, peer-led activities to empower people to put their wellbeing first.

27 fantastic projects have been supported as part of the programme since it was established helping explore new ways to deliver and connect mental health support within communities.

Projects have hosted a range of activities including educational sessions, arts projects, gardening schemes and wellbeing and movement classes.



Thread & Press

Thread and Press is a Community Interest Company which involved participants in creative pursuits to build skills and positivity.

They received a grant of £4643 to run 16 workshops in across Mid and South Holderness, an area they had previously been unable to reach.

87 people were able to take part in a therapeutic craft activities including needle felting, lino printing and illustration.

Many people who took part in the sessions reported that they found them calming and that the sessions helped them focus on one task and forget about everyday life.



Being creative and interacting with other people is very helpful to boost a positive head space. It gave me time out in a safe space where I didn't think or worry about anything else."

Class participant



£4643 to run 16 workshops in across Mid and South Holderness



Kids Yorkshire

Kids Yorkshire aims to improve the health and wellbeing of parents of children with additional needs.



I have learnt so much about myself and how important it is to look after myself, it has made me determined to pass this on to others."

Trainee facilitator parent

They received a grant of £5,000 to deliver online training to 50 parent carers in Hull and East Yorkshire, through the training parent carers are encouraged to take small steps associated with better health and wellbeing and to set achievable goals and take a problem-solving approach.



27 projects supported

The Healthy Parent Carers programme gives parent carers the opportunity to do something for themselves and to connect with peers that are going through similar experiences. It enables parents to bond with each other, create support systems, and gain opportunities.



£38,160 delivered in grants



Humber Teaching NHS Foundation Trust



During the project we learned the importance of empowering parent carers to look after themselves. Parent carer resilience is often overlooked and being able to give parent carers opportunities to explore their own resilience is vital to help them with their caring role."

Claire Crosbie

Senior Fundraiser for Kids Yorkshire



Social Values Report 23/24

Theme Two:

Enhancing prevention, wellbeing & recovery



£57,062.58
raised in charitable
funding in 23/24



£1,695.39
funding used for
staff benefit wishes
in 23/24

We will continue to put recovery at the heart of our care and support our people, using services to build meaningful and satisfying lives based on their own strengths and personal aims.

Our clinical models and our approach to supporting our staff will be trauma informed.



Adding The Extra Sparkle

Our Trust Charity invests funds in programmes, environments and initiatives that go beyond NHS core funding.

The wishes programme allows staff to submit ideas for items or events that go beyond normal NHS services. Two very different wishes that show the many ways the charity makes a difference are ECG machines in Scarborough and a summer house in Hull.

To support patients who are unable to, or face challenges attending GP surgeries or hospitals, our Community Services asked for three lightweight and portable ECG machines for use across Whitby, Scarborough and Ryedale.

This portable equipment allowed patients who are being cared for at home, including in residential homes, to have an ECG recorded without needing to be transported to their GP practice or Hospital.



Portable ECG machines allow recording and monitoring of portable heart rate and rhythm, in a patient's home. This enables community staff to gain a fuller picture of the patient's clinical need, and to support decisions around care and treatment options. The device is easy for a healthcare professional to use, following training completion, and can be stored at central bases within the community to enable services and teams to access the equipment when needed."

Sarah Locker – Service Manager



In Hull, our Psychosis Service for People in Hull and East Riding. PHYSER tend a council run allotment patch. They asked if Health Stars could provide a summer house to provide shelter from the elements for patients and service users.

Some patients have skin sensitivity due to medication and the summer house allows them to get out of the sun. The summer house is also enjoyed by patients who like to get outdoors and take in the fresh air or get involved in arts and craft activity.



£57,062.58
raised in charitable
funding in 23/24



Dementia Friendly Towns

Dementia Friendly Market Weighton is a small group of local people representing a variety of organisations, businesses, health services, charities, carer's and individuals with dementia. Their aim is to work towards making the town a dementia friendly community.

Operational Manager of Older People's Mental Health, Alison Couch attends meetings monthly to develop, support and raise awareness in the local community for people with Dementia. Alison was able to bring knowledge to the group as well as listen to feedback and consider ways to inform future service development.

The group produced an inspiring exhibition called 'People with Dementia Can' combining photographs taken by the best selling author, Dr Wendy Mitchell, and poems composed by former head teacher, Bob Long.

The exhibition was show at the town hall with the aim of breaking old views of dementia and reinforcing the groups commitment to create safe and inclusive opportunities for everyone in their community. It was attended by local dignitaries, people living with dementia, researchers, and other sector experts.

The exhibition was then moved to Pocklington Arts Centre and other venues across the region before reaching our Memory Clinic in Hull.

Attending this group has paved the way for other staff members from our community teams to form similar links with groups in their local community, especially for those people living with Dementia.



41 staff hours committed to group at a value of **£1071**



My message is always to see the person, not the disease. Dementia is so misunderstood by society. I hope our work helps more people appreciate that people living with dementia are all different and can still achieve remarkable things."

Dr Wendy Mitchell



Saving Lives At Sea

Our Trust's SeaFit health improvement practitioners supports the health and wellbeing of local fishing communities across East and North Yorkshire.



141 local fishermen accessed marine coastguard ML5 medical, confirming a seafarer is medically fit to work at sea.



Working with local partners, they offer a wide variety of services including mental health support, smoking cessation, healthy eating, drug and alcohol use. They also offer cardiovascular health, health and body composition checks.

431 interactions with fisherman

Through NHS Health checks, blood pressure, cholesterol and diabetes checks in their mobile clinic, they have referred 46 fishermen to see their GP. A number of these have been sent for further checks and put on medications.

In November the service were delighted to secure the donation of 10 lifesaving automated defibrillators to support the fishing fleet in Bridlington.

The Seafarers Hospital Society donated the lifesaving machines which support patients suffering a cardiac arrest by stopping and restarting the heart to restore normal rhythm.



The rising median age of seafarers working in the UK has shown a concurrent rise in heart attacks and other similar health-related incidents caused by high blood pressure. Our goal is to ensure that we minimise loss of life."

Sandra Welch,

CEO of Seafarers Hospital Society



Early treatment is the most important factor to save a life in any cardiac arrest. According to the British Heart Foundation, less than 1 in 10 people survive a sudden cardiac arrest, and research shows that with every minute that passes the survival rate reduces by 10%, yet using a defibrillator will more than likely save that life.

When seafaring vessels are up to 50 miles from land this early treatment alongside CPR is vital in preserving life. The crew of all the vessels in receipt of one of these machines will be trained in its use as well as basic life support and CPR.

46 GP referrals

Supporting our Veterans

Veterans encountering challenges in accessing mainstream mental health services have found solace and support through the services offered by our specialist Veterans Mental Health.



This service has been a beacon of hope for nearly 30,000 individuals since its inception in 2017. In spring 2023 we worked with providers across the country to support the streamlining of services and a relaunch under the new name of 'Op Courage'.

The project created a single point of contact for the Mental Health Transition Intervention and Liaison Service (TILS), the Veterans' Mental Health Complex Treatment Service (CTS), and Veterans' Mental Health High-Intensity Service (HIS). The partnership ensures a comprehensive, personalised approach to mental health care and well-being support, tailored to the unique needs of veterans.



Humber Teaching NHS Foundation Trust has clearly imbued the ethos of Veteran Aware accreditation. Some of the work it has developed has been hugely encouraging and I commend them for this. It has been a pleasure working with the Trust Leads for this work and I look forward to continuing to work with them as their agenda moves forward."

Mandy Stokes, VCHA Regional Lead

Op Courage stands as a testament to the NHS's commitment to social values, prioritising accessibility, inclusivity, and tailored care for those who have served their country. By providing veterans with the specialised care, support, and treatment they deserve, the service exemplifies the NHS's dedication to enhancing the well-being of all members of society.

We were proud to again meet the standards laid down by the Veterans Covenant Healthcare Alliance (VCHA) to be reaccredited as Veterans Aware.

// You have all saved my life, the NHS is amazing "

OpCourage service user

The VCHA's aim is to make sure that patients from the Armed Forces Community, including families and dependants, are paid due regard and are not disadvantaged in terms of access to and outcomes of healthcare, as a result of their military life in line with the principles of the Armed Forces Covenant.



Spotlight

In September we were delighted to welcome a new member in the OpCourage Team, but we had to postpone his start date as he was busy winning medals at the Invictus Games!

David Argyle, a Peer Support worker, attached to the team through Combat Stress, provides a unique insight into the military culture through his lived experience.

With 20 years' service in the RAF, he has received the Royal Air Force (RAF) Long Service and Good Conduct Medals and has represented the RAF Rugby League 'A' Team. In 2022 he was selected to represent Team UK at The Invictus Games winning a silver in wheelchair rugby and bronze medal in wheelchair basketball at the games.

David brings his experience and understanding of the issues facing veterans to the service, helping address where engagement has been difficult or where ambivalence is present. Peer Support Workers are highly connected to many veteran/military-specific organisations, services, support services, community groups and can support clients with their re-integration back into their community and accessing other veterans across the country.

Theme Three:



Fostering integration, partnerships & alliances



21,462 children and young people, parents/carers and teaching professionals engaged by Mental Health Schools Teams

Delivering our ambitions for outstanding care is only possible through collaboration. We are committed to working alongside our partners in health, social care, the voluntary, community and social enterprise sector, Healthwatch, local government and other fields, to develop integrated services as part of the Humber and North Yorkshire Health and Care Partnership. We pride ourselves on being a good partner that works across organisational boundaries to innovate services, address health inequalities, and maximise the effective use of resources across health and care services.



Supporting Breastfeeding in Hull



In Hull, our IPHNS Infant Feeding Team provide information and support on feeding and caring for babies throughout pregnancy, birth and throughout the first formative years.

Following a case where it was identified that a cow's milk protein allergy/intolerance was not picked up by a GP, our team proactively worked with local services to make improvements that will support thousands of breastfeeding mums.

Contacting the strategic lead at the GP surgery the team were invited to attend the practices training day. Following its success, a comprehensive training package was developed which is now set to roll out across other GP surgeries over the next 12 months.



34 GP staff trained



136 referrals



I am really proud of the proactive work delivered by our Hull Infant Feeding team, they are responsive and innovative, eager to always strive to ensure our community have the best services possible."

Heidi Fewing

0-19 Service Manager



X is really lovely, knowledgeable and her understanding nature and support really did help me at a time when I have been feeling very wobbly and vulnerable as a new mum. I really appreciated it."

Service User



Creating Summer Memories

The summer holidays can be a lonely time for some young people who find it difficult to cope with change.

In summer 2023, our Mental Health Support Teams wanted to provide support for those who might feel lonely or overwhelmed by the lack of routine. Mental Health Support Teams (MHSTs) work across schools and colleges in Hull and East Riding supporting children, young people, and those who care for them with their mental health and emotional wellbeing.

We partnered with Tigers Trust, a charity which aims to make a difference to people's lives by involving them in sport, to involve the young people in games like rounders, football and dodgeball.

One particularly highlight was a trip to the coast to clean up litter at Spurn Point, Hornsea, and Withernsea seafront.

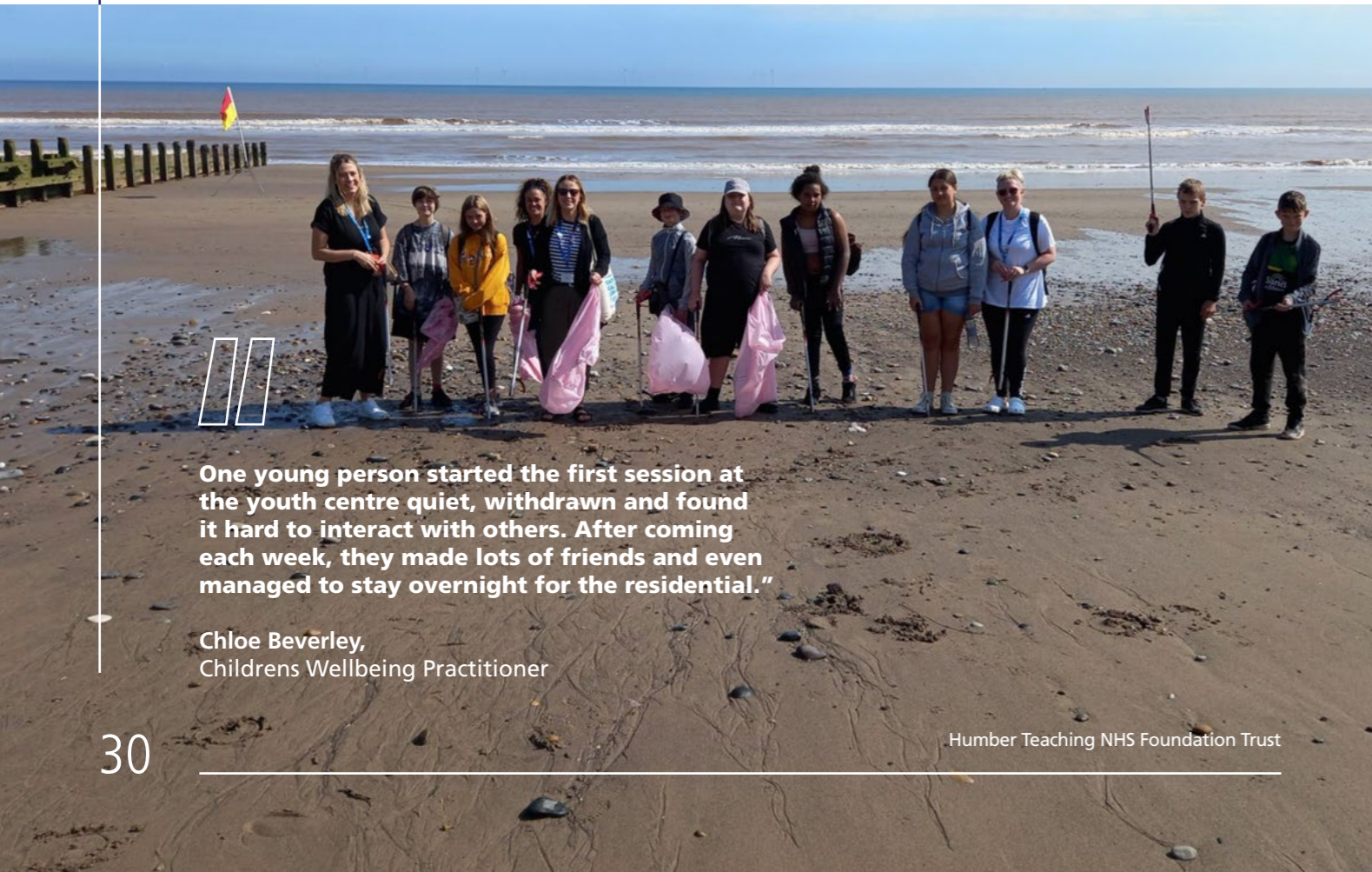


"My daughter has become a totally different person who is now full of confidence and has truly come out of her shell thanks to the teams help and support throughout the programme".

Parent

21,462 children and young people, parents/carers and teaching professionals engaged by Mental Health Schools Teams

Throughout August, our Summer Activities Group provided activities focused on the five steps to wellbeing; feeling better and brighter mentally and emotionally.



"One young person started the first session at the youth centre quiet, withdrawn and found it hard to interact with others. After coming each week, they made lots of friends and even managed to stay overnight for the residential."

Chloe Beverley,
Childrens Wellbeing Practitioner

The transition from secure in-patient mental health care into specialist community forensic services 'Stepping Down'

Dr Jane Wray, Mrs. Kirsty Fishburn, Faculty of Health Sciences, University of Hull, and Mrs. Karlynn Scott, Service Manager, Community Forensic Service, Humber Teaching NHS Foundation Trust

Specialised Provider Collaborative
Humber and North Yorkshire Specialised Mental Health, Learning Disability and Autism Provider Collaborative



Research in Partnership

In 2023, our forensics team and colleagues from the University of Hull were attended the European Conference on Mental Health in Slovenia.

The invitation came following a research project which looked at inequalities experienced by inpatients transitioning from secure units into the community. Known as the 'Step Down' project teams from our Trust worked with University of Hull to conduct a qualitative study during 2021-2022.

Additional findings highlighted issues with digital security and literacy and specialist housing requirements of these patients.

The platform of sharing this Information at the conference will inform any future research which seeks to learn more and take it further.

The qualitative study involved speaking to patients who were transitioning into the community, as well as some already living in the community. The interviews highlighted the need for specialist staff training in self-harm, PTSD, exploitation and vulnerability.



"It is a good bridge to fill the gap from hospital to community, You can reduce the support and increase independence but you are still overarching the care."

Staff focus group

Safer Sleep Week

This year we continued our annual collaboration with the Lullaby Trust and in partnership with Hull and East Yorkshire Councils to promote Safer Sleep Week to local families.

Safer Sleep Week is an awareness campaign targeting anyone looking after a young baby. It aims to raise awareness of sudden infant death syndrome (SIDS) and provide the simple advice that reduces the risk of it occurring.

A new greetings card was given to families in Hull and East Yorkshire at their first health visitor post-birth appointment providing to visual and easy to read information to support new parents to make the right choices for their baby's sleep.

The card also provides a way for safer sleep advice to be shared, acting as a tool to bridge gaps in knowledge and keep all caregivers updated information of safer sleep good practices.

5,000+ cards distributed

4 years of partnership working



Humber Teaching NHS Foundation Trust



Safer Sleep Week is a chance to bring together key partners who work with new parents or carers to encourage safer sleeping practices for their baby. Although the levels of SIDS have fallen significantly, it's important that we continue to promote the key safer sleep messages to families, carers and grandparents."

Jason Goforth, Programme Lead for Children Young People and Families at Hull City Council



The 'Welcome to the World' card allows services the opportunity to congratulate new parents on the birth of their baby, promote key safer sleep messages for their newborn, and act as a tool to educate other caregivers on safer sleep practices."

Sarah Clapham, Modern Matron





Focus On Health Inequalities

We are committed to understanding and supporting our service users who may have poorer access, outcomes and experiences within our services.

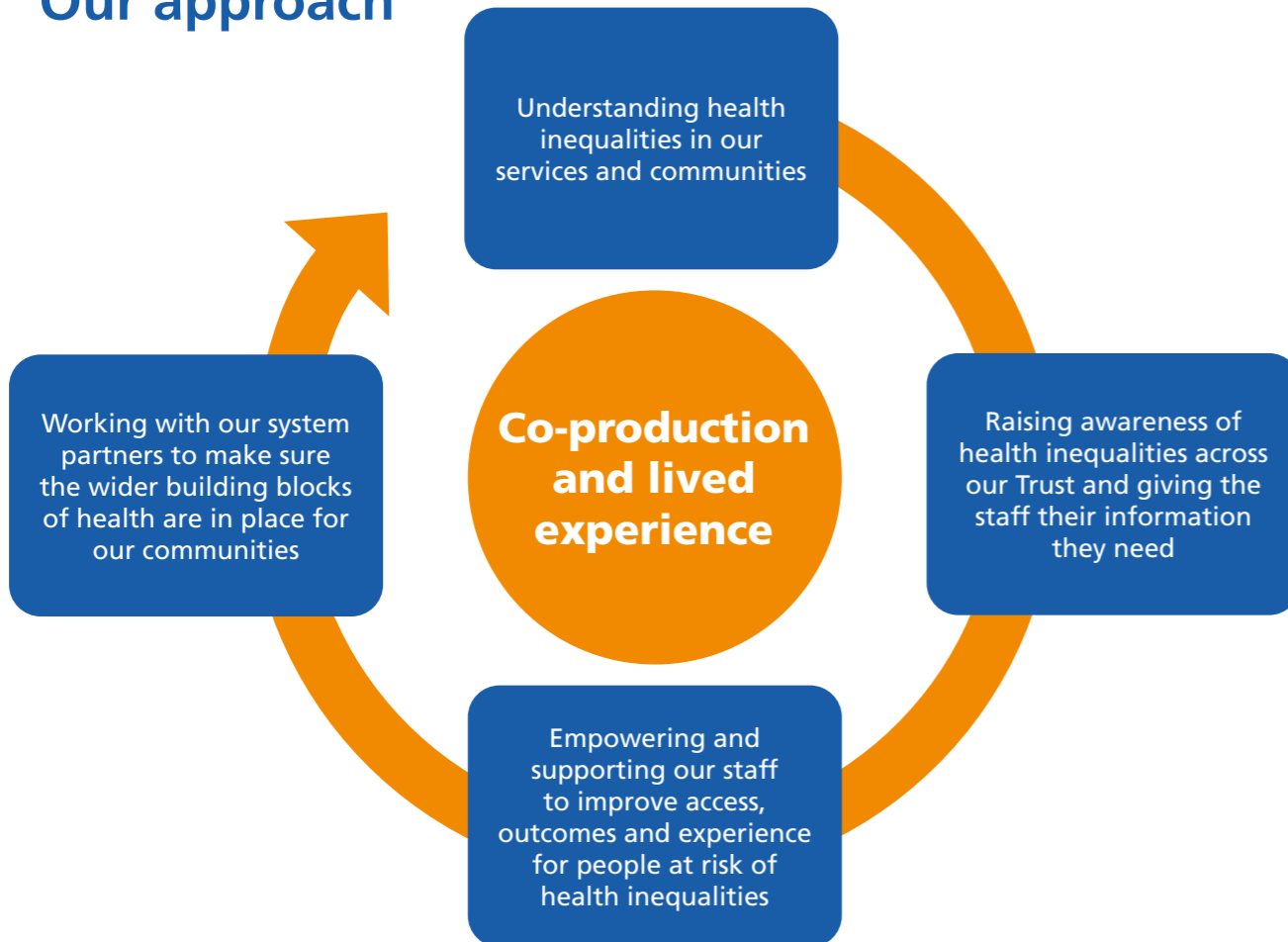
We are working hard to ensure that groups who may experience health inequalities are identified across all services and are supported to receive the care they deserve.

This year a new programme of work was established to increase our understanding of the health inequalities in our services and communities and support our staff to do more to address these inequalities.

Our programme is based around four workstreams, underpinned by a co-production-based approach and informed by the voice of lived experience.

We have worked closely with teams from across the Trust to develop good practice case studies which are shared and promoted to staff.

Our approach



Case Study



Profound and Multiple Learning Disability Doctor

In Hull, we continued our delivery of the Profound and Multiple Learning Disability (PMLD) Doctor provision. The provision aims to improve access to physical health services for people with PMLD, who often experience poor quality healthcare and avoidable deaths due to poor access to services and lack of understanding of their needs.

The PMLD Doctor has played a key role in coordinating care between various specialists, to ensure all areas of care are covered and that the family are fully involved.

The role is responsive and flexible in their approach. Relationship-centred care is a key aspect of the role because change in health can happen very quickly, leading to rapid deterioration and subsequent health issues. Care has become more coordinated since having the Doctor as part of the Community Team for Learning Disabilities (CTLDD) and ensures quicker access to the right specialist care. This specialist provision has demonstrated the enhanced outcomes which can be achieved with people with PMLD and their families.



The cog in the middle of the machine, making things turn. The service has made a huge difference in our lives. He knows us as a family."

Family member

Mill View Court Garden

During weekly patient meetings at the adult mental health inpatient unit, it was identified that service users wanted the opportunity to grow their own vegetables.

People with serious mental illness are at greater risk of poor physical health and are likely to die younger than the general population. The project provided opportunities to learn about; healthy foods, growing your own food, cooking fresh produce, new skills, develop confidence and social skills, and to increase physical activity levels.

The project was coproduced from start to finish, with patients involved in planning, preparing, and eventually growing their own produce in the newly refurbished garden area. It has increased patients' understanding of healthy lifestyles and led to patients making additional positive steps towards healthier lifestyles. It has also given patients confidence to continue to develop these skills and pursue them in a variety of ways when leaving hospital.



It's great to be able to engage in outdoor activities" "Being able to learn new recipes to cook and use the produce has been good"

Patient



Theme Four:

Promoting people, communities & social values



144% increase in applications



Core community vacancies reduced from **9.6 to 2.44** WTE (March 23-March 24)



£84,117 work experience training

We aspire to be an anchor institution which supports and works in partnership with all our communities. We will ensure that our investments in facilities and services benefit local communities and offer routes into good employment for local people.



Youth Wellbeing College

Following the success of our Recovery and Wellbeing College, we were inspired to launch a young person specific recovery and wellbeing programme.

Their mission is to cultivate a person-centred community for young people aged 11–18 living in Hull and East Riding. Led by young people themselves, the programme uses innovative and uplifting methods to enhance mental health and wellbeing.



The service is unique to our Trust and has been well subscribed to since launch. In our youth-led sessions, young people are encouraged to explore mood, emotion, relationships, confidence, and celebrate their individuality in non-judgemental environments through fun and non-clinical activities such as lyric writing, poetry, journalling, sport, and team building exercises.



youth recovery & wellbeing college

your chance to be involved in new experiences

be free to express yourself



120 young people engaged each week



10 sessions a week held at local schools and colleges



Mez has provided our young people with opportunities to express themselves in ways that feel less scary for them such as through lyrics or poetry. Sessions have been extremely flexible to meet the needs of the young people on our ward and Mez has quickly built relationships with young people who are often slow to trust others.."

Lydia Sheehy,

Advanced Occupational Therapist at Inspire CAMHS Inpatient Service



Keeping Spending Local

Supporting our local businesses is an important way we maximise the positive impact we have on our local communities. We are proud to have built lasting relationships with local suppliers who understand our infrastructure and the services we provide.

We support local businesses by encouraging early market engagement to raise awareness of potential opportunities and frequently break large contracts down into smaller lots, which helps small, local businesses to compete effectively for work.

We also meet with local public sector bodies, such as other local NHS organisations and local councils, to collaborate and open opportunities to local suppliers.

Social values and sustainability are embedded in our tendering process. Two companies that are great examples of how our focus on social value is supported through companies we work with are **Sewells** and **Humber Projects**.



Case Study

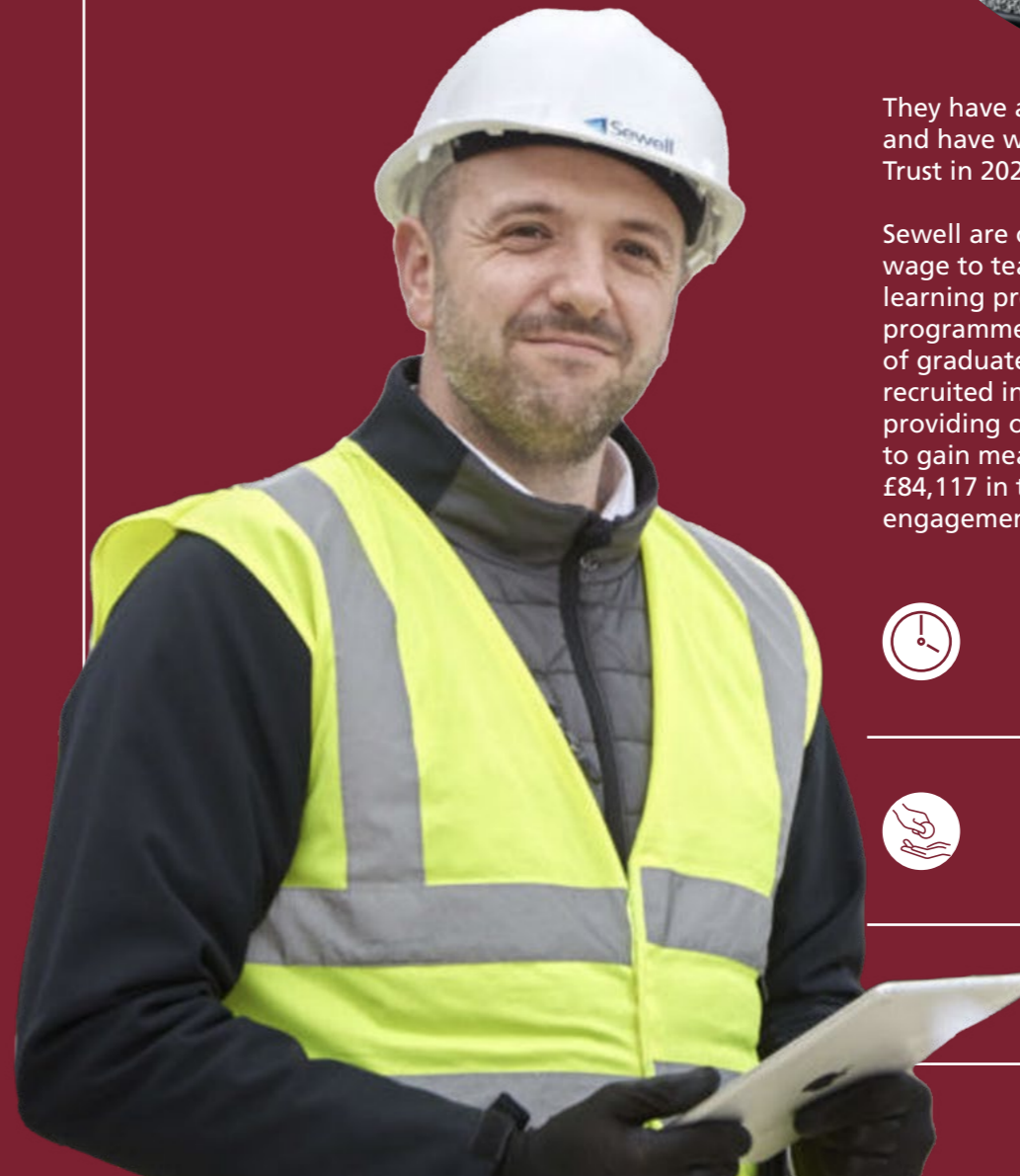
Sewell Construction

Sewell Construction deliver construction projects for the public and private sector ranging from small scale extensions through to large scale new developments.

As a business they believe in enriching the lives of their communities and have given back over 446 hours in volunteering and support six community and biodiversity projects.

Their 'look local first' policy for supply chain appointment means that they have an 91% local supply chain,

Supporting the local economy and reducing the environmental impact by the reduction in emissions.



They have a strong focus on social value and have worked on xx projects for the Trust in 2023/24 up to £1.3 million.

Sewell are committed to paying a living wage to team members (who are not in learning programmes). Their GATEway programme aims to triple the number of graduates, apprentices and trainees recruited into the business, as well as providing opportunities for young people to gain meaningful work experience. £84,117 in training, 474 hours of student engagement.



446 hours in volunteering



£84,117 work experience training



Humber Projects

Humber Projects deliver a range of construction projects from joinery and decoration to mechanical and engineering.

Beginning to work with the Trust as a contractor meant they were required to complete tenders which asked them to evidence their social value.



This means sharing the potential benefits a project can offer both the local and wider community.

This could include how they create jobs and long-term employment, use ethical and low-carbon supply chain sourcing and how they engage local charities and not for profit organisations.

This focus on social values has supported Humber Projects to go further when thinking about how a project will not only fulfil clients' requirements but also engage with the wider community to address its needs.



We were already thinking about the wider impact of our actions as a local company and employer but working with the Trust has helped bring this into focus as we bring our values into line with theirs.

We are proud to recruit locally and develop future talent in construction and have already supported two apprentice joiners in the last year.

We now only use solar powered welfare cabins on sites and work with a local skip company that share reports detailing how waste is broken down and then recycled.

We are proud to have purchased our first electric van and are moving towards a fully electric fleet as we replace our vehicles.

Ash Cattermole,
Managing Director, Humber Projects LTD



Total spend - **£32.5m**



Value to local economy - **£57.1m***

*Methodology: LM3online | Calculate local economic impact and sustainability The tool was first applied on a large scale within Northumberland County Council where it was shown that every £1 spent with a local supplier is worth £1.76 to the local economy, and only 36 pence if it is spent out of the local area. That makes £1 spent locally worth almost 400% more to the local economy.



Contracts help develop the local clinical workforce

Focus Counselling Services delivers our NHS talking therapies for anxiety and depression to people living in East Riding.

Their commitment to social values shines through in how they support and develop their workforce. They are one of the first NHS sub-contracted providers to take on trainees who they then retain in their own clinical and leadership teams.

They recruit and develop people from a wide range of backgrounds including mental health nursing and social work to become trained therapists with a highly specialised skill set. Focus have developed an excellent track record of retaining their trainees with a 100% completion rate for all participants.

Beyond the clinical training they have also been able to further nurture talent through their leadership development programme creating the clinical leaders of the future.

Working closely with local agencies such as Invest Hull they have been able to successful access funding schemes such as Uk prosperity funding and the employment growth fund. This funding helps create more career opportunities and further improve mental and emotional wellbeing across our communities.



12 trainee completed programmes



10 trainees in employment as specialist therapists



As the leading provider of NHS talking therapies in the region, we are passionate about changing lives for the better, through improving mental health and building resilience. To help us do this we need to develop a highly skilled workforce for now and into the future.

Through working with our NHS partners we have been able to broaden the scope and reach of our services creating more employment opportunities for local people."

Name here



Live, Work & Play

In summer 2023 our 'One Community' recruitment marketing campaign highlighted the opportunities available for people to join our team in North Yorkshire.

The campaign promoted the Trust and the region as a great place to live and work, emphasising the great career opportunities and the lifestyle available in the area. As well as demonstrating the employment opportunities open to local people it also spread the word across the UK with targeted advertising across the North-West and beyond.

To bring the campaign to life we partnered with four members of staff who shared their unique and personal stories.



One member of staff who shared the benefits in a series of online and print articles was Jess Murfin. Jess, a Nurse Specialist, specialising in addiction, made the move from Derbyshire to "relocate, re-energise and live by the sea"

Looking for a change and having previously owned a holiday home in Filey she shared the positive affect her family's relocation has had on her life inside and outside of work. The flexibility of her role has enabled her to take on a number of new hobbies including sea swimming and marshalling for local sporting events.



Campaign reach
1.2 million



144% increase
in applications



Core community
vacancies reduced
from **9.6 to 2.44**
WTE (March
23-March 24)



Moving here has supported an improvement in both my mental and physical health. We're doing paddle boarding, we love sea swimming and kayaking – I love that I can even cycle to work 2 or 3 times a week in the Summer."

Jess Murfin, Nurse Specialist

Experiences of Homelessness

Our Hull Homeless Mental Health Team is part of a citywide multidisciplinary system which works closely with physical health, social care, probation, hostel staff, substance use services and outreach teams. They support people from the age of 16, who are street homeless, precariously housed or living within a hostel.

The service offers mental health support to people who have difficulties accessing mainstream services through hospital Emergency Department as the only source of healthcare.

Often health services are not set up to respond to the needs of people who are homeless.

For example, many mental health services will not treat people until they have addressed drug or alcohol problems, which can leave people trapped in a cycle of dependency.



They try to alleviate the symptoms of their mental health through the consumption of drugs and alcohol which means that their mental health either deteriorates or goes untreated.



The Experiences of Homelessness Co-production Group worked with the team to develop a short film that shares some important messages from those who have experiences of Homelessness.

Creating films with people experiencing homelessness can be a powerful tool for raising awareness, challenging stereotypes, and advocating for social change.


By involving individuals who are directly impacted by homelessness in the filmmaking process, the projects provide a platform to share their stories, perspectives, and lived experiences in their own words. The film was also shown to staff to help them think about what they can do to support this marginalised group.



The mental health team have been really good, they've supported me and helped me get where I am today if it wasn't for them I'd probably be just back on the street"

Service user



 2000+ views on youtube



Scan here to watch the film online or visit our youtube channel [youtube.com/@humberteachingnhs](https://www.youtube.com/@humberteachingnhs)

Theme Five:

Developing an effective & empowered workforce



682 Health and Wellbeing MOT's



369 One to One Health and Wellbeing sessions



5,388 hours of work experience and placements completed

We will continue to attract, recruit, and retain the best people to work as part of our team. Our diverse and inclusive workforce will be supported to thrive and to fulfil their potential so that they are happy and proud to work for Humber.



Being Humber

At our Trust we have a way of doing things that makes us. For most of us most of the time 'Being Humber' is just who we are and how we approach our work.

Our 'Being Humber' guide sets out the values and behaviours we should all expect from one another in a simple framework for us all to use.

By providing clear guidelines for behaviour, behavioural frameworks can help teams feel valued, respected, and supported. Research shows they are more likely to experience job satisfaction and overall happiness.

'Being Humber' can be used as a practical tool to assist our teams to identify examples of positive working practices and behaviours. Referring to the guide can also help individuals identify things they do every day that have a positive effect on supporting patients, colleagues, and our Trust.



Our staff behavioural framework is an outstanding example of social value. It promotes employee well-being, inclusivity, collaboration, and supports organisational performance. By creating a positive work environment and fostering a culture of respect, accountability, and teamwork, it contributes to the overall social value generated by the organisation."

Karen Phillips,

Associate Director of People & Organisational Development

2,768

appraisals completed using the Being Humber values

67%

staff agree/strongly agree that they 'would recommend their organisation as a place to work'

11.7%

increase in staff survey responses





Growth Through Apprenticeships

Our apprenticeships offer structured training and employment opportunities which empower individuals from diverse backgrounds to develop valuable skills and pursue meaningful careers in healthcare.

As well as supporting individuals they help us to address the pressing need for skilled healthcare professionals at our Trust and in the wider NHS, enhancing the quality and accessibility of healthcare services for all.

Through their emphasis on inclusion and diversity, our apprenticeships also promote social cohesion by providing equitable access to career advancement and economic stability.

T L

Alongside this we also run a our T Level and work experience programmes.

For each T Level student we a one-week induction and 2-week placement programme for first and second-year students. In 2023/24 we offered 4109 hours of placement to 55 students studying at colleges and 6th forms across Hull and East Yorkshire.

Our work experience programme connects people looking for experience in a range of NHS careers with staff and services that can support them. We are proud to have supported 33 placements throughout the year in both clinical and corporate teams.



172 completed apprenticeships



135 Ongoing apprenticeships



Before joining the NHS I was a tyre fitter. My first role was as an Apprentice Health Care Assistant role at Mill View Court. After completing this I moved to Westlands as a Health Care Assistant.

I wanted to do the Register Nurse Degree Associate program as I didn't realise, I could become a nurse and I thought that I'm quite good at this job so I might as well learn more and better myself.

I would 100% recommend doing the course as there is no tuition fee and I am still employed full time. I am dyslexic so I have had extra time for exams, and I can have extra help if needed."

Matthew West Registered Degree Nursing Apprentice





Supporting our International Medical Graduates

A pilot social prescribing scheme provided extra support to International Medical Graduates (IMGs) GP Trainees. The scheme aimed to reduce differential attainment and improve trainee wellbeing. Differential attainment is an unexplained variation in attainment between groups who share a protected characteristic and those who do not share the same characteristic.

Social prescribing is a healthcare practice that involves prescribing non-medical interventions to patients to improve their overall well-being and quality of life. Instead of or in addition to traditional medical treatments, healthcare providers may recommend activities or services such as community programs, physical activities, arts and cultural activities, volunteering opportunities, and support groups.

The Pilot scheme was live for five months and received 33 referrals from trainees and their family members. There are 62 ST1 IMG trainees across the four schemes in Hull, York, North Lincolnshire and Scarborough. Most trainees requested help for multiple issues.

The trainees asked for help with complex issues, including mental health, and visa queries. Of the 33 referrals 21% of requests were for accommodation issues, 18% for childcare issues, 11% for Mental health issues.

The Pilot scheme met all short-term outcomes and trainee feedback has been excellent.



33 students supported



5 month pilot



Supporting Staff Health & Wellbeing

Supporting NHS staff to ensure they are physically and mentally well is vital to bringing down waiting lists and ensuring the highest standards of care.

Looking after our people is a key element within the Trust's People Strategy. Our Workforce Wellbeing Team plays a key role in supporting people stay healthy and well at work.

Since its launch in October 2022 this dedicated team has been delivering initiatives aimed at supporting retention and improving employee satisfaction including a focus on areas such as sickness and turnover.

Staff can book Health and Wellbeing MOT's, and One to One Health & Wellbeing sessions.

Free physical health and wellbeing activities are available to staff. Our initial offer of Yoga and Indoor climbing was expanded to include Cookery and Dance classes, Massage, Pilates, and Reflexology.

The team have supported nine health and wellbeing campaigns over the year including Nutrition and Hydration Week in March. They held a range of sessions highlighting the importance of good nutrition and hydration, taking sufficient breaks, and having a rest.



682 Health and Wellbeing MOT's



369 One to One Health and Wellbeing sessions



Enhancing our workforce

Our Healthcare Support Workers work under the supervision of a healthcare professional, supporting them and helping patients and service users on their journey back to full health.

Following identifying a need for greater recruitment into the roles our Communications and Recruitment teams worked together to run a public event at Princes Quay Shopping Centre. The event was open for anyone to find out more about this vital role in the NHS, apply for jobs and secure an interview.

Over 1,000 members of the public attended the event, meeting current Health Care Support Workers to find out more about the role and what it involved on a day-to-day basis.

Our recruitment team provided further information on the application process as well as sharing more about the benefits of working from the Trust, from shopping discounts to the NHS pension and enhanced leave.



The Humbelievable campaign was about putting our fantastic dedicated and diverse teams front and centre so that they could tell the world why working at our Trust is special."

Rachel Kirby, Head of Marketing and Communications

1000+ event attendees

64 interviews

18 successful applicants



What really drew me to them was their slogan of being 'Humbelievable'. I said to myself 'I think I want to be Humbelievable!'"

Margaret Ekpo

The diverse backgrounds, skills, and the unique perspectives our international nurses enrich our staff community and contributing to patient care and outcomes.

Margaret Ekpo joined the team at Fitzwilliam Ward in Malton Hospital after working in an Emergency Department in Nigeria.

Since relocating from Nigeria to Malton with her family, Margaret has been delighted with the support she has received from both the Trust and the warm and welcoming community in Malton.

4 international nurse recruits

2 international nurses completed train



Valuing volunteering

We are very lucky to have a fantastic team of volunteers who work hard to improve the services we offer and enrich the lives of patients and service users

Through the activities and support they receive, being involved in our volunteering programme can increase their sense of social connectedness, self-worth, and confidence.

Jacob, joined the team at Prospect Road Hub in Scarborough as an Admin Support Volunteer in summer 2023. He has taken to his volunteer role with real enthusiasm and has great attention to detail in his work.



Initially tasked with supporting the collation of information packs for patients and nursing staff, Jacob has since undertaken a range of other tasks aimed at streamlining our processes and improving efficiency.

This includes initiatives such as clearly labelling items in the stationery cupboard, ensuring staff can easily locate what they need, re-organising the uniform store into size order groupings and activating the fire alarm to support the weekly system check.

117 active volunteers

34 volunteer placement opportunities (March 2024)



Jacob's dedication and contributions have been undeniably positive and have truly enhanced our team at Prospect Hub. His enthusiasm for volunteering not only supports us but also serves as a platform for him to gain valuable workplace experience and refine his skills."

Sarah Locker,

Service Manager Scarborough Community Services



I found volunteering useful to help move into paid work because it gave me the chance to experience a working environment. They supported me and I gained confidence again allowing me to move forward to use my skills. So pleased to be employed on the 'bank' to now offer when I can, it gives me a great sense of value to my life."

Trust Volunteer



Theme Six:

Optimising an efficient & sustainable organisation



14 trees preserved through use of Shred it bins



245 tonnes saved annually (direct carbon savings)

To achieve our aims, our Trust needs to be efficient, sustainable and our staff need to be empowered to make change happen. We will continue to invest in environmentally sustainable, clinically effective environments and design digital solutions around people's needs.



Grant Funding

We were successful in our bid for grant funding through SALIX Finance on behalf of the department for energy security and NetZero (formerly the Department for Business, Energy, and Industrial Strategy) securing £1.9m to fund heat decarbonisation and energy efficiency measures.

The grant funding is provided over a two-year period will be used to upgrade heating systems at Alfred Bean Hospital, Hornsea Cottage Hospital, St Andrews place and Westend to be cleaner, cheaper and powered by renewable energy.

Year one focused on improving the fabric of buildings including installing of external wall insulation, LED lighting and new windows. Year two will see new electric heat pumps installed which will decarbonise the heating in these locations. Our participation in this scheme will help reduce fossil fuels and make our buildings more comfortable and efficient to warm.



We're very pleased to have helped the NHS to achieve these remarkable energy and carbon savings. Simple measures such as upgrading inefficient heating, lighting and ventilation equipment can provide significant long-term financial and maintenance savings for organisations and help to mitigate against the effects of climate change."

Sameen Khan,
NHS Programme Manager at Salix Finance



£1.9m in funding



245 tonnes saved annually (direct carbon savings)

Humber Teaching NHS Foundation Trust



Co-producing Our Environment

In healthcare settings, patient experience plays a pivotal role in the overall quality of care provided.

The Forensics Division, in collaboration with the Estates department, embarked on a project aimed at improving patient experience by involving them in the design and styling of their living spaces.

The Estates team utilised their expertise to create two mock-up bedrooms within the ward, each showcasing slightly different styles. These mock-ups served as prototypes for the final room designs, allowing patients and staff to provide feedback on their preferences.



We hope that this initiatives can serve as a model for other projects demonstrating prioritising patient engagement can promote positive experiences across healthcare facilities"

Rob Atkinson, Deputy Director of Estates & Facilities

Patients were invited to visit the bedrooms and provide feedback on the colour schemes, furniture arrangement, and overall ambiance. Staff members facilitated discussions and encouraged active participation from patients, ensuring that their voices were heard throughout the process. The Estates team remained flexible and receptive to suggestions, incorporating patient feedback into the final room designs.

The project had positive feedback from patients. Patients expressed satisfaction with both the aesthetic appeal of the bedrooms and the sense of empowerment gained from being involved in decision-making.





Scarborough in the Spotlight



The team at Prospect Hub in Scarborough have been tirelessly committed to advancing a range of environmentally conscious initiatives aligning to their Green Pledge.

Among their accomplishments is the establishment of recycling stations placed within kitchen areas, complete with clear signage. There was also an increase in the deployment of bins to enhance recycling efforts including blue bins, Shred it and battery bins.

Beyond waste management, the team continued the book swap initiative, introduced greenery into the office spaces, installed a cycling rack to promote cycling to work, encourage twice-daily walks and reinforce the practice of closing windows and doors, as well as turning off lights to conserve energy.

1536 plastic bottles saved by supplying staff with charity funded reusable bottles



14 trees preserved through use of Shred it bins



120 trees planted across the estate



The green focus at Scarborough was driven by the team. They felt that there were small things we could all do every day to help us help reach our net zero ambition.

Not only have the ideas supported the green agenda but they have also had a positive impact on staff engagement. Seeing their ideas heard and acted, generated more ideas which can be considered and supported. We are looking forward to continuing the project into 2024."

Sarah Locker, Service Manager

Measuring Impact 2023/24



141 local fishermen accessed marine coastguard ML5 medical. Confirming a seafarer is medically fit to work at sea.



245 tonnes saved annually (direct carbon savings)



15,587 friends and family test responses



88.3% Positive response score



14 trees preserved through use of Shred it bins



120 trees planted across the estate



12 trainee completed programmes



You have all saved my life, the NHS is amazing "

OpCourage service user



The mental health team have been really good, they've supported me and helped me get where I am today if it wasn't for them I'd probably be just back on the street"

Service user



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