



Annual General Meeting

Venue: Microsoft Teams Live Event.

Date: Tuesday, 27 September 2022

Time: 0930 hrs

Board Members:

Kath Lavery*	Chair
Tim Gilpin*	Non-Executive Director / Deputy Chair
Andrew Chang*	Non-Executive Director
Anne Cooper*	Non-Executive Director
Amanda Moat*	Non-Executive Director
Jeremy Pease*	Non-Executive Director
Rod Barnes*	Chief Executive
Kathryn Vause*	Executive Director of Finance
Dr Steven Dykes*	Acting Executive Medical Director
Nick Smith*	Executive Director of Operations
Clare Ashby*	Interim Executive Director of Quality, Governance and Performance Assurance
Phil Storr	Associate Non-Executive Director
Zafir Ali	Associate Non-Executive Director (NeXT Development)
Mandy Wilcock	Director of Workforce and Organisational Development
Karen Owens	Interim Director of Urgent Care and Integration
Simon Marsh	Chief Information Officer

* Indicates voting members

In Attendance:

Lynn Hughes	Interim Company Secretary
Helen Edwards	Head of Communications and Community Engagement

- AGM22/001 **Welcome from the Chairman of Yorkshire Ambulance Service**
- 001.1 The Chair opened the meeting and welcomed Board colleagues and attendees to the Annual General Meeting (AGM) of the Yorkshire Ambulance service.
- 001.2 The Chair explained that the AGM was an opportunity to reflect and highlight the significant work that had taken place during 2021-22. She reflected on the way in which the Trust values as One Team, Innovation, and Resilience had been significant; whilst commending the support and dedication of staff and volunteers who had worked tirelessly to ensure the Trust continued to deliver safe and sustainable care through such challenging times.
- AGM22/002 **Apologies for Absence**
- 002.1 Apologies were received from Tim Gilpin* Non-Executive Director / Deputy Chair, Amanda Moat* Non-Executive Director, Phil Storr Associate Non-Executive Director, and Hassan Rohimun External Audit Partner at Ernst & Young.
- AGM22/003 **Minutes of the AGM held 23 September 2021**
- 003.1 The minutes of the Annual General Meeting held 23 September 2021 were received and approved.
- AGM22/004 **Review of the Financial Year 2021-22 including Annual Report and Accounts 2021-22**
- 004.1 A video was received, and the Chief Executive spoke to a presentation, which highlighted achievements against the Trust's eight strategic priorities during 2021-22.
- 004.2 The Trust had continued to face significant challenges in demand and capacity across all service line as the impact of the pandemic continued to affect service delivery, with

support being received from: up skilling volunteers to assist with call handling; the military working with the Trust to resource low acuity calls enabling paramedics to attend the most urgent incidents; and additional funding to provide additional staff in key areas including call handling and vehicle maintenance.

- 004.3 Substantial focus was given to staff health and wellbeing with several initiatives in place to support physical and mental health, including specialist counselling, the introduction of Therapy Dogs, payments for homeworkers, a comprehensive vaccination programme, and Staff recognition (STARS, Long Service, and Greatix).
- 004.4 Despite the challenges, the Trust and its colleagues had been rewarded and recognised during 2021-22. Dr Julian Mark, Executive Medical Director received the Queen's Ambulance Medal, Clare Ashby and Iffa Settle received the Chief Nursing Award, and the Trust was named Ambulance Trust of the year by the Business Awards.
- 004.5 The Trust continued to innovate and invest in sustainability, introducing hybrid vehicles, solar panels, electric charging points, and making progress on its net zero commitment.
- 004.6 The Trust continued its work with Integrated Care System partners to deliver seamless care for patients, the Northern Ambulance Alliance on digital projects, and taking a key role in the National Non-emergency patient transport Pathfinder project. The year also saw the introduction of paramedic rotation into primary care, mental health response vehicles.
- 004.7 A new Community Engagement Strategy had been launched setting out ambitions across four key areas 1) saving lives, 2) encouraging appropriate use of services, 3) using the Trust's position as an Anchor institution, 4) being responsive to the needs of the community; emphasizing the Trusts role in reducing health inequalities.
- 004.8 Following receipt of funding from a bid from NHS Charities Together to YAS Charity, Community First Responders were working to assist uninjured patients who had fallen.
- 004.9 The Chief Executive noted the invaluable work of the volunteers and the continued commitment and resilience show by the workforce.
- 004.10 Financial Overview 2021-22
Kathryn Vause spoke to a presentation, which highlighted the key activity in relation to the Covid finance regime, Ambulance Support Program, delivering a revenue surplus, and capital program, and supporting wider system, and Year-end Audit.
- 004.10.1 The finance arrangements introduced 2020-21 continued into 2021-22. Additional funding was received through the Ambulance Support Programme which provided non-recurrent funds supporting increased vehicle capacity, and recruitment. However, the non-recurrent nature of this has resulted in pressures related to recurrent funding requirement.
- 004.10.2 A breakdown of the income received was presented, which highlighted that the largest proportion was for the provision of patient care. The Trust delivered a 2021-22 adjusted financial surplus of £8.2m against a planned break-even position.
- 004.10.3 Capital expenditure focussed around the replacement and maintenance of equipment and estate, investing in sustainable technologies, and purchasing of new vehicles.
- 004.10.4 Financial Outlook for 2022-23
A 'break even' financial plan had been submitted, and the Trust had secured £14.5million recurrent funding to support the ongoing increase in capacity to deliver services. There had been recognition at a national level around the challenges facing ambulance services which had enabled the Trust to achieve a break-even plan.

004.10. The Trust had strong principles of financial control in place which put it in a good position to manage future financial challenges and was reflective of the efforts of the financial team.

004.11 Independent Auditors Report

Andrew Chang, Chair of the Audit Committee shared the conclusions of the report from the External Auditor, Ernst & Young LLP.

004.11.1 He was pleased to report an Unqualified Audit Report had been received to the Trust noting that the financial information gave a true and fair view of the Trust's financial position and of its expenditure and income for the year 2021-22. A clean report was received with no risks or issues identified.

004.11.2 Thanks were extended to the Ernst & Young audit team and Trust colleagues for co-operation in the effective delivery of the audit.

004.12.1 Looking Forward: Overview of Future Plans

The Chief Executive delivered a presentation, which outlined the Trust's plans for 2022-23. He drew reference to the following:

- Recruitment and retention programmes within the Emergency Operations Centre, 111 Operations, Paramedics and Staffing for Mental Health Vehicles.
- International recruitment, having already welcomed the first cohort from Australia and New Zealand.
- Strengthening partnership working with integrated roles working with community partners and integrated care systems.
- Putting technology at the forefront to support remote working, particularly in EOC and IUC
- Growing the staff Networks and developing the newly established Women's Network and Carers' Network, to better support staff and volunteers.
- Continuing the Pilot around prescription only medicines.
- Completion of building work to expand the EOC at York.

AGM22/005 **Comment / Questions from the Public**

No comments or questions were submitted in advance of, or during, the meeting.

AGM22/006 **Chairman's Closing Remarks**

006.1 The Chair thanked the Chief Executive. Kathryn Vause and Andrew Chang, Non-executive Director for their presentations and highlighted how the information presented was evidence of the Trust's delivery despite the continued challenges during 2021-22. The Chair strongly emphasised YAS's commitment to work in partnership to deliver services within the new partnership approach to delivery care.

006.2 Thanks were again extended to Board colleagues, staff and volunteers for their support during the year and the Chair stated how proud she was of the organization.

The Annual General Meeting of the Yorkshire Ambulance Service Closed at approximately 1045hrs

CERTIFIED AS A TRUE RECORD OF PROCEEDINGS

CHAIRMAN

DATE