



HNY SeQuIn Tool Summary- Quarter 1: Involvement

HNY Summary

- All services completed the Involvement Standards Scoring
- All services had a green RAG rating highlighting a good overall quality of Involvement
- The Humber Centre had the highest overall score at 3.8 out of 5
- A significant improvement is shown around standard 3 and accessible Involvement Policy in HNY
- HNY average is at its highest again for Involvement Standards at 3.6

Context

The Secure Quality Involvement Tool was coproduced with service users, staff and commissioners from the Yorkshire and Humber Region over a 3+ year period. The aim of the Tool is to upkeep old CQUINs and areas of good practice and drive quality improvements in services with the service user and staff voice.

Further context to the Tool can be found here: [SeQuIn-Tool-Instructions-1.pdf \(yorkshireandhumberinvolvementnetwork.nhs.uk\)](#)

The SeQuIn Tool has also been published in the Journal of Forensic Practice. The article can be viewed here: [EM-JFPJ230008 98..113 \(yorkshireandhumberinvolvementnetwork.nhs.uk\)](#)

The SeQuIn Tool is continually improved through the SeQuIn Tool Review Committee that ensures standards are meaningful, representative and accessible. Staff and service users continue to work on the Tool Quarterly.

The Tool is now running into its third full cycle following a pilot in 2020. Each year standards are chosen to support services to think creatively where solutions are most needed. One standard is chosen per Quarter, the 2023/24 schedule is as follows:

Quarter 1: Involvement (to support systems and processes and involvement strategy in HNY, drawing on 3+ years of data)

Quarter2: Reducing Restrictive Practice (to support services moving through covid restrictions and help understanding around RRP)

Quarter 3: Technology (to progress conversations and problem solve barriers around technology that was identified as an inequality in previous YHIN reports)

Quarter 4: Meaningful Activity (for HNY services to demonstrate responsiveness to 2022 scores and embrace continuous improvement)



Data Collection

The Involvement Standards for completion can be found here: [Involvement – Yorkshire And Humber Involvement Network](#)

Data is captured in a variety of ways that is meaningful to services. The data helps us visually benchmark services and regions. We actively encourage the discussion of the standards. The tool was developed to be completed with service users and staff together to give balanced reviews and work on actions together. The narrative is just as important as the scores.

2023 Involvement Data

All HNY services completed the Tool in Quarter 1, Involvement averages can be seen as follows:

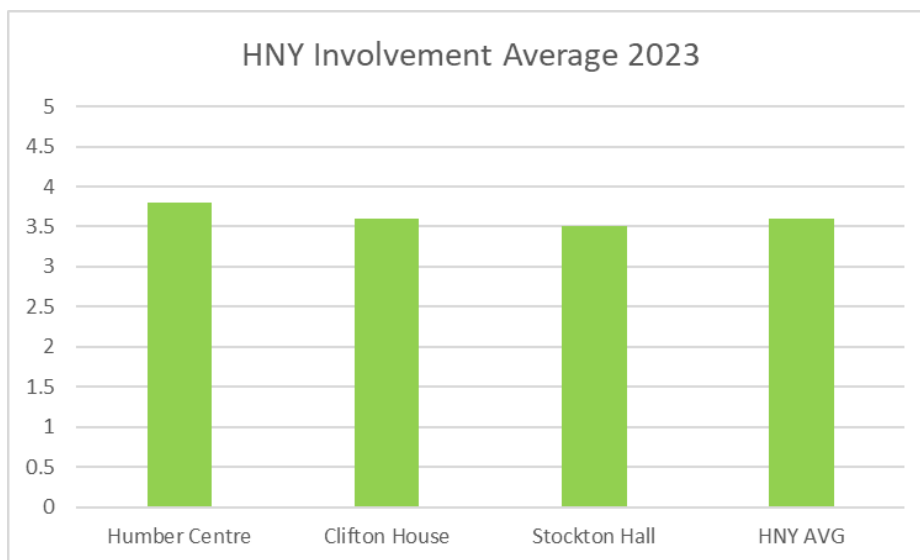
Overall service scores:

Humber Centre	3.8
Clifton House	3.6
Stockton Hall	3.5
HNY AVG	3.6

(Table Q1101)

All Three providers have scored well above average with green ratings highlighting the quality of involvement across these services.

2023 Involvement Bar Chart



(Chart Q1102)

Service scores broken down into standards:

	INVOLVEMENT STANDARDS	Humber Centre	Clifton House	Stockton Hall
1	There is an admission process that helps service users feel welcome and involved	4	4	4
2	Information about different ways to be involved is available; in ways that everyone can understand	4	4	4
3	An easy read involvement policy is available for service users, friends, family and carers	3	4	4
4	There is an involvement and co-production strategy that everyone works to	3	3	3
5	There is a named person who takes a lead for involvement in the service	4	4	4
6	Service users have different ways to feedback about the service	4	4	4
7	Friends, family and carers have different ways to feedback about the service	4	4	2
8	There is evidence that feedback from service users, family, friends and carers is actioned	4	3	4
9	Service users and staff are encouraged and supported to be part of involvement meetings and events	4	4	4
10	There are regular involvement meetings where the agenda is agreed by everyone and can be chaired by anyone	4	3	3
11	Involvement meetings are attended by staff who can make a decision and implement change	4	4	3
12	There are external involvement opportunities available to everyone	3	3	3
Service Average		3.8	3.6	3.5

(Table Q1103)

Standards 4 and 12 are the lowest scoring standards in HNY, but still have an amber rating and not of concern; only showing areas for continuous improvement.

Standard 4 asks if ‘There is an involvement and co-production strategy that everyone works to.’ All services scored an amber rating of 3.

The Yorkshire and Humber Team have updated a Training package on Involvement strategy for 2023 in response to this low scoring standard across HNY and WY and will offer delivery to all services.

Standards 12 was also lower scoring standard again with a score of 3 across services that discusses external opportunities for involvement.

In the subsequent quarter to scoring good practice in the region has been noted for this standard celebrating Stockton Halls Finalist Projects at the NSUA’s, and all services attending and presenting at the in-person Yorkshire and Humber Network on the 7th of September.

Provider Collaborative Involvement Overall Average:

WEST AVG	3.4
HUMBER AVG	3.6
SOUTH AVG	4.4
Y&H AVG	3.6

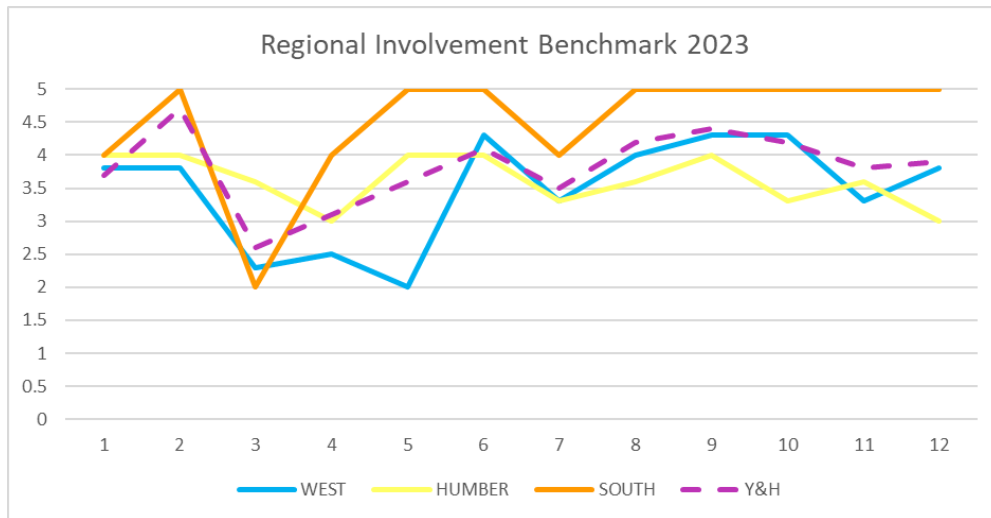
(Table Q1104)

Provider Collaborative scores broken down to standards:

	INVOLVEMENT STANDARDS	WEST	HUMBER	SOUTH	Y&H
1	There is an admission process that helps service users feel welcome and involved	3.8	4	4	3.7
2	Information about different ways to be involved is available; in ways that everyone can understand	3.8	4	5	4.7
3	An easy read involvement policy is available for service users, friends, family and carers	2.3	3.6	2	2.6
4	There is an involvement and co-production strategy that everyone works to	2.5	3	4	3.1
5	There is a named person who takes a lead for involvement in the service	2	4	5	3.6
6	Service users have different ways to feedback about the service	4.3	4	5	4.1
7	Friends, family and carers have different ways to feedback about the service	3.3	3.3	4	3.5
8	There is evidence that feedback from service users, family, friends and carers is actioned	4	3.6	5	4.2
9	Service users and staff are encouraged and supported to be part of involvement meetings and events	4.3	4	5	4.4
10	There are regular involvement meetings where the agenda is agreed by everyone and can be chaired by anyone	4.3	3.3	5	4.2
11	Involvement meetings are attended by staff who can make a decision and implement change	3.3	3.6	5	3.8
12	There are external involvement opportunities available to everyone	3.8	3	5	3.9
	Region Average	3.4	3.6	4.4	3.6

(Table Q1105)

Regional Involvement Benchmark 2023:



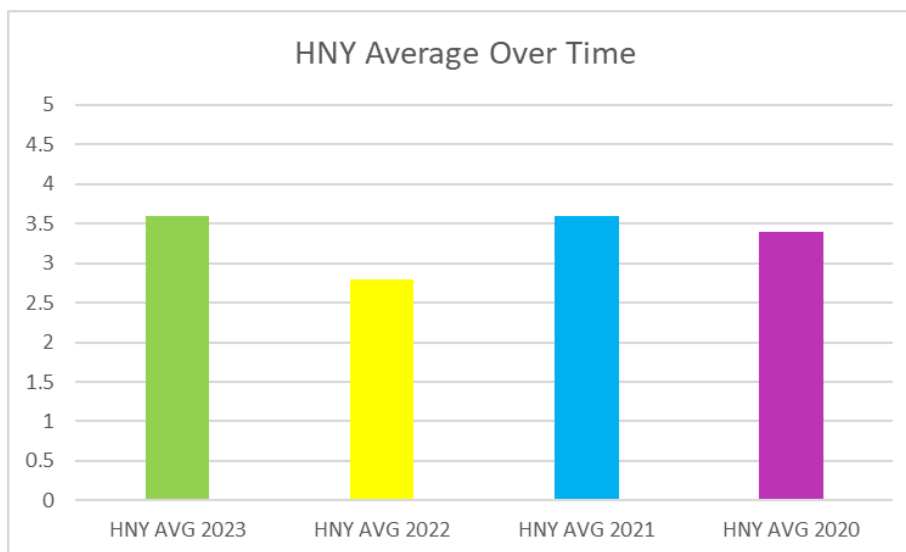
(Chart Q1106)

HNY are benchmarked against West Yorkshire and South Yorkshire in Chart Q1106. The average Yorkshire and Humber score is also shown for comparison. HNY have scored in the middle of the 3 Provider Collaboratives on Involvement and have an overall green RAG score and average of 3.4/5.

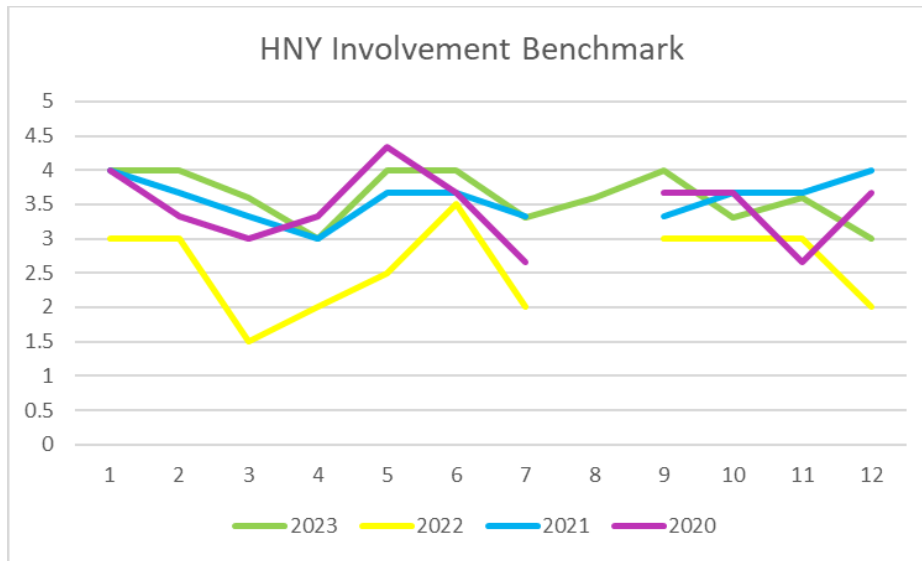
Standard 3 was low scoring across the other regions but HNY scored a whole point above its next comparator regarding Involvement policy, a standard that has been the lowest scoring for the last 4 years.

HNY have scored lower than comparators on standard 12 relating to external involvement opportunities. The next HNY Event will be face to face to support this standard.

HNY Involvement Benchmark 2020 to 2023



(Chart Q1107)

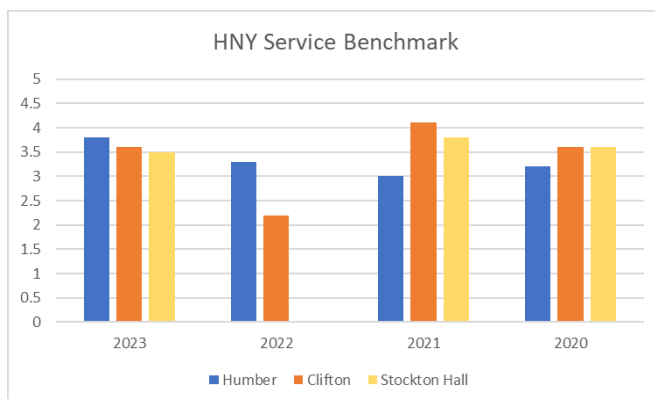


(Chart Q1108)

Involvement Data has been collected over a 4-year period and standards can be directly compared. The exception to this is that a new standard has replaced a previous one. Standard 8 is new for 2023 asking that feedback from service users and family is not only collected, but actioned. The standard that has been removed was around advocacy. From 2020 to 2022 this was consistently high scoring and deemed to be covered by other measures. We also listened to the review committee who felt discussing advocacy and involvement was confusing roles and function.

The 2023 HNY average has significantly improved from 2022, again equalling their score of 2021, which was an improvement from the 2020 baseline.

Standard 3 has increased by 2 whole points from last year, again identifying the effort into increasing easy read Involvement policy availability.



(Chart Q1109)

The Humber Centre has improved year on year since 2021 to reach its highest score in 2023, well above the baseline set in 2020.

Clifton House have improved by over a whole point from 2022 to 2023 after a significant drop from 2021 and are now equalling their baseline score of 2020 again.

Stockton Hall have remained consistent around the 3.5 mark over the series of data capture.



Action Plan

We suggest that each service chooses one or two Involvement standards to focus on as a quality improvement initiative in that year, again in collaboration with service users.

The services have chosen the following actions:

The Humber Centre	To increase family and friends engagement. To increase attendance at involvement meetings and events.
Clifton House	To increase attendance at involvement events and regular meetings.
Stockton Hall	Not Uploaded

(Table Q1110)

The Yorkshire and Humber Involvement Team will track scoring and actions through individual engagement plans and support improvements to be made.

The Yorkshire and Humber Involvement Team have also updated the Involvement Strategy training package for 2023 and will offer delivery into HNY providers. We will continue to offer in-reach support and coaching opportunities around Involvement in line with engagement plans and journals.

Recommendations/ Observations

- Involvement standards have significantly improved from 2022
- HNY have surpassed their baseline score set in 2020
- HNY are demonstrating a good overall quality of Involvement, no concerns noted
- An Involvement Strategy training is available from the Involvement Team to support continuous improvement around standard 4

Quarter 2

The 'standards review committee' worked on the Reducing Restrictive Practice standards in Q1 to ensure that they were relevant and easy to read. The standards have seen a significant change in line with best practice.

Quarter 2 submission is End of September 2023.

Thank you for your continued support of the SeQuIn Tool. Please get in touch for further information.

Report produced by Charlotte, Regional Involvement Lead, YHIN August 2023