



West Yorkshire SeQuIn Tool Summary- Quarter 1: Involvement

West Yorkshire Summary

- Four out of six providers completed the SeQuIn Tool scoring and action plan.
- Newton Lodge and Cygnet Bierley held the highest average at 3.6 or green rating.
- Newsam Centre had the lowest scoring average at 3 and amber rating.
- All services have identified the need to review Involvement Strategy within their action plans.
- West Yorkshire has seen a significant score for standard 5 over time and in comparison, to SYB and HNY- that asks about a named lead for involvement within services.
- West Yorkshire has benchmarked below SYB and HNY for Involvement in 2023.
- The West Yorkshire average has fallen below the 2020 baseline.
- West Yorkshire can be confident that service users and staff are supported to be involved and that regular involvement meetings take place and multiple opportunities are offered for service users to feedback.

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 West Yorkshire, 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: Progress against actions from Q1, 2 & 3 (a co-produced slide to show quality improvement and share good practice at the West Yorkshire Event in March 2024)

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.

The Data Submission deadline was extended by a month at service requests in West Yorkshire due to workforce pressures.

2023 Involvement Data

Four out of six West Yorkshire services completed the Tool in Quarter 1, Involvement averages can be seen as follows:

Overall service scores:

SWYFT LSU	3.5
Cygnets Bierley	3.6
Newsam Centre	3
Newton Lodge	3.6
Moorlands View	0
Waterloo Manor	0

(Table Q1101)

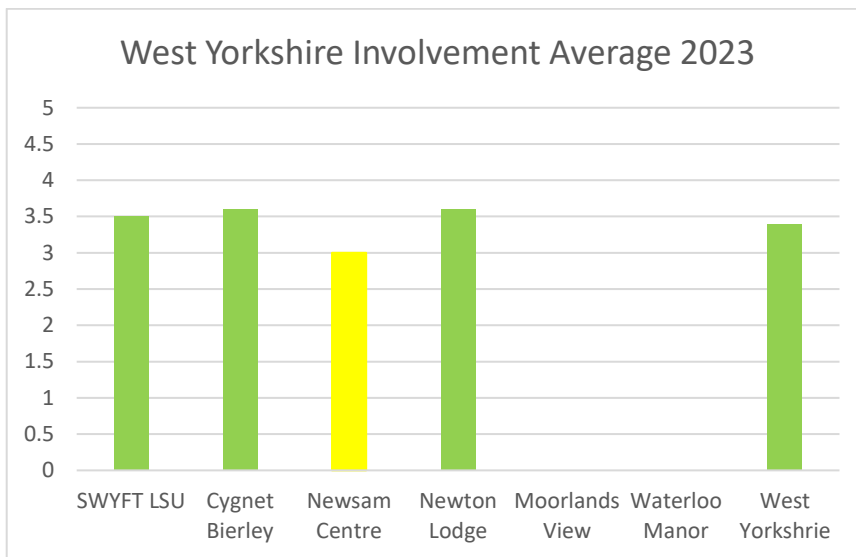
*Please note that for 2022 Bretton & Newhaven have combined to offer a SWYFT LSU Score, their action planning and governance structure is also combined in support of this.

Moorlands View and Waterloo Manor did not return any Involvement standards in Q1, resulting in a zero score.

*Averages for West Yorkshire are taken only from the services who returned scores, nil returns would have lowered the overall average if included the West Yorkshire score would be an Average of 2.3 rather than 3.4.

Three services have scored above average with green ratings highlighting the quality of involvement across these services, Newsam had an average score of 3 showing room for improvement.

2023 Involvement Bar Chart



(Chart Q1102)

Service scores broken down into standards:

	INVOLVEMENT STANDARDS	SWYFT LSU	Cygnet Bierley	Newsam Centre	Newton Lodge	Moorlands View	Waterloo Manor
1	There is an admission process that helps service users feel welcome and involved	4	4	3	4		
2	Information about different ways to be involved is available; in ways that everyone can understand	4	4	4	3		
3	An easy read involvement policy is available for service users, friends, family and carers	4	1	2	2		
4	There is an involvement and co-production strategy that everyone works to	3	2	2	3		
5	There is a named person who takes a lead for involvement in the service	4	1	2	1		
6	Service users have different ways to feedback about the service	4	5	3	5		
7	Friends, family and carers have different ways to feedback about the service	2	5	3	3		
8	There is evidence that feedback from service users, family, friends and carers is actioned	4	5	3	4		
9	Service users and staff are encouraged and supported to be part of involvement meetings and events	4	5	4	4		
10	There are regular involvement meetings where the agenda is agreed by everyone and can be chaired by anyone	3	5	4	5		
11	Involvement meetings are attended by staff who can make a decision and implement change	3	2	3	5		
12	There are external involvement opportunities available to everyone	3	5	3	4		
		3.5	3.6	3	3.6	0	0

(Table Q1103)



Standards 3, 4 and 5 are the lowest scoring standards in WY all with below average amber ratings, some providers have even scored 1 highlighting this standard does not happen at all.

Standard 3 has been the lowest scoring standard over the data collection period and has not scored well over the 4 years, no improvements have been identified in this area. There is a need to review accessibility of involvement policy.

All services rated standard 4 around involvement strategy as amber and all have identified it as a priority within their action planning.

Standard 5 that asks for a named lead for involvement within a provider has scored red or dark amber from three services showing it does not happen at all. Only SWYT LSU has rated this green.

West Yorkshire providers are demonstrating good overall involvement quality for Standards 6, 9 and 10 showing that service users and staff are actively encouraged to be involved, regular involvement meetings take place in service and that assurance is given that service users have multiple ways to feedback. All services gave standard 9 high green ratings highlighting how supported they feel with involvement.

Provider Collaborative Involvement Overall Average:

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

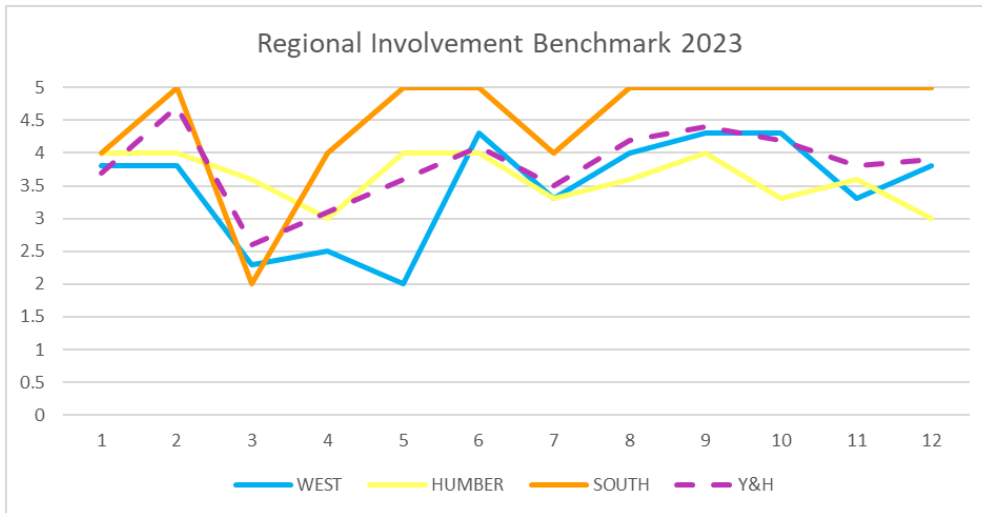
(Table Q1104)

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)

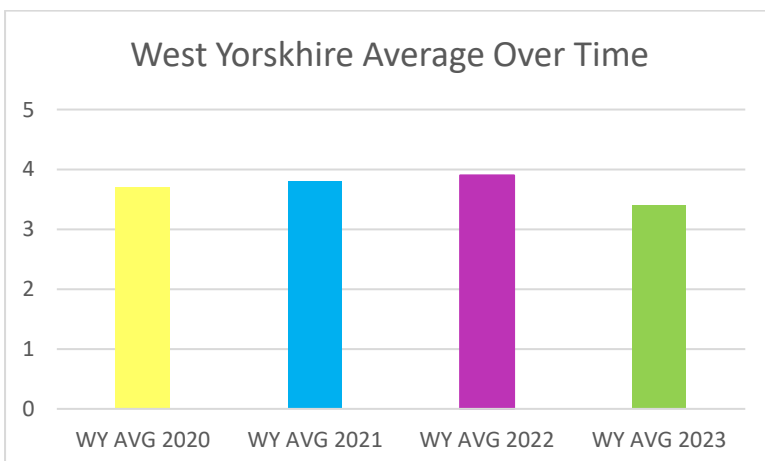
West Yorkshire are benchmarked against Humber & North Yorkshire and South Yorkshire in Chart Q1106. The average Yorkshire and Humber score is also shown for comparison. West Yorkshire have scored lowest of the 3 Provider Collaboratives on Involvement, however, still have an overall green RAG score and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

Standard 3 was low scoring across the regions, highlighting a wider need for easy read involvement policies that are made available to service users and family, friends and carers.

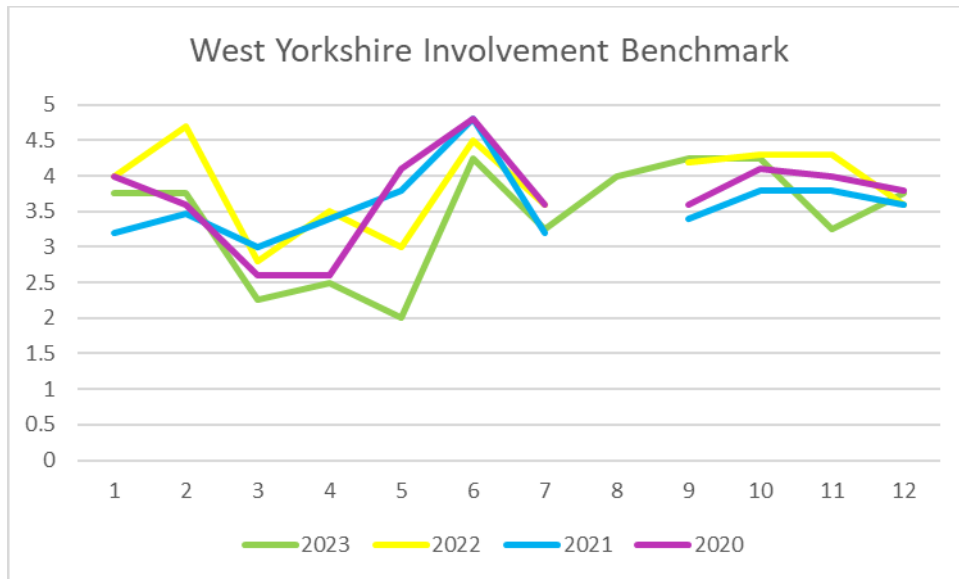
Standard 2 was highest across the regions, showing that information is widely available on ways to be involved, closely followed by Standard 9 where services are actively encouraging service users and staff to be involved.

West Yorkshire have scored 2 points lower than their nearest comparator HNY for standard 5 and 3 points different to SYB. West Yorkshire has scored lowest on a named person for involvement within each provider.

West Yorkshire Involvement Benchmark 2020 to 2023



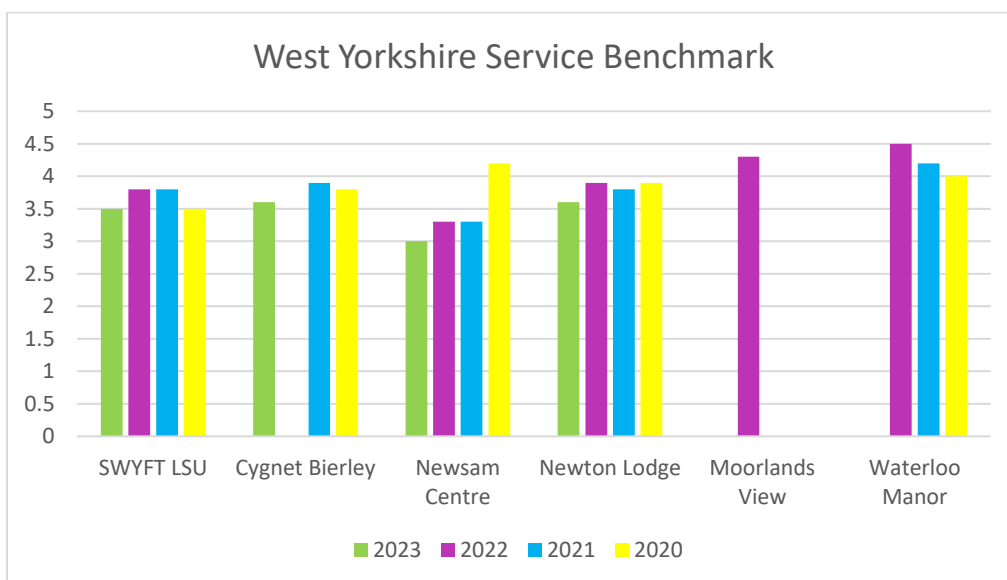
(Chart Q1107)



(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 most noticeable drop in score over time is again that of standard 5 that states ‘there is a named person who takes the lead for involvement in the service’. This standard has dropped 2 points from the original baseline in 2020. Two dedicated involvement roles within the region have not been replaced in the last year and narrative from other providers tells us that involvement is in ‘addition to’ and relies on the ‘passion of’ staff. There is a recognition of the role and its value from service users and staff within West Yorkshire, with some providers advocating and pursuing potential business cases for roles.



(Chart Q1109)



All services have maintained an average score or above in 2023, however, we can see that all services who submitted results have had a reduction in average score over time. Newsam Centre has had the most significant drop over a 4-year period.

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:

SWYT LSU	Improve information & communication. Develop an easy read involvement policy/ involvement and co-production strategy.
Cygnet Bierley	Buddy system to be reimplemented for new admissions and to create a local involvement strategy/protocol.
Newsam Centre	Exploration & development of an overall service user involvement strategy for the service. Relaunch Council.
Newton Lodge	Improve information & communication. Develop an easy read involvement policy/ involvement and co-production strategy.
Moorlands View	Not Completed
Waterloo Manor	Not completed

(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 West Yorkshire providers. We will continue to offer in-reach support and coaching opportunities around Involvement.

For Q4 the Provider Collaborative have asked to see a presentation from services showing their progress on actions chosen in Q1, 2 & 3.

Recommendations/ Observations

- Involvement standards are at their lowest in West Yorkshire in four years, but still maintain a green rating overall showing a good quality commitment.
- Standard 5 regarding a named lead for involvement has identified as lowest scoring with a narrative from services that they are going above and beyond dedicated roles to ensure involvement is a maintained priority.
- It is recommended that involvement roles or dedicated involvement time/resource is considered by services to support service user experience and drive quality.
- Development of involvement and co-production strategy is an action for all West Yorkshire services.
- Services are recommended to access the Involvement strategy training with the Yorkshire and Humber Team, this will be offered at engagement plan reviews.



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