

Council of Governors Improvement Plan 2019/2020 (updated October 2019)

Key					
NL	Norbert Lieckfeldt	Gov&Mem	Governors and Members Office	NomCo	Nominations & Conduct Committee
CL	Cathy Lilley	CEC	Communications & Engagement Committee	NHSP	NHS Providers

Improvement Theme	Objective	Actions	Lead	Deadline	Progress/Status
Strategy	Adopt Population Health Approach	Query for discussion: What does PH mean in terms of the Council of Governors	ALL		
	Bridge gap between Community and Mental Health	Needs culture shift!			<i>Finding balance in site visits Finding balance in CoG strategic reports Briefing – balance between CH and MH</i>
Training and Development	To improve the relevance, timeliness and responsiveness of Governor training, using a variety of learning methods.	Consult with Governors on training requirements (i.e. training needs analysis) and areas of interest	CL NL	April 2019	Completed: <i>Present at NomCo 16.04.19</i>
		Review support materials requirements for Governors including development of a person specification based on Governors' responsibilities	CL NL		In progress: <i>Draft PS based on responsibilities listed in constitution; NL to compare to NHSP Good Governance guide</i>
		<i>Develop and deliver one day training course on Holding to Account/Asking the right questions</i>	M/S	12 Dec 20	Date now fixed for 12 Dec.
		<i>Ongoing learning and development plan and programme for Governors.</i>	CL NL NomCo		Ongoing: <ul style="list-style-type: none"> • CoG Dev Session • Site Visits • Annual or Trust Conferences

Improvement Theme	Objective	Actions	Lead	Deadline	Progress/Status
					<ul style="list-style-type: none"> • Service/Borough Director Meetings • Other Training Opportunities • Induction • Finance briefing session • Mini Induction planned for May 2020 "How is it going?" • What matters to you?
		To implement the plan including both formal and indirect opportunities, topics for briefings, development requirements, identification of mandatory training, Equality and Diversity, access to OLM if appropriate, establish schedule of sessions, etc		From Sep 2019	
Staff Governors	To improve the engagement of Staff Governors	First meeting of Staff Engagement Forum arranged for January 2019 where aim, purpose and future format of the forum will be considered	CL NL	Mar 2019	Completed <i>Next meeting date to be arranged</i>
		Staff Governors invited to Borough Director Meetings (and encouraged to attend)	Gov&Mem Office		Completed
		Develop guidance/procedure for Staff Governors who work part-time	CL NL NomCo		In progress: <i>Liaise with HR re alignment to time off for Trade Union commitments</i>
Working with Others	<ul style="list-style-type: none"> • To improve Governor involvement in working with others • To work with faith groups • To work towards more cooperation with CCG and 3rd Sector partners 	Briefing sessions to be held on sustainability and partnership, integrated care and population health and the role of the Governor in this system	NL	Nov 2019	Completed: presentation at March Council on integrated care
					<i>Consider session to cover locality specific info plus Governor role</i>
		Invite Trust Spiritual Department to hold AGM/AMM Workshop	Gov&Mem office	October 2020`	Completed: <i>Workshop successfully delivered</i>

Improvement Theme	Objective	Actions	Lead	Deadline	Progress/Status
	to showcase what ELFT is achieving <ul style="list-style-type: none"> To improve Stakeholder Meetings, be flexible with times (evenings or weekends) To start QI project looking at effectiveness of Stakeholder Meetings 	Task and Finish Group established to review Governor-related meetings and their effectiveness including stakeholder meetings, reporting through CEC in the first instance	CL NL CEC	June 2019 CEC report to Council	Completed: <i>agreed at July 2019 CoG</i>
		QI: Identify training opportunities (Pocket QI, more in depth training) for Governors to attend.	Gov&Mem Office		Ongoing
		Ask for interest to attend QI Conference	Gov&Mem Office	Ongoing	Completed; advertise 19 May 2020
		<i>Improve Governor Attendance/Involvement with Board Meetings</i>	<i>MG/CL/NL</i>		Consider increased information on Part 2 Agenda for MG Consider which Board discussion need to be in Part 2
		<i>Working better together with Governors from same constituency</i>	Gov&Mem Office		Technological solutions? WhatsApp groups? Email distribution lists? Not excluding Governors!
		<i>More structured opportunity for Governors to meet constituents</i>	Gov&Mem Office		Trial evening meeting? wider promotion of events standard template for poster
		Continue work on the Council's communications strategy with the Coms Team, specifically focusing on appropriate and timely briefings to Governors, promotion of Governor-related meetings/events and external promotion of the Governor role	CL NL Coms Team CEC	July 2019	In progress (ongoing): <i>discussed at CEC June 2019;</i>
Communication	To continue to improve internal and external communication	Review format and content of meeting reports	CL Gov&Mem Office	Oct 2019	Circulate survey

Improvement Theme	Objective	Actions	Lead	Deadline	Progress/Status
		<i>Consider shared online facility/Portal for Governors to share queries, responses to queries, papers etc</i>	Gov&Mem Office	Mar 2020	
		<i>More and better use of digital technology (Webex etc)</i>	Gov&Mem Office	Ongoing	<i>Discussions about Webex access in Luton with Paul Rix Mindful of not excluding Governors Face to face meetings still valued</i>
		<i>Site Visits: More site visits and at more convenient times</i>	Gov&Mem Office	COMPLETED	<i>Site visits set by Council. Site visit times now set for 3:30pm to 5pm (rather than lunchtimes)</i>
		Promote Meeting Attendance guidance (to include requirements and reasons why, and the process/steps taken for regular non-attendance)	CL NL NomCo	Oct 2019	In progress Further discussion at Gov Development session
Administration	To confirm the requirements on Governor attendance, the process for Governors to raise queries and to ensure reporting of themes	Promote Queries guidance for Governors	CL NL CEC	Oct 2019	In progress Further discussion at Gov Development session
		Guidance for Governors about their role when attending public events	CEC/ Caroline Diehl		In progress Further discussion at Gov Development session
		Thematic analysis of queries to be undertaken and discussed at CEC	NL CEC	Ongoing	Taken forward in review of shared learning
		Consider how to use Governor feedback effectively and how this fits in the wider Trust feedback loop; feedback includes themes from queries, stakeholder meetings, Governor service visits, etc	CL NL CEC	Ongoing	Taken forward in review of shared learning

	•	<i>Reduce Printing/Paper</i>	Gov&Mem Office	<i>Ongoing</i>	<i>Governors w/out tablets/laptops not having papers available at the meeting? Technological solutions (eg papers on screen, web-based information)</i>
--	---	------------------------------	----------------	----------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------

Council's Strategic Priorities 2020

Themes	Meeting/Lead
Transition/Discharge	Jan 2020
Population Health	Mar 2020
Staff	May 2020 Tanya Carter
Young People	July 2020 Sarah Wilson
Integrated Care	Sep 2020 Richard Fradgley