

From: Jamu Patel, Chair of the meeting
To: Council of Governors
Date: 12 September 2019
Subject: Communications and Engagement Committee Report

1.0 Purpose of the Report

1.1 To update the Council on the work of the Communications and Engagement Committee.

2.0 Background

2.1 The Communications and Engagement Committee has been established to carry out specific duties on behalf of the Council, including reviewing the Trust's Membership Strategy and communications with members and among Governors.

2.2 The core membership of the Committee is as follows:

- Shirley Biro, Newham Public Governor (Committee Chair)
- Joseph Croft, Staff Governor
- Caroline Diehl, Hackney Public Governor
- Rosemary Eggleton, Central Bedfordshire Public Governor
- Jamu Patel, Luton Public Governor (Committee Vice-Chair)
- Felicity Stocker, Bedford Public Governor
- Ernell Diana Watson, Newham Public Governor (apologies)
- Hazel Watson, Newham Public Governor
- Keith Williams, Luton Public Governor

2.3 The Committee met on 19 August 2019 where apologies were received from Shirley Biro, Rosemary Eggleton, and Ernell Watson. As Vice-Chair of the Committee, Jamu Patel chaired the meeting. Also in attendance were Janet Flaherty, ELFT Head of Communications, and Cathy Lilley, Associate Director of Corporate Governance.

2.3 The Communication and Engagement Committee meetings are open to all Governors. Those Governors who are not core members but wish to attend should notify the Membership Office in advance.

3.0 19 August 2019 Meeting: Key Discussions

The main agenda items discussed at the meeting on 19 August 2019 included:

3.1 Communications

Janet Flaherty provided a brief update on the main media activities since her update to the previous meeting in July and highlighted that the Trust had been successful in as well as being shortlisted for a number of awards including:

- Parliamentary Award for the Trust Homeless Team
- Shortlisted for HSJ Staff Engagement Award for our Joy at Work (Staff Engagement)
- Shortlisted for Positive Practice in Mental Health
- 2 Trust Teams and 1 Service User shortlisted for Royal College of Psychiatrists Award

Additional information on Awards is available on the Trust website at <https://www.elft.nhs.uk/search.aspx?q=Awards>

Janet also shared with the Committee some of the more challenging incidents which had been publicly reported and this led to a wider discussion by the Committee on the impact of the growth of social media and on how Governors can be kept up to date and briefed on relevant local issues relating to the Trust in a timely manner particularly particularly as this would help Governors in knowing how to respond to queries raised by their members and the public. The Committee also discussed the importance of Governors sharing their local knowledge and intelligence with the Trust. Janet advised that a social media etiquette was being developed and would be shared with Governors.

4.0 Annual Members/Annual General Meeting

- 4.1 The Committee was provided with an overview of the AMM/AGM which is taking place on 9 October 2019. The theme is 'Working in Partnership' with a keynote speech on 'Building Relationships and Learning from Local Communities' by Dr Neil Churchill, Director for Experience, Participation and Equalities at NHS England, and Samira Ben Omar, Assistant Director for Equalities, North West London Collaboration of Clinical Commissioning Groups. They will talk about their work with the Grenfell Community and key learning for all organisations in listening to the community, co-production and collaborative working.

There will also be four workshops including Compassionate Policing, Partnerships with Faith Leaders, Mutual Benefits when Partnering with Charities, and Experts by Experience – the Most Important Health Partnership of All.

A range of organisations that the Trust partners with have been invited to showcase their services and to talk to attendees about their contribution to improving the quality of life for individuals and families.

The AMM/AGM will also receive the statutory reports and there will be an opportunity to pose questions to the Board and Governors.

5.0 Membership Demographics

- 5.1 The Committee reviewed the membership demographics and agreed that in future these would be presented for each constituency.

6.0 Membership Plan

- 6.1 The Committee discussed the proposed Membership Plan for the Trust which had been developed based on the Membership Strategy which had been approved by both the Board and Council in April 2018. In line with the approach being taken for all Trust strategies and frameworks, the Membership Plan will be a 'plan on a page' that reflects the vision, objectives and priorities which will support the achievement of the Trust's strategic objectives. An underpinning action plan to support the delivery of the objectives and annual priorities will also be developed. The implementation of this will be monitored by the Committee on behalf of the Council.

Further work is being undertaken on the development of the plan including consultation with the Trust's People Participation Committee. An update will be provided to the Council at a future meeting.

7.0 Action Being Requested

- 7.1 The Council of Governors is asked to **RECEIVE** and **NOTE** the report.