

REPORT TO THE TRUST BOARD IN PUBLIC
25 November 2021

Title	People Participation Committee 16 September 2021 – Chair’s Report
Committee Chair	Aamir Ahmad, Non-Executive Director and Committee Chair
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Purpose of the report

To bring to the Board’s attention key issues and assurances discussed at the People Participation Committee meeting held on 16 September 2021.

Key messages

At its meeting on 16 September 2021 the Committee considered a range of items including City & Hackney directorate priorities update; what Working Together Groups were proud of during Covid; risk 3 of the Board Assurance Framework; and a discussion on the PPC format going forward. The Committee wished to draw the Board’s attention to its discussions on the following:

- **City & Hackney Directorate Priorities Update:**
 - Good progress is being made across the eight priority areas with some strong co-produced work:
 - *Developing lived experience educators:* all courses are co-produced; there is a specific development programme, involving mentoring, shadowing and training; service users are being trained in QI
 - *Pathways in and out of people participation:* there has been success in people both getting and keeping employment
 - *Service users referred into people participation:* a point of learning is to revisit opportunities service users who do not express an interest at the beginning of their journey as they are often receptive at a different time
 - *Empowering people digitally:* the borough has created a digital hub to support those who are digitally excluded including offering training to improve digital skills and in bidding for personal health budgets, as well as providing access to laptops and phones
 - *Co-production:* good progress with communications materials being co-produced
 - *Improving sign-posting:* this is now much more integrated than it had been with the previous neighbourhood approach
 - *Covid-19 challenge:* the introduction of iPads on inpatient wards was particularly helpful. Recognised it is important to improve access to digital technology and this really helped with keeping in touch with service users.
 - The Committee received assurance that concerns about access to opportunities and a lack of response from partners will be followed up with people participation leads, and that there is a clear and shared understanding of the role for service users in any project where their input is requested.

- **Working Together Groups - What Are You Proud Of:** The Committee received updates on the wide range of projects being taken forward within 16 of the Trust’s Working Together Groups; key themes included:
 - Maintenance of people participation during Covid through innovative approaches
 - Embracing a range of communications methods including Twitter feed, meetings on Zoom, establishment of social groups, What’s App groups, sharing podcasts, etc all helping to create inclusivity and to ease loneliness and maintain contact
 - Effective move to virtual/online working which opened up opportunities and more inclusion as well as saving travel time and costs; however, virtual ways of working does not meet everyone’s needs and so a hybrid way of working is required going forward

- Increased creativity – arts, poetry – supporting wellbeing and reducing anxiety
 - Establishment of the befriending service which is being extended to primary care and GPs
 - Expansion of peer support and people participation.
- **People Participation Committee format:** the Committee considered the best way to receive feedback from the large number of Working Together Groups (WTGs) to ensure the most effective way of sharing good practice:
 - As the People Participation Committee is a standing committee of the Trust Board, it is important to ensure the committee has oversight of progress against the agreed priorities
 - Options include an assurance map, written reports/presentations, etc but not to create additional work
 - Further review to be undertaken with proposals being brought back to the next meeting.
 - **Service User Feedback:** The Committee requested further consideration to be given to how feedback is collected from service users and how this information can be used; the committee felt some of the stories of how people’s lives have been changed by their involvement with people participation would be valuable as well as how best to monitor the wellbeing of service users involved in people participation.
 - **Board Assurance Framework:** The Committee:
 - Suggested the inclusion of anti-racism work and service user wellbeing in the actions being taken to mitigate the risk as well as a dashboard to show the breadth and depth of work in different areas which would demonstrate how well the risk is being managed
 - Agreed that appropriate controls are in place and operating effectively, and that there are no changes to the risk scores.

Previous Minutes

The approved minutes of the meeting held on 17 June 2021 are available on request by Board Directors from the Director of Corporate Governance.