

**REPORT TO THE TRUST BOARD: PUBLIC**  
**21 May 2020**

<b>Title</b>	People Participation Committee 25 February 2020 – Chair’s Report
<b>Committee Chair</b>	Aamir Ahmad, Committee Chair
<b>Author</b>	Cathy Lilley, Associate Director of Corporate Governance

**Purpose of the report**

To bring to the Board’s attention key issues and assurances discussed at the People Participation Committee (PPC) meeting held on 25 February 2020.

**Issues to be brought to Board’s attention**

At its meeting on 25 February 2020 the Committee considered a range of items including new people participation priorities, people participation input into transformation and new services, and Peer Support Workers, and paid a heartfelt tribute to Marie Gabriel who was leaving the Trust on 31 March 2020 to take up the post of Chair of the East London Health and Care Partnership for her contribution in championing people participation.

**New People Participation Priorities:** The priorities focus on quality of life as well as health:

1. To support more social connections
2. To support access to employment and education
3. To focus on life skills, such as budgeting, internet use
4. To improve letters/care plans so that service users receive letters to them (rather than copies of letters about them)
5. To get the basics right, such as easier access and shorter waiting times
6. To use service user input to improve supported housing
7. More co-production with Councils, local businesses etc.
8. Re-design and transformation to include service user input
9. Integrated care needs to happen (felt this is talked about, but in reality is not happening)
10. Increase the option of People Participation to all as an automatic offer.

**People Participation involvement in transformation and new services:** The Committee discussed and agreed ideas about how to improve the way service transformation takes place from a service user perspective and about their experiences of being involved in transformation, and also considered transformation in relation to achieving improvement in population and physical health:

- A plan would be implemented to ensure consistency in how service user involvement happens in transformation, through better communication with staff
- Training will be provided to staff on how to manage situations when service users express understanding that is different from what staff believe to be the case
- The Quality of Life conference to be a vehicle to improve understanding of the role of social prescribers and peer support workers in improving physical health and reducing social isolation
- Communications to be improved between ELFT and service users, e.g. the Trust should inform service users when opportunities (i.e. gym membership) cease and for identifying alternatives
- There should be consistency in access to opportunities irrespective of where service users live.

**Peer Support Workers (PSWs):** The Committee agreed that:

- All PSW contracts should be permanent
- Formal professional standards and career progression for PSWs should be agreed
- The recovery college paper should be reviewed with regard to the experience of peer tutors
- Work experience opportunities for young people should be formalised.

**Previous Minutes:** The approved minutes of the meeting held on 2 December 2019 are available on request by Board Directors from the Associate Director of Corporate Governance.