

REPORT TO THE TRUST BOARD: PUBLIC
20 May 2021

Title	Chair's Report
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Purpose of the Report:

The report informs the Board of key points arising from the Council of Governors and Members discussions and the Chair's and Non-Executive Directors' most significant activities.

Summary of Key Issues:

To receive feedback on Governor discussion and key strategic points arising from Chair and Non-Executive Director activity.

Strategic priorities this paper supports (Please check box including brief statement)

Improved experience of care	<input checked="" type="checkbox"/>	Council of Governor identifies annually its strategic priorities which will assist the Trust to improve experience of care at critical points in the patient journey
Improved population health outcomes	<input checked="" type="checkbox"/>	Board discussions on how we can best achieve our population health ambition within a changing context will enable the organisation to be better prepared. Governor's focus on Member priorities emphasises improving population health outcomes
Improved staff experience	<input checked="" type="checkbox"/>	Governors and NEDs have highlighted staff experience as a key priority for the Trust and provided areas of focus
Improved value	<input checked="" type="checkbox"/>	Working collaboratively with our health and care partners will secure better integrated and more accessible care, thereby increasing value

Committees / Meetings where this item has been considered:

Date	Committee / Meeting
13 May 2021	Council of Governors Meeting

Implications:

Equality Analysis	Positive impact on reducing health inequalities through system partnerships
Risk and Assurance	Ensuring that we respond effectively to member feedback will provide additional assurance, minimise risk and improve accountability
Service User / Carer / Staff	Focusing on the Council's strategic priorities will support improving service user and carer experience and staff engagement
Financial	Increasing the potential for creating value by involving and working with others to maximising benefits of investments.
Quality	Improving in response to the experiences of Members will help drive quality improvements further.

Glossary

NED(s)	Non-Executive Director(s)
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1. Background/Introduction

- 1.1. This report updates the Board on the Council of Governors discussions so that these views inform Board decisions. It also provides information on the Chair's main activities and strategic outcomes of Non-Executive Director (NED) visits and Board discussions as part of the Board's commitment to public accountability.

2. Council of Governors

- 2.1. At its meeting on 13 May 2021, the Council of Governors (Council) reflected in a facilitated session on its own impact and on the support, information and assurance required to enable the Council to carry out its role of holding NEDs to account for the performance of the Board and to represent the Trust's members and the wider public.
- 2.2. Governors take pride in their strategic approach as the Trust's critical friends and discussed, jointly with the Board, what "holding to account" means within the Trust and in the new context of the wider healthcare system we are now operating in.
- 2.3. The results of this reflection will feed into the wider Council of Governors Development Plan for 2021/22.
- 2.4. The Council also received an informative update on the impact of Covid on the Trust services that focused on safety, waiting times, responsiveness, demand, service user experience and outcomes.
- 2.5. An update was provided on the development of the Trust's annual plan 2021/2022 that reflects Governor and members priorities, team and directorate priorities and Working Together Group priorities in the context of the NHS Long Term Plan. A planning event was held on 19 April 2021 where over 80 attendees (members, Governors, staff, wider stakeholders) identified and explored the following priorities through discussions on what are we doing well, what should we do more of, what should we stop doing and where do we need to improve:
 - A continued focus on inequalities, particularly with regard to access and digital inclusion
 - Tackling increasing demand and waiting times for access to services
 - Integration of services
 - Transition between services
 - Specific population groups, particularly people with learning disabilities, people who are detained under the Mental Health Act
 - Communication, improving how we share information
 - Carer support
 - Increasing access and signposting to people participation
 - Staff recruitment and retention
 - Sharing learning from good practice, e.g. IAPT innovation and adaptation, self-management of long term conditions.
- 2.6. In addition, the Council unanimously approved the re-appointment of Eileen Taylor as Vice-Chair of the Trust.

3. Chair and NED Activities

- 3.1. As of 1 April 2021, I have stepped down as chairman of Barnet, Enfield and Haringey Mental Health NHS Trust and have recently been appointed as the chairman for Royal Free London NHS Foundation Trust. I continue to be actively involved in both Bedfordshire, Luton & Milton Keynes and North East London ICSs.

- 3.2. Virtual visits made by NEDs since the last Board meeting include:
- Digital Team
 - Risk & Governance Team
 - Cauldwell Medical Centre
 - Home Treatment Team in City & Hackney
- 3.3. NEDs met with key members of teams delivering critical services including clinicians, support colleagues, and managers. They took the opportunity to thank them for their professionalism, commitment, enthusiasm and meaningful contributions during the toughest health crisis this country has ever experienced. In each of these visits, they also received feedback and helpful suggestions on how to improve services, which we follow up on with the relevant executive leads.
- 3.4. It is hoped that as lockdown restrictions lift, NEDs will be able to resume some face-to-face visits.
4. **Action Being Requested**
- 4.1. The Board is asked to **RECEIVE** and **NOTE** the report for information.