

REPORT TO THE TRUST BOARD: PUBLIC
22 July 2021

Title	Chair's Report
Author	Mark Lam, Trust Chair

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
8 July 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)
--------	---------------------------

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 8 July 2021, the Council of Governors (Council) received two comprehensive updates on Trust services:

- Colleagues from Tower Hamlets, Newham and Bedfordshire services updated Governors on the development of services users living with long Covid.
- Tanya Carter, the Executive Director of People & Culture updated Governors on the extensive and concrete support offered by the Trust to all staff during the pandemic. A joint letter of thanks will be sent on behalf of the Council by the Chair, Lead Governor and Deputy Lead Governor.

- 2.2 Governors spent time in breakout rooms to identify the Council's priority programme, starting with their January 2022 meeting. There was strong focus on child services; on tackling inequality as a major contributor to ill health; staff welfare; long Covid services and how the Trust will operate in a rapidly changing landscape. However, many other suggestions were raised, such as Learning Disability services or communicating Trust performance indicators to the public and we will look at ways address these in the year to come in different ways.

- 2.3 In private session, the Council also agreed the self-certification by the Board that the Governors received sufficient training and development in 2020/21 in order to fulfil their duties and responsibilities, and noted the positive outcome of the discussion of the performance reviews of the Chair and the Non-Executive Directors by the Nominations and Conduct Committee, particularly paying tribute to the Board for their successful work during the pandemic.

3. Chair and NED Activities

- 3.1. Virtual visits made by NEDs since the last Board meeting include:

- People Participation Team
- Queensborough House
- Network Leads

- 3.2. 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.

- 3.3. It is hoped that as lockdown restrictions lift, NEDs will be able to resume some face-to-face visits.

- 3.4. I continue to support both North East London and Bedfordshire, Luton and Milton Keynes ICS systems in their design and development, in anticipation of their creation and statutory bodies following legislation.

3.5. The CEO and I visited Calnwood Court in Luton and hosted Rima Makarem, Independent Chair of BLMK, ICS and had the opportunity to thank staff for their focus and professionalism during this pandemic. I was delighted by their innovation in working practises.

4. **Action Being Requested**

4.1. The Board is asked to **RECEIVE** and **NOTE** the report for information.