

REPORT TO THE TRUST BOARD: PUBLIC
23 September 2021

Title	Chair's Report
Author	Mark Lam, Trust Chair

Purpose of the Report

<ul style="list-style-type: none"> To provide feedback on Governor discussions so that these inform Board decisions To provide updates on the key strategic points arising from Chair and Non-Executive Director activity as part of the Board's commitment to public accountability
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Committees / Meetings where this item has been considered:

9 September 2021	Council of Governors Meeting
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Key Messages

This 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.

Strategic priorities this paper supports

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

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.

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 9 September 2021, the Council of Governors (Council) received two comprehensive updates:
- The regular performance update focused on the Trust's CAMHS Services, and Council considered the increase in demand experienced across the Trust, but also celebrated the success of funding received for an interim CAMHS Ward in Bedfordshire and heard about positive examples of close system-wide collaboration.
 - Governors also received an update from the Chief Medical Officer on Transition and Discharge, following their pre-pandemic strategy level discussion on this at the January 2020 Council.
- 2.2 Governors spent time in breakout rooms to consider the Trust's work on Population Health, following a presentation from Lorraine Sunduza – Chief Nurse, Angela Bartley – Consultant in Public Health and Deputy Director of Population Health, and Tanya Carter – Chief People Officer. Governors discussed what should be the Trust's focus and next steps on our equality agenda.
- 2.3 In the private session, the Council also agreed to reappoint Aamir Ahmad, Anit Chandarana and Eileen Taylor as Non-Executive Directors of the Trust for a three year term and to reappoint Eileen Taylor as Vice Chair of the Trust; all terms are effective from 1 November 2021 to 31 October 2024.

3. Chair and NED Activities

- 3.1. Virtual visits made by NEDs since the last Board meeting include:
- Crisis Team
 - Employment Services (Colts Lane)
 - Community Health Care Team
 - Learning & Disability Services (Newham & Tower Hamlets)
- 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. The QAC supported the proposed improvements to the NED visit process providing a more standardised approach with consistent questions and online feedback process.
- 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.