

REPORT TO THE TRUST BOARD - PUBLIC
13 March 2019

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| Title | Chair's Report |
| Author | Marie Gabriel, Chair ELFT |

Purpose of the Report:

The report informs the Board of key points arising from the Council of Governors discussions and the Chair's most significant activities including Non-Executive Director visits to services

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)

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| Improved experience of care | <input checked="" type="checkbox"/> | Ensuring we effectively respond to and learn from changes to services will assist in improving care |
| Improved population health outcomes | <input checked="" type="checkbox"/> | Council of Governors continued focus on delivering effective prevention and integrated care will enable the Trust to better understand how the wider community will wish it to deliver population health |
| Improved staff experience | <input checked="" type="checkbox"/> | Trust learning from and contribution to national workforce strategies and practice and its work with the LBGTQ staff network will assist in improving the experience of all staff |
| Improved value | <input checked="" type="checkbox"/> | Exploring both the investment in and outcome of new models of care, such as Buurtzorg, will assist the Trust to build its understanding of value. |

Committees / Meetings where this item has been considered:

| Date | Committee / Meeting |
|-----------------|----------------------|
| 24 January 2019 | Council of Governors |

Implications:

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| Equality Analysis | Positive impact on equality through participating in national equality fora including ensuring improved requirements by our regulators. |
| Risk and Assurance | Keeping abreast of and seeking to influence national policy will enable the Trust to react appropriately to sustain its viability. |

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| Service User / Carer / Staff | Understanding of our strategic challenges and best practice in older people's services will assist the Trust to improve care |
| Financial | There are no current financial implications, |
| Quality | The Council of Governors Quality Account measure will enable the Trust to better meet community defined priorities. |

Supporting Documents and Research material

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| a. Health Education England, NHS Staff and Learners' Mental Wellbeing Commission |
| b. |

Glossary

| Abbreviation | In full |
|--------------|---------|
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1.0 Background/Introduction

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

2.0 Council of Governors

2.1 The key strategic item discussed by the Council of Governors was the Trust's approach to delivering Child and Adolescent Mental Health Services, (CAMHS). The Governors welcomed the strong focus on holistic and multi-disciplinary care and their subsequent debate resulted in the following themes:

- The importance of engaging family members with the recognition that the definition of family includes a range of different forms
- The need to reach out to the most vulnerable children, for example, those not in school
- Support for the emphasis on family centred care, promoting resilience and self-care rather than dependence
- Noting the importance of sharing the Bedfordshire and Luton best practice across the Trust.

2.2 In considering the NHS ten-year plan, Governors were pleased that much of its content appeared to be aligned to ELFT's own strategy whilst recognising that the delivery of the plan across health and social care system would take much work. Governors emphasised the need to ensure that the communities and individuals we work with do not become excluded by the digital ambitions and the need to be realistic and vigilant given financial pressures of our partners, particularly local authorities and the CCG with its 20% budget reduction. The Governors concluded by noting that integrated care systems need to be supported by robust, accurate and localised data.

- 2.3 The Council of Governors are required to choose a quality measure for our Annual Quality Account which must be externally audited. After some discussion, Governors voted on their preferred local quality indicator, the result of the vote is that Patient Safety – Serious Incidents will be the Governor Quality Measure.
- 2.4 In the open discussion under Any Other Business, plans to improve the Bedfordshire and Luton Service Director meetings were outlined and it was agreed that an update on discharge would be provided to Bedfordshire and Luton Governors. All Governors were reminded to refer concerns about services to complaints or PALs so that personal concerns are remedied and for the Trust to learn from events. Finally, Steven Course asked Staff Governors to feedback on the impact of their work environment on their wellbeing.
- 2.5 I am pleased to announce the Council approved the election of Keith Williams as the Assistant Deputy Chair of Governors and also confirmed that Keith will continue as the Interim Deputy Chair/Lead Governor whilst the current postholder is on maternity leave. Hannah Brown has stood down as a Central Bedfordshire Governor to focus on her Eating Disorder awareness raising and peer support work. Although we will miss her, this work is very important and successful.
- 2.6 The Governors discussed the appointment of ELFT's Chair to the Chair role at Norfolk and Suffolk Foundation Trust and the request that ELFT provide enhanced improvement support to the same Trust. Whilst the Council was concerned to ensure that this would not negatively impact on the work of ELFT, the Council viewed this as a positive comment on ELFT and indeed the Council itself. The Council asked the Trust Board to consider whether it would be advisable to establish a small team to provide support to struggling Trusts.

3.0 Chair and NED Activities

- 3.1 My last couple of months have had a focus on national workforce plans, sharing information and practice based on ELFT's experience. I have contributed to shaping the future leadership and culture of the NHS as part of the National Workforce Strategy Steering Committee and ensured the voice of employers is heard in policy and practice as part of NHS Employers Policy Board. It is clear that there is a national drive to improve the culture of the NHS so that staff experience, development and inclusive progression enables us to provide the highest possible standard of care. I have also accepted an invitation to join the National NHS Talent Board.
- 3.2 It was a pleasure to welcome Matt Hancock, Secretary of State for Health to ELFT as the Trust of good practice for Health Education England's launch of the Pearson Commission's report into staff mental wellbeing. I was able to highlight how ELFT not only delivers against most of the Commission's recommendations but goes further by reducing negative work-based experience such as violence on wards, proactively supporting staff to address their personal financial challenges and most recently by focusing on creating joy at work.

- 3.3 I continue to specifically advance workplace equality and inclusion; I participated in a Twitter chat on behalf of the Health and Care Women Leaders Network, spoke at the ELFT LGBTQ Network event, at which our colleagues Ken Batty and Dr Paul Gilluley played a major part, and worked with the WRES Steering Group to ensure that WRES is embedding in the Model Hospital information and tested fully by the CQC.
- 3.4 The NED visit to older people's services in Newham and Tower Hamlets had only just occurred at the time of writing this report so a verbal feedback will be provided at the Board meeting. Mary and Jenny will also provide a verbal report on an event that they attended to share learning from the pilot of the Buurtzorg approach to district nursing.

4.0 Action Being Requested

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