

REPORT TO THE TRUST BOARD - PUBLIC
19 March 2020

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 most significant activities
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Summary of Key Issues:

To receive feedback on the Trusts Annual Plan Consultation events and key strategic points arising from Chair and Non-Executive Director activity.
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Strategic priorities this paper supports (Please check box including brief statement)

Improved experience of care	<input checked="" type="checkbox"/>	Annual Plan consultations enable the Trust focus on key priorities for improving the experience of care
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.
Improved staff experience	<input checked="" type="checkbox"/>	Members 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
12 th January 2020	Council of Governors Report on Consultation Meetings Outcomes

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	Engagement in our Annual Planning Process which ensure its contents better meet the needs and aspirations of service users, carers and staff.
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

Abbreviation	In full

1.0 Background/Introduction

- 1.1 This report updates the Board on Annual Plan Consultations so that Member views inform Board decisions. It also provides information on the Chair's main activities and strategic outcomes of Board discussions as part of the Board's commitment to public accountability.

2.0 Council of Governors

- 2.1 Given latest advice on Coronavirus and non-essential travel, the decision was taken to cancel the Council of Governors 12 March meeting. However, the papers were prepared and included feedback on the themes emerging from our Annual Plan Consultation events that have been held in Bedfordshire, Luton and London. The events highlighted that Members were fully supportive of the Trust's focus on Population Health, our expanding work in primary care, our extension of crisis care although this could be better promoted, emphasis on Integrated Care, particularly working with local authorities and the voluntary sector and improved staff experience, particularly relating this to recruitment and retention and through this continuity of care.
- 2.2 This confirmation of our priorities was also evident in the themes for the coming year. These themes were:
- I. Improved Experience of Care including
 - improved access to crisis care and knowledge of single points of access
 - the need to improve administration
 - more flexible transition between services
 - working with GPs to improve access to primary care.
 - II. Improved Population Health Outcomes including
 - Better working with seldom heard communities
 - Working with partners to address substance misuse, reduce school exclusions particularly for young people with learning disabilities and to reduce social isolation and improve access to recovery activities.
 - III. Improved Staff Experience via access to low cost housing and lobbying for more national alignment on pay.
- 2.2 I can now announce that at its January meeting the Council soundly congratulated the Trust's Vice Chair on her appointment as Chair of Cambridgeshire Community Services NHS Trust, they like the Board wish Mary well in this new role. CCS are very lucky to be welcoming a Chair who has an unswerving commitment to working with patients to secure better outcomes, a determination to achieve continuous quality improvement and who is so insightful, experienced and well networked. I take this opportunity to wish Mary well and to thank her for the amazing support she has provided to me during our time at the Trust.
- 2.3 My last report to the Board advised that there were elections taking place for the role of Deputy Chair, (Lead Governor). The result has now been announced and Zara Hosany has been elected to this role and Keith Williams will continue in his

role as the Deputy, Deputy Chair, (Deputy Lead Governor). My congratulations to them both.

3.0 Chair and NED Activities

- 3.1 In addition to our work on our Annual Operating Plan, the Board has been reflecting on progress against our 2022 ambition and what else we need to do to ensure its achievement. The consultation with Members and the People Participation Trust Wide Working Together priorities both provide a clear steer on gaps and therefore necessary actions as well as informing where progress has been made.
- 3.2 We have also considered the changing context within which the Trust is operating and how we can convene and influence partners to ensure the best outcomes for those we serve. Connected to this I have been involved in a number of consultations regarding the new operating model for the NHS called System By Default. Within this model NHS England and Improvement intend to operate through local Sustainability and Transformation Partnerships rather than directly with individual organisations.
- 3.3 The dual aim for each system will be to collectively transform services and also collectively manage performance. This brings opportunities to work in new ways, collaborating with providers and commissioners to improve services but it also brings the need to share performance and finance risks.
- 3.4 After almost 8 years this is my final Chair's report. It has been a very enjoyable time where I have met many inspiring people and I am proud of our progress and valued centred approach. Our success is grounded in the way we work alongside people with lived experience as equals in the design, delivery and evaluation of our joint work; in our belief in and support of the talent and compassion of our staff; and in our mixture of courage to be innovative and humility in knowing that we are not truly outstanding unless every service user and staff member says we are. As a Board I am proud of our diversity of thought, our individual excellence and authenticity, our embodiment of the Trust values and drive to always do better with the people we serve.
- 3.5 I take this opportunity to thank my Board colleagues for their ambition and wisdom, the Council of Governors for their insight and commitment, staff for their passion and determination and our service users and carers for their willingness to actively apply their knowledge, experience and ideas to drive improvement. Thank you for your support and most of all for your challenge.

4.0 Action Being Requested

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