

Agenda Item 9

From: Shirley Biro, Committee Chair
To: Council of Governors
Date: 24 January 2019
Subject: Communications and Engagement Committee Report

1.0 Purpose of the Report

- 1.1 To update the Council on the work of the Communications and Engagement Committee.

2.0 Background

- 2.1 The Communications and Engagement Committee has been established to carry out specific duties on behalf of the Council, including reviewing the Trust's Membership Strategy and communications with members and among Governors.

- 2.2 The core membership of the Committee is as follows:

- Shirley Biro, Newham Public Governor (Committee Chair)
- Joseph Croft, Staff Governor
- Caroline Diehl, Hackney Public Governor
- Rosemary Eggleton, Central Bedfordshire Public Governor
- Jamu Patel, Luton Public Governor (Committee Vice-Chair)
- Felicity Stocker, Bedford Public Governor
- Ernell Diana Watson, Newham Public Governor
- Hazel Watson, Newham Public Governor
- Keith Williams, Luton Public Governor

Guest attendees were Ken Agyekum-Kwatiah (Newham), Beverley Morris (Hackney), Daniel Victorio (Hackney)

- 2.2 The Communication and Engagement Committee meetings are open to all Governors. Those Governors who are not core members but wish to attend need to notify the Membership Office.

The Committee met on 17 December 2018 and key agenda items included:

- 2.3 In line with agreed procedure, the Committee unanimously elected Shirley Biro as Chair, and Jamu Patel as Vice-Chair.

- 2.4 The Committee held a wide-ranging discussion on the issue around information flow in the Council.
- 2.5 Group work resulted in the following summarised points:
- The general theme is flow of communication and information
 - Governors have rich contacts and intelligence – community interests, friends, families etc. How can these be accessed to inform the Council's work?
 - How can we better share information about other meetings Governors attend, eg Stakeholder Lunches, Service Director Meetings, external meetings (HealthWatch, CCG etc)
 - We need to offer historical knowledge and context (eg what happened, how the Trust addressed similar issues in the past?)
 - How to share with the Trust information or concerns Governors hear from service users and others?
 - Who to go, who to see for an issue (improve induction, regular updates)
- 2.6 The Committee will review the themes arising from the group work and draft an action plan to take this forward with the Membership and Communications teams.

3.0 Action Being Requested

- 3.1 The Council of Governors is asked to **RECEIVE** and **NOTE** the report