

Agenda Item 6

From: Shirley Biro, Committee Chair
To: Council of Governors
Date: 20 September 2018
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)
 - Rubina Shaikh, Bedford Public Governor (Committee Vice Chair)
 - Ernell Diana Watson, Newham Public Governor
 - Keith Williams, Luton Public Governor
 - Joseph Croft, Staff Governor
 - Robin Bonner, Staff Governor
 - Kemi Rosiji, Rest of England Public Governor
 - Hazel Watson, Newham Governor
 - Jamu Patel, Luton Governor
- 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 Committee Chair and Membership Office.
- 2.3 The Committee last met on 20 August 2018 and discussed the following items:

3.0 Potential Council of Governors QI Project

- 3.1 The Committee discussed in detail the approach to QI including how previous projects have operated and the possibility of a QI project being driven by the CEC. The Committee noted:
- There is a small number of Governors who have been Pocket QI trained; another group will undergo Pocket QI training in September (Rosie Eggleton) and November (Terry Cowley, Ernell Watson)
 - The challenges the Committee faces with driving the QI process due to the infrequency of both Committee and Council meetings which would not fit with the QI process and timeline requirements
 - The importance of aligning the membership strategy (both communications and engagement) with other Trust initiatives including People Participation, stakeholder and staff engagement
 - A draft Staff Governor Action Plan has gone to all Staff Governors as a result of the previous QI project
 - A progress report on QI plans would be presented at the September Council meeting when Governors will identify strategic priority themes for the next year.

4.0 Members' Working Lunches

- 4.1 The Committee held detailed discussions on the format of and arrangements for the stakeholder (formerly known as working) lunches. There is a need to understand why service users, carers and members attend, and to see how we can meet this need, without changing the format of the meetings towards 'surgeries' for concerns or complaints about the Trust.
- 4.2 The Committee considered there should be clarity regarding the Governor role in relation to these meetings: Governors are not there to problem solve for individual members but to identify themes, share the feedback with the Trust through the appropriate routes and seek reassurance of actions being taken.
- 4.2 The Committee agreed the importance of collecting event feedback from attendees; a short feedback questionnaire will be produced with a simple rating scale:
- A) How useful did you find today's meeting?
- B) How relevant was today's meeting in meeting your needs?
- There will also be a text box for any further comments and suggestions.
- 4.3 The Committee discussed the possibility of triangulating information from the stakeholder lunches, themes from complaints, PALS and People Participation feedback as this would provide rich intelligence and data for Trust-wide learning.
- 4.4 Agreed the importance of providing feedback at stakeholder lunches to demonstrate that the Trust has been listening and taking action as appropriate ("You said, we did").

5.0 Governor Site Visit Programmes

- 5.1 The Committee noted that Governors now set their own plan for visits and Membership will be organising them.
- 5.2 The Committee discussed a review of the feedback process between the NEDs/Trust and Governors' site visits so they add value and form part of the feedback loop/mechanisms within the Trust so that themes and learning could be identified and actions monitored.

6.0 Forward Plan and Prioritisation

- 6.1 The Committee agreed the meeting on 15 October 2018 would focus on a further review of Working Lunch meetings, and planning for a possible Council QI project. Additional forward planning would be undertaken at that meeting.

7.0 Action Being Requested

- 7.1 The Council of Governors is asked to:
 - **RECEIVE** and **NOTE** the report
 - **APPROVE** changing the term Working Lunch/Supper Meetings to Stakeholder Lunch/Supper Meetings.