

Council of Governors Meeting including Annual Members Meeting

To be held in public on **Wednesday, 14 May 2025**, 5:00pm – 7:00pm
Conference Room, 2nd Floor, Robert Dolan House, 9 Alie Street, London E1 8DE

Agenda

	Title		Action	Time (all pm)
Informal Gathering				4:30
1	Welcome Eileen Taylor, Chair	Verbal	Assurance	5:00
2	Apologies for Absence Eileen Taylor, Chair	Verbal	Assurance	
3	Declarations of Interest Eileen Taylor, Chair	Verbal	Assurance	
Annual Members Meeting				
4	Minutes of the AMM/AGM held on 8 February 2024	Attached	Approval	5:08
5	Annual Accounts and Report for 2023/24 including the Auditor's Report Lorraine Sunduza, Chief Executive Anit Chandarana, Chair of Audit Committee Kevin Curnow, Chief Finance Officer	Presentation	Receive and Assurance	5:10
Council of Governors Meeting				
6	Minutes of the Previous Meeting of the Council of Governors on 13 March 2025 Eileen Taylor, Chair	Attached	Approval	5:25
7	Action Log and Matters Arising from the Minutes Eileen Taylor, Chair	Attached	Assurance	5:27
Operational Update				
8	Trust Finances 2025/26 Kevin Curnow, Chief Finance Officer	Presentation	Assurance	5:30
Strategic Item				
9	Staff Wellbeing Deborah Wheeler, Chair of People & Culture Committee Barbara Britner, Acting Chief People Officer	Presentation	Assurance	5:50

Business Items				
10	Report from Communications and Engagement Committee (CEC) Felicity Stocker, Chair of CEC	Attached	Assurance	6:30
11	Membership Engagement Plan Update Tina Bixby, Community Engagement Manager	Presentation	Assurance	6:35
12	Council of Governors Forward Plan	Attached	Assurance	6:45
13	Any Other Urgent Business and Questions from the Public (to be advised in advance by Monday 12 May 2025 . Questions submitted on the day will be responded to following the meeting)			6:45
End of the Public Meeting Members of the public are excluded from the Council of Governors meeting in private having regard to commercial sensitivity and/or confidentiality and/or personal information and/or legal professional privilege in relation to the business to be discussed				
14	Report from the Nominations and Conduct Committee Eileen Taylor, Chair	Attached	Approval	6:45
	Date and Time of Future Meetings <ul style="list-style-type: none"> • 10 July 2025 • 11 September 2025 • 13 November 2025 • 15 January 2026 (online) • 12 March 2026 <p>All meetings will be held in person at Trust HQ (Conference Room, Robert Dolan House, 9 Alie Street, E1 8DE) from 5:00 – 7:00pm unless stated otherwise; January meetings are generally held online.</p>			

For more information on the meeting, including how to access the meeting, please visit [the ELFT website](#).
Please contact elft.membership@nhs.net for any specific enquiries.

Eileen Taylor
Chair, East London NHS Foundation Trust

Draft Minutes

Annual Members Meeting 2023

8 February 2024 from 5.00pm – 6:30pm

Virtual Meeting, held via Zoom

Present:	Eileen Taylor	Chair
Governors:	Patrick Adamolekun	Staff Governor
	Julie Aduwa	Public Governor, Rest of England
	Viv Ahmun	Appointed Governor, Voluntary Sector
	Fatima Begum	Public Governor, Luton
	Yesmin Begum	Public Governor, Tower Hamlets
	John Bennett	Public Governor, Tower Hamlets
	Gren Bingham	Public Governor, Tower Hamlets
	Liz Birch	Public Governor, Central Bedfordshire
	Shirley Biro	Public Governor, Newham
	Dafni Boula	Public Governor, Luton
	Bob Cazley	Public Governor, Central Bedfordshire
	Caroline Diehl	Public Governor, Hackney
	Mark Dunne	Staff Governor
	Love-Jane Egbe	Staff Governor
	Sade Etti	Appointed Governor, Hackney
	Cass Howes	Public Governor, Bedford
	Rofikul Islam	Public Governor, Tower Hamlets
	Peter Landman	Public Governor, Newham
	Khtija Malik	Appointed Governor, Luton
	Lizzie Maushe	Staff Governor
	Beverley Morris	Public Governor, Hackney
	Caroline Ogunsola	Staff Governor
	Jamu Patel	Public Governor, Luton
	Sarifa Patel	Public Governor, Newham
	John Peers	Staff Governor
	Betsy Scott	Staff Governor
	Kate Smith	Staff Governor
	Larry Smith	Public Governor, Central Bedfordshire
	Sharmeen Sultana	Staff Governor
	Hazel Thomas	Public Governor, Newham
	Patricia Wheeler	Public Governor, Hackney
In attendance:	Ogechi Anokwuru	Smoking Cessation Advisor
	David Bridle	Chief Medical Officer
	Richard Carr	Senior Independent Director
	Tanya Carter	Chief People Officer
	Peter Cornforth	Non-Executive Director
	Laura Austin Croft	Director of Population Health
	Tina Bixby	Membership Office Manager

Anit Chandarana	Non-Executive Director
Kevin Curnow	Chief Finance Officer
Richard Fradgley	Director of Integrated Care, Deputy CEO
Christine Guevara	Lead Advanced Clinical Practitioner
Dame Donna Kinnair	Non-Executive Director
Susan Lees	Non-Executive Director
Norbert Lieckfeldt	Corporate Governance Manager
Cathy Lilley	Director of Corporate Governance
Claire McKenna	Interim Chief Nurse
Edwin Ndlovu	Chief Operating Officer & Deputy CEO
Amar Shah	Chief Quality Officer
Lorraine Sunduza	Interim Chief Executive
Dr Mohit Venkataram	Exec Director of Business Development
Deborah Wheeler	Trust Vice-Chair

Members:

(public and staff)

Joseph Adeoye
 Simon Aduah
 Oluwatoyin Akinwolemiwa
 Olukemi Allen
 Carla Ashworth
 Adeola Balogun
 Sarah Barnett
 Michelle Bradley
 David Burbidge
 Matthew BurrIDGE
 Justine Cawley
 David Clarke
 Shannon Curtis
 Adrian Curwen
 Susan Downing
 Botah Ebosele
 Rosemary Eggleton
 Chinny Ejiogu
 Sharon Gugerly
 Alex Hadayah
 Nana Hamilton
 Irina Higginson
 Richard Humm
 Sabrina Iqbal
 Marufa Jesmin
 Ngalula Kassanda
 John Louis Kauzeni
 Sarah Khan
 Judith Lakin
 Carol Ann Leatherby
 Sudev Singh Marway
 Sylvester Mensah-King
 Antonio Moccia
 Dinah Morley
 Mariana Musumeci
 Gillian Pestell
 Amira Petker

Chloe Preston
Farzana Rahman
Diane Robinson
Razaq Salau
Carlos Santos
Lisa Shanahan
Carole Shaw
Hannah Style
Gulsie Suleman
Aurora Todisco
Elizabeth Tudor
Wendy Waters
Ernell Watson
Paul Bokelo Weyalo
Rachel West
Cynthia White
Keith Williams
Stacian Williams

The minutes are produced in the order of the agenda

1. Welcome

- 1.1 Eileen Taylor welcomed everyone to the 2023 Annual Members meeting, explaining the meeting will be held in two parts; a formal presentation of the Annual Accounts followed by presentations on governor's activity in 2023, population health and the Trust's membership plans.
- 1.2 She extended a warm welcome to Councillor Sade Etti, the newly-appointed governor for Hackney. The outstanding contribution of Susan Fajana-Thomas who held this role for the previous nine years was acknowledged, with appreciation particularly of her role in the Nominations & Conduct Committee; her contributions and wisdom will be sorely missed and the best wishes of the Trust go with her for the future.
- 1.3 New non-Executive directors Peter Cornforth and Sue Lees, new Chief Finance Officer Kevin Curnow and Claire McKenna as the interim Chief Nurse were welcomed to their first annual members meeting.
- 1.4 Eileen also acknowledged Lorraine Sunduza as the interim Chief Executive Officer for the Trust and congratulated her on the award of an OBE in the King's New Years Honours list. She paid tribute to Paul Calaminus following his appointment as Chief Executive Officer of NELFT, noting how the already strong collaboration between the two Trusts is being improved further.
- 1.5 Congratulations were extended to Edwin Ndlovu on his appointment as a deputy CEO for ELFT and Amar Shah, the Chief Quality Officer, who has been appointed as the first ever NHSE National Clinical Director for Improvement although he will also remain in his role at ELFT.
- 1.6 Eileen acknowledged this as LGBTQIA+ history month and the annual conference of ELFT's LGBTQIA+ Staff network will be held tomorrow; February also sees

sexual abuse and violence awareness week, race equality week, children's mental health week, Time to Talk day, Autism Sunday and mental health nurses day on 21 February, acknowledging the vital role our nurses have in the delivery of the work of the Trust.

- 1.7 The fallout of the events in Israel, Gaza and Ukraine continue to challenge us as a diverse Trust and community, with our values of trust, inclusivity and respect being even more important to uphold in these difficult times.

2. Previous Minutes and Matters Arising

- 2.1 The minutes of the meeting held on 22 November 2022, previously agreed by the Council of Governors, were approved as a correct record; there were no matters arising.

3. Declarations of Interest

- 3.1 No declarations of interest have been received in regard to today's meeting in public.

4. Annual Accounts 2022-2023

- 4.1 Anit Chandarana, Chair of the Audit Committee, introduced the report highlighting:
- The positive and collaborative engagement the new external auditors Mazars have demonstrated in their first year with ELFT and the importance of their independent report and detailed findings in confirming our accounts have been well prepared and give a true and reasonable view of the Trust and its finances.
 - As is to be expected, Mazars also provide advice on where there are areas for improvement and, whilst these are not material in relation to the accounts as prepared, they have been carefully noted and the Audit Committee will review progress in achieving these over the coming months.
 - The reason for the delay in finalising the accounts relates to a number of staff who remain members of local authority pension schemes; these accounts are audited on a different timescale to the NHS accounts and, in common with several other NHS trusts, it is a requirement that this is completed before a final view of trust accounts can be given.
 - All other work was completed within the NHS agreed timescales and were it not for this ongoing issue, finalisation and the timely laying of accounts before Parliament would have been achieved; the accounts have now been laid before Parliament with a general understanding that this will continue to cause delays going forwards, despite ongoing work to find a resolution.

Kevin Curnow presented details of the Trust's finance performance, highlighting:

- The three statements in the external auditor's opinion giving assurance around the preparation of the accounts by the finance team in accordance with requirements.
- An acknowledgement of teams and departments throughout the Trust who contribute to the provision of an unqualified opinion, free from material error, demonstrating adequate internal controls, providing value for money and operating as a going concern.

- Details of income (£639.3m) and expenditure (£637.6m) and the technical adjustments and impairments which moved the final financial position from a deficit to a surplus.
- The £17.8m capital spend details for 2022-2023.

5. Activity of Governors

- 5.1
- Caroline Ogunsola presented the report, highlighting:
 - The Governor's strategic priorities for 2023; staff wellbeing, giving every child the best start in life, supporting families and carers, and getting the basics right.
 - During the year the Governors challenged the Trust Board to provide assurance around the systems in place to prevent the abuse of patients, following harrowing media reports in other areas of the country; governors were satisfied and encouraged by the systems in place for Trust staff to speak up and report any areas of concern.
 - Before agreeing to the recruitment of a joint Chair for ELFT and NELFT, governors focused on the potential benefits to service users, the continued commitment to a service for Bedfordshire & Luton, an appointment process which reflected ELFT's values, service user involvement in the process, the continuing diversity of our Board and the desired outcome of a stronger voice for mental and community health services in collaboration with our partners in NELFT.
 - Governors examined the new Integrated Care Systems, inviting both ICS Chairs to present at the Council of Governors on where public accountability lies within the new structure; dialogue and challenge around this is ongoing.
 - An interesting session around how quality is gauged and measured was held with the Chief Quality Officer.
 - Discussions with operational leads around variable experiences of service users being discharged from community services to GPs were held, with governors able to highlight examples of where a good outcome was not achieved; a follow up session to gauge improvements will be arranged in due course.
 - Governors raised concerns and supported the Trust around the government's mandatory requirement for NHS staff on Covid vaccinations and the subsequent withdrawal of this measure; changes in the blood testing service in Newham were also brought about as a result of governor intervention resulting in an easier booking system being put in place for local service users.
- 5.2 Eileen Taylor expressed her gratitude to the governors for their invaluable role as the Trust's critical friends and for representing their communities so well.

6. Population Health

- 6.1 Richard Fradgley introduced this item, highlighting:
- The Trust's strategy lays out how we intend to deliver on improving population health to impact on quality of life; ELFT has recently published its first annual population health report which includes many examples of the work being undertaken to achieve this.

Laura Austin Croft, Ogechi Anokwuru and Christine Guevera presented the report, highlighting:

- The Trust's commitment to improving quality of life for all, supported by the strength of people participation, quality improvement, our diversity and approach to inclusion, kind and caring staff and clinical leadership.
- The number of different socio-economic factors that impact on physical and mental health and the different needs within the population.
- An outline of the *Healthier Wealthier Families* initiative which saw benefit advisors co-located in clinical settings in Newham and Tower Hamlets, and the data showing a positive impact in terms of financial and mental wellbeing this has provided for 66 families to date.
- The ELFT Stop Smoking service which helps service users to give up smoking with behavioural support, nicotine replacement therapy and advice with safe, evidence-based personalised care plans. Successful QI project undertaken, co-produced with service users, champions and peer support workers resulting in 2500 service users screened since 2022.
- The work to increase cervical screening rates at the Cauldwell GP practice in Bedfordshire, involving a QI approach to understand the reasons and barriers for women booking appointments. Change ideas implemented included alternative booking processes and translating resources into core population languages resulting in a positive decrease in the difference in the percentage of women being screened in groups along with an increase in screening overall; further work around improving health literacy is planned.
- Three priorities for 2024 are around employment, income maximisation and improving the physical health of people with long term health conditions.

7. Membership Engagement Plan 2023-2026

7.1 Tina Bixby presented, highlighting:

- The plan encompasses the opportunity for the Trust to share information with its members, to hear and listen to their voice enabling changes to be made together and the opportunity to become a Trust Governor.
- The one-page plan and infographic has been co-produced with service users, people participation and a Task & Finish group which included two Board members, emphasising the importance placed on this by ELFT.
- An action to come out of this process was to review the Trust's quarterly magazine *Trusttalk* and, following the receipt of feedback from service users, staff and governors, improvements in signposting outside information including with voluntary sector partners is ongoing along with plans for local face to face membership meetings.
- Future plans involve working collaboratively with the health and care partnership boards in London and BLMK to share resources, budgets and ideas.

8. CEO Report

8.1 Lorraine Sunduza presented, highlighting:

- The important role of the Council of Governors in connecting with our communities and holding the Trust to account over the effectiveness of its services.

- Our stated ambition to improve the quality of life for all and the population health initiatives which evidence ELFTs impact on communities, along with tailoring care to individual needs, providing neighbourhood and place teams working with communities within specific boroughs and collaborative working with voluntary partners and wider system partners whilst maintaining a culture of tackling inequalities and variation in the provision of services.
- Supporting our staff to grow and flourish, as evidenced by the success of the Trust's apprenticeship scheme and supporting our clinical leadership; the continuing use of quality improvement which directly involves the people who do the work or are affected by it.
- Challenges ahead include the rise in demand for our support and the need to balance using public money wisely whilst maintaining our values, in particular around co-production and collaboration which has yielded real results.

9. Questions from the Public/Any Other Business

- 9.1 Noted that additional questions received via the chat function will be answered offline due to time pressures.
- 9.2 In response to a question around increasing partnership working with the voluntary sector, Richard Fradgley confirmed the Trust has increased its investment in the voluntary sector as part of the mental health community transformation work with a significant portion of those funds invested in voluntary groups, and a grant programme also allowing for large amounts of funds to be invested, in all totalling £14m. Additionally, over 40 community connectors employed by the voluntary sector are currently working within ELFT teams with a commitment to strengthen this work over the next few years.
- 9.3 In response to a question on how the Trust is monitoring the co-operation and joint working with Bart's and the GP care group, and how patients can be assured of a good service following concerns over the quality of service and a lack of communication and sharing of information leading to a breakdown of services, Edwin Ndlovu confirmed there are clear channels of communication within that partnership. There is also significant people participation engagement in community services to develop physical health care systems that can be accessed for information sharing; work to develop a shared place is progressing; however East London does have a health information exchange which enables clinicians to access patient's health records. Additionally, mental health nurses now work with community services on the Rapid Response team. An improvement plan is in place for community services across North East London over the next few years, with clinical leads working in partnership on models for rapid response, virtual wards and other initiatives.
- 9.4 In response to a question around how ELFT is using the procurement process to promote patient and public engagement, with the contractors carrying this out in addition to the Trust's oversight function, Mohit Venkataram confirmed the latest round of voluntary grant applications were entirely decided upon by a procurement panel made up of service users. Some processes for contract management have also been worked jointly with service users, and there are plans to mainstream this for all procurement and contract management going forwards.
- 9.5 In response to a question around reintroducing hospital-based nurse training to help local communities find their way into nursing without having to go via a university

route, Claire McKenna confirmed work is ongoing with partner universities to ensure recruitment opportunities are being promoted for local people to enter ELFT. There are also associate programmes with a stepped approach into nursing and the apprenticeship routes.

- 9.6 Eileen thanked all for their attendance and welcomed feedback on the meeting process. She reiterated that income maximisation will be a focus for the Trust for 2024, understanding how poverty contributes to poor health.

Meeting closed at 6:30pm

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Draft Minutes of Council of Governors Meetings
Held in public on Thursday 13 March 2025 at 5:00pm
At Conference Room, Robert Dolan House, 9 Alie Street, London E1 8DE

Present:

Chair: Eileen Taylor Trust Chair

Governors:

Fatima Begum	Public Governor, Luton (online, first hour)
John Bennett	Public Governor, Tower Hamlets
Gren Bingham	Public Governor, Tower Hamlets
Liz Birch	Public Governor, Central Bedfordshire
Dafni Boula	Public Governor, Luton
Bob Cazley	Public Governor, Central Bedfordshire
Renato Congias	Public Governor, Hackney
Mark Dunne	Staff Governor
David Edgar	Public Governor, Tower Hamlets
Sade Etti	Appointed Governor, Hackney
Ian Gibbs	Public Governor, Newham
Elliot Goodman	Public Governor, Rest of England
Coral Jones	Public Governor, Hackney
Peter Landman	Public Governor, Newham
Reno Marcello	Public Governor, City of London
Beverley Morris	Public Governor, Hackney
Caroline Ogunsola	Staff Governor, Lead Governor
Andrea Okoloekwe	Staff Governor
Eseoghene Okonedo	Public Governor, Hackney
Stella Oloyede	Public Governor, Newham
Jamu Patel	Public Governor, Luton, Deputy Lead Governor
Sarifa Patel	Public Governor, Newham (online)
John Peers	Staff Governor
Ruby Sayed	Appointed Governor, City of London
Suzanna Stefanic	Public Governor, Central Bedfordshire
Felicity Stocker	Public Governor, Bedford Borough
Gordon Weller	Public Governor, Central Bedfordshire

In attendance:

Tina Bixby	Membership Officer
Dr David Bridle	Chief Medical Officer
Tanya Carter	Chief People Officer
Alison Cottrell	Non-Executive Director
Kevin Curnow	Chief Finance Officer
Prof Sir Sam Everington	Non-Executive Director
Melanie King	Manager, Tower Hamlets Crisis Pathway Service
Prof Dame Donna Kinnair	Non-Executive Director
Norbert Lieckfeldt	Corporate Governance Manager
Cathy Lilley	Director of Corporate Governance
Linda McRoberts	Minute Taker
Meena Patel	Membership Officer
Lorraine Sunduza	Chief Executive Officer

Deborah Wheeler	Vice Chair, Bedfordshire & Luton
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Apologies:

Patrick Adamolekun	Staff Governor
Yesmin Begum	Public Governor, Tower Hamlets
Caroline Diehl	Public Governor, Hackney
Cassandra Howes	Public Governor, Bedford Borough
Khtija Malik	Appointed Governor, Luton
Elizabeth Maushe	Staff Governor
Robert Morris	Appointed Governor, Central Bedfordshire
Sharmeen Sheikh	Staff Governor
Kate Smith	Staff Governor
Hazel Thomas	Public Governor, Newham

Absent:

Viv Ahmun	Appointed Governor, Voluntary Sector
Rita Chadha	Appointed Governor, Newham
Gulam Choudhury	Appointed Governor, Tower Hamlets
Love-Jane Egbe	Staff Governor
Rofikul Islam	Public Governor, Tower Hamlets
Martin Towler	Appointed Governor, Bedford Borough

The minutes are produced in the order of the agenda

1. Welcome

1.1 Trust Chair Eileen Taylor:

- Welcomed everyone to the meeting, being held in the new HQ Conference Room which will provide both improved facilities and cost savings.
- Particularly welcomed Melanie King, the manager of the Tower Hamlets Crisis Pathway Service attending to present.
- Reminded Governors of the Trust values: we care, we respect, and we are inclusive, with respect both to the meeting and how we are with one another.
- Acknowledged these are challenging times in the NHS and stressed the importance of maintaining focus on improving the experience of service users and supporting staff.
- Thanked everyone who sent kind messages on the sad death of Jason Cook, the Lead Governor at NELFT.
- Recognised awareness dates and celebrations, many of which are important to ELFT's core purpose, including: World Women's Day, as 75% of ELFT's staff are women; Covid Day of Reflection, noting the impact of the pandemic will be with us for some time to come as well as World Bipolar Day and World Autism Acceptance Week. Lastly Eileen mentioned 20 March is International Day of Happiness, noting that it is important to be joyful at work.
- Noted there will be a short break in the meeting for those colleagues observing the fast for Ramadan, so they can break their fast.

2. Apologies for Absence

2.1 Apologies were received as noted above.

3. **Declarations of Interest**

- 3.2 No declarations of interest have been received in regard to today's meeting or which are not already included in the published registers.

4. **Minutes of the Council of Governors Meeting held on 16 January 2025**

- 4.1 The minutes of the meeting held in public were **APPROVED** as a correct record, subject to a correction received to the attendance record regarding Fatima Begum's attendance.

5. **Action Log and Matters Arising**

5.1 **Action Log**

The Council noted both open actions are on the agenda for this meeting and will be closed after today's discussion.

5.2 **Matters Arising**

No matters arising had been advised.

6. **Membership Engagement Plan (MEP) Annual Update**

- 6.1 Tina Bixby presented the first draft of the annual membership engagement report. Tina highlighted that it includes:
- An introduction to how the plan for 2023-26 was developed and that its aim is to make membership matter with a strong emphasis on the importance of collaboration.
 - An explanation that the plan is brought to life through aligning with Trust work via Working Together Groups, Population Health and the Carers strategy.
 - A summary of achievements from the past year, including ELFT being a showcase winner at NHS Providers' Governor Focus conference for the development of the MEP. Progress has included:
 - Establishing the community engagement manager role from within existing resources to expand community engagement opportunities.
 - A review of the Trusttalk magazine.
 - Celebrating the contributions of the Trust's volunteers including our Governors.
 - The membership forums have been refreshed to include *What Matters To You* online conversations.
 - Member 'pop-ups' have been introduced - these are meetings attended where there is already an audience, for example at MIND and Hackney Recovery College etc. This is not only cost-effective, it also links us to our communities and opens spaces where attendees already trust the messages they receive.
 - Membership and community engagement is regularly discussed at Borough and Service Director meetings.
 - 268 new members have joined, a very significant reversal on previous years which have seen a gentle decline.
 - Community feedback – which essentially taught that kindness and respect should be fundamental to any services, and that collaboration takes time. There have been online membership sessions for the Trust to hear what is

important to members – key areas include: getting the basics right, communication and support for carers.

- Plans include an aim to work more closely with Recovery Colleges, to support carers, to engage more with staff members to improve staff engagement and to support Governors with guides and tips for talking about the Trust and their role in their community.

6.3 The Council **RECEIVED and NOTED** the presentation.

7 Council's Strategic Priorities: Communication

7.1 Governors broke into small discussion groups to discuss "What can you do to help our members and the wider public communicate with and be heard by the Trust".

The feedback from each group was collected and will be collated and shared (see Appendix 1).

ACTION: Tina Bixby

8. Operational Update – ELFT Crisis Services

8.1 David Bridle introduced Melanie King, the Tower Hamlets Crisis Pathway Service Manager. Melanie presented, highlighting:

- The NHS 111 Option 2 has been introduced in North East London (NEL), after successfully running for some time in Bedfordshire and Luton.
- This is now the national crisis number for mental health which has been extended to all NEL Boroughs.
- The line is available 24/7 to anybody who feels the need to talk – that might be the person in crisis or parents or carers.
- The line is answered by associate mental health practitioners, who are trained, but not clinically qualified. If a qualified person is needed, they will transfer the call to an appropriate person. There is a senior mental health practitioner available on every shift.
- The aim is to reduce attendance at A&E Departments by providing urgent assessments in a therapeutic environment and to make urgent mental health care more accessible.
- GPs receive notification for each caller. If a follow-up is required, the service will contact the GP in addition to the notification to ensure appropriate action is taken.
- The service opened in London last April and now has over 4,000 calls per month.

8.2 In discussion:

- Questions were raised about the numbers involved and those whose calls are not answered as well as the impacts on those who call.
- It was agreed this topic would be the focus of a future Governor discussion/workshop with greater emphasis on its impact within communities, including what is working well and ongoing challenges.

ACTION: David Bridle

8.3 The Council **RECEIVED and NOTED** the presentation.

9 Council's Strategic Priority Themes 2025/26

9.1 Norbert Lieckfeldt highlighted:

- Each year the Council determines five strategic priorities. They are referenced against the Trust strategy and the Marmot principles so that Governors can follow through how their choices might connect to the over-arching aims.
- Main areas to emerge as priorities from 'what matters to you' conversations in the community and with members were Getting the Basics Right and Support for Carers.
- The proposed top 5 themes collated from the discussion at the last Council meeting are:
 - Shift from acute/wards to community care
 - Staff wellbeing
 - AI and digital innovation – to improve the patient experience.
 - Aging population strategies.
 - Community and Estate as they impact on the quality of the service user experience.
- Governors were thanked for their hard work that went into identifying themes and asked to approve the proposed list.

9.2 In discussion:

- Governors noted the Carers strategy and actions will be reviewed to ensure that the feedback about carers is reflected.
ACTION: Norbert Lieckfeldt
- The Governors stressed the need to care for people's safety, including emotional safety.
- Suggested there are many opportunities to link to the elderly, such as through Age UK and that they would appreciate Governors attending their meetings.
- Noted that there will be a deep dive into one of the priorities at each of the Council meetings.

9.2 The Council **RECEIVED** and **NOTED** the report and **APPROVED** the themes presented.

10 Significant Business and Strategy Committee Report

10.1 John Bennett reported:

- The committee met in February to provide feedback for the Government's ten-year plan consultation. The committee:
 - Discussed the three main shifts and broadly agreed they were appropriate.
 - Held a wide-ranging discussion, particularly questioning whether the plan would address some of the more fundamental challenges facing the NHS, such as finances, workforce pressures and ultimately the overall improvement of people's health and wellbeing.
 - A summary of the key points discussed has been circulated with the meeting papers.
- The committee met again last week to discuss ELFT's move away from the delivery of some of the primary care services. As before, the meeting was open to all Governors. Kevin Curnow, Chief Finance Officer and Edwin Ndlovu, Chief Operating Officer & Deputy CEO outlined the reasons for the

move, primarily that the funding did not meet the costs of running the services.

- The committee sought and received assurances about support for staff and patients through the change. The committee suggested ELFT should write to all the staff and thank them for their time with the Trust.
- The committee stressed they felt reassured by the Board's willingness to make difficult decisions when necessary.
- While ELFT will not be directly involved in future, the committee was assured the practices are being left in a stronger position than when the Trust took over the services, which is an encouraging outcome.

10.2 In discussion the Council noted:

- For most of the practices ELFT are exiting the ICBs in Bedfordshire, Luton & Milton Keynes and in North East London will then determine via a tendering process who will assume responsibility for the practices. There is one unusual contractual relationship with Leighton Road Surgery, where ELFT sub-contracted to the partners. That contract will revert to those partners.
- The Board receives assurance on the exit process primarily through the Audit Committee and with regular updates to the Quality Assurance, People & Culture and Integrated Care & Commissioning Committees.

10.3 The Council **RECEIVED and NOTED** the report.

11 Nominations & Conduct Committee Report

11.1 Eileen Taylor presented the report, highlighting:

- The recruitment process for the three Non-Executive Director vacancies has begun.
- Thanks go to this committee for the work this has involved. A pre-recruitment 'get to know ELFT' session was held which were well attended and there were over 100 applications.
- After long- and short-listing, four candidates were identified for interview who met the population health and primary care/GP criteria. However, none were considered to have the required senior finance experience, so the recruitment agency was asked to identify additional candidates with this specific skills set; as a result, further candidates are now being considered..

11.2 In discussion the Council:

- Received assurance that only those that meet the criteria will be appointed, even if this results in not appointing or only appointing one or two people at this time.
- Received assurance that there are three current NEDs who have significant finance experience – Alison Cottrell, Sue Lees and Eileen Taylor.
- Was assured that diversity is monitored noting the Board is diverse but the aim is to make it more so if possible.
- Noted stakeholder engagement sessions will take place the week before interviews and that their feedback is valued in the decision-making discussions.
- Noted the Board is aware of the need for long-term succession planning. There will be other NEDs whose terms of office end in 2026 and the Board is already considering skillsets and experience that will be needed at that point.

- Noted that the process followed is regularly reviewed to support ongoing improvement.

11.3 The Council **RECEIVED and NOTED** the report.

12 Communications and Engagement Committee Report

12.1 Eileen Taylor congratulated Felicity Stocker on her re-election as chair of this committee. Felicity highlighted:

- The annual mental health summit in North East London is being held as an in-person event on 28 March and an online event on 7 April 2025 The theme is *500 Days: Looking back, looking forward, and celebrating working together*.
- The completion of the pioneering air cleaning research which took place in Fountains Court and has been a great success, improving staff morale and reducing staff sickness. The method is now being used in schools in London to improve health.
- The launch of the service user network (SUN) in Bedfordshire and Luton, being run jointly between ELFT and MIND.

12.2 The Council **RECEIVED and NOTED** the report.

13. Council Forward Plan

13.1 The Council **RECEIVED and NOTED** the Plan.

14. Any Other Urgent Business and Questions from the Public

14.1 People Participation feedback

Question raised about whether the Trust has a mechanism for collecting anonymous feedback from service users on their experience of people participation when they leave. It was noted that the Freedom to Speak Up process could be used for this purpose. In addition, Lorraine Sunduza emphasised the value of receiving feedback in any form and agreed to discuss further with Paul Binfield, Director of People Participation. An update will be provided for sharing with Governors.

ACTION: Lorraine Sunduza

14.2 NHS England

Governors questioned the impact of the recently announced abolition of NHS England. It was noted that while NHS England is being dissolved as a separate body its functions will continue within the Department of Health. The aim is to reduce duplication and redirect more funding to front-line services. Further information on how this change will be implemented and its potential impact will be shared with the Governors as it becomes available.

14.3 Hackney Carers' Association meeting

Governors highlighted a mental health services meeting in Hackney in collaboration with ELFT. Tina Bixbv thanked Bev Morris for bringing this session to her attention and advised that she had followed up with the organisers, expressing interest in attending with an ELFT stall. However, was advised that attendance was expected to be low as this was the first in a series of planned meetings but the organisers offered to ensure Tina and Governors would be invited to future/similar events.

15. Date and Time of Next Meeting:

- Wednesday, 14 May 2025, 5-7pm

All meetings will be held in person at Robert Dolan House unless stated otherwise.

Governors were also reminded there is a Board meeting on **27 March 2025** at Robert Dolan House and they are welcome to join for lunch and stay for as much of the meeting as they are able.

The meeting closed at 7:00pm

draft

Appendix 1

Council of Governors Feedback 13 March 2025

What can you do to help our members and the wider public communicate with and be heard by the Trust?

We had rich and detailed feedback from your group session. I've organized it into themed categories to help bring clarity and focus. It's pleasing to note that we're already undertaking some of these actions, and others offer valuable ideas and inspiration for the year ahead.

1. Community Engagement & Outreach

- Online surgeries and pop-up events to reach wider audiences
- Attend local authority surgeries on a rota (e.g., every 4th or 5th session)
- Presence at local venues: barbershops, libraries, pubs, schools, colleges, universities, football fields, shopping centres
- Go to where residents already are
- Key into planned local events
- Presence at open days and handing out flyers
- Distribution of materials in ELFT waiting rooms and community venues
- Work with local businesses (e.g., hairdressers) and community groups

2. Trust Building & Representation

- Visit schools to raise trust and visibility
- Use convenient, familiar, and accessible local venues
- Partner with community support groups, care homes, and faith groups
- Cultivate relationships with religious leaders (e.g., Rabbis, Imams)
- Promote governors as diverse and representative
- Governor presence in wards (e.g., as “mystery shoppers”)

3. Communication & Visibility

- Use existing community networks and word of mouth
- Use local news outlets and social media (e.g., “Get in Touch with your Governor” pages)
- Use interpreters and translations for accessibility
- Promote podcasts, YouTube videos, TikToks sharing service users' (SU) and carers' stories
- Governor videos (e.g., “A Day in the Life of a Governor”)
- Visual, user-friendly website redesign

4. Listening & Feedback Mechanisms

- Promote anonymous and confidential feedback channels
- Signpost to services, support, and events
- Use safe spaces and casual settings (“a cup of tea and a chat”)
- Provide feedback channels at point of service
- Attend PP/WG meetings to hear SU and carer voices
- Ensure the right people are present at open days to engage hard-to-reach communities
-

5. Inclusion & Accessibility

- Ensure accessibility for those with disabilities and cognitive challenges (e.g., dementia)
- Consider poverty and lack of access (physical, digital, financial)
- Carefully manage narratives involving stigma and mental illness
- Provide interpreters and translated content
- Adapt meeting times for working people (avoid only 9–5)

6. Internal Infrastructure & Tools

- All governors to have NHS emails
- Dedicated inbox monitored by rota
- WhatsApp group for quick internal comms
- Stakeholder directory or map (charities, CICs, voluntary orgs)
- Consider governor drop-in sessions, workshops
- Host annual “Governor Question Time” (like BBC model)

7. Empowerment & Membership Growth

- Engage third parties and motivate them to become members/governors
- Show impact of governors through visibility at events
- Volunteers felt seen and supported by governor presence
- Use governors as “voice amplifiers” for SU/carers
- Collaborate with partners who can provide physical space (e.g., Royal British Legion)

Council of Governors - Action Log following Council Meeting 14 March 2025							
Ref	Meeting Date	Agenda item	Action Point	Owner	Due Date	Status	Comments
216	14/03/2025	MEP Annual Update	Summarise and theme the feedback of the Governor discussion	Tina Bixby	14-May-25	In progress	Submitted to May 2025 Council with draft minutes
219	14/03/2025	AOB	Provide update on discussion with Director of People Participation opportunities for anonymous feedback	Lorraine Sunduza	Jul-25	In progress	Lorraine is sending apologies for the May 2025 meeting
217	14/03/2025	Operational Updated: Crisis Service	Arrange follow-up discussion/workshop for Governors on Crisis Services	Dr David Bridle	14-May-25	Closed	Governor Development Session scheduled for September 2025; with focus on service user benefit/impact
218	14/03/2025	Council's Strategic Priority	Ensure Governor input in development of updated Trust Carer's Strategy 2026	Norbert Lieckfeldt	Jan-26	Forward plan	

- In progress
- Closed
- Forward plan

To: Council of Governors

From: Dafni Boula, Public Governor and Vice-Chair of the Committee

Author: Tina Bixby, Community Engagement Manager

Date: 14 May 2025

Subject: Communications and Engagement Committee Report

1. Purpose of the Report

- 1.1 To update the Council on the work of the Communications and Engagement Committee (the committee).
- 1.2 The committee last met on 28 April 2025 and
- Received an update on recent communications and media developments
 - Received an update on the membership engagement plan – including
 - Annual report
 - What Matters to you Feedback
 - Pop-ups
 - Governor Videos
 - Member Leaflets
 - Received an update on the Election Communications
 - Received an update on the People Participation committee
- 1.3 In the absence of the Committee Chair, Vice-Chair Dafni Boula chaired the meeting.

2. Background

- 2.1 The committee has been established to carry out specific duties on behalf of the Council, including reviewing the Trust's membership engagement plan and communications with members and among governors.
- 2.2 The committee meetings are open to all governors. Those governors who are not core members but wish to attend should notify the Governors & Members Office in advance to ensure they receive the invite and the papers.

3. Meeting: Key Discussions

3.1 Communications Update:

- The Trust has launched an innovative Digital Life Coach Training Programme to address the growing issue of digital exclusion, especially among those accessing mental health services.
- As more healthcare services move online, many people find themselves left behind due to lack of access, digital skills, or confidence. From booking GP appointments to ordering prescriptions, these tasks are now routinely done via apps or websites, but not everyone is digitally equipped to keep up. In response, ELFT's People Participation Digital Community has developed a unique programme that trains service users to become Digital Life Coaches.

- ELFT is leading the way in workplace inclusion and wellbeing by become the first NHS trust at this scale to provide free period products inside toilet cubicles.
- Pads on a Roll recently won the Social Value Award at the 2025 Metsa Sustainability Awards, highlighting its role in championing dignity and accessibility for all.
- This initiative aims to remove barriers to accessing essential menstrual products by making them as readily available as toilet paper, ensuring no one is left unprepared at work.
- A Women's Health Network for Bedfordshire, Luton and Milton Keynes has been launched, aiming to put women's health at the forefront of the agenda and provide better support for women across the region.
- The event, held at Venue 360, The Riverside in Luton, brought together NHS partners, including ELFT, with residents and the voluntary, community and social enterprise sector to improve health outcomes for women, following the introduction of the Government's first-ever Women's Health Strategy for England in 2022.
- The Trust has helped produce a short film exploring the realities of neurodivergence. The 20-minute film 'Sensory' was developed and performed by a neurodivergent cast as part of a co-produced project aimed at increasing awareness and compassion around autism, both for neurodivergent individuals and those unfamiliar with their experiences.
- Specifically designed for NHS staff working in hospitals and community services, the film seeks to highlight how seemingly standardised processes can unintentionally create distress for autistic patients.
- This year it has been 25 years since East London NHS Foundation Trust became a single health organisation and 10 years since services in Luton and Bedfordshire joined ELFT. It all started on 1 April but we will be marking the anniversaries all year!
- The third North East London (NEL) Collaborative Mental Health Summit took place on Friday, 28 March 2025, at City Gates Conference Centre in Ilford. It brought together service users and carers with lived experience, alongside colleagues from East London NHS Foundation Trust (ELFT) and North East London NHS Foundation Trust (NELFT), to reflect on progress made and look ahead to future improvements.
- ELFT has been successful in bids worth more than £1m to install solar panels at the Newham Centre for Mental Health and at the John Howard Centre for Mental Health in Hackney.
- The Department for Energy Security and Net Zero (DESNZ) announced the news on Friday March 21, 2025, as part of a £100m programme from Great British Energy for the NHS to install solar power and battery storage solutions.
- A Health and Safety Group involving service users and carers has been formed by the Trust to promote collaboration in developing and implementing health and safety measures across services. Richard Harwin, Health, Safety, Security and Emergency Planning Manager, and Adrian Curwen, Corporate People Participation Lead, created the group together in September 2023.
- ELFT has published its 2024 Population Health Report, its second annual report.
- Co-producing an annual report of activity sets out ELFT's ongoing commitment to improving population health, alongside improvements to the quality of care and experiences of colleagues. It describes areas where we are uniquely placed to support population groups experiencing unacceptably poorer health outcomes when compared to the general population.
- The Trust has been re-accredited as a 'Veteran Aware' Trust for its commitment to supporting the wellbeing of veterans, reservists and all members of the Armed Forces.
- ELFT first achieved accreditation status in 2021. The Trust's successful application to retain its accreditation was approved in mid-February by the Veterans' Covenant Healthcare Alliance (VCHA) Steering Group.

- A new facilitated peer support service for the Bedfordshire and Luton communities has launched for people with complex emotional needs commonly associated with 'personality disorder'. In partnership with mental health charity Mind BLMK (Bedfordshire, Luton and Milton Keynes), the Trust has developed a 'Service User Network' (SUN) to improve community support for people with complex emotional needs.
- NHS 111, Option 2 has fully replaced the mental health crisis lines for the City & Hackney, Newham and Tower Hamlets. This service has fully replaced the 0800 mental health crisis lines in east London.

The Committee **NOTED** the update.

3.2 Membership Engagement Plan (MEP)

The committee were updated on the progress of the membership engagement plan, highlighting:

- The annual MEP report 23/24 has been finalised and will be presented at the People Participation Committee on 20 June 2025.
- Feedback from the CoG held in March will be themed and circulated with the draft minutes.
- *What Matters to you* meeting feedback – focused on support for carers, communication and signposting – of those that joined the sessions 80% advised their expectations were met or exceeded
- *What Matters to you* sessions will be held again in July, members will be updated on the feedback received
- **Pop-ups:**
- Pop-up packs will be available at all events to include NHS 111 CRISIS cards, cost of living QR code and wellbeing booklets
- Newham Hospital event held in April – planning summer meeting
- Meetings being planned for Central Beds library x2 May/June
- Attending the Tower Hamlets Wellbeing event July
- Carers event – date TBC
- Older peoples event Bedford - October 2025
- Recovery college(s) – September 2025

Governors are encouraged to share ideas for pop-ups and groups that may benefit from a pop-up.

The Committee NOTED the update

3.3 Elections Communication

- Elections are approaching – the process will begin in July 2024
- 2024 nomination form circulated to committee members for comment, noting photos will be updated
- Governors will be updated on the election process, including via the CoG and CEC
- Governors to consider members and seldom-heard groups who may wish to become governors and advise the Governors and Members office; this year there are three vacancies in Central Bedfordshire and one in Bedford Borough so a special effort will be required to ensure a contested election in both constituencies.

4.0 Action being requested:

4.1 The Council is asked to:

RECEIVE and **NOTE** the report

Why is
Membership
important at
ELFT?

Future

rese

NHS
East London
NHS Foundation Trust

Connecting, Engaging, Listening

Membership, it's 'our' opportunity

At ELFT our members are our local community, service users, staff, stakeholders and the voluntary sector - they connect us to all we serve.

To become a member or find out more, search membership @ <https://www.elft.nhs.uk> or scan the QR code reader

 @ELFT_Council
email elft.membership@nhs.net

Become a member today - ensure your voice is heard



NHS
East London
NHS Foundation Trust

Membership Engagement Plan 2023 - 2026



...Because without the voice how do we know really what is important to our communities and how can we be sure that our strategies really meet those needs.

I am delighted that our Membership engagement plan (MEP) is providing a pathway to our diverse communities guiding us on our journey. Our aim is simple: to share meaningful information, elevate your voices and help support one another. By working hand in hand with our local partners we are helping to build a stronger, more connected community.

We are listening to what matters to you. Our governors are dedicated to bringing your voice to the heart of our decision-making.

Our report celebrates the simple art of conversation and kindness. Well-being and health has many layers and we plan to continue to work with you, to keep shaping our plans to enable you to navigate those layers, improving the quality of life for all we serve.

Eileen Taylor
Chair



A membership that provides a voice and connects us to those we serve and work with helping to shape what we do

Membership Engagement Plan 2023 - 2026



Communications

- Review TrustTalk
- Explore social media opportunities
- Enhance membership webpages
- Review email information sent to members
- Review members meetings
- Develop a members meetings plan
- Offer targeted engagement opportunities
- Annual members survey on year's events and communications



External Collaboration

- Identify target areas for Governor and member recruitment
- Connect with voluntary sector
- Encourage Governors to gather and share information through their local connections



Internal Collaboration

- Create and embed working links with People Participation and volunteering
- Review Governor support



Population Health

- Hold joint members meetings with neighbouring Trusts
- Establish non-profit meeting venues database



Financial Viability & Sustainability

- Develop eco system key contacts database
- Review Annual Members Meeting format

At ELFT, our members are our local community, service users, staff, stakeholder and the voluntary sector, connecting us to all we serve



'Making Membership Matter'

Our Membership Engagement Plan (MEP) was developed in collaboration with governors, members, service users, and the Board. It replaces the previous, outdated membership strategy by broadening its focus to better reflect the population and the wider health footprint. The new approach emphasizes collaboration over competition, seeks fresh opportunities, and amplifies diverse voices.

'All of this ties in with the constantly changing world of healthcare. We're staying committed to speaking up for our communities and tackling public health issues—even when they're tough. Our goal is simple: to keep building meaningful connections that truly support our service users, while making sure we're doing things right and meeting the highest standards'

Hazel Thomas – Public Governor Newham



The VOICE of our population will be heard through more than one channel

Showcase Winner 2024

In July 2024 NHS Providers awarded us with a Showcase winner award and we were given the opportunity to share how we developed our plan at the Governor Focus 2024 conference. Feedback helped define our membership vision: a membership that provides a voice and connects us to those we serve and work with, helping to shape what we do. The membership engagement plan's priorities include: two-way communications (sharing and listening), collaborating internally and externally, population health and best value and sustainability; and the plan is clear that membership is complementary to other forms of engagement in the Trust, supports wider collaboration within our Integrated Care System (ICSs) and recognises members are our local communities, service users, staff, stakeholders, voluntary sector connecting us to all we serve.

https://youtu.be/f86slHNPI5k?si=qt7p_b05xInvi9wQ

The membership engagement plan's priorities include: two-way communications (sharing and listening), collaborating internally and externally, population health and best value and sustainability; and the plan is clear that membership is complementary to other forms of engagement in the Trust, supports wider collaboration within our ICSs and recognises members are our local communities, service users, staff, stakeholders, voluntary sector connecting us to all we serve.



Membership: it's our opportunity

What have we heard from our communities?

Bedford Luton and Milton Keynes (BLMK)

- Better communication
- Being involved in their care
- Making information easy to understand
- Waiting lists
- Connected services
- Out of hours support for Mental health
- Wellbeing advice for the young

ELFT

- Better signposting
- More relevant information shared with them
- Improving our website
- Getting the basics right
- Face to face meetings
- Do less better
- 'Less about you more about us'

North East London (NEL)

- Feedback was not service specific – not interested on how services are delivered
- Recognition of social determinants of health was very important, not service levels
- Engage earlier – want to be listened to
- Employment - important getting into NHS work, even volunteering – very difficult
- Keen to be involved, not sure how to share their voices - where to go?
- Information and comms not straightforward – health literacy

We had our plan on a page, the next stage was to make it real

How did we bring the plan to life?

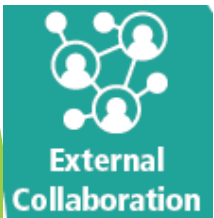
We looked at the resource and finances and considered how we can make best use of them to achieve our aims. Our old traditional behaviours were no longer practical; as Trusts move from competition to collaboration, we considered how we use the infrastructure that is already in place to bring the community together. Collaboration works best if you have a common goal.

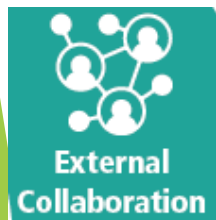
At ELFT our strategy is to improve the quality of life for all we serve. Alongside that aim, there are teams in the Trust that connect with our service users, carers and volunteers, providing ready-built links into those communities.



Our progress so far:

- Role created to work closely with our population health team, and to identify system-wide collaboration on membership and community engagement opportunities
- Reviewed the purpose of our Trust magazine with agreement to repurpose printing/postage savings to future engagement opportunities with our membership and communities
- Improved emails sent to members with relevant topics including the NEL website survey, British Heart Foundation campaigns, Carers UK, BLMK ICB surveys
- Built relationships with People Participation and Population Health to support and share event costs and best practice
- Celebrated our Volunteers who are now regularly invited to become members
- Membership Form refreshed – co-produced with the Corporate Working Together Group





- Supported the BLMK ICB with a local event
- Created Members pop-ups for all the community to enjoy
- Discussed Membership at Borough and Service Director meetings to remind the importance of how the community voice and connection can help them achieve their goals
- The Engagement Plan is an agenda item at each of our Council of Governor meetings
- Supplied governors with leaflets and membership cards to share with their community and networks
- Seen 268 new members join the Trust in the last nine months, compared to fewer than 10 in 2023
- Met with the seldom-heard community
- Held contested elections in all constituencies in the 2024 elections
- Opened the channels of engagement both internally and externally
- We are building a relationship with our members, to further support our community, and will be distributing CRISIS team NHS 111 option 2 cards at all of our pop-ups

More about Members pop-ups – what are they?

► They are meetings held in a locality in conjunction with another pre-established group already running in the community. Simply put, a group/venue that already has an audience. ELFT will join your group and bring along representatives to complement your meeting needs or your local community. Teams we have worked with are the smoking cessation team, the Discovery college, ELFT volunteering, the CRISIS line team and our cost-of-living advisor.



Members pop-ups - Where have we been?

- ▶ Hackney Recovery College graduation presentation
- ▶ Employment fairs in London and Luton
- ▶ World Mental Health Day in Luton
- ▶ Cost of Living event in Hackney
- ▶ Ujala lunch in Luton
- ▶ Supporting Macmillan at Newham Hospital
- ▶ The ELFT Greenhouse practice
- ▶ Move it Monday with BLMK ICB
- ▶ Sharing the Love at the Homerton Hospital



What did the community tell us at the pop-up events?

We have broken down barriers today and I was surprised how honest people in the room were.

World Mental Health Day, Luton CYCD

It's nice to know that someone cares

Cost of Living event, Hackney

We are always forgotten, thank you for coming to see us

Move it Monday, BLMK ICB

These type of events are important, this is what we want

Cost of Living event, Hackney

It was wonderful to see you both, but also to work in partnership with you at an event like this. I do hope we will get to work together more in the future.

Michelle Summers, BLMK ICB

More of these events please, they make finding out information easier

Cost of living event Hackney

It is nice to know that somebody cares.

Homerton Hospital

This surgery gave me a reason to keep going when I didn't have anything

Greenhouse practice Hackney

You definitely brought the cheer to the gloomiest day of the year – thank you

Move it Monday, BLMK ICB

We are new to this area and my son has been challenged to make three new friends every day – he has made one in you today.

Mental Health Collaborative Ilford

After I have been to my appointment I am going to call the CRISIS line, I think they can help me

Homerton hospital



Fatima Begum – public governor - Luton
World Mental Health day event held with
the Centre For Youth & Community
Development (CYCD)



“I’m really proud of how it’s gone. We’ve heard some powerful stories from people of all different cultures, genders, and backgrounds. The range of topics we’ve discussed has touched on some of the hardest-to-reach groups, and what’s been most important is that it was in a safe space where people trust the environment; the translation was there and people understood better. The conversations have been brilliant, and the group has been amazing.

There’s also been a real call for more targeted sessions, like for men and specifically for young people. After seeing the positive response, we’ve started smaller sessions, but we’re struggling to get the funding we need to make the coffee mornings a regular, weekly event. If ELFT could help in any way, whether through funding or support, it would really help us continue this much-needed work and make a difference for those who benefit from these safe, open spaces.

We want to do a much bigger scale one - if that is possible.”

What have we learned?



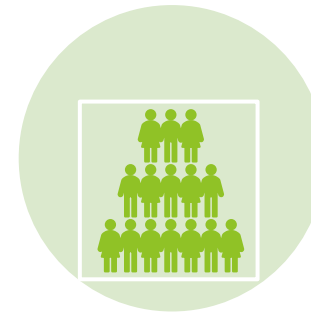
“Every conversation matters”: the impact of a conversation is immeasurable. A single conversation can change someone’s mood, spark an idea, or even shift a perspective. We are on the right path and bringing our community the information that they are looking for, making small changes to behaviours that can ultimately change lives.



Collaboration takes time, requiring the building of relationships to foster a genuine desire to work together and embrace new approaches. We initiated *What matters to you* sessions, using the 'You Said, We Did' method and focusing on the question 'What matters to you?'



Kindness and respect should be fundamental to any service and an integral part of every care setting. When they are lacking, the outcome can negatively impact both the quality of care and the well-being of those involved.



Our governors, as dedicated volunteers, rely on the Trust's support to effectively represent their members. We've started creating spaces for meaningful engagement—shaping behaviours, perceptions, and understanding. Additionally, we've welcomed partnerships with other Trusts, collaborating on joint events.

Relationships build trust, trust changes behaviours, behaviours create change

What matters to you - online member sessions

In February and March 2025, we launched our new online sessions 'What Matters to You.' These sessions were held at various times—during the day, after work, and on a Saturday—to accommodate different schedules. Each session was attended by governors and members, providing a platform for members to learn about the work we've been undertaking. It also created an opportunity for both the Trust and the governors to better understand the challenges faced by our local communities. Members from all constituencies participated, with some bravely sharing personal experiences, strengthening trust and encouraging us to reflect on and challenge our current thinking.

The main areas of concern are getting the basics right, communication and support for carers.



What are the plans for the future?

More of the same! We will continue to hold members pop-ups in the community, building on the both the feedback from the community and what we have learned from the *What matters to you* sessions. We have plans underway for pop-ups in Bedford libraries, Newham hospital, Hackney libraries, Recovery colleges and an event to support our carers.

We will:

- Distribute our first annual survey to members with email addresses
- Continue to offer local membership targeting through People Participation and voluntary groups
- Work with our Integrated Care Boards and other Trusts
- Build on the foundations created in the last 9 months
- Engage with more staff and services to explain the benefits of membership and community events
- Support Governors with handy guides and tips to help when speaking with the members and community
- Working with the QI team on developing the new Trust Strategy



Words have power — they can build bridges or break them



Helping one person might not change the whole world, but it could change the world for one person.



COUNCIL OF GOVERNORS FORWARD PLAN 2025/26

Date of Meeting	Key Strategic Agenda Items
10 July 2025	<ul style="list-style-type: none"> • CoG strategic priority 2 (TBD) • Council of Governor's Year Review • CoG Elections • NomCo – NED Appointment • Training and Development Self-Certification
11 September 2025	<ul style="list-style-type: none"> • CoG strategic priority 3 (TBD)
13 November 2025	<ul style="list-style-type: none"> • CoG strategic priority 4 (TBD) • Performance Reviews (NEDs) • Council Improvement Plan
15 January 2026	<ul style="list-style-type: none"> • COG Strategic priority 5 (TBD) • Annual Members Meeting • Annual Plan feedback

Standing / regular reports at every meeting:

- Minutes
- Action log and matters arising
- Trust performance update
- Reports of the Council committees after each meeting:
 - Communications and Engagement Committee
inc membership engagement plan
 - Nominations and Conduct Committee
 - Significant Business and Strategy Committee