

From: Shirley Biro, Committee Chair

To: Council of Governors

Date: 17 May 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 10 April 2018 and discussed the following items.

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3.0 Communications – update

3.1 Head of Communications, Janet Flaherty, provided an update on the work within the team:

- Update on the filming to promote the role of the Governor
- Navina Evans being asked by The One Show to judge nominations celebrating the 70th anniversary of the NHS
- The Guardian will be doing a series of articles on CAMH services
- Visits to the new Bedfordshire and Luton services

4.0 Membership Office

4.1 Georgia Denegri advised on the recent problems in the staffing of the Membership Office and that Meena Patel would be returning from her secondment and Norbert Lieckfeldt would be taking up his post on 1 May 2018. It was hoped that this would provide the continuity which had been lacking recently and that improvements for Governors and Members would be seen.

5.0 Members' working lunches – proposals

5.1 The Committee discussed the attached proposals in some detail, noting that some areas of the Trust will need more support to implement than others.

5.2 There had been a members' meeting on Thursday, 12th April 2018, where these new arrangements were trialled.

6.0 Items for the next meetings

6.1 The Committee agreed a number of items for consideration at their future meetings.

7.0 Action being requested

7.1 The Council of Governors is asked to:

- **RECEIVE** and **NOTE** the report, and
- **AGREE** the proposal about the members' working meetings

From: Marie Gabriel, Trust Chair
Shirley Biro, Chair of Communications and Engagement Committee
Norbert Lieckfeldt, Deputy Chair of Council of Governors
Georgia Denegri, Interim Trust Secretary

To: Council of Governors

Date: 17 May 2018

Subject: Proposals for the Members' Working Lunches / Suppers

1.0 Purpose of the Report

1.1 The Communications and Engagement Committee discussed the proposed improvements, reflecting on the needs of their local membership, at their last meeting held on 9 April 2018.

2.0 Introduction

2.1 The Members' Working Lunches are an important way in which the Trust ensures that all those committed to supporting the Trust to provide the best possible care and services are able to contribute to its plans and priorities. This joint ambition is best achieved when we work effectively together, truly hearing each other's views and ensuring that they are all taking into account in the planning and delivery of services.

2.2 The Members' Working Lunches are an important opportunity for Members to hold their elected representatives (i.e. Governors) to account and through them to inform strategic developments within the Trust. There are four London Members' Working lunches a year; two in Luton; and three in Bedfordshire. This number reflects the local authorities and size of population represented. These, alongside the Annual Strategic Planning meetings, the Trust Survey and Trust Talk seek to ensure that Members are informed and engaged in decisions about the Trust. These mechanisms assist Governors to discharge their responsibility to be a link between the Trust and the local community.

2.3 Following feedback from Members and Governors, we are responding by introducing a number of improvements to the Members' Working Lunches so that Members are better able to contribute, to hold Governors to account and to focus the meeting discussions on improving the Trust. These improvements, and the reasons for them, are outlined below and will represent a standards approach across all Members' Working Lunches so that they are a positive experience for all Members and that the Trust can benefit from their input.

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3.0 Meeting Chairing

3.1 That:

- Whilst the meeting will still be led by a Member, it is co-chaired by a Member and a Governor to reflect that this is a joint meeting between Members and Governors and ensures that the Member is fully supported at the meeting. This reflects the running of Council of Governors meetings where the meeting is led by the Trust Chair but with the support of the Lead Governor whose insights and support ensures that the meeting is effective.
- Training on effective chairing is provided to both Members and Governors, who wish to chair meetings or discussion groups and that the opportunity to chair is available only after this training has been completed unless previous and recent experience is evidenced. This reflects the fact that chairing a meeting is a skill and training will support those chairing to do so effectively.
- The Member Chair is elected by other Members this Member Chair holds that position for a minimum of 12 months. Also, that the Governor Co-Chair is a member of the Council's Communications and Engagement Committee. Ensuring that the Member Chair is the Chair for 12 months allows, in addition to the training, consistency, the building of experience by the individual, and the building of relationship with their Governor Co-Chair. Ensuring that the Governor Co-Chair is one of the Council's Communications and Engagement Committee, they are already an elected representative of the Council's Committee responsible for the effectiveness of the Members' Working Lunches. They can therefore more efficiently ensure improvements are implemented and that joint effectiveness across our three geographical working lunches is secured.
- The Co-Chair will agree the minutes and next meeting agenda before circulation and meet or have a conversation with the Member Chair before each meeting to help it run smoothly.
- The Governor Co-Chair will ensure that themes from each Members' Working Lunch is fed back to the Council of Governors through the Communications and Engagement Committee's regular Council report. They will also be responsible for reporting back to the Members' Working Lunch any action that has resulted from that feedback. This will ensure an effective direct link between Members' Working Lunches and Council decision-making and priorities.

4.0 Meeting Agenda

4.1 That:

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- The strategic items to be discussed during the year are agreed by Members and a forward plan produced but with flexibility so that urgent items that arise during the year can be addressed.
- That the meeting allows
 - an hour to receive a presentation and discuss the agreed strategic item, with time for Members and Governors to work together
 - followed by a 15-minute comfort break
 - then a 15-minute conversation where identified Governors provide feedback on their activities, ensuring that each relevant geographical area is represented, (all three boroughs in London and all three local authority areas in Bedfordshire.)
 - the final 30 minutes will be used for Any Other Business so that Members can raise any concerns or queries they may have which are not on the agenda.
- The above format will help to ensure that the meeting focus is on strategic improvement, that there is an opportunity to hold Governors to account and that there is flexibility to hear from Members within the meeting.
- The Governor Co-Chair will review the presentation beforehand to ensure it is relevant to the meeting, for example that it is jargon free and explains the current situation.

5.0 Meeting Conduct

5.1 That:

- The Co-Chairs ensures that Members are able to speak first. This is because the meeting is an opportunity for Governors to hear from Members, particularly important given Governors' contributions should be informed by Members and the wider community, that they are held to account by Members and because Governors have other opportunities for a direct dialogue with the Trust which Members do not have. By permitting Members to speak first, the Co-Chairs will ensure that all Members' views are gathered and considered.
- The presenter of the strategic item is permitted to finish their presentation first so that all information that they want to share is heard before questions begin. Also by ensuring that all information is heard, Members and Governors can ask questions and improve all aspects.
- Governors and Members show that they respect the Meeting Co-Chairs by following their directions. This will mean that the Co-Chair will be able to ensure that all Members' voices are heard and that the agenda is completed.

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- The contributions at the meeting should at all times reflect the values of the Trust, which are 'We Care, We Respect and We are inclusive'. That means we will care about what each other has to say and that we each have a positive experience of the meeting so that we will listen with curiosity. That we respect each other's different experience and opinions, even when they are different to ours as we all want to support the Trust to be the best it can be and this is best done when all voices are heard. Finally, that we ensure everyone has a chance to speak by encouraging those that have not yet spoken, being concise in our own contributions and observing the Trust's commitment to equality in the questions we ask and the comments we make.

6.0 Meeting Facilities

6.1 That, whilst being mindful of cost,

- A more accessible venue is found that is closer to transport links, is accessible for disabled people and which is in a good state of repair and a clean condition.
- Food variety and quantity is considered.

7.0 Review

7.1 That:

- At each meeting a simple method is used to receive feedback on the effectiveness of the meeting (e.g. a pictorial survey, or a questionnaire to ask people?)
- Once a year a more in-depth discussion will be held at a meeting on how to improve Members' Working Lunches / Suppers further.
- We will learn from best practice to be found in each of our geographical areas.
- The Communications and Engagement Committee will continue to be responsible, in consultation with Members and Governors, for ensuring effective Members' Working Lunches / Suppers.