

Council of Governors Meeting

To be held in public on Thursday, 11 July 2024, 5:00pm – 7:00pm

Venue: Happy, 3rd Floor @ 9 Alie Street, London E1 8DE

Agenda

	Title		Action	Time (all pm)
1	Welcome Deborah Wheeler, Vice-Chair	Verbal	Assurance	5:00
2	Apologies for Absence Deborah Wheeler, Vice-Chair	Verbal	Assurance	
3	Declarations of Interest Deborah Wheeler, Vice-Chair	Verbal	Assurance	
4	Minutes Council Meeting held in public, 9 May 2024 Council meeting held in private, 16 May 2024 Deborah Wheeler, Vice-Chair	Attached	Approval	
5	Action Log and Matters Arising from the Minutes Deborah Wheeler, Vice-Chair	Attached	Assurance	
Operational Update				
6	Trust Finances Kevin Curnow, Chief Finance Officer Claire McKenna, Interim Chief Nurse Susan Lees, Non-Executive Director and Chair, Finance, Business & investment Committee	Presentation	Assurance	5:05
Strategic Items				
7	Strategic Priority: Equity, Diversity and Inclusion Claire McKenna Interim Chief Nurse, Trust Lead on EDI	Presentation	Assurance	5:50
Business Items				
8	Significant Business & Strategy Committee Update John Bennett, Chair	Attached	Approval	6:35
9	Communications & Engagement Committee Update Report Felicity Stocker, Chair	Attached	Assurance	6:40

10	Membership Engagement Plan Update Tina Bixby	Presentation	Assurance	6:40
11	Council of Governors Elections 2024 Norbert Lieckfeldt, Corporate Governance Manager	Attached	Assurance	6:50
12	Council Forward Plan	Attached	Assurance	6:51
13	Any Other Urgent Business and Questions from the Public (to be advised in advance by Tuesday, 9 July . Questions submitted on the day will be responded to following the meeting)	Attached	Assurance	6:52
14	<p>Date and Time of Future Meetings</p> <ul style="list-style-type: none"> • 12 September 2024 • 14 November 2024 • 16 January 2025 (online) • 15 March 2025 • 8 May 2025 <p>All meetings will be held in person in London (venue to be advised) 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 of Council of Governors Meetings

At the Bishopsgate Institute, 230 Bishopsgate, London EC2M 4QH

Thursday 9 May 2024 from 5– 7pm

Present:

Chair:	Eileen Taylor	Chair of the Trust
Governors:	Patrick Adamolekun	Staff Governor
	Fatima Begum	Public Governor, Luton
	Shirley Biro	Public Governor, Newham
	Dafni Boula	Public Governor, Luton
	Bob Cazley	Public Governor, Central Bedfordshire
	Mark Dunne	Staff Governor
	Love-Jane Egbe	Staff Governor
	Khtija Malik	Appointed Governor, Luton
	Reno Marcello	Public Governor, City of London
	Beverley Morris	Public Governor, Hackney
	Caroline Ogunsola	Staff Governor, Lead Governor
	Stella Oloyede	Public Governor, Newham
	Jamu Patel	Public Governor, Luton, Deputy Lead Governor
	Felicity Stocker	Public Governor, Bedford Borough
	Hazel Thomas	Public Governor, Newham

In attendance:

Tina Bixby	Membership Officer
Tanya Carter	Chief People Officer
Anit Chandarana	Non-Executive Director
Kevin Curnow	Chief Finance Officer
Richard Fradgley	Executive Director of Integrated Care & Deputy CEO
Sue Lees	Non-Executive Director
Norbert Lieckfeldt	Corporate Governance Manager
Claire McKenna	Interim Chief Nurse
Linda McRoberts	Minute Taker
Edwin Ndlovu	Chief Operating Officer
Meena Patel	Membership Officer
Lorraine Sunduza	Interim Chief Executive
Deborah Wheeler	Vice Chair, Bedfordshire and Luton

Apologies:

Julie Aduwa	Public Governor, Rest of England
Viv Ahmun	Appointed Governor, Voluntary Sector
Roshan Ansari	Public Governor, Tower Hamlets
Yesmin Begum	Public Governor, Tower Hamlets
John Bennett	Public Governor, Tower Hamlets
Liz Birch	Public Governor, Central Bedfordshire
Caroline Diehl	Public Governor, Hackney
Sade Etti	Appointed Governor, Hackney
Cass Howes	Public Governor, Bedford Borough
Rofikul Islam	Public Governor, Tower Hamlets
Peter Landman	Public Governor, Newham
Elizabeth Maushe	Staff Governor
Sarifa Patel	Public Governor, Newham
John Peers	Staff Governor

Betsy Scott	Staff Governor
Sharmeen Sheikh	Staff Governor
Kate Smith	Staff Governor
Larry Smith	Public Governor, Central Bedfordshire
Suzanna Stefanic	Governor and Chair of Central Beds. WTG

Absent:

Rehana Ameer	Appointed, City of London
Gren Bingham	Public Governor, Tower Hamlets
Gulam Choudhury	Appointed Governor, Tower Hamlets
Mumtaz Khan	Appointed Governor, Newham
Gareth Mackey	Appointed Governor, Central Bedfordshire
Mark Towler	Appointed Governor, Bedford Borough
Patricia Wheeler	Public Governor, Hackney

The minutes are produced in the order of the agenda

1. Welcome

- 1.1 Eileen Taylor welcomed everyone to the meeting.
- 1.2 Eileen 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.
- 1.3 In her introduction Eileen reported:
- A number of Board members are joining the meeting today. Our newly appointed NED, Alison Cottrell, is away but her induction is moving apace and she is looking forward to attending the next Council meeting.
 - A big welcome back to Meena Patel who has returned after a lengthy planned absence and who will be looking after the Council again. However, Tina Bixby is still able to join the Council as she will be presenting regular updates on the membership engagement plan
 - Many congratulations to Yesmin Begum who was awarded a Tower Hamlets Civic Award for 'Outstanding Service to the Community' in April. Unfortunately, she could not attend this Council meeting.
 - Yesterday was National Staff Networks Day. ELFT's staff networks for LGBTQ, Disability, for Women and for Men, the Intergenerational network as well as the RaCE and Climate Networks play an important role in representing staff and keeping the Trust in tune with the needs of our diverse staff community.
 - Sunday is International Nurses Day, an opportunity to celebrate the skills and professionalism nurses bring to support the service users every single day.
 - May also sees Dying Matters Week and the Trust is holding a webinar on how to talk about dying to which governors have been invited.
 - Mental Health Awareness Week starts in a few days and we can all help to spread the word and overcome the stigma that is all too often felt.
 - It is also Dementia Awareness Week and those who have not been affected by this illness in some way through loved ones and family or friends are increasingly few and far between – a governor development session on our Older Adults Mental Health Service is scheduled for next week.
 - On a different note, May also sees the start of National Smile Month - which overlaps with National Doughnut Week!

2. Apologies for Absence

2.1 Apologies were noted as above.

3. Declarations of Interest

3.1 Anit Chandarana is declaring an interest in relation to item 9 on the Agenda at which point he will briefly leave the room. No further 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 Annual Members Meeting held on 8 February 2024 and Minutes of the Council of Governors meetings held in public and private on 14 March 2024

4.1 Suzanna Stefanic had pointed out an error in the original attendance list which has been corrected in the final version distributed. There were no further comments or corrections and the minutes were **APPROVED** as a correct record.

5. Action Log and Matters Arising

5.1 Action Log

- Action 206 - Sam Everington issued an invitation to Bromley by Bow and Norbert will follow-up with the governors.
- Action 208 – Jed Francique has been asked for an update.
- Other actions are closed or on the forward plan.

5.2 Matters Arising

There were no matters arising.

6. Annual Plan 2024-25

6.1 Richard Fradgley presented, highlighting:

- A lot of work, within the Trust and with partners, has gone into developing the plan. ELFT is no longer required to submit a separate Trust plan; the new requirement is to submit a system plan with the ICS that sets out how we intend to meet national priorities and how we will spend the money available. Although the plan was submitted last week work is continuing to finalise the detail, so the focus in this presentation is the ELFT plan and what we are committing to as a Trust.
- The anchor is the Trust strategy, this is underpinned amongst others by both the Working Together Group people participation priorities and the Council of Governors' priorities which were agreed in January 2024. There are also the national NHS priorities, which are little changed from last year with a specific requirement to improve our performance on physical health checks for those with mental illness. The national guidance does not provide much detail on targets for community health services.
- ELFT's draft plan aims to be simple and focussed – every directorate and service has a plan that dovetails with the overarching Trust plan. This is organised around the four strategic priorities: improving population health, experience of care, staff wellbeing and value.
- Goals include:
 - Improving the experience of care – continuing improving the equity programme and reducing the average length of stay on wards;
 - Improving staff experience – reducing agency staffing and reducing the time to hire, also looking at how to improve the staff wellbeing offer.
 - To achieve the financial goals, ELFT aim to deliver the financial viability programme.
 - Clear metrics will be set for all the key priorities so that progress can be demonstrated.

6.2 In discussion governors:

- Considered the current risk of anti-Semitism or Islamophobia, for example, being experienced on wards. They noted that current world events strengthen the importance of upholding ELFT's values, which need to be at the heart of all that staff do. Also noted there is a need to ensure staff who may be impacted by world events are supported and were assured that there are policies and processes in place to do that.
- Received assurance that some high agency rates featured recently on a news programme are not paid by ELFT. However, specialist clinical staff might be employed at high agency rates for which there is a special approval process; it is, however, a very rare occurrence.
- Received assurance that ELFT have had no supply issues and have not been struggling to find suppliers of drugs, etc and are part of the NHS supply chain.
- Noted that while complexity of presentation has increased since the pandemic, the reason for the increased length of stay relates to the growing numbers of patients who are clinically ready for discharge. The main reason for this is homelessness and ELFT aims to improve access to supported housing or access to step down care while housing is arranged. Noted that this is very much focussed on the best place for recovery and is not driven by saving money, as a prolonged stay in hospital is not usually beneficial.

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

7 Strategic Priority: Staff Wellbeing

7.1 Tanya Carter presented, highlighting:

- The People Plan supports the delivery of ELFT's strategy and the priorities align with the NHS People Plan. The priority areas are:
 - new ways of working,
 - looking after our people,
 - belonging to the NHS, and
 - growing and developing for the future.
- Work is underpinned by the staff survey. Last year we saw an improvement in response rate to 42% and that 71% of staff would recommend ELFT as a place to work.
- Work is happening to capture the impact of recent wellbeing initiatives, such as making Vitamin D available to staff and cost of living initiatives such as increasing mileage payments. The uptake of wellbeing initiatives is now being tracked; however, measurement of their impact is a challenge – for example, there has been a decline in staff turnover but it is difficult to know if there is a direct correlation between that and the initiatives introduced.
- Key to staff wellbeing is leadership behaviours. The new supervision project has been two years in the making and the aim is for all staff to have meaningful conversations with their managers, with less focus on tasks and more on contribution, development and wellbeing. The next phase of this work goes live in June.

7.2 In discussion governors:

- Noted that the reasons for staff being off sick are monitored and there is a focus on improving reasonable adjustments for those with a disability.
- Felt having the right staff levels is key to wellbeing and noted that has been improved, contributed to by the work on safer staffing as well as leadership work and an improved appraisal process.

Governors broke into groups to discuss “staff wellbeing is impacted by many internal and external factors, what else can the Trust focus on in terms of wellbeing of our staff?”

The summary feedback from each group included:

- Focus on leadership and creating environments where people trust each other to discuss anything that might be affecting them.

- Focus on fun, joy and celebrating successes together.
- Staff need to feel happy at work to look forward to coming in – encourage them to take a break.
- Suggest pop up messages on screen saver that come up when people log in – to encourage staff to take breaks, respond to staff survey etc.
- Discounted gym memberships could be offered through gym partnerships.
- Ensure staff have access to low cost, nutritious food on wards.
- Raise awareness of blue light card discounts.
- Key themes are money and housing and health and wellbeing. Need support structures for when people are in difficulties and there should be training and development for line managers to recognise issues.
- Need to create a better community spirit – need to create something for staff similar to the social prescribing for service users.

Governors acknowledged many staff feel it is their job to take care of others but it is important to enable them to ask for help and be confident that could be done confidentially and with dignity. Access to this should be easy and the help available should be clearly sign-posted.

Norbert Lieckfeldt will summarise the feedback notes from each group and share with the governors.[Post meeting note: summary attached to the minutes at appendix 1]

ACTION: Norbert Lieckfeldt

7.3 The Council **RECEIVED and DISCUSSED** the presentation.

8. Governor Impact Report 2023/24

8.1 Norbert Lieckfeldt presented the report, highlighting:

- The governors' role involves taking decisions, identifying priorities and bringing issues to the attention of the Trust. In a previous QI project governors asked to be reminded what has been achieved.
- This year the Council:
 - Set five new priorities: prevention, staff wellbeing, equality and inclusion, communication and access to services.
 - Supported system working by raising the profile of ELFT at public meetings. Both the Lead and Deputy Lead Governor routinely attend relevant ICB meetings. The Chair of the ICB is now holding regular joint meetings with Lead and Deputy lead Governors of ELFT, NELFT and Homerton.
 - System working also involves supporting our Joint Chair and recognising the different cultures and traditions in the two different Trusts.
 - The role of governors in the ICB is an area for development, which the Trust and the executive consider.
 - Governors worked with Tina Bixby on the development and redesign of the membership engagement plan.
 - On raising issues – governors do this well and they connect ELFT to its communities. When governors raise an issue it is then the Trust's role to respond and give assurance, for example through appropriate Governor development sessions
- Looking forward:
 - Governors' contributions are reported in the Trust's annual report.
 - Aim is to have a focus group of governors to reflect on what has been done and how things might be improved.

Norbert finished by thanking all governors for their input, commitment, and passion. All governors help ELFT to improve the experience of those ELFT aim to serve and each individual action makes a difference to someone's life.

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

9 Nominations & Conduct Committee Report

9.1 Non-Executive Directors Reappointment

Anit Chandarana, having declared an interest, left the room for this item.

Eileen Taylor explained recently updated NHS England guidance which requires that NEDs that extension beyond six years should be done only in yearly intervals exceptional circumstances and following rigorous review; it also requires approval of NHSE.

Both Anit Chandarana and Aamir Ahmed are approaching the end of their second term of office. Given the range of recent changes, particularly on the Board with the appointment of a Joint Chair, Paul Calaminus' departure as Chief Executive and the interim appointments of a Chief Executive and Chief Nurse, and the arrival of a new Chief Finance Officer as well as operating in the new integrated care system environment, it is considered prudent to invite the two NEDs to serve an additional year. Approval for this has been given by NHSE and our host ICB in North East London.

Their skills were outlined in the paper distributed, but in summary Aamir is one of the Vice Chairs, he brings digital expertise and is absolutely passionate about people participation; Anit has been an effective and constructively supportive NED despite being in full-time employment and being regularly seconded to important roles such as at the Department of Transport. He is a steady hand on the Audit Committee and has overseen two changes of auditors in his tenure.

The Council's Nominations & Conduct Committee recommends these extensions of one year and Eileen requested the governors' support.

The Council unanimously **AGREED** to NomCo's recommendation to reappoint Aamir Ahmad and Anit Chandarana as Non-Executive Directors for a further period of up to one year from 1 November 2024 to 31 October 2025 in line with their current terms and conditions of office.

Following the vote, Anit Chandarana rejoined the meeting.

9.2 Appointment of CEO

Eileen presented, highlighting:

- The Trust is currently going through the recruitment process to appoint a substantive CEO. The stakeholder sessions and interviews are scheduled for next week and on the assumption there will be a successful candidate, the Council will meet the following week to approve the appointment and will receive a full report on the recruitment process.
- The appointment of the CEO is the Chair and NED's appointment and the Council's role is to approve the appointment thereby agreeing the process has been fair, robust and transparent.
- The Trust has undertaken an open, external recruitment process and advertised in a wide range of diverse media, and shortlisting has taken place applying consistent criteria that meet with the person specification and job description. The process has been robust, using multiple methods to test the candidates. The interview panel and stakeholder sessions are diverse in terms of their composition and roles. We have captured notes and scoring to demonstrate candidates' suitability.
- In the unlikely event that the candidates cannot demonstrate the skills and abilities the Trust has the option not to appoint. However, there is confidence the process will arrive at a positive outcome.
- There will be opportunities for further discussion on this at the Extraordinary Council meeting next week.

9.3 The Council **RECEIVED and NOTED** the update.

10. Significant Business & Strategy Committee Update

- 10.1 In John Bennett's absence, Norbert Lieckfeldt updated that this committee will meet in the next four weeks to consider the Trust's financial plans.

Norbert requested that any governors' questions about this, to be sent to him and he will pass them to John Bennett.

ACTION: Governors

11. Communications & Engagement Committee Update Report

- 11.1 The report was noted and Eileen Taylor thanked governors for the interest they take in the way the Trust communicates.

12. Membership Engagement Plan Update

- 12.1 Tina Bixby presented an update on some of the key strands in the plan:

Communications

- The Communication & Engagement and People Participation Committees both discussed this and there is a plan to produce guidelines for all staff about letter styles, answering the telephone etc, as these are areas that receive a considerable amount of critical feedback from members and the public.
- The Terms of Reference of the Communications & Engagement committee and the work plan will be reviewed.

External/Internal Collaboration and Population Health

- As part of a different approach and new way of working and taking advantage of events which the Trust is already arranging, this is a new way of meeting with members and the wider population, that it is an opportunity to encourage those already engaged with the Trust to become members, and also opportunity to hear from attendees about what is important to them.

Financial Viability and Sustainability

- Following the survey and review undertaken with both public and staff members and the resultant recommendations, further discussions are to be held with the Execs on the review proposals to stop printing and posting copies of the magazine.
- Tina drew governors' attention to a (previously shared) NHS Providers Report on using co-production and engagement with communities to reduce health inequalities.. The report included a case study from ELFT.

- 12.2 The Council **RECEIVED and NOTED** the update.

13. Council of Governors Elections 2024

- 13.1 Eileen Taylor noted that governor elections are approaching and encouraged our current governors to support their friends, family or colleagues who are interested in supporting the Trust to improve the services we deliver and achieving our population health ambitions to consider putting themselves forward as governor, as well as considering standing for re-election themselves if they can.

14. Council Forward Plan

- 14.1 Noted.

15. Any Other Urgent Business and Questions from the Public

- 15.1 None notified.

16. Date and Time of Next Meetings:

11 July 2024

Governors were also reminded there is a Board meeting on **23 May** 2024 in Hackney and they are all welcome to join in person or online.

All Council meetings will be held from 5:00 – 7:00pm.

The meeting closed at 7.00pm

draft

Appendix 1 – Summary of Group Discussion

Staff wellbeing is impacted by many internal and external factors. What else can the Trust focus on in terms of the wellbeing of our staff?

<p>Leadership Good leadership essential No blame culture Break down silos between teams, between bands, between clinical and non-clinical Foster a sense of empathy between staff</p>	<p>Diversity Recognise and honour our diversity Awareness of world events and impact on staff: provide support as needed Onboarding and induction of overseas colleagues done without prejudice</p>	<p>Cost of living Support with housing Support with transport Support with child care Financial advice and highlight benefits such as Blue Light Card Offer flexible working</p>
<p>Recognise excellence Value experience and retain those staff Integrate work and home lives</p>	<p>Support Expectation to/not to take a break Work on preventing burnout Provide support for int'l staff in line with culture and events at home Use IT to signpost/remind eg screensavers or lock screens on laptops Create safe spaces to speak out</p>	<p>Community Fun, joy, celebrations at work Eating together Provide low cost, nourishing means Start sense of togetherness at induction</p>

Council of Governors - Action Log following Council Meeting 9 May 2024

Ref	Meeting Date	Agenda item	Action Point	Owner	Due Date	Status	Comments
206	14/03/2024	Strategic Priority: Prevention	Arrange Governor visit to Bromley by Bow Centre	NL	Summer 2024	In progress	Awaiting telephone call with SE
208	14/03/2024	AOB	Arrange meeting with Reno Marcello and Shirley Islam w Jed Francique	NL	Mar-24	In progress	Was delayed due to critical incident management; now in process of being arranged
193	13/07/2023	Learning from serious incidents	Share CQC recommendations, serious incident reports, Coroners reports and prevention of future deaths reports	NL	09/11/2023	Forward plan	Governors invited to relevant Trust forum (May 2024)
209	09/05/2024	Staff Wellbeing	Summmnarise feedback notes from Governor discussion	NL	01/07/2024	Closed	Attached to May 2024 Minutes
210	09/05/2024	SBSC Report	Forward any queries re SBSC to NL	Governors	01/06/2024	Closed	No further queries received

In progress
Closed
Forward plan

To: Council of Governors
From: John Bennett, Committee Chair
Author: Norbert Lieckfeldt, Corporate Governance Manager
Date: 11 July 2024
Subject: Significant Business and Strategy Committee Report

1.0 Purpose of the Report

1.1 To update the Council on the work of the Significant Business and Strategy Committee (SBSC).

2.0 Background

2.1 The Significant Business and Strategy Committee has been established to carry out specific duties on behalf of the Council, including reviewing the Trust's business development and associated strategy.

2.2 The membership of the Committee is as follows:

- John Bennett, Public Governor Tower Hamlets (Chair)
- Gren Bingham, Public Governor Tower Hamlets
- Dafni Boula, Public Governor Luton
- Caroline Diehl, Public Governor Hackney
- Love-Jane Egbe, Staff Governor
- Reno Marcello, Public Governor City of London
- Caroline Ogunsola, Staff Governor (Lead Governor)
- Jamu Patel, Public Governor Luton (ex officio as Deputy Lead Governor)
- Sarifa Patel, Public Governor Newham
- Vacancy, Appointed Governor

2.3 The Committee met on 12 June 2024 in closed session;, also attending were:

Kevin Curnow, Chief Finance Officer
Norbert Lieckfeldt, Corporate Governance Manager

3.0 Key Discussions and Decisions

3.1 The committee received an update by Kevin Curnow about the current year's challenging financial situation with a financial viability target of nearly £30m.

3.2 The Committee reviewed and discussed the information and considered possible key lines of enquiry which they would wish the Board to take into account, or seek assurance on, when taking executive decisions around meeting the financial viability target.

3.3 The key lines of enquiry agreed by the Committee are

Assurance

Mindful of the Executives' responsibility for the day-to-day running of the Trust, are the NEDs assured they have sufficient strategic oversight over the current financial

viability (FV) plans, with sophisticated mechanisms in place to target savings at the most appropriate activities in the Trust

Our Culture

How will we prevent the Trust and our teams from becoming insular, focusing solely at achieving its/their own FV targets and no longer being collaborative and generous with time, ideas or even funding?

When taking decisions, do we consider demonstrable added benefit to service users or to the wider system, benefits of collaboration and of integration of care as well as on prevention/early intervention?

Are we focusing on service users rather than saving targets –on win:win opportunities, improving the experience of services whilst being more cost-efficient?

The process

Are we

- Sufficiently radical, thinking outside the box?
- coproducing and building on the knowledge and experience of our staff, service users and our wider communities?
- exploring strategic partnerships eg with system partners, or charities and are we using ELFT charity funds strategically (eg to unlock matched funding, to innovate and for proof of concept work)?

5. The Council of Governors is asked to
 1. **RECEIVE** and **NOTE** the report
 2. **APPROVE** the key lines of enquiry

To: Council of Governors

From: Felicity Stocker, Chair

Author: Tina Bixby, Community Engagement Manager

Date: 11 July 2024

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 17 June 2024 and

- Received an update on recent communications and media developments
- Discussed Improving Communications (generally in the Trust)
- Received an update on the membership engagement plan
- Discussed the updated Committee Terms of Reference (TOR) and work plan
- Received an update on Trusttalk
- Received an update on Governor elections communication

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.

3. Meeting: Key Discussions

3.1 Communications Plan Update

Positive publicity

- CEO Lorraine Sunduza announcement, warmly received both internally and externally. Lorraine received her OBE last week
- Interview for the Nursing Times being prepared, delighted that nurse has been appointed as CEO
- Dr Amar Shah - Chief Quality Officer awarded an MBE
- Shirley Biro - Public Governor for Newham awarded a BEM
- Beds and Luton new appointment, a professor at Cambridge University joined ELFT specifically for primary care and community health research, the first role of its kind
- NHS111 launched 2 months ago, old numbers will be switched off
- Estates and Facilities – won team of the year

- Data and Information team also won an annual HSJ award
- Oliver Landauer continuing to write a regular column for the Hackney Gazette
- Dying Matters Awareness Week, blogs were issued and meetings held, helping staff to use the right language and to have honest conversations
- Election guidance given to staff, including urging service users to register and how to vote

Potentially negative publicity

- Tower Hamlets supplier of equipment to homes (hand rails, hospital beds etc), was hacked and information added to the dark web, they are not aware of the exact information taken. Information added to the Trust website advising what action to take if any odd phone calls are received
- Giving blood – Computer hacking at Guys and St Thomas, cannot process blood tests as quickly as usual after their hacking incident, we are asking staff to donate O type blood and assist with any national calls for blood
- Luton – ex member of staff sent to prison for sexual exploitation of a service user, the Trust has advised staff of appropriate protocols that must be followed
- CHUMS – support for young people in Luton, service now recommissioned and transferred to ELFT
- Junior Doctors strike, reinstated evening check-in meetings

The Committee **NOTED** the update

3.2 Improving Communications

The Committee noted

- Important part of the Trust and cannot be the sole responsibility of this committee and the Comms Team, it should be considered a Trust wide initiative
- People Participation do not have any specific projects currently
- Training & Development - considering basics at Induction and a project group to look at the different facets of how the Trust communicates, provide some guidelines and some training.
- Developing a customer care session
- Suggested a focus group to ensure all views are captured
- The importance of guidance for governors and staff to use in local communities on future changes based on the impending finance position

3.3 Membership Engagement Plan (MEP) Update

The Committee noted:

- Business card fridge magnets preferred for advertising NHS111 and membership
- Members pop-up meetings, information hand out produced
- Beds and Luton: 2 pop-up events being planned for later this year
- Membership advertising planned at the Mental Health and Learning Disability Alliance (MHLDA) NE London collaborative on 19 June

- Membership leaflets and cards produced for governors to hand out at events
- Application form being updated with and automated response; working in co-production with People Participation (PP) and looking at the wider approach for engagement.

3.4 Committee Terms of reference (TOR) and Work plan (see Appendix 1 and 2)

The Committee noted:

- The amendments to terms of reference and the updated work plan, which was circulated to governors with minor changes due to role changes and new standing items.

The Committee **RECOMMENDED** that the Council **APPROVE** the amended Terms of Reference.

3.5 Trusttalk update

The Committee noted:

- The Spring issue of Trusttalk will not be sent in paper format to members
- The invite to the AMM will highlight that we are no longer sending the paper version
- The money spent on postage and printing is being re-invested in better engagement forms
- The Executive team will be reviewing the final decision next month

3.6 Governor Election Communications

The Committee noted:

- Elections approaching – the process begins in July 2024
- Helpful feedback received on the postcard that is sent to members and the presentation that is used for prospective governors

The Committee **NOTED** the update

Appendix 1 – CEC Terms of reference amendments

	Previous ToR	Proposed change	Rationale
1.3	The Committee is authorised to obtain such information as is necessary and expedient to the fulfilment of its duties. All Governors and staff are expected to co-operate with any reasonable request made by the Committee	The Committee is authorised to obtain such information as is necessary and expedient to the fulfilment of its duties. All Governors and staff are expected to co-operate with any reasonable request made by the Committee	Added reasonable, suggested that I report back to each meeting via the means of song!
4.2	The following Trust staff would normally attend each meeting: <ul style="list-style-type: none"> •Director of Corporate Governance •Head of Communications (or a representative from the Communications Team) • Corporate Governance Manager 	The following Trust staff would normally attend each meeting: <ul style="list-style-type: none"> •Corporate Governance Manager •Head of Communications (or a representative from the Communications Team) •Community Engagement Manager 	Due to change in roles and responsibility.
4.4		There is an expectation that each of the core group of Governor members will attend at least three meetings per year. In the event that a core member fails to attend three meetings in a year, they will be asked to re-confirm their core membership of the Group.	Providing some continuity and to ensure the opportunity for governors to consider their role and changes in circumstances.
5.1	The Director of Corporate Governance will provide advice on pertinent regulatory and statutory matters	The Corporate Governance Manager will provide advice on pertinent regulatory and statutory matters	Role change

5.2	The Corporate Governance Manager will provide advice and guidance on membership activities	The Community Engagement Manager will provide advice and guidance on membership activities	Role change
5.3	The Corporate Governance Manager will act as Secretary to the Committee	The Community Engagement Manager will act as Secretary to the Committee	Role change
6 & 7		Now combined	
6.1	The Committee will normally meet up to six times a year or as required to fulfil its duties.	No change other than numbering (used to be 7.1)	
6.2	A quorum shall be 50% of the members attending either in person, via teleconference or video conference.	Meetings are held on line via MS Teams or Zoom. A quorum shall be 50% of the core members attending	Clarified online meeting and updated wording ie zoom
8.1	Review the Trust's Membership Framework on an annual basis, ensuring that it supports the delivery of the Trust's strategic priorities and providing recommendations for improvements to the Council of Governors and the Trust Board, via the People Participation Committee. The Membership Framework will be approved by both the Council and Trust Board	Review the Trust's Membership Engagement Plan Framework on a regular basis, ensuring that it supports the delivery of the Trust's strategic priorities, especially as they relate to the Trust's population health and Marmot Trust ambitions	The new plan is discussed at each meeting and formally discussed at CoG and annually at the People Participation committee.
8.2	New 8.2 (separated from 8.1)	Provide recommendations for improvements to the Council of Governors, and to the Trust Board, via the People Participation Committee. The Membership Engagement Plan	

		Framework will be approved by both the Council and Trust Board	
Numbering changed from here in relation to previous ToR (subtract 0.1)			
8.3	Lead on the development and monitoring of an action plan for the delivery of the Membership Framework; this action plan will be approved by the Council and Trust Board	Work in partnership on the development and monitoring of an action plan for the delivery of the Membership Engagement Plan.	
8.5	Explore and propose innovative methods to communicate with, obtain feedback from and engage with members and the public in the activities of the Trust	Explore and propose innovative methods to communicate with, obtain feedback from and engage with members and their local communities in the activities of the Trust	
8.9	Ensure there are mechanisms in place which enable the information gathered from members and the public from the above activities are fed back to the Council, the Board and the Trust as appropriate	Ensure there are mechanisms in place which enable the information gathered from members and local communities from the above activities are fed back to the Council, the Board and the Trust as appropriate	
8.10	Agree a forward plan of agenda items which focuses on improving communication with and engagement of Governors and members.	Agree a work plan of agenda items which focuses on improving communication with and engagement of Governors and members.	
9.1	Minutes of the meeting will be recorded and a draft copy circulated to Committee members together with the action log as soon	Minutes of the meeting will be recorded and a draft copy circulated to Committee members together with the action log with	Following the process that we use.

	after the meeting as possible and ideally within ten working days. Approved minutes will be made available to the Council on request	the papers of the following meeting. Approved minutes will be made available to the Council on request	
9.3	If appropriate, the Committee will receive and agree a description of its work (in the form of an annual forward plan) and will regularly monitor progress against this plan.	If appropriate, the Committee will receive and agree a description of its work (in the form of a committee work plan) and will regularly monitor progress against this plan.	

COUNCIL OF GOVERNORS FORWARD PLAN 2024/25

Date of Meeting	Key Strategic Agenda Items
12 September 2024	<ul style="list-style-type: none"> • CoG strategic priority: Access to Services • Training and Development Self-Certification
14 November 2024	<ul style="list-style-type: none"> • CoG strategic priority: Communication • Performance Reviews (NEDs) • Council Improvement Plan • Farewell to Departing Governors
16 January 2025	<ul style="list-style-type: none"> • Determine CoG Strategic priorities 2025 • Annual Members Meeting • Annual Plan feedback
13 March 2025	<ul style="list-style-type: none"> • CoG Strategic Priority 1 (TBD)

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