

SURVEY RESPONSES BY BOARD MEMBERS

Overview

Members of the Board and Trust Secretary were invited to answer two questions about the performance of the Council of Governors. Five people responded to the survey questions and the responses are contained below:

Question 1: In which areas of the Trust's work do you feel the Council of Governors has added value?

- Governors have added rigour in terms of questioning the Board and holding to account both the Executive Directors and Non-Executive Directors, particularly around decision-making processes and demonstrating accountability and governance.
- Influencing the Quality Report and Quality Goals through the Quality Account Task and Finish group
- Agreeing which Quality Goal key performance indicator (KPO) should be audited
- Maintaining a service user focus and feeding back comments about service user experience
- Providing different perspectives and contacts with different organisations
- Contributing through 15 Step challenge and PLACE visits
- Involved in the development of the Carer's hub
- Development of the Membership Strategy – Governors helped to make it a very different approach.
- Attendance at membership recruitment events
- Establishment of Governor committees
- Appointment of a Non-Executive Director
- Setting the remuneration levels of the Chair and Non-Executive Directors – Governors showed positive involvement and challenge in relation to this.
- Getting the Board to think differently about the new governance model/interface with Board of Directors has been fruitful with good relationships starting to be developed with the Chair and some other Board members.
- High level of involvement at Governor Committees and a genuine desire to support the Trust.

Question 2: In which areas of the Trust's work do you think the Council of Governors could add value during the coming year?

- Promoting the vision and objectives/plans of the Trust to their constituencies (Public, Staff) and networks and feeding back comments in order to inform our future plans and engagement with the public.
- Ramping up the engagement role and clarifying what engagement mechanisms will be used internally and externally.

- Governors could engage the membership and public about gaps in service provision which would help the Trust in terms of its negotiations with commissioners
- Governors to make suggestions about engagement of the membership. Potential engagement opportunities could include:
 - member drop in sessions,
 - the use of social media to promote their roles leading up to the Annual Members Meeting,
 - attendance at membership talks, perhaps with a Governor chairing these
 - Promoting the staff survey and perhaps a survey about the Annual Plan.
- Acting much more as a conduit of the Trust with stakeholders.
- Provide ideas on innovation/gaps in care.
- Providing an opinion about our communications in terms of whether these are easy to understand and/or should be produced in different languages.
- Taking part in discussions about charitable fund proposals.
- Getting involved in discussions about service developments
- Development of non-operational strategies
- Obtaining views from members and the public about the Annual Plan through a membership event
- Involvement in various task and finish groups (i.e. You and Your Care)
- The Council of Governor meetings need to be more interactive with Governors helping to set their own agenda more with the Chair.
- Be willing to be more proactive/independent and not wait for a corporate steer on ideas – bring things to the table (that could be worked up with NEDs)