

COUNCIL OF GOVERNORS' MEETING

19 JULY 2017

Paper Title:	Committee Approved Minutes
Section:	Public – Standing Items
Lead:	Paul Hogg, Trust Secretary
Paper Author:	Stella Jackson, Deputy Trust Secretary
Agenda Item:	12

EXECUTIVE SUMMARY:

Attached are the approved minutes of the Council of Governors' Membership Development Working Group meeting held on 8 March 2017.

RECOMMENDATION:

- The Council of Governors is asked **to note** the minutes.

BRADFORD DISTRICT CARE TRUST

Minutes of Council of Governors' Membership Development Working Group held at Bradford District Care Trust, New Mill, Saltaire, Shipley, BD18 3LD at 5.30 pm on Wednesday, 8 March 2017

Present:	Nick Smith (Chair)	Public Governor, Keighley
	Ann West	Public Governor, Shipley
	David Spencer	Public Governor, Bradford West
	Kevin Russell	Public Governor, Bradford East (from agenda item 3)
	Amanda Martin-Richards	Public Governor, Bradford East (from agenda item 3)
	Sandra McIntosh	Public Governor, Bradford South
	Hazel Chatwin	Public Governor, Craven
	Noel Waterhouse	Clinical Staff Governor (until agenda item 6)

In attendance:	Paul Hogg	Trust Secretary
	Stella Jackson	Deputy Trust Secretary

1. WELCOME AND APOLOGIES

The Chair welcomed everyone to the meeting. Apologies had been received from Ms Eggett. Mr Khan was also absent from the meeting and apologies had not been received.

2. DECLARATIONS OF INTEREST

There were no declarations of interests.

3. MINUTES OF THE MEMBERSHIP DEVELOPMENT COMMITTEE MEETING HELD ON 10 JANUARY 2017

The minutes of the meeting held on 10 January 2017 were agreed to be a true and accurate record.

4. MATTERS ARISING FROM THE MEMBERSHIP DEVELOPMENT COMMITTEE MEETING HELD ON 10 JANUARY 2017

Actions

11/10/16-1: Matters Arising - Mr Smith reported he had spoken to Appointed Governor, Mr Oversby, about Wellness Recovery Action Planning (WRAP) referrals for young people and had been informed that the young person involvement lead at Barnardos would be leaving Barnardos in the near future. This could potentially impact on the provision of support groups for young people.

Mr Waterhouse reported Staff Governors had discussed how they might reach out to members of staff more effectively but had not specifically considered how to engage staff in relation to the Annual Members Meeting. **Action: Mr Waterhouse to raise at the next Staff Governors meeting.** Staff Governors had discussed the potential for their contact details to be incorporated into a screen saver on personal computers. Mrs Jackson added that Staff Governors had been invited to accompany members of the Board on their visits to services. Mrs McIntosh reported she had attended a 15 Steps Quality Challenge at the Dementia Assessment Unit and a Staff Governor had promoted the Staff Governor role during that Challenge. Mr Hogg informed Working Group members that Staff Governors were also attending Operational Plan presentations. Mr Waterhouse reported Staff Governors had highlighted how the demands of work were impacting on their ability to more actively engage and Mr Smith suggested that consideration be given to Staff Governors being allocated time for their engagement duties. **Action: Trust Secretary/Deputy Trust Secretary to discuss with the Chair.** Mr Hogg then reported the Staff Survey results had been published on 7 March. Whilst the Trust had scored well in a number of areas, staff engagement and motivation had not scored as well as previous years. Consequently, the Executive Management Team (EMT) was putting in place a small number of key actions in response to the findings. This included EMT working out of different Trust sites and working closely with Staff Governors to address the issues. Mr Hogg also reported the Chair would be holding monthly open meetings where Governors could meet with him to learn about the key matters occupying the Board in between Council of Governor meetings. He then outlined an opportunity for Public Governors to buddy up with Staff Governors in order to develop an understanding of their roles. **Action: Public Governors to contact Staff Governors directly should they wish to buddy up.**

11/10/16-7: Governor-only Actions – Mr Russell reported he had attended the Shipley Youth Café on three separate occasions to promote the Trust's services and membership. Mr Russell also reported that both he and Mr Khan had visited wards at Lynfield Mount Hospital and had been very impressed with the environment. Mr Waterhouse added he had received positive feedback from staff and service users about the repositioning of the nursing office to the centre of the room.

10/1/17-1: Feedback from the Performance Evaluation Review – Mrs Martin-Richards reported she had visited the Podiatry Clinic at Idle Medical Centre. Mrs Martin-Richards had invited patients to take part in a short survey and they had been very positive about the service and the Podiatrist. An issue had been raised in relation to the seating and this would be shared with the Podiatry lead as part of the feedback. **Action: Deputy Trust Secretary.** The Podiatrist had taken some membership forms for carers. Mrs Martin-Richards planned to undertake a service visit to the Rockwell Clinic at the end of March.

5. ANNUAL MEMBERS MEETING

The Trust Secretary reported the Annual Members Meeting would take place on Tuesday, 26 September at Bradford City Training Services. He reminded Working Group members of the format used at the 2015/16 meeting and invited suggestions about the format for the September 2017 event. The following suggestions were provided:

- Due to the success of the previous year's event, a similar format should be used this year;
- A bus timetable should be incorporated into the invitation to the event. **Action: Mr Russell to forward this information to the Deputy Trust Secretary;**
- Consideration should be given to how to more effectively promote the event to staff. Mrs Jackson suggested two key questions should be posed to staff for discussion at the Governor drop-in session **Action: Deputy Trust Secretary to highlight at the Project Group meeting;**
- Rather than dividing the tables up by constituency area, it was better to have a mix of Governors at each table; and
- Consideration should be given to ways in which people that can't attend the event could contribute through electronic means, including via a live stream. **Action: Deputy Trust Secretary to highlight at the Project Group meeting.**

Working Group members noted the information about the Annual Members meeting.

6. DISTRICT-WIDE YOUNG PEOPLE'S EVENT

Mr Hogg informed Working Group members that this year's event was likely to take place during week commencing 16 October 2017. It would follow a similar format to the previous event with the key purpose being to educate young people about their health and wellbeing and social care support. Mr Hogg then invited comments/ideas from the group and the following were provided:

- Sixth form children from all secondary schools should be invited to attend. **Action: Mr Hogg and Mrs Martin-Richards to meet to consider effective ways in which to promote the event to all secondary schools;**
- Consideration should be given to how to link the Craven local authority into the event. **Action: Mr Hogg and Mrs Chatwin to meet to consider;** and
- Working Group members should contact Mr Hogg directly should they wish to take part in the event steering group. **Action: Working Group Members.** Mrs Martin-Richards expressed an interest during the meeting and Mr Russell offered to run a mental health awareness session. **Action: Mr Hogg to invite Mrs Martin-Richards and Mr Russell to planning group meetings.**

Prior to leaving the meeting, Mr Waterhouse reported he had been invited to attend a Friendship Club in Grassington to promote the work of the Trust and talk about the role of a Governor. Mrs Chatwin offered to accompany Mr Waterhouse on the visit.

Working Group members noted the update.

7: FEEDBACK FROM DISCUSSIONS WITH THE CHAIR ABOUT GOVERNOR ENGAGEMENT

Mrs Jackson reported the first group had recognised the importance of visiting clinics in order to capture views from patients about the Trust's services. The group had also discussed the content of a briefing document which would be distributed to those Governors undertaking visits; this document had subsequently been produced. The second group had also recognised the importance of the visits to clinics and highlighted a need for local organisations to work more closely together to gather and share feedback about health related services.

Working Group members noted the update.

8. MEMBERSHIP NEWSLETTER

Mr Hogg reported the next membership newsletter would be distributed during April. The newsletter would contain a number of items about the Trust's services, including information about the Wellbeing College, the Safe Haven and Young Dynamos. It would also feature information about the Annual Members Meeting and two or three examples of activities being undertaken by Governors. Additionally, it would highlight that future copies of the newsletter would be available electronically, with a limited number of hard copies available at Trust sites. During ensuing discussion, the following key points were raised:

- The newsletter should contain the contact details of all Governors;
- A poster should be produced for display on public notice boards highlighting how to obtain the latest copy of the newsletter;
- The Safe Haven article should refer to the link with the Barnardos Appointed Governor;

Working Group members noted the above comments would be fed back to the Communications team.

9. GOVERNOR NETWORKS SPREADSHEET

Working Group members were provided with a copy of a spreadsheet highlighting the various networks and groups that each Governor was part of. Mr Hogg suggested Governors promote the Annual Members Meeting to those networks. **Action: i) Deputy Trust Secretary to provide Governors with a copy of the promotional flyer once available; and ii) Group members to circulate the flyer to their networks and contacts.**

Working Group members:

- **Noted the Governor Networks spreadsheet;**
- **Agreed to forward any changes/additions to the Deputy Trust Secretary; and**
- **Agreed to circulate the promotional flyer about the Annual Members Meeting to their networks.**

10. DATE AND TIME OF NEXT MEETING

Future meetings would take place as follows:

- 5.30pm on Tuesday 13th June 2017
- 5.30pm on Tuesday 3rd October 2017

11. ANY OTHER BUSINESS

David Spencer

Mr Hogg reported that Mr Spencer would be leaving the area at the end of March and would, therefore, be resigning as a Governor. Working Group members thanked Mr Spencer for his hard work and commitment as a Governor of the Trust.

There were no other items of business and the meeting concluded at 7.10 pm.

**COUNCIL OF GOVERNORS' MEMBERSHIP DEVELOPMENT
WORKING GROUP MEETING
8 MARCH 2017**

ACTIONS

Ref No	Actions requested	Timescale	Progress
11/10/16 -1	<p><u>Matters Arising from the Membership Development Committee Meeting Held on 4 May 2016</u></p> <p>i) Mr Smith, Public Governor to raise an issue, at a future Council of Governor meeting, around WRAP referrals and the numbers being turned away on a weekly basis; and</p> <p>ii) Mr Waterhouse to speak to other Staff Governors about effective ways in which to engage staff, in view of a lack of attendance by staff at the Annual Members Meeting.</p>	<p>February 2017</p> <p>December 2016 moved to April 2017</p>	
11/10/16-6	<p><u>Monitoring of actions from the Strategy</u></p> <p>Mr Smith, Public Governor to discuss with Mr Oversby further opportunities to engage members in young people work at Barnardo's</p>	January 2017	Reported as completed on 8 March 2017
11/10/16-7	<p><u>Governor-Only Actions</u></p> <p>i) Mr Russell to contact Shipley youth café and other youth groups in the area to obtain feedback and promote membership</p> <p>ii) Ms Eggett to forward details of events attended to the office for recording</p>	<p>January 2017</p> <p>January 2017</p>	<p>Reported as completed on 8 March 2017</p> <p>Ms Eggett resigned as a Governor on 31 March 2017</p>
10/1/17-2	<p><u>Membership Strategy</u></p> <p>Deputy Trust Secretary to advise Working Group members of the outcomes of the membership engagement discussions with the Chair.</p>	March 2017	Updated provided at meeting on 8 March 2017
8/3/17-1	<p><u>Matters Arising</u></p> <p>Trust Secretary/Deputy Trust Secretary to highlight to the Chair issues relating to Staff Governor engagement capacity and the potential of time being allocated for such activities.</p>	April 2017	Trust Secretary to raise with the CEO

	<p>Deputy Trust Secretary to ensure feedback is provided about the seating at Idle Medical Centre.</p> <p>Public Governors to contact Staff Governors directly if interested in buddying up to gain an understanding of their roles</p>	April 2017	Completed
8/3/17-2	<p><u>Annual Members Meeting</u> Mr Russell to forward bus timetabling information to the Deputy Trust Secretary.</p> <p>Deputy Trust Secretary to discuss at the AMM Project Planning Group: i) the potential of two key questions being posed to staff in order to encourage their attendance at the AMM; and ii) the potential of live streaming or other electronic tool being utilised in order to encourage virtual attendance by those people not able to attend the meeting in person.</p>	April 2017 April 2017	Completed Actions incorporated onto the AMM action plan
8/3/17-3	<p><u>District-Wide Young People's Event</u> Trust Secretary to i) organise a meeting with Mrs Martin Richards to discuss effective ways in which to promote the event to all secondary schools; ii) meet with Mrs Chatwin to consider how to involve Craven District Council in the event; and iii) invite Mrs Martin-Richards and Mr Russell to a planning group meeting.</p> <p>Working Group Members to contact Mr Hogg directly should they be interested in joining the event steering group.</p>	April 2017 April 2017	Telephone calls being arranged
8/3/17-4	<p><u>Governors' Networks Spreadsheet</u> Deputy Trust Secretary to circulate the Annual Members' Meeting flyer to all Governors once finalised; and Working Group Members to circulate the flyer to their network contacts</p>	June 2017 July 2017	