

## COUNCIL OF GOVERNORS MEETING

11 AUGUST 2016

Paper Title:	Council of Governors' Performance Evaluation Survey
Lead Director:	Paul Hogg, Trust Secretary
Paper Author:	Stella Jackson, Deputy Trust Secretary
Presented For:	Discussion
Agenda Item:	12

### 1. Purpose of the Paper

To receive the evaluation results from the Council of Governors' Performance Evaluation survey and to consider discussing the findings in greater detail at a separate meeting on 22 September at 6.00 pm – 7.30 pm.

### 2. Background

In May 2016, Governors were invited to provide their views about the performance of the Council of Governors through the completion of an online survey. Sixteen Governors completed the survey and the results are attached at Annex A. Trust Board members were also invited to answer two questions; one related to the difference the Council of Governors had made since its inception and the other related to potential areas to which the Governors could add value over the coming year. Five Board members provided written answers to these questions and the amalgamated results are contained at Annex B.

This paper contains a summary of the results.

### 3. Results from the Council of Governors Survey

Generally, the results are positive with the majority of Governors providing positive feedback about:

- Induction, training and development;
- Their level of understanding into the role of a Governor, Executive Director and Non-Executive Director;
- The size of the Council of Governors;
- Council of Governor meetings although feedback suggests there should be more structure to these;

- The Governor Committees, Quality Account Task and Finish Group and the 15 Step Quality Challenge visits; and
- The appointment and remuneration setting process in relation to Non-Executive Directors.

The results identify the following areas for development:

- The representativeness of the Council of Governors;
- Effectively utilising the skills, experience and knowledge of individual Governors;
- Providing Governors with opportunities to contribute to the improvement of the Trust's services and to influence the Trust's strategy and plans;
- The development of effective relationships/sharing of ideas between the Governors and Non-Executive/Executive Directors;
- Holding Non-Executive Directors to account for the performance of the Board;
- Membership engagement;
- The effectiveness of the Council of Governor meetings, in particular the need for meetings to maintain a focus on key agenda items; and
- The need for paperwork relating to Non-Executive appointments being distributed in advance of the Council of Governor Nomination Committee meetings.

#### **4 Results from the Board of Directors Survey**

Survey results indicate Governors have added value in the following areas:

- Holding the Non-Executive Directors to account (this is contrary to what Governors believe which suggests the perception of 'holding to account' differs between Board members and Governors);
- Influencing the Quality Account content;
- Maintaining a service user focus;
- Contributing to quality through participation in 15 Step challenges and PLACE visits;
- Development of the Membership Strategy;
- Membership recruitment;
- Establishment of and participation in Governor committees; and
- The appointment and remuneration setting of Non-Executive Directors;

Board members considered the Governors could add value in the following areas during the coming year:

- Engagement of the membership and wider public about the work of the Trust (a comment made at the May Council of Governors meeting suggested any engagement should be focused on one or two key areas and should be of particular interest to the membership/wider public in order to elicit effective engagement);
- Providing ideas on innovation/gaps in care;
- Providing an opinion about our communications;
- Taking part in discussion about use of the charitable funds;
- Taking part in discussions about service developments (feedback from Governors suggests this is an area they are keen to progress);
- Development of non-operational strategies;

- Involvement in various task and finish groups;
- Helping to set the Council of Governor meeting agenda; and
- Being more proactive/independent.

## **5. One to One Meetings with the Chair**

The Chair has also obtained feedback from Governors at one-to-one meetings with them. That feedback highlighted that Governors have valued the opportunity to engage with Board members, but working relationships need to develop further. It was encouraging to hear about the different ways in which the Governors are engaging with the community and there are opportunities to share experiences and develop engagement further, particularly with members. Governors were keen to adopt a more straightforward approach with a focus on a few selected topic areas that added value to the Trust and its work and capitalized on the interests, skills and experiences of Governors.

## **5. Proposed Next Steps**

One Governor suggested (within their evaluation feedback) that the survey results should be considered at a separate meeting. This would enable the Council of Governors to debate the results in more detail and to consider what steps need to be taken to improve the effectiveness of the Council of Governors.

It is proposed, therefore, that a separate meeting take place on 22 September 2016 at 6.00 pm – 7.30 pm to review the results and develop an action plan. The meeting would be held in the Conference room at New Mill and Governors have been given notice of this additional meeting through the Friday Folder.

## **RECOMMENDATIONS:**

That the Council of Governors:

- Notes the survey results; and
- Agrees to hold an additional meeting on 22 September 2016 from 6.00 pm – 7.30 pm to review the results and develop a resultant action plan.