

Council of Governors

12 December 2019

Paper title:	Involvement Strategy (Your Voice Matters) Priorities	Agenda item 7
Presented by:	Paul Hogg, Director of Corporate Affairs	
Prepared by:	Paul Hogg, Director of Corporate Affairs	

Purpose of the report		
<p>The purpose of this report is to:</p> <ul style="list-style-type: none"> Update the Council of Governors on the Trust's new Involvement Strategy (Your Voice Matters), which Governors inputted into in July; and Describe the key elements of the strategy based around its two key drivers and ten objectives. 	For approval	
	For discussion	
	For information	x

Executive summary		
<p>At its meeting in July 2019, the Council of Governors were involved in helping to shape the content of the Trust's new Involvement Strategy 2019-23 (Your Voice Matters). Since then, a series of community conversations have been completed and the strategy was presented to, and approved by, the Trust Board in October. It was agreed that a summary of the strategy would be presented to the Council of Governors prior to its launch.</p> <p>The two key drivers core to implementing and achieving the strategy have been defined as 'Reaching In' to services and 'Reaching Out' to connect, build relationships and work with communities wherever there is experience, expertise and insight to draw on. It is important to recognise that successful delivery depends on mainstreaming activity across all services and teams; the involvement team will provide vision, expertise, oversight, resources and support but making optimum progress will need Trust-wide ownership.</p>		
<p>Do the recommendations in this paper have any impact upon the requirements of the protected groups identified by the Equality Act?</p>	<p>State below 'Yes' or 'No'</p> <p style="text-align: center;">No</p>	<p>If yes please set out what action has been taken to address this in your paper</p>

Recommendation
<p>The Council of Governors is asked to:</p> <ul style="list-style-type: none"> Note the approved Involvement Strategy (Your Voice Matters) which will be launched externally in January; and Consider how the Council of Governors can help support the delivery of the strategy.

Strategic vision				
Please mark those that apply with an X				
Providing excellent quality services and seamless access	Creating the best place to work	Supporting people to live to their fullest potential	Financial sustainability growth and innovation	Governance and well-led
x		x		x

Care Quality Commission domains				
Please mark those that apply with an X				
Safe	Effective	Responsive	Caring	Well Led
x	x	x	x	x

Relationship to the Board Assurance Framework (BAF)	The Involvement Strategy is a key element of assurance for BAF Risk 4.2. (If we do not provide a positive service user/carer experience, then we may not support recovery, enable wellbeing or respond to commissioners' requirements.)
Links to the Corporate Risk Register (CRR)	N/A
Compliance and regulatory implications	The following compliance and regulatory implications have been identified as a result of the work outlined in this report: Regulation 17: Good Governance

Council of Governors Public Meeting

12 December 2019

Your Voice Matters priorities

1 Purpose

At its meeting in July 2019, the Council of Governors were involved in helping to shape the content of the Trust's new Involvement Strategy 2019-23 (Your Voice Matters). Since then, a series of community conversations have been completed and the strategy was presented to, and approved by, the Trust Board in October. It was agreed that a summary of the strategy would be presented to the Council of Governors prior to its launch.

A comprehensive process of dialogue and discussion was shaped by the Trust Wide Involvement Group and delivered by the Patient Experience and Involvement team reaching out across a range of communities, working with several key partners to give opportunities for patients, service users, carers, the wider public, community organisations, staff, Governors and Board members to contribute. This produced a considerable body of ideas, comments and feedback to help develop the strategy.

The new Involvement Strategy is predicated on two drivers that will be core to developing existing relationships and recruiting new Involvement Partners and can be defined as 'Reaching In' and 'Reaching Out', as described below:

- **'Reaching in'**: the development of patient and service user involvement by reaching into services to support opportunities that enhance recovery and wellbeing, maximising ways for the voice and experience of people who use our services to be heard and have impact; and
- **'Reaching out'**: to increase awareness of the Trust's services and opportunities for involvement through reaching out to connect with communities, building relationships with existing and new partners, organisations, groups and individuals, and drawing on their experience, expertise and insights.

Strategic Objectives

Based on the analysis of all the feedback from the consultation process, sense-checked with members at the Annual Members Meeting in September, the strategy has been structured along ten strategic objectives as listed below.

The strategy will seek to:

1. Invest in people already involved with the Trust in a variety of ways as our valued partners, co-designing learning, tools, resources and support so that they feel confident and equipped and able to work as partners, have influence and impact.
2. Develop the Trust Wide Involvement Group membership, role and functions, strengthening the link to Trust governance, introducing satellite co-production groups to address specific areas of work and interest.

3. Increase the number and diversity of people involved with the Trust through systematic, targeted recruitment, closely aligned with the Trust's strategic priorities, plans and quality improvement and closing gaps in the representation of our diverse communities.
4. Reduce barriers to involvement, especially for those whose voices are seldom heard and often overlooked, making sure that what we do and how we do it demonstrates our commitment to inclusion, enabling equality of access and opportunity.
5. Promote and enable the involvement of carers, in line with the Trust's commitment to them as partners in the improvement of care and experience, and to make sure their voice and perspective is heard.
6. Develop a greater variety of methods for involvement, including digital, that are appealing, culturally appropriate, rewarding, innovative and which encourage and enable people to be involved.
7. Extend existing opportunities for involvement and develop new ones in a range of areas including leadership and strategic planning, recruitment, training, research and the design and delivery of the best quality services in clinical and non-clinical areas.
8. Develop ways to systematically evaluate and record involvement across the Trust and its impact, so that learning and good practice can be recognised, shared and consistently reported back to those involved.
9. Develop new ways to recognise contributions and value of people's involvement.
10. Contribute to development of system-wide approaches to involvement and developing opportunities for collaborative working.

To bring the strategy to life, the strategy will include a series of embedded video clips from senior leaders (Chief Executive, Director of Corporate Affairs and Patient Experience Lead) and from Involvement Partners and staff will provide personal reflections on the strategic objectives. This and other new materials to be developed will be used in a marketing campaign to improve numbers and diversity of individuals, groups and community organisations registered for and participating in involvement activities starting in the New Year. **A copy of the video links and strategy summary will be circulated to all Governors in January to use with their own members/stakeholders.**

In terms of governance, a new group (the Involvement and Participation Strategic Group) is being established to replace the You and Your Care Strategic Reference Group to reflect the *Better Lives, Together* strategy and oversee the Involvement Strategy, along with other related areas such as patient experience, Triangle of Care, volunteering and development of the Trust's new charity.

Membership of this will be widened to involve operational services. An Involvement Development Group will be set up below this, focused on harnessing ideas, skills, creativity and collaboration to support operational aspects of actions to deliver the objectives. Quarterly progress reports and action plan updates will be made to the Involvement and Participation Strategic Group, reporting 6-monthly into Quality and Safety Committee.