



2014/15

**COUNCIL OF
GOVERNORS'**
ANNUAL REPORT



WHAT OUR GOVERNORS ACHIEVED DURING 2014-15

Through this brief report we aim to provide an overview of activities undertaken by our Council of Governors over the past year.

Our Council of Governors is a very important group of people within the Trust, who represent the views of our membership, by being the 'voice' of local people. The Council sets the direction of the Trust based on the views of members and feedback from the general public.

Governors are elected by their fellow members to sit on the Council of Governors. They are responsible for carrying out statutory duties to represent the public and to hold the Board of Directors to account for the performance of the Trust.

In 2014/15, the key activities performed by our Council of Governors were:

- recruiting, selecting and appointing the Chair
- providing input into the development of the Trust's annual plan, through a series of events and meetings, with the Board of Directors and others
- holding nine governor drop-in sessions plus the Trust's Annual Public Meeting to which 603 people attended
- taking part in quality visits to services, using a range of initiatives including 15 steps/mock CQC visits, PLACE inspections and link governor roles

GOVERNOR DROP-IN SESSIONS & THE ANNUAL PUBLIC MEETING 2014/15

Our Governors have established a popular programme of educational events. Each event is themed around a specific mental and/or social health care topic; some of these events are summarised below:

Dementia is one of the fastest growing health problems in Lincolnshire. Our dementia drop-in provided an opportunity for the people of Gainsborough and Louth to gain an insight into this complex mental health issue and pick up practical advice on how to live well with dementia.

"Good talk and very clear - I work with dementia service users in the community so will apply this information daily".

"Very good - knowledgeable speakers".

"Very good, I felt the presentation was excellent".

Chronic Fatigue Syndrome (CFS) featured a journey through what CFS is and current research, delivered by a Specialist Occupational Therapist featuring service user experiences and how to manage the condition.

Learning disability service leads delivered information on learning disabilities in Lincolnshire and how occupational therapy can support people with a learning disability, to meet their health needs and optimise independence.

"Thank you for all the effort of the speakers and organisers".

Drug & alcohol recovery team encourages more proactive engagement from its service users to form peer support groups. The specialist drug and alcohol recovery team (DART), gave a summary of the various treatment options available and the methods they use to engage and encourage individuals who wish to get well but are finding the process a struggle.

Chaplaincy and spirituality information was provided on spiritual care in the NHS featuring a 'Day in the Life of an NHS Chaplain'. Volunteering for the chaplaincy service and case studies on the importance of spiritual care in recovery were also discussed. The theme 'Food for the Soul' explained how to maintain spiritual wellbeing.

"I was invited to the event by the Membership Team as I am a Trust member and the event was very useful and informative, thank you".



Talking Therapies: OCD, Depression, Anxiety and Stress

- one in four people experience problems with sadness, stress, worry and anxiety. This event demonstrated that sufferers are not alone. Trust members and the public were able to speak to our specialist clinicians and learn practical techniques for dealing with depression and anxiety.

"The stands were excellent in the main and informative."

"The most useful part of the event was the video interview and What is Schizophrenia."

Living with schizophrenia - a video interview between a clinician and patient was used to demonstrate a greater understanding about schizophrenia and patients' personal experiences.

Annual Public Meeting - a key note speech from Simon Weston OBE, the Falklands War veteran set the "Moving Forward" theme for the day. Members and the public joined us for an exciting day's event discussing how the Trust develops its services to promote and support mental health problems, wellbeing, learning disabilities, and drug and alcohol recovery for the people of Lincolnshire.

Members of the public were able to question senior members of staff about the Trust's plans and activities in the ever changing healthcare environment.

"Good opportunities to ask questions, case studies, staff were welcoming. Displays and network opportunities well organised and informative."



"An uplifting event - Simon Weston and the two young service users being the three stars."

MEETING OUR GOVERNANCE ROLE

Our Governors work in partnership with the Trust's Board of Directors to agree what needs to be done to meet the mental and social health care needs of the local community.

The main purpose of our Council of Governors is to represent the views of the Trust's membership and wider public and to hold the Board of Directors, via the Non-Executive Directors, to account for the organisation's performance.

Whilst the full Council of Governors meets four times a year, a number of Governor-led sub groups and committees deliver these duties; they are:

Standards committee - works to ensure all individuals are treated with respect, equality and fairness that is consistent with the Trust's values. The committee meets at least twice a year and reviews the responsibilities and codes of conduct for both the Council of Governors and the Board of Directors.

The committee also considers governors' training needs to ensure that they are aware of their obligations and to enable them to fulfil their duties as fully as possible. In instances of alleged misconduct, the committee considers reports, conducts hearings, analyses findings and makes recommendations to the Council of Governors or Board of Directors, to ensure the highest standards of conduct are being maintained.

Membership committee - supports the development and implementation of the Trust's entire membership by reviewing and monitoring activities to stimulate member recruitment, development, retention, engagement, communication and feedback. This committee proactively ensures the voice of individual members is heard by the Council of Governors.

Involvement committee – gives service users, members and the general public the opportunity to get more involved with the Trust and shape future service provision. The committee's membership is as diverse as the Trust it represents and it works to develop and deliver the principles of involvement and engagement to improve service user experience. Its Group of 1000 is formed of members who wish to be more involved in particular consultations, research groups, workshops and other activities both for the Trust and our partner organisations.

Nominations & remuneration committee – is responsible for organising and participating in the recruitment and selection process for appointing the Trust Chair and Non-Executive Directors. The committee receives reports on the performance of these individuals once they are in post and is responsible for determining the appropriate remuneration for such posts (for more, see page 14).

Issues group - explores particular concerns raised by the membership and other Governors by approaching appropriate Trust staff for information and assistance. Issues group meetings provide a forum to consider and debate matters of concern. Issues that require more strategic discussion are referred to the Council of Governors'. (For the process, refer to page 15).

Joint Council of Governors & Board of Directors' meeting - is held four times a year to consider forward planning and strategic direction. This gives governors and directors a real opportunity to work together to ensure the quality of service provision for the people the Trust serves.

RECRUITING NEW MEMBERS

We actively recruit members by providing information to our service users and carers and through meeting the general public at a variety of events. In the past year we have recruited new members from our attendance at:

- wellbeing events around the county
- radio interviews
- the Trust's own annual nursing conference
- Lincolnshire Carers and Young Carers Partnership events, mental health carer related projects and work based on the joint carers and dementia strategies 2014-18

We also recruit members through the Trust's website and as a result of reporting our activities through the local press, in our Trust magazine, Better Together and through the social networking sites, Facebook and Twitter.

When our organisation became a Foundation Trust, we adopted a new style of working. People from the local community became 'members' of our Trust to help us decide how we should deliver and improve our services.

All our members proactively receive information about our activities. However, they can choose to be more involved in the running of the Trust or its many activities by:

- contributing to the work of the Group of 1000
- standing for election to become a Governor
- voting for the person they would like to be their Governor.



EXTERNAL RECOGNITION

Our activities have been recognised by several external organisations, including the national regulatory body for all NHS foundation trusts, Monitor.

We have contributed to Monitor's booklet and guidance for aspiring Foundation Trusts and have been referenced at Lincolnshire County Council events for our involvement in compiling the local draft joint dementia strategy.

In 2014, the Trust won a Local Government Chronicle award for its work to establish the Managed Care Network.

The original concept of a network of organisations supporting people recover from mental illness or maintaining their wellbeing was developed by the Governors.

The Governors also contributed to Monitor's national governance and capability review pilot to test our new governance processes.

BECOMING A GOVERNOR

Only members of the Trust aged 16 years and over can put themselves forward to become a Governor. To express an interest in becoming a Governor please contact 01529 222277 or email samantha.swindell@lpft.nhs.uk

Eligibility for becoming a Governor is that you are also a Trust member. Membership is free and does not commit you to anything.

Elections are held every three years for Service User/Carer Governors, Public Governors and Staff Governors. Governors are elected by the class to which they belong and each term is for three years.

Our Governor classes are:

Public Governors x eight - one for each local district authority area and one for the surrounding area.

Staff Governors x seven - three for general adult services, three for specialist services and one for corporate services.

Service User Governors x seven - representing the people who use our diverse range of services.

Carer Governors x six - representing general adult, learning disabilities, children and older adult carers.

Stakeholders - a range of services that support the Trust are invited to put forward a representative from their organisation to be a Governor. We have Governor seats for Healthwatch, Lincolnshire County Council, University of Lincoln, SHINE, Trust volunteers, and the Clinical Commissioning Groups (CCGs).



GOVERNOR TRAINING

All our Governors are trained to carry out their duties with confidence. They start with an induction process to equip them for their role and this is supplemented with an ongoing programme of additional training to meet individual needs.

In April 2013 the duties of foundation trust Governors were extended and strengthened and it became law for Governors to receive training. Whilst our Trust was already compliant, we extended our training programme to provide additional training in questioning and analysing skills, conduct and behaviour, and in holding to account.

Specific training needs are identified by Governors through the appraisal process.

Our Governors are encouraged to further their development by attending network meetings hosted by the East Midlands' Leadership Academy. Our Governors and former Chairman played a key part in developing the national Governor training programme now offered by NHS providers.

They take part in a number of activities that enable the Trust to monitor and ensure the quality of the services it provides; in the past these have included:

- visits to the services we provide
- participation in patient led assessment of the care environment inspections - audits of inpatient units to ensure an appropriate and quality health care environment is being provided
- participating in visits to services where the quality and culture of a service is assessed, in a similar way to that done by the Care Quality Commission.

HOLDING THE BOARD TO ACCOUNT

Our Council of Governors use a number of different ways to ensure they hold the Board to account for the performance of the Trust; these include:

- appraising the performance of the Chair and Non-Executive Directors
- receiving the Chief Executive's reports on the recent activities of the Trust
- considering performance reports from the Board of Directors
- reviewing minutes and reports from the Board of Directors

- evaluating reports received from our independent regulators, the Care Quality Commission, Monitor and our auditors
- receiving the Trust's annual report and accounts
- listening to the views of service users, carers, staff and the general public and escalating these when necessary
- considering issues raised by Trust members and the general public.



MAKING NON-EXECUTIVE DIRECTOR APPOINTMENTS

Our Non-Executive Directors play a vital role in contributing to the improvement of our services. They are not full time NHS employees, but people with a keen interest in helping to improve the mental wellbeing of local people. With knowledge and expertise gained from working outside the NHS, their valuable insight equips them to scrutinise and question the way we do things.

When there is a Non-Executive Director vacancy, our Board of Directors advises the nominations

and remunerations committee of the skills needed to complement the existing board. This committee is then responsible for undertaking the process to identify suitable candidates to become Non-Executive Directors, including the Chair.

The committee craft the job package, advertise the position, shortlist and interview potential candidates, and organise reference checks. The final recommendations are made at a Council of Governors' meeting, held in public, for the decision to appoint or not.

REPORTING TO YOU, OUR MEMBERS

To ensure our members and the wider public are aware of the work of the Council of Governors, we report all their activities through:

- our annual members' meeting – held in September
- Better Together – our bi-annual Trust magazine
- our website: www.lpft.nhs.uk and facebook, Like us at LPFT NHS and find us on Twitter @LPFTNHS
- holding our Council of Governors' meetings in public
- organising themed governor drop-in sessions around the county
- the Trust's annual report
- our attendance at external local and regional events
- articles in the local press

MANAGING YOUR ISSUES

Our Governors are very good listeners and are constantly making a note of the views and opinions expressed by our members and the general public about what we do. Issues of significance are considered when we develop our future strategy.

Over the past 12 months, our Governors have handled some 67 individual issues; some of these were referred directly to the Patient Advice & Liaison Service to allow a personalised response to address service user and carer needs. The rest were of a more general nature and were discussed with service managers and clinicians to reach solutions or service improvements.

OUR FUTURE PLANS

Over the next 12 months, some new people will join our Council of Governors as election results are announced. Once their induction training is completed they will be out and about getting familiar with our services and meeting you, the people they represent.

The rolling programme of drop-in sessions will continue to be organised by our Governors for the people of Lincolnshire. Each event is based on a particular mental health and/or social care condition that our service users experience.

We can never get enough feedback! Our Governors are committed to listening to what our members and the public are saying and ensure, through our governance processes, these views are considered in the planning of our services.

Our Governors will continue to constantly challenge our Board of Directors and hold it to account for the performance of the Trust. This helps to ensure the Trust truly represents the interests of the public in ensuring services are delivered with care and compassion.



SERVICES PROVIDED BY LINCOLNSHIRE PARTNERSHIP NHS FOUNDATION TRUST

GENERAL ADULT SERVICES

- Acute inpatient care
- Armed forces Veterans mental health
- Crisis resolution & home treatment
- Community mental health teams
- Psychological therapies

CHILD & ADOLESCENT MENTAL HEALTH SERVICES

- Looked After Children
- Community teams
- Inpatient care
- Primary mental health
- Youth offending service nurse specialists

SPECIALIST SERVICES

- Eating disorders
- Dementia and specialist older adult mental health
- Drug & alcohol recovery
- Community forensic
- Rehabilitation
- Learning disabilities
- Neuropsychology
- Chronic fatigue syndrome
- Dynamic psychotherapy

COMMUNITY PARTNERSHIPS

- Managed Care Network
- SHINE
- Dementia Support Network

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