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| Report to: | Council of Governors | Agenda item: | 14 |
| Date of Meeting: | 5 September 2017 | | |

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| Title of Report: | Governor Strategy & Business Planning Working Group Update Report |
| Status: | For Information |
| Sponsor: | Amanda Buss, Public Governor, City of Bath (Interim Chair) |
| Author: | Roxy Poultney, Membership & Governance Manager |
| Appendices | Appendix 1: Draft Annual Report |

Purpose

To provide the Council of Governors with an update following the Governor Strategy & Business Planning Working Group held on 31st July 2017.

Background

The report is prepared to inform the Council of Governors on the salient issues discussed and agreed at the Governor Strategy & Business Planning Working Group.

Business Undertaken

Amanda Buss, Public Governor, City of Bath Chaired the meeting on behalf of Helen Rogers, Public Governor, North East Somerset who was unable to attend the meeting.

The Working Group received the following updates:

- Corporate Projects Update
- RUH Strategy
- 2017/18 Trust Priorities Q1 Update
- Virgin Care Update

Corporate Projects

The working group was informed that the Trust had submitted a tender to lead the Urgent Care Centre service in partnership with BEMS+ within the RUH with the following vision: "Bath Urgent Treatment Centre: a local service working with our community to provide outstanding patient care."

The working group was informed that work had commenced on improving Private and Overseas Patient services whilst working with STP partners and that the Private Patient Policy had been signed off and a substantive Private and Overseas Patients Manager was in post.

Key Decisions

RUH Strategy

The working group was informed that the Trust was developing a new strategic plan for 2018 – 2021 and that work had begun on this. Engagement with members, volunteers and staff would take place in August/September and a draft plan would be presented to the working group on 30th October 2017.

Exceptions and Challenges

The working group requested that they receive an update on the Trust's financial position in relation to the Trust's delivery of the Business Plan in order to gain assurance that the Trust was delivering as necessary. It was agreed that this would be included within the Corporate Projects Update.

Governance and Other Business

Annual report

The working group approved the draft annual report which is attached at appendix one for your approval.

Future Business

In line with the Governor Strategy & Business Planning Working Group work plan.

It was agreed that the working group would add the following items to their work plan:

- Review draft Strategy (October 2017)
- IT Strategy Update (February 2018)
- Organisational Investment (May 2018)

Recommendations

The Council of Governors is asked to:

1. Note the update report
2. Approve the draft annual report

Appendix 1: Draft Strategy and Business Planning Working Group Annual Report 2016/17

Introduction

This working group ensures that Governors are able to contribute to the business planning process which the Trust undertakes each year. It is important that we are able to have input into and influence the strategic direction and long term vision of the organisation. This is also an opportunity to feed in the views of our members as appropriate. This report is intended to give a flavour of how this has been achieved over the past year.

The Working Group is made up of:

Helen Rogers, Public Governor, North East Somerset (Chair)
 Amanda Buss, Public Governor, City of Bath
 Jan Taylor, Public Governor, North Wiltshire
 Mike Midgley, Public Governor, City of Bath *(from January 2017)*
 Hassan El-Wakeel, Staff Governor *(from 31st October 2016)*
 James Colquhoun, Public Governor, South Wiltshire *(from January 2017)*
 Phill Lunt, Staff Governor *(until 31st August 2016)*
 Michael Coupe, Staff Governor *(until 31st October 2016)*
 Phil Morris, Public Governor, South Wiltshire *(until 31st October 2016)*
 Keith Humphries, Stakeholder Governor, Wiltshire Council *(until 31st January 2017)*
 Joss Foster, Commercial Director
 Roxy Poultney, Membership & Governance Manager
 Fiona Bird, Head of Business Development

Activity

Each year the working group agrees its work plan. The main focus of activity is on the Business and Strategic plans and this year was no different. Our agenda is made up of items that are delegated by the Council of Governors, to which we are accountable, items for information and items on which we have required assurance.

The working group has met four times a year.

Monitoring activity

The working group has monitored activity through updates on corporate projects, such as the cancer centre building. We review and approve the strategic plan and have had opportunity to seek assurance from the Non-Executive Directors that the Trust is on track to achieve its strategic objectives. This year a process has been developed in order to seek and obtain assurance from Non-Executive Directors in a consistent manner.

Key decisions and activities

The voice of our members is key and with that in mind, we developed a question for our Member focus groups which took place at the Annual Members Meeting in September 2016. This question related to the needs of patients in relation to supporting them to have more personal control over their health. Focus group questions are developed annually to ensure that member's views are included and progressed in our strategic and business plans.

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| Author : Roxy Poultney, Membership & Governance Manager | Date: 02 October 2017 |
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| Agenda Item: 14 | Page 3 of 4 |

The Working Group was concerned that the Operational Plan in its current format needed to be understandable to members and staff. At its meeting in January 2017 the working group requested that the Membership & Outreach Working Group reviewed the current “plan on a page” for dissemination to Members.

The Working Group continues to receive reports via the Council of Governors from each of the constituency meetings. This gives us assurance that member views are influencing the Trust’s Business Plan.

Our regular review of strategic projects that are taking place across the trust includes discussion of how members can be involved. We were keen that members would be better able to find out about and attend future design and engagement events regarding the new RNHRD and therapies building. In response to our raising this as an issue, it was confirmed that the Trust would;

- Let Governors know when focus groups were set up for public engagement around new build design;
- Update the website regularly with details;
- Articles would be included in the Insight magazine; and
- Briefings for Governors would be produced to discuss with Members.

One of the key roles of your Governors is that we hold the Non-Executive Directors to account for performance of the Board. The working group has developed a process by which any Non-Executive Director can be asked assurance questions. Written questions are prepared at each meeting (or in advance) and a formal written response is provided to the working group. In the last year we have sought and received assurance in relation to the following:

- Breast 2 week target;
- Achieving financial targets;
- Meeting cost savings;
- Ensuring the Trust’s capital plan stays on target and within budget;
- Delivery of the Trust Objectives;

Public views

The Trust has well established mechanisms for taking Members’ views into account. Issues that specifically relate to strategy and business planning are delegated to us by the Council of Governors.

The Council of Governors and Board of Directors also discussed the feedback themes at its strategic away day in December 2016 to ensure member views could be incorporated into the Business Plan. This feedback is then shared with members via the quarterly magazine, Insight.

Future work

Throughout the next year the group will continue to ensure that the views of members are heard – and that those views are taken into account when we discuss the strategic and business plans.

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| Agenda Item: 14 | Page 4 of 4 |