

The Council of Governors Plan of Action 2011 – Version 3

Priority One: Make progress on developing the CoG's capacity to better understand and represent stakeholder opinion to the Trust

Objective	Key activities	Time	Action/Outcomes	Responsibility
To identify and implement new ways of engaging with wider community and patient groups in line with stakeholder strategy leading to greater level of engagement and understanding of specific issues as viewed by wider community.	Use "Citizen panel/jury" approach to engagement with user and community groups	Jan, 2012	Report to each quarterly CoG meeting on results of inquiries as they occur.	IPSG/MDG/BMG/FT
	Contribute to stakeholder survey work	April, 2011	MDG to assist with content & analysis of stakeholder consultation & report to CoG Improved understanding of stakeholder issues Public/members better informed on priorities/choices	FT/MDG
To develop and implement methods of ensuring the board is fully informed of stakeholder opinion	Work on developing the best way to ensure Board is updated on key issues	Oct, 2011	Input above data into Board strategy planning. Board better placed to take into account wider stakeholder issues in decision making	FT/BMG/NEDs

Priority Two: Develop the role of members and membership as part of the Trust's overall approach to stakeholder engagement				
Objective	Key activities	Time	Actions/Outcomes	Responsibility
To contribute to development of the "Members' Say" days surveys and other means of identifying member/public issues	3 "Member Say" days including one aimed at younger people	Organised by April 2011	A "Member Say" day in April, July & September	FT/MDG/BMG
	Complete 4 surveys during 2011 Analysing/interpreting member/public issues for the Trust	Timing of surveys linked to other projects	Greater level of engagement/understanding with membership base Governors have clear agenda	FT/MDG FT/MDG/IPSG
To maintain membership numbers at current (2010) levels but to be more representative and make clear benefits of membership	Implement most successful methods of recruiting.	April, 2011	Determine number of members to be recruited in each class of membership	FT/MDG
	Experiment with new recruitment methods focusing on two under-represented areas during 2011	July, 2011	Define key benefits of membership Satisfy Monitor that membership numbers are being kept at a defined level & representation is appropriate	FT/MDG
To develop new ways of communicating with and engaging with members	Explore new methods of communicating with members (i.e. social media) as well as advice on tone/content of communications	Jan, 2012	Target 2 events to brainstorm innovative communications and funding	FT/IPSG/MDG
	Explore new ways of engaging with members (such as voluntary contributions/charity fund / lottery)	July 2011	Intensity and quality of two way engagement with members increases	

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Priority Three: Make effective contributions to Trust work on quality and patient experience				
Objective	Key activities	Time	Actions/Outcomes	Responsibility
To contribute effectively to the Trust's Quality Account submission in Summer 2011	Write contribution to Quality Account on basis of broader dialogue on quality issues	April, 2011	Consider a new CoG Working Group & prepare a statement for the QA. Determine how Governors get the data they need.	Quality Working group(QWG)/FT
To contribute to the Trust's CQC regulation outcomes	Take part in Trust processes to comment on CQC outcomes	April, July, Oct 2011	Consider a new CoG Working Group Report quarterly to CoG on input made to CQC process	QWG/FT
To provide a lay/governor perspective to key Trust governance committees	Take part in identified Trust processes which will benefit from governor/lay perspective	April 2011 April, July, Oct 2011	Identify appropriate governance committees & CoG involvement Report quarterly to CoG on input made to governance process	BMG/FT
To provide a governor/lay perspective on significant service changes	Take part in identified Trust processes which will benefit from governor/lay perspective	Ongoing April, July, Oct 2011	Report to quarterly CoG on input to service change procedures	

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Priority Four: Enhance the effectiveness of the CoG by ensuring that its knowledge base, processes and operations are fit for purpose				
Objective	Key activities	Time	Action/Outcomes	Responsibility
To ensure that the CoG receives relevant & timely information	Develop the format and presentation of the performance information provided to CoG Organise development/ training/information sessions prior to CoG meetings	By July 2011	CoG approves format of IPR at July CoG Information received by CoG in a timely way to enable it to fulfil its purposes	BMG/FT
To build the capacity of the CoG and its members through ongoing development	Produce a governor's charter to provide an "at a glance" guide to the key roles of governors and how these roles are translated into action Further development of induction Workshop on assurance framework	By April 2011 By April 2011	CoG approves "Charter" at April CoG Workshop to be held on May Development day	BMG/FT
To ensure that the COG's key Committees are operating effectively	Review policy on removal of the Chairman based on best practice elsewhere. Develop a policy to approve the appointment of a new Chief Exec Take forward the new arrangements for Director appraisals clarifying how governors will be involved in the process Develop a policy on NED remuneration and conditions. Review the TORs of the NEDRC and its membership	By July 2011 By July 2011 By April 2011	Nominations Committee to recommend policy to CoG on removal of Chair & appointment of CEO Report to July CoG on Appraisals process Recommend to CoG policy on NED remuneration & conditions and NEDRC TOR's	Nomination Committee(NC) NC/NEDRC NEDRC
To enhance the effectiveness of the CoG	Steering Group/ Business Planning Group Undertake CoG Effectiveness review Relook at Committee structures and representation Take forward the FROG by examining improved ways of working	By January 2012 April 2011 Ongoing	Report performance to CoG against this Action Plan Refresh CoG Committees & Working groups at April CoG	BMG/FT

Priority Five: Continuing to work closely with the Board whilst at the same time developing processes to hold the Board to account

Objective	Key activities	Time	Actions/Outcomes	Responsibility
To enable the effectiveness of the CoG in holding the Board to account	The CoG receives an annual overview of the Board's performance and development and how it is has assured itself on the overall performance of the Trust against Monitor's compliance framework and the Trust's assurance framework.	Oct 2011	Chairman reports to CoG on Board Effectiveness Review.	FT
	COG input into the code of governance compliance declaration before it is submitted to the Board	April 2011?	Report to CoG on submission to Board	FT/BMG
	Audit engagement			
To further develop working relationship between the CoG and Board	Annual Board to CoG meeting	Nov 2011?	Joint Development Day in November 2011	FT/BMG

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