

Governor Support in a Difficult Climate

A Trust Secretary Perspective


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As a Governor it can be tricky to balance holding the Non-Executive Directors to account whilst also being supportive and empathetic in such challenging times.

Remember TEAMWORK! One Governor cannot do everything, use your collective efforts as a Council and share the workload.

On the next slides I've included some ways the governors can work with the Trust Secretary to help in this role.

Together with you to achieve 
healthier, happier lives



Understanding the Roles and Responsibilities of the NEDS

Ask constructive questions
ask open questions like:

- Remember NEDs are **not responsible for the day to day** running of the Trust, they provide oversight, independent advice and guidance and receive assurance from the Executives.

- Avoid closed or combative questions

instead of asking: Have you ever been to ward X?

Try: What were your observations from your last site visit?

Instead of asking: What are you doing about waiting times?

Try: How are you assured that services are safe, and patients have a positive experience?

Regular training and development

- You should all have had an induction to the role, and access to ongoing training, ask the Trust Secretary what training is available. Types of training usually provided are on the role of the governor, information governance and on the wider Integrated Care System.

Engage with stakeholders to get a well-rounded view of the Trust performance

- Make sure to take an interest in all Trust business rather than a single service or issue, remember the collective voice of the assembly and being respectful of everyone's time.

Channels of communications – it doesn't all take place at the Council of Governor Meetings

- Attending Trust events and Board meetings is a great way to engage with the NEDs in their role, an informal coffee morning or NED/Governor event is a good opportunity to get to know your NEDs.

Attend the Board Sub-committees

- The Board and Sub-Committees are ran by the Chair and NEDs, encourage a culture of openness and transparency ask your Trust Secretary if you can observe the meeting or be provided a copy of the papers.

Take time to read
performance data and
Board Assurance
Framework

- Understanding the Trust's performance data will help you formulate data driven questions, focus your discussions the Board Assurance Framework will help you understand the top risks and how the Trust is managing them.

Build strong relationships

- Get to know your NEDs, read their public profiles on the Trust website, ask what sites they are planning to visit and if you can join, provide feedback on community events and your experiences.