

Report to 3rd July 2014 Council of Governors' meeting

Governor Training and Development Task and Finish Group

Progress Report

1. Introduction

At its 6th November 2013 meeting, the Council of Governors received an update report from the Governor Training and Development Task & Finish Group (T&F Group). The Council of Governors welcomed the report and agreed to the recommendations made. It agreed to receive a further update at its July 2014 meeting.

The purpose of this report is therefore to provide this update and describe progress since the November 2013 report.

The T&F Group has met twice since its report to the November 2013 Council of Governors' meeting.

2. Summary of progress

2.1 Courses attended

Since the November 2013 Council of Governors meeting a number of Training and Development sessions have been offered for Governors.

The following table details the courses held and the number of Governors who have attended

Foundation Trust Network Courses

| Course | No. of Governors attended |
|-------------------------------------|-------------------------------------------------|
| Core Skills | 0 (1 Governor booked to attend in July 2014) |
| Accountability | 0 |
| Effective Questioning and Challenge | 1 |
| NHS Finance & Business | 0 (1 Governor booked to attend in October 2014) |

| Course | No. of Governors attended |
|----------------------------------------------------------|----------------------------------|
| The Governor Role in Non-Executive Director Appointments | 1 |
| Patient and Member Engagement (pilot module) | 1 |

Training Modules run internally

| Course | No. of Governors attended |
|--------------------------------|----------------------------------|
| My Communication | 7 |
| Business Development | 11 |
| Finance and Performance | 11 |
| Measuring and Assuring Quality | 8 |

The following modules were also offered as internal-run training (the current four staff Governors did not need to attend as they will have completed this as part their mandatory training)

| Course | No. of Governors attended |
|-----------------------------------------|----------------------------------|
| Infection Control (1 session run)* | 5 |
| Information Governance (1 session run) | 5 |
| Safeguarding (2 sessions run) | 9 |
| Equality and Inclusion (1 session run)* | 7 |

*Next sessions booked for 7th July

Two Governor Briefings have also been held:

| Briefing | No. of Governors attended |
|------------------------------------|----------------------------------|
| Safeguarding & Children's services | 9 |
| Better Care Fund | 8 |

There are a number of other Governor briefings being planned including Personal Health Budgets and Media Awareness.

A new version of the My Communication course is to be offered in Summer 2014; following feedback from Governors who felt the original course could be more tailored to the Governor role.

A further eight Governors have attended events or conferences organised externally by organisations such as the King's Fund and the FTGA, with a further two booked to attend events.

Feedback on all courses offered is requested from Governors, by the FT Office and is shared with the members of the Task and Finish group regularly. The feedback will shortly be uploaded to the Governor section of

the website, for all Governors to view. The feedback received has been overall positive, examples of this feedback are shown in Appendices 1 and 2.

There has been a significant increase since the November 2013 meeting on the amount of sessions being offered.

2.2 Governor Personal Development Training Log

A training log is now kept for Governors (electronically) and this details all training and development each Governor has attended. This is now reviewed at each meeting of the Training and Development Task and Finish Group. It is also being routinely sent out to all Governors, for them to personally review.

The log contains a note of service area visits undertaken and attendance at member events, as the group agreed these should be considered as development opportunities.

2.3 Governor Skills Audit

Governors were asked to complete a skills audit in October 2013. This has been used to highlight any areas in which Governors needed additional training and support. A number of the courses held (as mentioned above) were arranged based on the feedback.

In June 2014 Governors who had originally identified areas in which they were not confident were asked if they now felt more confident. This information will be reported back to the 18th July meeting of the Task and Finish group but initial indications show the majority of Governors agree they are now more confident.

It was agreed Governors will be asked to fill out the audit fully again in 2015 (after Governor Elections)

3. Conclusion

The T&F Group believes a significant amount of progress is being made in both current delivery and future planning of training and development opportunities for Governors.

At its May 2014 meeting the Membership and Governance sub group suggested it may now be timely to consider absorbing the work of the task and finish group into its workplan. At the May meeting of the Training and Development Task and Finish Group, the group said they were supportive of this in principle but suggested the group continue until at least April 2015 (after the conclusion of the Governor elections).

At the May 2014 meeting of the Task and Finish Group a discussion was held about whether any of the training offered should become mandatory.

The following modules are mandatory for the Non-Executive Directors to attend:

| |
|-----------------------------------|
| Infection Control (every 3 years) |
| Information Governance (annually) |
| Safeguarding (every 3 years) |
| Equality and Inclusion (1 off) |

It was therefore concluded, in order to be aligned Governors should be expected to attend the above modules as part of their role. It was noted, that Magistrates are also volunteers but also have to undertake mandatory training. It is proposed this would commence from the new Governor term of office in April 2015.

An Induction for all new Governors would also be considered as a mandatory attendance.

The above would therefore have implications on the future Governor Code of Conduct.

4. Future Steps

It is proposed to continue to offer the existing portfolio of Governor training and development options and to take advantage of additional opportunities which the task and finish group identifies.

5. Recommendations

The Council of Governors is asked to:

- Receive and consider the report
- Consider the recommendation that the four modules of infection control equality and inclusion, safeguarding and information Governance become mandatory modules, alongside an induction process.
- Offer views on other areas/issues which the T&F Group may wish to address such as future training modules
- Mandate the T&F Group to continue to meet until at least April 2015
- Agree to receive a further report from the T&F Group at the Council of Governors meeting in January 2015.

Tracey Davies, Membership Officer and Paul Martin, Deputy Director, Corporate Affairs

On behalf of the Governor Training and Development T+F Group

Summary of Governor Feedback from Internal Governor Training Modules

Business Development Module led by Allyson Russell, Head of Strategy and Programme Management

“Many thanks to Allyson and the Trust for providing this training for the Governors. It was an excellent session, with very pertinent information and very well presented.”

“I found the training session excellent and learnt a lot and I trust my thanks will be passed to all those involved in setting up the session.”

“The presentation included an overall explanation of methods used to gain new contracts and the continuation of existing contracts within the present contractual arrangements.”

“It was outstanding. This quality is the yard stick we should use for all Governor Training in the future.”

Finance Module led by Bill McFarland, Finance Director, Katherine Howard, Assistant Director of Finance and Steve Alton, Deputy Director of Finance

“I found the whole of the module extremely useful. I have had dealings with a NHS budget, but things have changed out of all recognition since my day.”

“I was pleased to learn the acronyms so I know what they are when they come up in future. I learned where the money came from.”

“An excellent module, well received by the Governors who have requested a further session next year. The work that had gone into the presentation was considerable and the speakers were first rate. The Governors all offer their thanks for the support given to us all through this module.”

“Module was extremely informative and met all my learning expectations, The most useful elements for me was where the money came from and how it was spent.”

Measuring and Assuring Quality Module led by Louise Payne, Director of Corporate Support and Julie Hargreaves, Head of Quality and Assurance

“Feel as though I learned a great deal on how to carry out my role as a Governor. Also what to look out for and listen for.”

“It was balanced and comprehensive session presented in an excellent manner with good Governor interaction.”

“The most useful elements were learning about patient safety & what was involved as set out by National Patient Safety agency, learning about managing risks and setting the patient experience”

Safeguarding Level 2 led by Cathy Kennedy, Safeguarding Team

“The trainer was very good in terms of explanation and generally answering questions and dealing with comments from the group. The presentation was specific in terms of the issues arising and the responses of the safeguarding team”

“Overall, a very interesting and informative session. I learned a lot from the session and found the presenter confident and very well able to discuss and explore issues with us. I strongly recommend this training opportunity.”

Equality and Inclusion led by Tendai Ndongwe, Equality and Diversity Officer

“This was an excellent briefing session and I am very pleased that I had the opportunity to attend. It was a session that before I attended I thought that I knew it all. I now realise how little I did know beforehand. I recommend others attend this session for similar reasons.”

“There was a lot of E&D elements I was not aware of, so I was very pleased to get up to date, also to have the booklet handed out so I could have a reference for the future.”

Infection Control led by Harriet Ddungu, Head of Infection Prevention and Control

“The speaker was personable and confident and knew her subject and was able to explain in lay terms to the governors. It was an update for me but it was useful and relevant.”

“The practical demonstration of cleanliness/hygiene amongst those present in the 'hand washing experiment' was to my mind astounding.”

“A very worthwhile session and very informative. It is important for Governors to understand the important concept of Infection Control and Prevention.”

Summary of Governor Feedback from the Foundation Trust Network Governwell Courses

Core Skills Module

“This was a very interesting and informative day with a broad remit”

“A useful starting point - some of the specialist modules sounded interesting and more detailed.”

“Involvement at all levels was demanding (and quite exhausting by the end of the day) but on balance worth attending”

“I learned about the role of the NEDs and how we should make them more accountable to us, I learned how to ask questions and how to critique information provided by managers”

“Effective questioning and challenge around a trust document was excellent workshop.”

“Found Networking with governors from other areas useful”

“The course had key speakers who had or were involved in national working parties and had a finger on the direction of travel in the NHS and had a rounded view of the NHS and impact of external policy, issues on it.”

“The course went into considerable detail of the role of the CQC, Monitor and the commissioning groups in regards to Quality Matters”

Accountability Module

“This module was run by a very experienced and professional team and rich in content. All questions from the delegates, which were plentiful, were professionally answered and again showed that both Presenters had deep proven experience in their field of specialisation.”

“The module also included a couple of exercises that required significant Delegate participation and I found this most useful as it got the delegates engaged and broke the ice encouraging open discussion”

“The venue, The Studio – Cannon Street - Birmingham City Centre was definitely more than fit for purpose and far more convenient from a travel point of view. I took a train to Birmingham New Street and it was less than a five minute walk to The Studio. If driving then I would strongly recommend parking at the NEC and taking a train (circa 8-10 mins) into New Street station.”

“This was a very professionally run module with a well throughout theme with clear starting and ending points. It started with an introduction to Accountability, then developed the techniques necessary to ‘Hold to Account’ and the module was brought to a conclusion with an exercise to test the learnings of Delegates.”

“I consider this Accountability Module to be a key piece of Education and Experience required in the Toolkit of all NHS Governors. If one of our key roles as a Governor is to Hold the Trust Board to Account then we all need to be adequately equipped to fulfil that role and responsibility in a professional way.”

Effective Questioning and Challenging

“The session was aimed at technique that could be used in many walks of life, as opposed to the previous Modules that were very specifically aimed at learning about the Trusts and role of Governor.”

“Delegate participation was encouraged from the start and the exercises encouraged inclusion of all in attendance.”

“I consider this Effective Questioning & Challenge module to be a key piece of education and experience required in the Toolkit of all NHS Governors. I also feel that, although useful to all Governors, depending in previous career experience some Governors may benefit more than others from attending the session.”

“I learnt As a Council, you only have limited time in meetings, think about how you can use that time effectively, which questions are important to ask in the meeting and which could be asked outside the meeting.”

NHS Finance and Business Skills

“Overall a very useful course, especially for those relatively new governors who need / wish to get a better grasp as to how the NHS finances work”

“The quality of the training was, based on my experience, equal to Harvard University, Graduate School of Business Administration, which is said to be the very best available.”

“Virtually no question from the attendees went unanswered and in fact the quality of all answers showed that the Presenter's had deep proven experience in their field of specialisation”

“I found the whole Module extremely useful and helpful in understanding the way NHS Business is managed within NHS England.”