



NHS

**South East Coast
Ambulance Service**
NHS Foundation Trust



Lead Governor's Report

Leigh Westwood

2022/23

Review of the Year

Shaping the future of our service for our people and our patients

What are our duties?



The **Council of Governors** - a group of **18 volunteers** including members of the **public, staff**, and people from **key partner organisations** - has two duties:

1.

To represent the interests of our Foundation Trust members and the wider public

2.

To hold the Non-Executive Directors (NEDs) to account for the performance of the Board

Before I begin, I would like to thank both our new **Chief Executive, Simon Weldon** and **David Astley our Chair** for their commitment and for always respecting and supporting the role of the Governors within the Trust.



Looking back at 2022/23



2022/23 saw many challenges:

High demand on our services

New facilities, like our tenth Make Ready Centre at Banstead, being completed

Good progress made on our new multi-purpose centre in Medway, which will house both 999 and NHS 111 operations.

- The Council has been focussed throughout the year on helping ensure that the Trust was doing its best to support its staff and volunteers, while recognising that quite frequently the demand for its services was incredibly high.
- Whilst staff recruitment and retention continues to be challenge, the Council adds its thanks to all our dedicated colleagues throughout the Trust and the incredible volunteers who have and continue to support the Trust.
- As a volunteer Community First Responder myself, I see first-hand the compassion, kindness and effective care given to our patients, regardless of the challenges we may be facing in the background.

Looking back at 2022/23



- Throughout the year, the Governors have continued to observe Board meetings and Board Committees, and this has provided the Council with the assurance that Board scrutiny and oversight has continued.
- Foundation Trust membership engagement and recruitment as well as external events that had to be stopped over the past few years, has now been able to restart.
- Communication via our membership newsletter, Membership Matters, has continued and although our membership numbers remain strong, we are consistently looking at ways to increase membership.
- By doing so, we can listen to the public we serve and ensure that we continue to shape ourselves into a service with vision, direction, a known strategy, not just visible to our colleagues but also to the public.



Looking back at 2022/23



It is fair to say that for the Council as well as for the Board and Trust more widely, the focus has, quite rightly been on responding to changes in our CQC rating, following planned and unannounced inspections.

However, the Council has continued to seek improvements in other areas of the Trust where reasonable during the year.

We do this through questions submitted between formal meetings as well as by holding the Non-Executive Directors (NEDs) to account at our Council meetings.

Areas of focus for Council have included:

- Operational performance in 999 and 111: how well are we serving our patients
- Assurance around items highlighted in NED committee reports
- The work of the Councils committees
- The plans for the Trust's Improvement Journey
- The launch of the Volunteer Emergency Responder initiative
- IT resilience
- Reviewing the annual audit report via presentation from KPMG

Looking back at 2022/23



In terms of our statutory powers:

Non-Executive Director (NED) remuneration has remained static during the year.

The Council has made the following NED appointments and reappointments this year:

Max Puller, recruited by the Nominations Committee of the Council, joined SECamb in January 2023

The Council approved a second term of office for **Howard Goodbourn** and **Professor Tom Quinn**



Council elections



- Council elections were held this year with a good turnout in nominations and votes.
- Thanks to all members who took part and to those Governors who either re-elected or have joined us in the last year.
- You can read more on the Public, Staff and Appointed Governors currently serving in Membership Matters.
- If you think you can give time, energy and thought to helping us be the best we can be, for patients and staff and are passionate about the NHS please consider standing in our Council of Governor elections.
- As a Trust member you can stand as a Governor or vote for a Governor to represent you.



In summary



- Finally, I must express again on behalf of my Governor colleagues our thanks, admiration and utmost respect for everyone working for or within SECAMB and across the wider health and social care system during the past year.
- Governors must continue to hold the Non-Executive Directors to account for the performance of the Board and I thank them for the open working relationship the Governors continue to experience.
- As a Council, we will continue to ensure that we discharge our duties to the best of our abilities, to continue serving those we represent.

