

## Resource Pack 4 - Principles of Good Governance

### *The Health and Social Care Review*

- Align governance objectives with the new strategy for health and social care in Wales
- Deliver the Quadruple Aim, aligned with the principles of the Wellbeing of Future Generations (Wales) Act, Prudent Healthcare and the Social Services and Well-being Act
- Deliver improved outcomes via seamless health and care systems
- Consider national, regional and cross-sector opportunities ahead of local concerns whenever appropriate
- Assess their performance based on a common set of outcome indicators
- Assess maturity against the Good Governance Institute's Maturity Matrix and System Transformation Matrix as appropriate
- Have proportionate and consistent oversight, regulatory and inspection arrangements, with consistent metrics, incentives, sanctions and intervention triggers. Assurance recommendations should be taken seriously, tracked and actioned (as emphasised by the Williams Commission Report on Public Service Governance and Delivery)
- Be empowering and ensure effective leadership and transparent decision making at all levels with clear lines of accountability throughout
- Adopt a continuous improvement approach, involving staff and service users
- Embrace a 'participative enterprise' culture with closer involvement of staff, clinicians, service users and other key stakeholders, including primary care and third sector
- Maintain a sharp focus on staff engagement and wellbeing, including addressing issues in Staff Survey results and medical assessment scale surveys
- Have consistent annual effectiveness reviews overseen by an independent member, focussing on leadership and behaviours, operational performance and delivery of change
- Ensure that their membership is sufficiently diverse, and that a successful background in change delivery, organisational development and behavioural science skills are well represented
- Share successes and challenges with one another as part of a learning system that promulgates best practice and helps eliminate waste and unwarranted variation. This should include 'exemplar' Regional Partnership Boards
- Be transparent regarding performance, and open to public and political scrutiny.