

Board of Directors

Subject	Executive Directors Report
Date	1/10/18
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Purpose	For Discussion

Quarter 2 workstreams:

- ✘ Rebrand
- ✘ Newsletter
- ✘ PSG Partnership Group
- ✘ PRISM evaluation
- ✘ 5 Values report – Sanctuary Housing
- ✘ Retender – Community Mental Health Service
- ✘ Retender – Drugs and Alcohol

Introduction

The current quarter has seen us bedding in the work of Q1. The current workstreams are all in line with our business plan.

The rebrand has taken longer than anticipated and we are now coming to the end of this process that will enable us to promote the SUN Network, its brand and work.

There is a Five Values report in progress booked in for October at Sanctuary Housing and this is the first one of the year. We have another booked in for December at Lifecraft.

Work continues with the Partnership Strategy Group and evaluating the Primary Mental Health Service (formerly PRISM) with the Q2 PRISM report due shortly.

We continue to represent service users at meetings/events across the county and work with/in partnership with fellow organisations to ensure the service user voice is heard.

Quarter 2 Achievements

The Sun Network has represented the voice of service users by facilitating participation in two tenders (drug and alcohol and mental health community service) by submitting service user questions into the tender bid and supporting service users to score the responses. Providing valuable input into the process.

We have had active input into the transitioning of the drug and alcohol tender to a new provider.

We have also supported workshops for EAHSN with their work around suicide and facilitated the onward progress of the PSG group for CPFT.

We work closely with services and service users to ensure that what we are hearing is being heard by services and commissioners. We completed a piece of work with the Sanctuary around the introduction of timeslots and have fed back to service users around how their feedback influences services.

We now have our grant agreement signed off by the commissioners.

Performance against KPI's

SUN - Key Performance Data Grid 2018/2019

area	detail	Q1	Q2	Q3	Q4	End of year	EoY target	RAG rating
Views gathered	Substance Misuse	38	7					
	Mental Health	48	59					
	Both eg. dual diagnosis	8	36					
	Total	97	102			199	300	
	Peterborough	4	5					
	Cambridgeshire	29	84					
	Other/Unknown	64	13					
	Total	97	102			199	300	
Members	Members formally signed up	78	6			84	100	
5 Values Reports	Evaluation completed, report written and actions by provider stated					0	4	
Memorandum of Understanding	Signed off	2 (+ 2 in progress)	3 in progress*			2	7	

* Carers Trust, CPFT, CPSL Mind

Quarter 2 challenges

- ✘ We have struggled to progress with evaluations due to lack of support from some services, however, input from commissioners seems to have moved things forward.
- ✘ We have seen a lull in membership sign ups, however, with a launch and promotion of the new brand, I feel we will see an increase in numbers.
- ✘ Crisis cards. We have not been able to meet the demand for Crisis cards due to awaiting the rebrand, however, printing should be able to progress very shortly.

Focus for next Quarter

For Q3 I would like The SUN Network to focus on the following:

- ✘ Celebrating The SUN Network becoming a CIC and have an official launch promoting our brand and work.
- ✘ Increasing membership. A big push on membership is necessary and partnership working with MoU's would help us to recruit members.
- ✘ Five Values reports. We will need to discuss which services to approach in order to complete these. I would like these to be CPFT services.

- ✘ Producing a newsletter – this would help us highlight our successes in having the service user voice heard and influencing services.
- ✘ Service User training – identify a need and create a training programme to meet that need. We are currently offering peer assessment training for the Five Values work.
- ✘ Our Social media and website strategy moving forwards.