Board of Directors

April 2018

Report	Chair's Report
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Date	10/04/2018
Purpose	For Information

1. Background.

I am delighted to present this first Chair's report for the newly constituted Community Interest Company The SUN Network – Cambridgeshire and Peterborough. It is planned that these reports will be a standing agenda item at our quarterly Board meetings. As we aim for all Board meetings to be public, with minutes available on our website, I intend my reports to:

- Describe some of the highlights of what I have been doing in the past three months
- Outline for all our partners – the public, members, commissioners and other agencies - the progress we have made in strengthening the voices of those with an interest in mental health and drug and alcohol services locally
- Highlight our priorities for the next three months

2. Achievements.

We gained our certificate of incorporation as a Community Interest Company on 24th January 2018. This followed an intensive period of review over the winter facilitated by Juliet Snell from Taproot, for which we are extremely grateful. Juliet used her considerable experience of health and social care systems and of the third sector to help us refresh our vision and aims, and to develop a detailed three year plan for how we would increase our effectiveness as a new and now fully independent organisation.

As a result, between January and March, with the support of Lois and Helen I have been able to present to commissioners what we intend to do and precisely how we intend to do it. Although the specifications are not yet signed off, our commissioners have stated they accept the performance indicators in the business plan, and this forms the framework within which we are now operating.

On 6th March at the mental health voluntary sector forum, I presented the results of our review and asked partner agencies to join us in promoting the service user voice across our area. We are now setting up memorandum of understanding meetings with partner agencies to formalise this.

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On 12th March I led a workshop for the whole team where we confirmed our ways of working. Key elements are:

- The primary focus on gathering views of the public on drug and alcohol services and/or mental health services – at least 300 in Year One – with special efforts to engage with minority groups of all kinds
- Presentation of the public experience of services in a standard format with hard data supported by thematic analysis and use of "patient stories" through a range of media as appropriate
- Continued evaluation of specific services against the previously established Five Values
- Amplification of the service user voice wherever possible
- Co-production of better services based on service user perspectives wherever possible

On 5th April, the SUN Network - together with Rethink Carer Support - held our quarterly experience feedback meeting with health and social care commissioners, having provided respective written reports. I am very encouraged that commissioners clearly value what we tell them and will make increasing use of our information in deciding where services must be improved.

Above all, in the last three months we have had to manage the transfer of staff and all our systems from CPSL Mind into the newly independent SUN Network. Lois has worked extremely hard "behind the scenes" to make sure this happened smoothly, with no disruption to the work we do, and I am extremely grateful to her for this.

3. **Next Steps.**

Our priorities for the next three months will include:

- Re-branding • Using a new members' pack to engage service users to work with us in a variety of roles
- Beginning to sign off memoranda of understanding with other agencies
- Reaching out to more service user in a greater variety of setting to access their views