



## Board of Directors

<b>subject</b>	Chair's Report
<b>Date of meeting</b>	19 <sup>th</sup> April 2021
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<b>purpose</b>	For Discussion

### 1. Summary.

This brief report outlines achievements and challenges for us at present, from my point of view.

### 2. Achievements.

Lois has provided a very detailed description of our activity and achievements in the past three months.

It has been remarkable how we have continued to expand and do more during a quarter when Lois had planned sickness leave and the team's workload was already considerable.

The new role around hearing from people with multiple disadvantage, commissioned by the local authority, takes our work into a new area and is of considerable interest. Engagement will not be easy with a group who may already be excluded from many services. The different stages of covid lockdown have not made reaching out any easier. We are aiming to add to the hours that Natasha has and recruit another worker in order to maximise our effect.

On a more general note, I see signs that our profile – locally and regionally – is higher than ever. In particular the Clinical Commissioning Group's Mental Health Team have gone out of their way to pay attention to the voices of people with lived experience of mental health services. We are also now playing a central role in bringing together voice organisations, through the Co-production Collaborative Group and the work led by Lois to agree a definition of co-production, which we plan will lead to a co-production training package.

The health of our staff team has of course continued to be a priority as we have moved out of lockdown and carefully begun to see people with lived experience in person again. I believe we have struck a good balance between strictly adhering to covid regulations and moving back to something closer to business as usual now that the opportunity is there.

### 3. Challenges.

Challenges tend not to vary significantly from one quarter to the next. For me, the impact of our activity is always of great interest. The ideal is to be able to show at the end of a piece of



work what improvements to services were made and to what extent was our input responsible for that result. I understand that this can be very hard to demonstrate but make no apology for reiterating it as our ultimate goal. In that context, I am especially keen that we can see evidence of a better experience of mental health services because of the Peterborough exemplar project. We have not seen this yet.

In the next quarter, I hope we can move back to something approaching pre-covid ways of working. Whilst we will continue to operate online when this is efficient and effective, in person conversations are often especially valuable and it will be good to see more of these happening again. As long as we manage this transition carefully, I believe seeing more of each other will also be very good for the team's morale and for team development.