

Board of Directors

Subject	Executive Directors Report
Date of Meeting	20.7.2020
Author	Lois Sidney
Purpose	For Discussion

Introduction

Quarter 1 workstreams

- Primary Care Mental Health (PCMH) quarterly report – meeting with service manager to discuss recommendations
- PCMH service leaflet – feedback from service users to shape the comms within
- Co-production & Collaboration group – closing the feedback loop and encouraging co-production in all services
- Exemplar Co-production project – service user input
- Peri-natal Mental Health – on hold
- Mental Health Employment – gathering feedback from service users of Individual Placement Service (IPS) and Richmond fellowship (RF)
- Eating Disorder pathway – facilitating service user and carer feedback groups
- Winding Road – Interview Round Two followed by second interim report
- Make Every Adult Matter (MEAM) – working with Cambridgeshire County Council (CCC) Count Every Adult (CEA) around Co-production within MEAM
- Youtube Stories – Drug and Alcohol service users sharing their stories of addiction and recovery for our Youtube channel
- Covid-19 Service User Feedback – feeding back to Sustainability and Transformation Partnership (STP) and other boards service user feedback
- Signposting – A very big part of our work at present
- Keep Your Head – continual updating as services change
- Blogging – a weekly staff blog around wellbeing and our work
- Surveys – Change Grow Live (CGL) after Covid-19, Mental Health feedback
- Returning to face to face meetings with service users

Performance against KPI's

SUN - Key Performance Data Grid 2020/2021

Area	Detail	Q1	Q2	Q3	Q4	Year to Date	EoY target	RAG Rating (end of year)
Views gathered	Substance Misuse	48				48		
	Mental Health	217				217		
	Both eg; dual diagnosis	27				27		

	neither	6				6		
	Total	298				298	500	
	Cambs City	52				52		
	Cambs South	16				16		
	Cambs East	3				3		
	Huntingdon	51				51		
	Fenland	28				28		
	Peterborough	37				37		
	Other/Unknown	111				111		
	Total	298				298	500	
Meaningful Engagement		54				54	100	
Reports*	Evaluation completed, report written and actions by provider stated	1				1	8	

*PCMH Q4 report

Achievements Q1:

Engagement and Involvement:

Quarter 1 has seen The SUN Network work hard to provide the mental health and substance misuse commissioners and key decision makers with service user feedback to assist in the steer of their work.

We gained feedback from 298 people across the county in this quarter and have fed this feedback to the commissioners, service providers and networking partners.

Meaningful Engagement:

Meaningful engagement will be defined by any involvement opportunity that includes service users in a more involved way than offering feedback on their experiences. For example; peer assessing, sitting on tender or interview panels, attending meetings, writing blogs, co-production work or telling their stories. This list is not exhaustive.

In Quarter 1, a total of 54 people participated in meaningful engagement.

April - 10 people – meetings, telling story, blogging, reviewing services and Winding Road Project

May – 20 people – meetings, telling story, blogging, reviewing services and Mental Health employment project

June – 24 – Meetings, telling story, blogging, reviewing services, Winding Road Project, reviewing a Cambridgeshire and Peterborough Foundation Trust (CPFT) leaflet, Mental Health in the Workplace Project

(Meetings include STP, Community Mental Health Board, Collaboration and Co-production Group, Crisis Care, CPSL Mind Good Life Board)

Partnership Working and Collaboration:

As a result of The SUN Network challenging commissioners and services to provide feedback for service users, a new group has been formed that is chaired by Anna Tuke from CPFT and co-chaired by Lois Sidney from The SUN Network. This group is called the Co-production and Involvement group and it's aims are trifold:

- To ensure that all services are using co-production in its most meaningful form
- That the feedback loop is closed in terms of responsible person identified to feedback on particular issues raised (from the various MH boards)
- To collaborate as a network of services to amplify the service user and carer voice

Teamwork:

The SUN Network staff have been attending identified training and also ensuring that we have team time as part of our wellbeing and team development.

Following feedback, we have completed an overhaul of our website to make it more accessible, and easy to navigate, and continue the staff weekly blogs which are aimed to be informative, educational and promote wellbeing.

We continue to raise the SUN Network profile. Our social media figures continue to grow, and we also won an award from Peterborough City College for our work supporting their apprenticeship scheme.

We are on target for all our KPI's for the year.

The team continued to have video link weekly meetings during the period of lockdown and have now moved to social distance meetings.

Covid-19 Response:

The team have worked hard to gather and submit relevant feedback, ensure service users are aware of what is out there and support the commissioners in their work. We have adapted well and are providing a valuable resource to commissioners and services in terms of providing feedback on needs, and signposting to let people know about changes to current service provision. We have also maintained Keep Your Head (KYH) with up to date information on services. We have worked with various comms leads to help the message going out to service users be as specific and clear as is needed.

Focus for Next Quarter:

In the current climate it is difficult to anticipate what our long-term priorities are. Our immediate priorities are to continue cementing our position as a valued service for commissioners by gathering feedback, signposting service updates and maintaining KYH. We are highlighting gaps and barriers to access and also good practice and positive experiences.

Improving the co-production element of our work to be a robust example of what co-production looks like.

Involving service users in all aspects of our work including attending meetings to represent service users.

Policies for signing off:

Payment of Public Policy