

## Board of Directors

<b>Subject</b>	Executive Directors Report
<b>Date of Meeting</b>	October 26 <sup>th</sup> 2020
<b>Author</b>	Lois Sidney
<b>Purpose</b>	For Discussion

### Introduction

#### Quarter 2 workstreams

- PCMH quarterly report – meeting with service manager to discuss recommendations from the reports
- Exemplar Co-production project – service user input and scoring the 6 proposals for underspend
- Peri-natal Mental Health – on hold
- Mental Health Employment – gathering feedback from service users of IPS and RF – final report completed
- Eating Disorder pathway – facilitating service user and carer feedback groups locally and regionally
- Winding Road – Interview Phase Two followed by second interim report
- MEAM – working with CCC (CEA) around Co-production within MEAM, securing funding for a co-production role with multiply disadvantaged people through CEA at CCC
- ARS – Addiction Recovery Stories 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 STP and other boards service user feedback – participating in Covid-19 proposals for MH support in Cambs
- Co-production and Involvement Group – Co-Chair – closing the feedback loop
- SUN Network Co-production and Involvement strategy – a co-produced systemwide strategy working with service users, service providers and commissioners
- Signposting – A very big part of our work at present as people are unaware what services are available to them and how to access
- Keep Your Head – continual updating of website content as services change
- Blogging – a weekly staff blog around wellbeing and our work advertising involvement opportunities
- Surveys – CGL after Covid-19, Mental Health feedback
- Returning to face to face meetings with service users – we are meeting people socially distanced face to face
- Meaningful engagement and gathering experiences – gathering feedback for preferred reference for service users. (eg; service use, client, patient etc)
- Co-production – St Martins Housing – this is a Norfolk based group that meet to complete service user involvement work around homelessness/addiction/mental health

- Securing a place on the Regional Adult Mental Health Community Board to represent service user and carer organisations across the East
- Comms strategy workstream with Amanda Roach, Becky Jones (GP) and David Lee (Lived Experience) The SUN Network wrote a Comms proposal to improve people's experience of knowing what services are available to them. We also worked with CPFT comms staff to ensure that comms for patients were clear and concise throughout Covid-19
- Staff training day- focusing on balance and objective optimism. Looking at our bind spots with a view to improve
- Five Values CGL – You said – We did meeting with the manager and sharing the feedback with participants

### Performance against KPI's

SUN - Key Performance Data Grid 2020/2021

area	detail	Q1	Q2	Q3	Q4	Year to Date	EoY target	RAG rating
Views gathered	Substance Misuse	48	42					
	Mental Health	217	99					
	Both eg; dual diagnosis	27	33					
	neither	6	3					
	<b>Total</b>	<b>298</b>	<b>177</b>			<b>498</b>	<b>500</b>	
	Cambs City	52	36					
	Cambs South	16	8					
	Cambs East	3						
	Huntingdon	51	41					
	Fenland	28	17					
	Peterborough	37	19					
	Other/Unknown	111	56					
	<b>Total</b>	<b>298</b>	<b>177</b>			<b>498</b>	<b>500</b>	
Meaningful Engagement		58	98			156	100	
Reports*	Evaluation completed, report written and actions by provider stated	1	2				4	

\*PCMH Q4 report. PCMH Q1 report Mental Health in the Workplace report

### Achievements Q2:

#### Engagement and Involvement:

Quarter 2 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. Also to ensure as much co-production and service user involvement as possible.

We gained feedback from 177 people across the county in this quarter.

#### 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 2 a total of 98 people participated in meaningful engagement.

July - 47 people – meetings, telling story, blogging, reviewing services, eating disorder pathways, reviewing Keep Your Head website, and Winding Road Project

August – 18 people – meetings, telling story, blogging, reviewing services, Exemplar, and co-production work

September – 33 – Meetings, telling story, blogging, reviewing services, reviewing Lithium leaflet for CCG, participating in Kooth workshop, working with commissioners on a peer support worker proposal

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

### **Partnership Working and Collaboration:**

The SUN Network supported CEA with some co-production work, and they liked what they saw. They have asked us to host a 0.4 FTE role for co-production with multiply disadvantaged people securing funding of £14,000 pa.

We have secured a seat on the board for the regional adult community mental health board to represent service user and carer organisations across the region and have reached out to Suffolk Users Forum and Viewpoint Herts to work together to represent the regional voice. The SUN Network have been asked to present on co-production at the next Join the Conversation meeting,

We continue in our role at the co-production collaborative.

We also are working on our Co-production and Involvement strategy, looking to help service users, commissioners and service providers understand the differences and benefits to co-production, involvement and collaboration, and to support wider use of them. We have commissioners, service providers and people with lived experience from adults, children and young people and learning disabilities working with us to co-produce this strategy.

### **Teamwork:**

The SUN Network staff have attended a reflective development day to celebrate our positives and look at our blind spots to help us move forward. We have identified areas to move forward with to improve the way we work.

We continue to raise the SUN Network profile. Our social media figures continue to grow, as do our experience and meaningful engagement numbers.

We are on target for all our KPI's for the year. Potentially – reports may need some attention as this area has been impacted by Covid.

The team continued to have video link weekly meetings during the period of lockdown and home-working, and are still attending social distance meetings.

### **Covid-19 Recovery Phase:**

The team have worked within the system wide response 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 KYH with up to date information on services.

### **Focus for Next Quarter:**

We continue to involve service users in opportunities as they become available and will focus on completing our co-production and involvement strategy, and also, pay attention to East Cambs who are poorly represented in our feedback figures.

Improving our co-production policy and involving people with lived experience in everything we do, and all our work with others.

### **Policies for signing off:**

Confidentiality Policy

Finance Policy