

Board of Directors

Subject	Executive Directors Report
Date of Meeting	19 th April 2021
Author	Lois Sidney
Purpose	For Discussion

Introduction

Quarter 4 workstreams

- Lived experience story sharing with Cambridgeshire police trainees (drug and alcohol)
- PCMHs (Primary Care Mental Health service) quarterly report
- Exemplar Co-production project
 - Mental Health Lived Experience training for SHCAs (Special Health Care Assistants)
 - Workshop for BMI (Body Mass Index) can do it
 - Workshop for Rethink Care Planning
 - Evaluation process
- Eating Disorder pathway – facilitating service user and carer feedback groups locally and regionally. Co-designing leaflets/literature with a group of lived experience people – this work has concluded leaflets and has presented to the ED (Eating Disorder) steering group in April
- MD (Multiple Disadvantage*) – working with CCC (Cambridgeshire County Council) CEA (Count Every Adult) team around Co-production within MEAM, (Make Every Adult Matter) identifying funding from underspend for a fixed term co-production role with multiply disadvantaged people through CEA at CCC to support Natasha for a year. (12-15 hours per week)
- ARS – (Addiction Recovery Stories) Youtube Stories – Drug and Alcohol service users sharing their stories of addiction and recovery for our Youtube channel. Focus on younger lived experience this quarter with Hannah's story
- 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. We are at the stage of having the completed strategy written in plain English approved by the group and can then move onto co-designing training
- Signposting – A very big part of our work at present as people are unaware what services are available to them and how to access. Focusing on creating a SUN Network 'Persona' – Sunnie Charlotte who has started a Mental Health and Wellbeing Facebook group for people in Cambs and P'boro to join and share experiences of local MH, be signposted and create a network.
- Eating Disorder Training – Charlotte will look at developing ED training for lived experience, carers and professionals off the back of the ED work.

- Keep Your Head – continual updating of website content as services change. CPFT (Cambridgeshire and Peterborough Foundation Trust) changed their entire website so every CPFT link has had to be renewed.
- Blogging – a weekly staff blog around wellbeing linked directly to our current work stream and advertising involvement opportunities
- Reviewing literature. – We are receiving more and more requests to review literature for other services/commissioners
- Covid vaccine SMI (severe mental illness) – we were asked to facilitate someone with lived experience and SMI to share his experience at a series of webinars run by CCG for covid vaccinators to improve the process and increase uptake
- Involvement opportunities – we are receiving more requests to facilitate lived experience involvement, and advertising local opportunities
- Returning to face to face meetings with service users – we are now meeting with people face to face
- Mental Health Housing support experience report – gathering the views of all the occupants of MH supported housing run by Sanctuary Housing for a report for CCC – this was face to face work
- Housing Related Support Service Retender – Involving MD lived experience in a retender process for CCC – adults and young people aged 18-25
- Meaningful engagement and gathering people’s feedback on their experiences
- Working on the proposal for Crisis Care Peer Support – ongoing
- Participating in LFT (Lateral Flow Testing) to ensure covid safety workplace
- Criminal justice and homeless workstream – gathering feedback on prison to home experiences.

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	32	38	160		
	Mental Health	217	99	53	56	425		
	Both eg; dual diagnosis (includes MD)	27	33	23	21	104		
	neither	6	3	11	3	23		
	Total	298	177	119	118	712	500	712
	Cambs City	52	36	28	57	173		
	Cambs South	16	8	4	3	31		
	Cambs East	3		9	2	14		
	Huntingdon	51	41	18	11	121		
	Fenland	28	17	12	12	69		
	Peterborough	37	19	8	19	83		
	Other/Unknown	111	56	40	14	221		
	Total	298	177	119	118	712	500	
Meaningful Engagement		58	98	93	108	357	100	357
Reports*	Evaluation completed, report written and	1	3	1	2	7	5	7

	actions by provider stated								
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*PCMH Q4 report. PCMH Q1 report Mental Health in the Workplace report. Winding Road report. PCMH Q2, MH Supported Housing report, PCMH Q3

Achievements Q4:

Engagement and Involvement:

Quarter 4 has seen The SUN Network work focus on completing the final interviews for the last part of the Winding Road project, undertake a Mental Health Housing Experience report, commence a Housing retender, participate in Lateral Flow Testing, involve people with lived experience in training opportunities and telling of their story, the new role of co-production facilitator in multiple disadvantage. Unfortunately, due to our heavy workload at present, we have had to put our co-production strategy work on the back burner.

We gained feedback from 118 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 4 a total of 108 opportunities for people to participate in meaningful engagement.

January- 47 people – participating in strategic meetings, telling story, blogging, reviewing services, eating disorder pathways, delivering training for the police, telling story for trauma informed care, delivering training for specialist Health Care Assistants, reviewing leaflets for CPFT and NHS England,

February- 37 people – participating in strategic meetings, telling story, blogging, reviewing services, Exemplar Co-production work, Eating Disorder pathways, working on a bid for Crisis peer support workers, rough sleepers focus group.

March – 24 people – Participating in strategic Meetings, telling story, blogging, co-production strategy, job candidate sifts and interviews, sharing story of Covid-19 vaccination experience Severe Mental Illness (SMI) for vaccinators within CPFT at a webinar Winding Road project, Supported mental health Housing work, Retender panel for homelessness.

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

Partnership Working and Collaboration:

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

We continue our role on the Good Life Board – supporting the work of CPSL Mind, and the Recovery Service Board for CGL.

Working with the PCMH teams to ensure the voices of patient experience of PCMH are influencing service delivery.

We look to continue 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. This work is going well, and we are at the strategy writing phase having worked on infographics and wording together.

Teamwork:

The SUN Network staff are due to attend a development day in May support our personal and professional development.

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

We have reached target for all our KPI's for the year.

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. We continue to highlight the comms aspect of local work ensuring that the information for mental health services is available in the right place for people who need it.

We are signed up to LFT to assist a safe phased recovery back into the workplace.

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, followed up by training opportunities. and also, do some work around how ending lockdown is impacting on the local community.

Policies for signing off:

Health and Safety Policy

Equality and Diversity Policy

Privacy Statement

Disciplinary Policy

Grievance Policy

*Multiply Disadvantaged is someone who has or is experiencing two or more of the following:

Homelessness

Addiction

Mental Health

Domestic Violence

Family Breakdown