



Board of Directors

subject	Chair's Report
Date of meeting	25 th January 2021
author	Jonathan Wells
purpose	For Discussion

1. Summary.

Quarter 3 covered a period when the covid pandemic began under reasonable control but then in December the situation greatly deteriorated leading to another drastic lockdown. As an organisation we were able at first to continue some in person meetings with people with lived experience and with each other as a team, but this had to stop in December and it is not clear when it will be possible again.

It has been a time of great uncertainty for everyone. So I am proud that we have still managed to find ways of receiving information from people using or seeking mental health and/or drug and alcohol services and reporting this as powerfully as we can to decision makers in health and social care. Our Key Performance Indicators (see Lois' report for details) show how well we have stuck to our core tasks.

I am very grateful to Lois for her leadership and to the rest of the team for their ongoing commitment in these difficult times.

2. Achievements.

Alongside the positive examples in Lois' report I would like to highlight the following:

- At Board level it has been great to have David and Kim with us as new Non Executive Directors. Both bring a lot of knowledge and a passion for this area of work stemming from their lived experience of mental health issues.
- Subject to confirmation at this Board meeting, we have recruited Jordan as another NED. He is more youthful and brings a lot of experience of the voluntary sector, especially in the areas of fund raising and publicity. It is great that we have now doubled the size of our Board; this will mean that we have a stronger set of skills to drive our work forward as there is so much more that we would like to do.
- We have continued to provide important feedback to the CCG and local authorities on people's experiences of services. This has included a report on the impact of covid including people's preferences for virtual or in-person support.



- We continue to report on people's experiences of the CPFT primary mental health service, and can show variations in satisfaction levels over the past two years. These have not always been in a positive direction and we have engaged assertively in discussion with operational managers around how improvements might be made, always offering potential solutions when we can
- The team continues to grow as well as the Board, with new posts with new statutory funding joining the team around multiply disadvantaged people and their needs and secondly around people with eating disorders where services are greatly stretched at present.
- Lois continues to lead a major piece of work on defining and promoting co-production, engaging with many partner agencies committed to this agenda. It is very important that we share our expertise and continue to learn from others, and if we operate closely together in this way we are more likely to have an impact.

3. Challenges.

The obstacles we face tend not to shift very fast over time. We make sure we are not complacent about our situation within the local health and social care economy, especially in these turbulent times due to covid. Attention to quality improvement and service development has understandably reduced last year and in particular in the last month as key colleagues have been preoccupied with keeping basic services going. We need to be sensitive to these major pressures whilst at the same time using our role to highlight risks and identify solutions where possible.

Another major priority for us is to make sure all members of the team remain safe, supported and committed to their roles. I think we have done this well so far but staff well-being may be under pressure for a considerable period longer and it must continue to be a focus of attention.