



Board of Directors Meeting

Subject	Chair's Report
Date	14th January 2019
Author	Jonathan Wells
Purpose	For discussion

Introduction

This winter I have continued to raise the profile of The SUN Network and supported LS in her ongoing leadership of our small team. As we continue to evolve as an independent CIC we are excited about the scope this gives us to do things differently where necessary and act as the truly independent voice of the public with regard to mental health and substance misuse services. While we go through these changes, we are proud of our achievements, but are also at times encountering challenges in performing as effectively as we would like. We are still in a process of change; but I am confident that as a small Board we are united in our commitment to the task we have.

Quarter 3 Achievements:

In my role as chair the achievements I would highlight are as follows:

- We have completed Five Values reports on Lifecraft and Sanctuary Housing, using our well established methods to find out from service users and staff to what extent these serves embody the values that service users generally have told us they want to see. The Lifecraft report was very positive whilst the Sanctuary report highlighted issues such as emergency procedures and equipment in their premises which they have been recommended to address
- Having completed our rebranding exercise, we have got on and promoted our new image – improving our website, producing new promotional materials and presenting our work more consistently
- We continue to work closely with primary care mental health services in CPFT (formerly known as PRISM), and report regularly about the service user experience.

This includes celebrating the positives when they are what we have found – for example the majority of people interviewed in quarter 2 stating how pleased they were to feel listened to – and also highlighting areas for improvement

- These areas for improvement include the ongoing problem of people struggling to access the treatment services they need; this is a familiar and major issue which is attracting more and more attention nationally, and I'm excited that The SUN Network is in the vanguard of demanding that core mental health services are urgently improved locally because of the negative experiences that continue to be reported
- I am encouraged that in our planned future work in examining further people's experiences of core CPFT adult mental health services we will be working closely in partnership with other voice organisation such as Healthwatch and Rethink

Quarter 3 Challenges:

- Despite my escalating the issue, we still do not have a signed memo of understanding describing how we will work with CPFT; without this we are having difficulty in getting our CPFT manager colleagues to engage fully with us around evaluations of services that we would like to visit
- Internally, we still have work to do to come together fully as a new independent organisation; we are relatively small and need to "punch above our weight: we have now arranged to meet regularly but less formally as a Board of 3 to strengthen our team working which I'm sure will help us as we progress