



Board of Directors

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| Subject | Executive Directors Report |
| Date of Meeting | 14/10/2019 |
| Author | Lois Sidney |
| Purpose | For Discussion |

Quarter 2 workstreams:

- Primary Care Mental Health Evaluation
- Locality Team Evaluation
- Networking, promoting our work and ourselves
- Gathering Feedback from service users around MH and D&A
- Mental Health in the workplace
- The Winding Road Project
- Weekly staff blog sharing where we are and what we are doing
- Mental Health Employment
- Peri and Postnatal Mental Health
- Live Q&A for D&A commissioner
- Senior Leadership Group

Quarter 2 Achievements:

We gathered feedback from 194 people against a target of 125. We gained 21 new members and have agreed with the commissioners to replace this KPI with a meaningful engagement KPI which is still being discussed. Meaningful engagement this quarter includes:

- Service users attending strategic meetings
- A service user telling their story at Healthwatch AGM
- A service user interviewing a D&A commissioner for a live Q&A
- 29 service users evaluating Mental Health Housing Support
- 8 service users participated in The Winding Road project
- 3 people submitted questions for D&A commissioners Q&A
- A service user through The SUN Network speaking at events for CPSL Mind
- 2 service users attending Hack week for SLG

We have service users attending strategic meetings and have continued to represent at strategic meetings and events across the county.

We have finished our evaluation period of the Peterborough and Wisbech Locality teams and will produce a report shortly.

We have completed our MoU with CPFT largely due to the perseverance and patience of our chair Jonathan Wells. Thank you, Jonathan, and we also have an MoU with Rethink carers and one in progress with Everyone Health.

We have maintained and continuously improved the Keep Your Head website as well as our own,

We have again seen month on month increases in our online presence and engagement, the engagement figures for social media are separate to our feedback figures.

Reports for Mental Health Housing Support and Drug and Alcohol commissioners have been completed.

Challenges:

We have not been able to evaluate the Locality teams as planned due to a very poor response from them meaning not enough people have participated to complete an informative and useful report, however, we will report on the disappointingly low figures that we did manage to obtain.

We did not complete a PRISM report, again due to the way in which data was presented to us from CPFT. This has now hopefully been rectified going forward and a report is due for Q2 in October.

Lois and Charlotte were away for September so a big thank you to the team for holding the fort in our absence.

Performance against KPI's

SUN - Key Performance Data Grid 2019/2020

| area | detail | Q1 | Q2 | Q3 | Q4 | End of year | EoY target | RAG rating |
|-----------------------------|---|------------|------------|----|----|-------------|------------|------------|
| Views gathered | Substance Misuse | 30 | 37 | | | | | |
| | Mental Health | 98 | 127 | | | | | |
| | Both eg. dual diagnosis | 41 | 30 | | | | | |
| | Total | 169 | 194 | | | 363 | 500 | |
| | Peterborough | | 19 | | | | | |
| | Cambridgeshire | | 147 | | | | | |
| | Other/Unknown | | 28 | | | | | |
| | Total | | 194 | | | | 500 | |
| Members | Members formally signed up | 37 | 21 | | | 58 | 150 | |
| Reports | Evaluation completed, report written and actions by provider stated | 2 | 2 | | | 4 | 8 | |
| Memorandum of Understanding | Signed off | | 2 | | | 2 | 4 | |

MoU in progress – Everyone Health

Focus from this Quarter:

- To ensure we have a specific project-based marketing plan in place – **ongoing**
- Vlogging – We are looking at ideas to create a vlog or add to our Youtube channel some lived experience stories and celebrating our own successes **ongoing starting with D&A commissioners Q&A**
- To increase membership and feedback numbers – **Membership KPI to be replaced with meaningful engagement**
- Social media – we will be looking to ensure we promote our own work and achievements **Ongoing**
- To have a signed MoU with CPFT – **Completed**

Focus for Quarter 3:

- Sign up Winding Road participants to 20, currently at 9
- Find news ideas and ways to engage people, this may include a signposting and feedback group.
- Finding the people that fall into the gaps of services and hearing from them
- Carer's retender
- Ensuring Co-production with all our partnership working commitments.

Policies for approval:

- Volunteer policy
- Safeguarding children policy
- Safeguarding vulnerable adults policy
- Lack of mental capacity policy
- Freedom to speak up policy