



# The SUN Network

## Cambridgeshire and Peterborough Community Interest Company

The Maple Centre 6 Oak Drive Huntingdon PE29 7HN



## Executive Directors Annual Report 2019 to 2020

The SUN Network Cambridgeshire and Peterborough  
The Maple Centre: 6 Oak Drive, Huntingdon, Cambridgeshire,  
PE29 7HN

[www.sunnetwork.org.uk](http://www.sunnetwork.org.uk)

Registered Company No: 11167922



@SUNnetworkCambs



## Welcome:

The SUN Network exists to amplify the voice of those needing mental health or drug and alcohol services across Cambridgeshire and Peterborough, ensuring that their voice is shaping and influencing service delivery. We do this in a myriad of ways including:

- Gathering feedback around service experiences
- Hosting events
- Attending events held by other services - networking
- Promoting and sharing involvement opportunities
- Encouraging and facilitating co-production within services
- Representing the service user/seeker voice at strategic meetings and inviting lived experience representatives to attend those meetings with us
- Completing evaluations on current services
- Partnership working
- Facilitating lived experience involvement in tender panels and interview panels
- Offering training to support involvement
- Workshops
- Consultations
- Use of social media
- Attending local support services and community groups
- Signposting to services

The SUN Network Cambridgeshire and Peterborough became a Community Interest Company (CIC) in April 2018 and have gone from strength to strength in our second year.

We have welcomed two new members of staff. KC Cade our Substance Misuse and Dual Diagnosis Engagement Facilitator and Charlotte Lawrence, our Mental Health Engagement Facilitator.

We say thank you and a fond farewell to Helen Blythe who had been our vice chair non-executive director since April 2018 and wish her well with her onward journey. I am sure our paths will cross again in our joint quest to ensure mental health and drug and alcohol services are the absolute best that they can be.

We have formed the basis for some collaborative working by signing off Memorandum of Understanding documents with other services to ensure that we are working together to place service users/seekers of mental health and drug and alcohol services at the heart of all the work within those services.

We have had our work recognised nationally around Co-Production and collaborative working and been invited to work with Cambridgeshire and Peterborough Foundation Trust (CPFT)s Exemplar work to ensure the co-productive element is meaningful.

We have received more feedback and had more lived experience involvement in our work than ever before.

The SUN Network Cambridgeshire and Peterborough  
The Maple Centre: 6 Oak Drive, Huntingdon, Cambridgeshire,  
PE29 7HN

[www.sunnetwork.org.uk](http://www.sunnetwork.org.uk)

Registered Company No: 11167922



@SUNnetworkCambs



We as a team have thoroughly enjoyed working alongside and listening to service user/seeker experiences. Nothing pleases us more than seeing service users/seekers growing in confidence and well-being as a result of their involvement with us. We would like to thank each and every person for their feedback and involvement, no matter how big or small, it all can and does make a difference. We have invited two people with lived experience of mental health or drug and alcohol challenges to talk about their experience with being involved with the SUN Network at our AGM and I look forward to hearing what they have to share.

As the Executive Director, I would also like to extend my appreciation to the commitment, passion and dedication of the staff team and our Chair of Directors Jonathan Wells for supporting, carrying out and championing our important work.

Thanks also to other services that have supported and promoted our work, Hunts forum, Illuminate, Lifecraft, Rethink and Healthwatch to name just a few.

We would love to take this opportunity to share with you the work we have completed over 2019/20

## About Us:

The SUN Network is a small team of five consisting of the following staff members:



Lois Sidney  
Executive Director



Anne Wigglesworth  
Engagement Facilitator  
Mental Health



Vickie Morton  
Apprentice Social Media  
& Marketing Manager



Charlotte Lawrence  
Engagement Facilitator  
Mental Health  
Dual Diagnosis



KC Cade  
Engagement Facilitator  
Substance Misuse  
Dual Diagnosis

The SUN Network Cambridgeshire and Peterborough  
The Maple Centre: 6 Oak Drive, Huntingdon, Cambridgeshire,  
PE29 7HN

[www.sunnetwork.org.uk](http://www.sunnetwork.org.uk)

Registered Company No: 11167922



@SUNnetworkCambs



The SUN Network said Goodbye to Russell Bowyer who had been with us for three years as he moved to an exciting new role with Everyone Health.

## A word from our Chair of Directors:



Jonathan Wells

As can be seen from the rest of Lois' report, it has been a very busy year for us at The SUN Network and I have really enjoyed working alongside the team to amplify the voice of service users/seekers

Staff sometimes say it feels like a privilege to be in the position of getting in touch with as many people as possible who are contending with mental health and/or substance misuse challenges and helping them speak up. Every week we see the benefits for their well-being when they do have their say.

As the team know, I am personally highly committed to this agenda and this means I always believe we can do better! I am aware that although small, we are a publicly funded body and have a duty to provide a service that is as effective as possible. This depends above all on two things: that we continue to develop our ways of reaching out to people, and that we foster the closest possible working relationships with providers of services so that together we use feedback as a key method for improving their quality.

My warmest thanks go to Lois, the team, and everyone who has contributed from their lived experience over the past year.

## Achievements:

2019/20 has been a remarkably busy year and we are celebrating the following successes:

Our work with co-production around the First Response Service (FRS) was recognised nationally as an example of positive practice in The National Collaborating Centre for Mental Health in their Working Well Together – evidence and tools to enable co-production in mental health commissioning. With only four positive examples chosen across the entire country, we were thrilled to be one of them. You can read the paper here: <http://www.sunnetwork.org.uk/working-well-together-positive-practice/>

The Health Service Journal has also published our work on co-production with people with lived experience and commissioners. <http://www.sunnetwork.org.uk/hsj-article-on-co-production-in-cambridgeshire-and-peterborough/>

We were presented with an award for our work supporting Peterborough City Colleges apprentice scheme and our apprentice Vickie won apprentice of the year in 2019 and attended a fabulous presentation evening in Peterborough with her very proud family, where her award was presented by Warwick Davis. Congratulations Vickie!

The SUN Network Cambridgeshire and Peterborough  
The Maple Centre: 6 Oak Drive, Huntingdon, Cambridgeshire,  
PE29 7HN

[www.sunnetwork.org.uk](http://www.sunnetwork.org.uk)

Registered Company No: 11167922



@SUNnetworkCambs





## KPI's

We achieved all the KPI's set out for us this year, two of our KPI's were reviewed and amended to incorporate the way the organisation had changed over the past eighteen months.

We discontinued the membership KPI and replaced it with a meaningful engagement KPI, and we discontinued the partnership Memorandum of Understanding KPI.

- We received feedback from 782 people against a target of 500
- We created 213 meaningful engagement opportunities against a target of 100
- We completed nine service reports against a target of eight
- We signed off four MoU's against a target of four
- We engaged with thousands of people through our social medias

## Blue Monday:

The SUN Network partnered with Healthwatch Cambridgeshire and Peterborough and Everyone Health Cambridgeshire to host a Blue Monday event on Monday 20<sup>th</sup> January. We invited Craft4Smiles to deliver a craft workshop. This was a hugely popular event with over 20 people attending the craft workshop and more people dropping in throughout

The SUN Network Cambridgeshire and Peterborough  
The Maple Centre: 6 Oak Drive, Huntingdon, Cambridgeshire,  
PE29 7HN

[www.sunnetwork.org.uk](http://www.sunnetwork.org.uk)

Registered Company No: 11167922



@SUNnetworkCambs



the afternoon to have a cuppa and a chat, or to find out more about the work the SUN Network does.



### Evaluations and Reports:

- Locality Team report – December 2019
- Change Grow Live (CGL) Five Values report - March 2020
- Mental Health Housing Support – June 2019
- Primary Care Mental Health (PCMH) report Q1 – December 2019
- PCMH report Q2 - December 2019
- PCMH report Q3 – February 2020
- Recovery Coach Report
- PCMH report Q4 – Due May 2020
- Winding Road – December 2019

### Social Media and Website Figures:

We have engaged with thousands of people on our social medias and the numbers are steadily rising month on month. The SUN Network website received just under 10,000 views over the year. We have promoted services, celebrated our work and signposted service updates, particularly important during Covid-19. We have had praise for our positive social media and quotes.

'Your quotes are good .. keep them coming. I share lots of quotes that have meaning and for others to see'

'I just wanted to thank you for all your amazing tweets and posts especially through this pandemic. We all really appreciate it. Stay strong and stay safe'

The SUN Network Cambridgeshire and Peterborough  
The Maple Centre: 6 Oak Drive, Huntingdon, Cambridgeshire,  
PE29 7HN

[www.sunnetwork.org.uk](http://www.sunnetwork.org.uk)

Registered Company No: 11167922



@SUNnetworkCambs



'I love this ❤️😁🌟❤️ You made my day 🌸👍 keep sharing this good stuff and keep killing it'

## Keep Your Head:

The Keep Your Head website updated and managed by Vickie, has been praised by GP's and received over 7,000 visits over the course of the year.

One GP offered the following feedback 'Since the creation of the Keep Your Head website, my daily work with mental health patients has been somewhat transformed; I use it and pass it to patients a few times most days and they find it so helpful in steering them to useful and relevant resources and services; I text them from S1 – it is an invaluable resource – very impressive, whoever worked on constructing it'

## Lived Experience Influences:

The feedback that we have gathered over the year has been fed back to the commissioners and service providers to help continually review and assess service delivery.

There have been changes made as a result of lived experience feedback gathered by The SUN Network. Here are just some of the changes your voice has or is influencing:

- Change Grow Live (CGL) made changes to their service as a result of The SUN Network Five Values report – mainly around keyworker contacts
- The PCMH service invited lived experience feedback to help them design a leaflet describing the service following SUN Network reports highlighting that people were unsure of what to expect from the PCMH service
- The Clinical Commissioning Group (CCG) commissioners have supported the role of the Collaboration and Co-production group chaired by Anna Tuke and co-chaired by The SUN Network to close the feedback loop, we have lived experience representatives at this group
- The CCG, CPFT and CPSL Mind have used our lived experience reviews of Qwell and Lifeline to help others get a sense of what to expect from these services
- The SUN Network has involved people in the update of their website after hearing that it needed improvement
- Exemplar. CPFT have worked with The SUN Network to really hear the voice of lived experience people and carers to shape how Exemplar can look. It has been a really great collaboration so far
- Hack Week – The lived experience representatives at Hack week had their toolkit ideas moved forward in co-production with CPSL Mind
- Eating Disorder services – The CCG have asked The SUN Network to help facilitate the involvement of those with lived experience and carers in the re-design of the Eating Disorder pathway
- Interview Panels – We facilitated a lived experience interview panel for the Cambridgeshire County Council for Head of Mental Health Commissioning, and also

The SUN Network Cambridgeshire and Peterborough  
The Maple Centre: 6 Oak Drive, Huntingdon, Cambridgeshire,  
PE29 7HN

[www.sunnetwork.org.uk](http://www.sunnetwork.org.uk)

Registered Company No: 11167922



@SUNnetworkCambs





had a lived experience representative on the interview panels for the CCG – Mental Health Contracts Manager and Eating Disorder Commissioner

- Tender panels – We facilitated the involvement of lived experience representatives in the tender panels for the community mental health services and the retender for carers services
- Mental Health Employment – We have gained feedback from lived experience people around support services for mental health employment. Richmond Fellowship have been really on board with this work
- Good Life Board – The SUN Network and a lived experience representative are members of The Good Life Board helping to steer the service
- Recovery Service – The SUN Network are on the board of the Cambs Recovery Service at CGL along with lots of lived experience representatives, a truly co-productive journey
- CPFT Communications – Andrea, head of CPFT comms has not only welcomed, but actioned the feedback provided by lived experience people around the CPFT website
- Lived Experience representatives attending and participating in strategic meetings such as STP, Crisis Care, Community Mental Health boards

## Looking Forward:

This time next year, the SUN Network staff want to look back and know that we have enabled more service users/seekers be involved than ever before, heard more feedback, encouraged more services to work co-productively, and see people with lived experience embedded in and influencing services at every level. It has been amazing to hear the levels at which people feel valued when they feel heard during their involvement opportunities and the positive impact this has on their mental health

To that end, a big thank you to all the commissioners and service providers who have really valued the service user and carer voices and supported our work over the last year.

The SUN Network Cambridgeshire and Peterborough  
The Maple Centre: 6 Oak Drive, Huntingdon, Cambridgeshire,  
PE29 7HN

[www.sunnetwork.org.uk](http://www.sunnetwork.org.uk)

Registered Company No: 11167922



@SUNnetworkCambs