Board of Directors

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

Introduction

Quarter 1 workstreams

- Facilitating the Co-production group in Cambridge for multiply disadvantaged. Making in-roads to duplicate this in Peterborough
- PTSD awareness month. Two people with lived experience made social media posts and videos for us and shared their story
- Changing Futures – working together around Co-production
- Co-production and Involvement Best Practice Guidance (CIBPG) completed and shared with Royal College of Psychiatrists, NHS England, and Kings Fund
- Co-designing training based on the CIBPG
- Supporting the CCC Adult Social Care Forum (ASCF) to implement the CIBPG in their work
- Working with Co-production Collaborative to design a set of co-production standards for the Integrated Care System (ICS)
- Producing the final Winding Road report in collaboration with Rethink Carers
- Lived experience story sharing with Cambridgeshire police trainees (drug and alcohol)
- Exemplar Steering Group
- Crisis Care Pathways meetings
- Older People's Mental Health Board
- Community Mental Health Delivery Board
- Sustainability and Transformation Programme Board
- Stop Suicide work programme
- Good Life Board
- Cambridge Recovery Service
- 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 created website content this quarter that was really well received by the steering group
- MD (Multiple Disadvantage*) – working with CCC (Cambridgeshire County Council) CEA (Count Every Adult) team around Co-production within MEAM, (Make Every Adult Matter)
- ARS – (Addiction Recovery Stories) Youtube Stories – Drug and Alcohol service users sharing their stories of addiction and recovery for our Youtube channel
- Co-production and Involvement Group – Co-Chair – closing the feedback loop
- 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
- Blogging – a weekly staff blog around wellbeing linked directly to our current work streams and advertising involvement opportunities
- Reviewing literature. – We are receiving more and more requests to review literature for other services/commissioners
- 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 meeting with people face to face more frequently
- Housing Related Support Service Retender – Involving MD lived experience in a retender process for CCC – young people aged 18-25
- Housing Related Support Service Retender - for adults
- 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	33						
	Mental Health	116						
	Both e.g., dual diagnosis	6						
	Multiply Disadvantaged	117						
	Other/unknown	21						
	Total	**293**					**550**	
	Cambs City	165						
	Cambs South	2						
	Cambs East	3						
	Huntingdon	56						
	Fenland	17						
	Peterborough	17						
	Other/Unknown	33						
	Total	**293**					**550**	
Meaningful Engagement		172					110	
Reports*	Evaluation completed, report written and actions by provider stated	3					6	

*PCMH Q3 report. Mental Health Supported Accommodation report, Winding Road report

Achievements Q1:

Engagement and Involvement:

Feedback themes:

- Peterborough Exemplar is working well with people with a long-standing diagnosis of Personality Disorder (PD) and offering support
- People with PTSD or Complex trauma are struggling to find support
- More and more people are contacting us to say their GP has referred them to us for support/assessment or other signposting requests
- Better accommodation= en-suites required
- Keyworkers are playing a pivotal support role in homelessness
- How to support people with long term mental health problems if they can't keep appointments and feel nervous about mental health professionals?
- Service users appreciate when staff have their own lived experience with addiction and recovery as they believe the empathy can't be taught in a classroom
- Many service users don't have much contact with their recovery coordinators and get their support from groups (CGL)
- GP's either being great with mental health or not equipped to deal with complex needs at all, No in-between. Either being able to get a GP that is clued up on mental health or having a struggle to get referrals. Same with some services, not being able to manage someone if they don't fit a specific diagnosis or symptom
- Testimonies from people with lived experience/carers about working with the SUN Network, saying how lovely an experience it has been and how proud they are of the leaflets and website, thanking us for involving them and listening
- Not knowing what support is out there for when you've been discharged from a service – feeling like you've been dropped
- Being turned away from GP's because they don't look ill
- There's no support or information when you're on a waitlist, and you don't know how long the wait will be – it seems like you need to make yourself even more unwell to get help

Quarter 1 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 disadvantages. We have also completed and shared our Co-production best Practice Guidance which is currently informing various other service workstreams and our own co-designed training.

We gained feedback from 293 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 1 a total of 172 opportunities which (were carried out by 86 people) to participate in meaningful engagement.

These include:

- Bloggers for PTSD awareness month
- A litter pick with a local man with dual diagnosis
- Participation in meetings*
- Co-designing a co-production presentation
- Sharing story with police cadets for training
- Eating Disorder leaflets and website design
- Housing Support Retender – young people 18-24
- Interview panels
- Presentation to NHS staff for Severe Mental illness and Covid vaccine experience
- Eating Disorder group participants presenting to the steering group
- Story sharing for Men's Health Week
- Co-designing Co-production training
- Dual Diagnosis training workshop
- Exemplar evaluation project
- Mental health accommodation support review

*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 and work closely with local service providers and commissioners to improve service delivery and co-production.

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

Teamwork:

The SUN Network staff are due to attend a development day in August to support our personal and professional development. This day will have a focus on self-esteem and confidence.

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

Impact of our Work

The SUN Network have engaged with 379 people this quarter and this engagement has lead to us being able to:

- Feed back themes to the commissioners and service providers
- Co-produce the Eating Disorder literature that has been shared by NHSE as a best practice example
- Raising awareness of PTSD with personal examples of individuals stories shared with us and distributed through social media and Youtube

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:

- Website review
- Co-production training
- Reports on local service providers

Policies for signing off:

Health and Safety Policy

Professional and Personal Boundaries Policy

Recruitment Policy

Lone Working Policy

Home Working Policy

Complaints Policy

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

Homelessness

Addiction

Mental Health

Domestic Violence

Family Breakdown