

Board of Directors

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

Quarter 2 workstreams

- **Personalised Support Care Plan** a new workstream on a project to design a personalised support care plan for people with severe mental illness to enable them to not have to keep retelling their story whilst supporting their physical health to help holistic wellbeing – this is a proof-of-concept project
- **Crisis card review** – facilitated a workshop with those with lived experience to review our crisis cards and then redesign them making them more compact
- **Marketing strategy/plan** – marketing meeting and have written up a marketing plan for The SUN Network alongside individual marketing goals/campaigns for the team
- **Redesign of SUN website** – redesigned The SUN Network website to give it a more up to date look
- **Facilitating the Co-production group in Cambridge for multiply disadvantaged.** Making in-roads to duplicate this in Peterborough – we have carried out a month-long anti-stigma campaign and are in the process of supporting people with lived experience to be on relevant decision-making boards
- **Changing Futures** – working together around Co-production – the changing futures team unfortunately did not win the bid for government money but are still looking at how to improve mental health within housing
- **Co-designing training** based on the Co-production Best Practice Guidance (BPG) This training has been completed and Szara Coote and David Lee shall be co-delivering this training. We are booked in to deliver it for the Cambridgeshire County Council Commissioning team in November. It Takes A City (ITAC) have also asked us to deliver this training
- **Supporting the Cambridgeshire County Council (CCC) Adult Social Care Forum (ASCF)** to implement the BPG in their work – this is ongoing. They hear feedback themes from The SUN Network and use this feedback to direct their work
- **Working with Co-production Collaborative** to design a set of co-production standards for the Integrated Care System (ICS) These have been completed and Lois is presenting them with David at the mental health boards. Lois and Jonathan will be chairing this group for the foreseeable future
- **Producing the final Winding Road report in collaboration with Rethink Carers** to date, we have been unable to fix a date with Cambridgeshire and

Peterborough Foundation Trust (CPFT) to discuss, however, Jonathan spoke with Chas Ryan the new Clinical Commissioning Group (CCG) mental health commissioner to discuss how they will use the feedback

- **Lived experience story sharing** with Cambridgeshire police trainees (drug and alcohol) KC has been facilitating various people sharing their story so every group of new police recruits hears a lived experience story
- **Drug and Alcohol Training** KC and Karim are co-designing some drug and alcohol training
- **Specialist Health Care assistant's new recruit service provision training** facilitating people with lived experience sharing their story to new recruits
- **LGBTQ+ MH experience steering group meeting** working with local services to hear and support the LGBTQ+ voice in mental health
- **Perinatal Task and Finish group** new work stream looking at perinatal mental health support
- **Improving widening access to Primary Care Mental Health (PCMH) for travellers** working with PCMH and other services to improve traveller access to primary care mental health services
- **Eating Disorder pathway** – facilitating lived experience 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. This work has ended but we are now recording and sharing lived experience stories and designing a pathway that can be easily understood by those that may need to use the service
- **MD (Multiple Disadvantage*)** – working with CCC (CEA (Count Every Adult) team around Co-production within MEAM, (Make Every Adult Matter)
- **Addiction Recovery Stories** (ARS) Youtube Stories – Drug and Alcohol service users sharing their stories of addiction and recovery for our Youtube channel
- **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. Charlotte is focusing on other work so this is on the back burner
- **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 – we advise people to co-produce
- **Involvement opportunities** – we are receiving more requests to facilitate lived experience involvement, and advertising local opportunities
- **Returning to face-to-face meetings** with people – 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
- **Peterborough Exemplar evaluation project.** Brining individuals with Lived Experience into a discussion to help guide and direct the evaluation of the Peterborough Exemplar Project
- **Digital Exclusion** Research and interview on digital exclusion for Multiple Disadvantage. We are hoping to facilitate the participation of people with lived experience to be part of a talk on digital exclusions hosted by It Takes a City's Matt Nelson. Digital Exclusion is an ongoing piece of work which is ingrained within multiple disadvantages
- **Domestic Abuse** in Peterborough & Cambridgeshire- This is a new area of work where I am making connections in the view to engage with individuals with lived experience of multiple disadvantages including domestic abuse as well as raising awareness and challenging stigma. The team attended Domestic Abuse awareness training hosted by Vickie Crompton from Public Health
- **Meaningful engagement** and gathering people's feedback on their experiences
- **Participating in LFT** (Lateral Flow Testing) to ensure covid safety workplace

Other meetings participated in:

- 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 – Change Grow Live (CGL) substance misuse service
- PMAN – 3rd Sector Networking for services in Peterborough
- Meridian PCN practice network meeting – connecting services with the meridian practice
- FENHMAN Meeting – Fenland 3rd sector networking meeting
- Cambridge Mental Health Network meeting - 3rd sector networking meeting for Cambridge
- Adfam – Kinship Training

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	68					
	Mental Health	116	34					

	Both e.g., dual diagnosis	6	8					
	Multiply Disadvantaged	117	34					
	Other/unknown	21	35					
	Total	293	179			472	550	
	Cambs City	165	47					
	Cambs South	2	4					
	Cambs East	3						
	Huntingdon	56	21					
	Fenland	17	13					
	Peterborough	17	15					
	Other/Unknown	33	79					
	Total	293	179			472	550	
Meaningful Engagement		172	82			254	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 Q2:

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
- Homelessness – finding themselves repeating their story
- 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?
- Digital exclusion
- 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
- Communications are poor in terms of letting people know what is available
- Being turned away from GP's because they don't look ill (eating disorder)
- 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 2 has seen The SUN Network focus on the training package of Co-production, Introduction to Addiction, Porn and Sex Addiction, and Drug and Alcohol Addiction.

We gained feedback from 179 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 2 a total of 82 opportunities which (were carried out by 38 people) to participate in meaningful engagement.

These include:

- Quote givers for challenge stigma campaign
- Participation in meetings*
- Delivering a co-production presentation
- Sharing story with police cadets for training
- Eating Disorder story sharing and celebration
- Eating disorder pathway review
- Housing Support Retender – Young People
- Housing Support Retender – adults
- Interview panels
- Eating Disorder group participants presenting to the steering group
- Story sharing for crisis care
- Co-designing Co-production training
- Exemplar evaluation project

*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 attended a development day in September that focus on self-esteem and confidence to support our personal and professional development.

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 led to us being able to:

- Feed back themes to the commissioners and service providers
- Raise awareness through lived experience story sharing
- Encourage Co-production through training

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:

- Personalised Support Care Plan work
- Training package offered
- Report on services
- Hearing more from seldom heard groups

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

Homelessness

Addiction

Mental Health

Domestic Violence

Family Breakdown