

Board of Directors

Subject	Executive Directors Report
Date of Meeting	October 26 th 2022
Author	Lois Sidney
Purpose	For Discussion

Directors

We have recruited a new Non-Executive Director – Szara Coote. Szara has founded Shoosh No More, is a trained Freedom program facilitator supporting survivors of domestic abuse, has delivered seminars on supporting domestic abuse in the workplace and co-delivers The SUN Network Co-production training. Welcome Szara.

Quarter 2 workstreams

Co-production Roadshow

The SUN Network supported by people with lived experience completed a roadshow across the county where we visited other services and events to talk about co-production. This was a huge success with participants such as Lifecraft, Hinchingsbrooke Hospital, Change Grow Live (CGL) and Healthwatch.

Older People's Mental Health

(All ongoing from Q1)

Working with the NHS CCG and Behavioural Insights Team (BIT) on IAPT Phase 2, helping to facilitate older adult lived experience involvement to improve access to IAPT

Working with NHS CCG and BIT on Memory Assessment Service Phase 1, to date we have helped the recruitment process of individuals with lived experience, as well as collaborating with NHS Comms to design a social media toolkit for the project. Phase 1 is expected to run until October 2022.

A carer with lived experience approached us with an idea to improve the dementia support system, after a few meetings we presented this idea to Vicky Fovargue. She likes it and we are currently working on a business proposal to submit to her seniors, in the hope that this project gets the go ahead and can be co-produced.

Ongoing engagement with people with lived experience, we have attended many different community groups to meet older adults to gather feedback. We also have a talk scheduled with Engage Online which is hosted by Cambridgeshire County Libraries, this should be happening in the Autumn. And we attended CPFT Patient Participation Forum in August.

Mental Health Supported Accommodation

A 360-degree evaluation of Sanctuary supported housing was completed in Q1 and we met with the Cambridgeshire County Council mental health commissioners this quarter who have devised an action plan based on the report (You said, We Listened) and also intend to use the report findings to influence the tender process. The commissioners have offered their thanks and appreciation for the work completed by The SUN Network.

Personalised Care and Support Plan (PCSP)

A workstream on a project to design a personalised care and support 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. This has now reached the stage where the PCSP booklets are being issued to people and we are in the process of gathering feedback. We have gathered feedback from 30 people so far and the general consensus is that they feel the books are not being utilised effectively by professionals.

Co-production training

Best Practice Guidance (BPG) Szara Coote and David Lee have co-delivered this training. This has been delivered online and face to face with 6 more dates booked in across Oct/Nov/Dec 2022 and more enquiries being made regularly. Some quotes from Sept training attendees:

- 'The trainers were very good at facilitating in terms of time given for people to contribute'
- 'I was made to feel at ease. It was easy to contribute as it felt like a safe and honest space'
- 'My confidence levels have been uplifted. So much to learn and to share within our teams. It will help restructure the way we all interact'
- 'Informative, enjoyable, very well presented and facilitated'
- 'It's very reassuring to know that not only is it ok for these processes to take time, they also *should* take time to get right and see results'

Addiction training

Delivering addiction recovery training and porn and sex addiction training online and face to face with more dates booked in across 2022

Supporting the Cambridgeshire County Council (CCC) Adult Social Care Forum

The SUN Network are the mental health representatives at this meeting.

Working with the Mental Health and Learning Disability Accountable Business Unit

Representing the service user voice and ensuring co-production is being utilised within the Integrated Care System (ICS) and that the ICS looks to be proactive in involving people in the work. This has led to Lois Sidney being invited to represent

lived experience on the partnership board making strategic decisions for the local Mental Health, Learning Disabilities, and Autism Accountable Business unit.

Lived experience story sharing

Cambridgeshire police trainees (drug and alcohol) We have been facilitating various people sharing their story, so every group of new police recruits hears a lived experience story. Feedback from two separate trainees on two separate cohorts of training told The SUN Network that the training was the best bit of the training course.

Improving widening access to Primary Care Mental Health Service (PCMHS) for travellers

Working with PCMH and other services to improve traveller access to primary care mental health services – This has led to Anne from The SUN Network becoming a more trusted face at traveller drop-in clinics.

Peri-natal mental health

Working to hear feedback from people around their experience of local peri-natal mental wellbeing services.

Addiction Recovery Stories

(ARS) Youtube Stories – Drug and Alcohol, and eating disorder service users sharing their stories of addiction and recovery for our Youtube channel

Signposting

As always, a very big part of our work at present as people are unaware what services are available to them and how to access them. We continue to feed this back to the commissioners and service providers.

Keep Your Head

The website (adults page) has had a complete overhaul to simplify the user experience. This is an ongoing process as we look to improve the offer.

Blogging

A monthly staff blog around wellbeing linked directly to our current work streams and advertising involvement opportunities

Involvement Opportunities

We are receiving more requests to facilitate lived experience involvement, and advertising local opportunities

Meaningful engagement involving people meaningfully in the system and gathering people's feedback on their experiences

Co-chairing the Coproduction Collaborative ensuring the system is utilising co-production and sharing best practice. Raising system wide issues and escalating as appropriate.

Crisis Care evaluating the mental health joint response car, people's experience of section 136, the new SHOUT text support service and creating Crisis bags to give to people who use paramedics and the joint response car for crisis support

VCS voluntary sector partner working to ensure a fair partnership within the integrated care system (ICS)

Social Media and Marketing

Keep Your Head updates and refresh

Social media presence promoting our work, commissioner priorities, and local service provision.

The SUN Network website

The SUN Network leaflet redesign

We have co-designed a new service leaflet to help people to understand what we do and how they can be involved.

Evaluation of Making Space Carer's Support

Evaluating the user experience of Making Space for Cambridgeshire County Council. **This work is currently on hold.**

Meetings participated in, representing lived experience:

- Crisis Care Pathways meetings
- Older People's Mental Health Board
- Community Mental Health Delivery Board
- Sustainability and Transformation Programme Board (postponed until October)
- 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
- East Cambs Mental Health Collaborative

Performance against KPI's

SUN - Key Performance Data Grid 2022/23

Area	Detail	Q1	Q2	Q3	Q4	Year to Date	EoY target	RAG rating
Views gathered	Substance Misuse	18	63					
	Mental Health	120	201					
	Both e.g., dual diagnosis	34	14					
	Older People	52	15					
	Other/unknown	17	19					
	Total	241	312			553	550	
	Cambs City	93	64					
	Cambs South	7	3					
	Cambs East	1	7					
	Huntingdon	69	67					
	Fenland	25	69					
	Peterborough	30	61					
	Other/Unknown	16	41					
	Total	241	312					
Meaningful Engagement		79	60			139	110	

Sentiment of feedback

	Q1	Q2	Q3	Q4	TOTAL
Positive	73	143	11	0	227
Negative	74	89	0	0	163
Mixed	60	41	1	0	102
Unclear	2	18	0	0	20
No sentiment	31	21	0	0	52
Not Applicable	1	0	0	0	1
TOTAL	241	312	12	0	565

From Q2 we started recording more demographics to include age, ethnicity and gender.

Age	Number of people	Age	Number of people
Unknown	206	40's	18
Under 18	4	50's	15
18	4	60's	13

20's	8	70's	20
30's	24		
Total	312		

Gender	Number of People
F	152
M	69
Unknown	91
Grand Total	312

Ethnicity	Number of People
W	118
Unknown	184
Gypsy/Traveller	3
Asian	5
Black British	1
Black Caribbean	1
Grand Total	312

Achievements Q2:

Engagement and Involvement:

We gained feedback from 312 people across the county in this quarter about their experience of accessing or trying to access mental health or substance misuse services.

Feedback themes:

- Older people – mental health support is disjointed
- Older people – Discharge from hospital to home/care home not well supported – unrealistic expectations of carers both in terms of finances and capability
- People with PTSD or Complex trauma cannot find support
- People with co-occurring conditions (dual diagnosis) are still not finding joined up support with substance misuse and mental health services
- More and more people are contacting us to say their GP has referred them to us for support/assessment or other signposting requests
- People don't know what mental health support is available to them locally other than GP

- Testimonies from people with lived experience/carers about working with The SUN Network, saying how grateful they are to be given a platform to have a say
- Not knowing what support is out there for when you've been discharged from a service – feeling like you've been dropped – CPFT not referring to other local services
- CPFT staff knowledge of other services or referral to other services not good
- Waiting lists are long and people are not sure if they are even still on a waiting list or not as they are not hearing anything – these times have increased with no proactive 'waiting list management' that could support people to access other help sooner
- People struggling to see a GP face to face or even get an appointment over the phone
- People really appreciative of the service and support they have received

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 the team provided a total of 60 opportunities (which were carried out by 29 people) to participate in meaningful engagement.

These include:

- Participation and representation in meetings*
- Delivering co-production training
- Sharing story with police cadets for training
- Creating a mood log for Bi-polar
- Guest blogging for The SUN Network
- Meeting with commissioners to discuss needs assessment work
- Participating in our Co-production roadshow

*Meetings include CMH Board, Collaboration and Co-production Group, Crisis Care, CPSL Mind Good Life Board, Personalisation meetings.

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.

We are an active part of the Integrated Care System (ICS) and part of the voluntary sector group looking at the role of the voluntary sector in the integrated care system

We are working for the Integrated Care System Accountable Business Unit representing service users and co-production.

Teamwork:

The SUN Network staff continue to support each other.

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 received feedback from 312 people this quarter and this engagement has led to us being able to:

- Feedback themes to the commissioners and service providers
- Raise awareness through lived experience story sharing
- Encourage Co-production through training
- Involve more people in our meaningful engagement opportunities

Focus for Quarter 3:

Co-production training – there are numerous bookings.

Integrated Care System – maintaining the focus on involvement and co-production

Focus on the following goals from our three-year strategy.

4. Use our position to enable people with lived experience to make a difference in other areas of work e.g. training, recruitment, communications, and peer support and
6. Ensure we are as effective as possible in developing our areas of expertise and looking after each other