



Board of Directors

Subject	Executive Directors Report – Quarter 1 – 2023/24
Date of Meeting	July 24 th 2023
Author	Lois Sidney
Purpose	For Discussion

Staffing

There have been a couple of notable changes to staffing. Natasha Davis left at the end of May 2023. We are delighted to have been joined by Jo Grimmer who will be taking on the 2 day a week one-year fixed term post and brings with her a wealth of local knowledge and enthusiasm, and Kate Honan who will be working approximately 8 – 10 hours a week which is funded from the underspend of Q4 2022/23. Kate has no previous experience in mental health or addiction so will bring a fresh pair of eyes to the way we are working and ensuring that what we do makes sense to those that are not already aware of our work.

Quarter 1 Headlines

Older People's Mental Health

Rachel has been working hard to ensure that older people's voices are being heard by commissioners. We recently had a meeting with the commissioners to share the feedback and this was received positively. The following is a quote about Rachel's work from one of our commissioners. 'She truly is amazing! A real asset. She is so proactive, and her networking skills are second to none. We are really enjoying working with her'. As Rachel's manager and having seen first-hand how hard she is working and how passionate she feels about older people's voices being heard, I feel proud to receive this feedback which has been passed on to Rachel herself.

Mental Health Supported Accommodation Retender

Rachel and I have a meeting at the end of July with Ian Crowther and Guy Fairbairn the two commissioners responsible for this work to receive an update on how it has influenced service delivery.

Home Care Retender



This is a new workstream commissioned by Cambridgeshire County council and is around co-production of Home Care – which is the personalised support received in a service users' own home to support with washing, dressing, or cooking, cleaning, activities, taking medication etc. The retender focuses on three areas of home care:

- Complex Learning Disabilities
- Mental Health
- Generic care of people aged 65+

The SUN Network are facilitating involvement for people to input into the specifications for each service, followed by asking questions for the retender and then scoring the retender and attending an evaluation workshop. We are currently at the reviewing specifications stage. The work is anticipated to last until Dec/Jan.

Training

The SUN Network team arranged for Mohammed Rashid to deliver some cultural awareness training for us around Muslim culture and mental health. Some members of the team also attended Menopause training delivered by Cambridgeshire, Peterborough, and South Lincolnshire Mind (CPSL Mind) and Working with Trauma delivered by Change, Grow, Live.

We held a training week 'special' from June 12th to the 16th and encouraged people to come along and learn about co-production or addiction.

The feedback from the Co-production training over the past year has led to us co-designing a more in-depth course titled 'Facilitating Co-production' to assist people in actually putting co-production into practice. There has already been an interest in this training from Lewisham NHS trust.

Co-production Training

Some quotes from June training week:

- 'I feel I have gained a huge amount more understanding. It was delivered in a very interactive accessible way'
- 'I liked that we were all participating/brain storming. I found the training and delivery engaging and informative. I look forward to embedding the co-production in my work'
- 'It was Fun. The facilitators didn't assume we knew anything. They took us on the journey'

Addiction training

Some quotes from the June training week:

- 'I've been on a lot of training courses, but these were the best. They were really personal, authentic, and I learned a lot from the lived experience of others. I can't recommend them highly enough'



- 'One of the highlights of the whole thing was having people there talking about their personal experiences which made it authentic and relatable which made it more insightful and worthwhile'
- 'Very interesting throughout. Engaging and insightful. Excellent training & trainer. Appreciated lived experience by trainer and participants. The way the slides were done -- kept me interested'

Police cadet training

KC has some new people with lived experience on board to help him deliver mental health and addiction training to the new police cadets, as well as some people who have kindly repeated their stories at several training sessions. These people who have shared their experiences of drug and alcohol addiction, mental health and working as a sex worker find the opportunity to help educate the police really empowering as many of them have had negative interactions with the police previously. It also really helps police cadets think about how they might support people with mental health and addiction challenges in the course of their work with repeated feedback around this being the best part of their entire training!

Addiction Recovery Stories

There are some new additions to our Addiction Recovery Stories (ARS) People with lived experience of drug and Alcohol and eating disorder You can see the stories on our Youtube channel here:

<https://www.youtube.com/channel/UCAQ9hHpRmYxqUCYqUjuGmUQ>

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. To try and combat this alongside helping people not have to wait several weeks for a GP appointment, The SUN Network produced some A3 Wellbeing posters that have details of numerous local services that are free for people to access. These have been really well received and have been requested by services across the county. GP surgeries are displaying them in their waiting rooms and posting them on their local social media groups.

Involvement Forum

The involvement forum is currently up and running with 9 members although we would like more. The group meets every two months to discuss system-wide mental health and drug and alcohol support services. They have come up with ideas that have led to new workstreams such as creating a video to describe what could happen if you ring First Response Service (FRS) NHS 111 mental health option. This idea came about after the forum members said that they either had not received the service they expected from FRS, or they were too scared to ring for fear of 'being



sectioned' or 'the police coming round'. We are collaborating with other system partners to create the correct information to share.

Involvement Opportunities

We are receiving more requests to facilitate lived experience involvement and advertise local opportunities as well as involving people in our work. We are being clear with providers who make these requests that we only support meaningful requests and that we would like people with lived experience to be offered payment in return for their time.

Co-chairing the Coproduction Collaborative

Ensuring the system is utilising co-production and sharing best practice. Raising system wide issues and escalating as appropriate. John Webster – Deputy Executive Director from Cambridgeshire and Peterborough Foundation Trust (CPFT) will be attending the July meeting to share updates from the Accountable Business Unit (ABU) which is responsible for the progress of the Integrated Care System (ICS) and has been a very slow process that The SUN Network has previously raised concerns about. The co-production thread of the ABU is yet to gain traction.

Social Media and Marketing

Social media presence promoting our work, commissioner priorities, and local service provision. Our numbers are steadily increasing. We have also given our website a fresher appearance. We will be commencing a piece of work around understanding what people see when they look at our website and whether it is clear what we do, how we do it and how people can get involved.

Meetings participated in, collaborating, or representing lived experience:

- Mental Health and Learning Disabilities Collaborative Board
- Arts and Mind lived experience involvement meeting
- Suicide Prevention Strategy Implementation Group
- Mental Health and Learning Disabilities (MHL) Collaborative Board
- Wisbech Integrated Network Project Group – Adult Mental Health and Waiting Well
- Community Strategic Transformation Partnership
- Crisis Strategic Transformation Partnership
- 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 - third sector networking meeting for Cambridge
- Adfam – Kinship Training
- East Cambs Mental Health Collaborative
- HAY – regular team meetings with the SUN Network to update each other
- Personalised Care working group
- Moody Mondays
- Traveller/Gypsy/Roma drop in - Cottenham

Performance against Key Performance Indicators (KPIs)

SUN - Key Performance Data Grid 2023/24

The board have reviewed the KPIs and decided considering the positive performance of previous years to raise the KPI targets for this year.

Area	Detail	Q1	Q2	Q3	Q4	Year to Date	EoY target	RAG rating
Views gathered	Substance Misuse	24						
	Mental Health	101						
	Both e.g., dual diagnosis	117						
	Older People	44						
	Other/unknown	24						
	Total	310					750	
	Cambs City	95						
	Cambs South	6						
	Cambs East	1						
	Huntingdon	57						
	Fenland	16						
	Peterborough	55						
	Other/Unknown	80						
	Total	310						
Meaningful Engagement		63					200	

Sentiment of feedback

	Q1	Q2	Q3	Q4	TOTAL
Positive	161				
Negative	46				
Mixed	86				
Unclear	1				



No sentiment	13				
Not Applicable	3				
TOTAL	310				

Demographics

Age	Number of people				Age	Number of people			
	Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4
Unknown	132				40's	35			
Under 18	5				50's	25			
18	4				60's	19			
20's	26				70's	17			
30's	37				80's	10			
Total						310			

Gender	Number of People			
	Q1	Q2	Q3	Q4
F	172			
M	68			
Other/self-describe				
Unknown	70			
Grand Total	310			

Ethnicity	Number of People			
	Q1	Q2	Q3	Q4
W	117			
Unknown	180			
Gypsy/Traveller	6			



Asian	5			
Black British	1			
Black Caribbean	1			
Grand Total				

Achievements and impact of our work Q1:

The introduction of the Involvement forum has led to some of the members holding an interview panel for candidates applying for a service manager role in CPFT. We are influencing use of co-production across the integrated care system.

Engagement and Involvement:

We gained feedback from 310 people across the county in this quarter about their experience of accessing or trying to access mental health or substance misuse services.

Feedback themes:

Many of the themes are unchanging as they have not been eliminated or decreased enough to no longer be thematic system-wide issues.

Although approximately half of the feedbacks received were positive, these were predominantly from people grateful that they were able to access support and were not thematic, although were predominantly relating to GP appointments and third sector organisations.

- Older people – mental health support is disjointed and focuses mainly on Dementia/Alzheimers – not enough focus on depression, anxiety, personality disorder etc
- 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
- People are struggling to get a GP appointment
- 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
- ADHD and Autism assessment service waiting lists are approximately 2 years
- People phoning FRS 111 and the service sending the police round to their house
- People really appreciative of the service and support they have received when they have been able to access support – particularly from third sector or grass roots organisations. Change Grow Live has received positive feedback from those accessing it.

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 the team provided a total of 63 opportunities (which were carried out by 25 people) to participate in meaningful engagement.

These include: (some unchanged from Q4 2022)

- Participation and representation in meetings*
- Delivering co-production training
- Sharing story with police cadets for training
- Interview panel for CPFT
- Sharing their own story at various public events
- Workshops for Community Mental Health work
- Workshops for Crisis Care work

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

Teamwork:

The SUN Network staff continue to support each other and are ensuring that we are in the office at the same time to promote engagement and communication with each other and gain an in-depth knowledge of each other's work streams. The entire team participated in a development day focused on how we ensure our work has positive impact and how we evidence that. This has really incentivised an already enthusiastic team to ensure that we do all we can to improve service delivery and outcomes for local mental needings or using mental health and/or drug and alcohol services.



Focus for Quarter 2 2023/24:

Training – co-designing the ‘Facilitating Co-production’ training. We anticipate this will be a full day course.

The Involvement Forum – ensuring that there are opportunities available within the ICS system for the people on the forum.

Ensuring that the Accountable Business Unit, Integrated care Board and the Integrated Care System do not lose sight of co-production.