



Board of Directors

Subject	Executive Directors Report – Quarter 4 2024/25
Date of Meeting	April 29th 2025
Author	Lois Sidney
Purpose	For Discussion

Staffing

There have been no staffing changes this quarter.

Board

We welcome Laura Matthews to The SUN Network as a Non-Executive Director. Laura brings a wealth of marketing and communications experience and also has a really good understanding of the sector we are working within, so will be a real asset to the board.

Quarter 4 Headlines

Workstreams

Inpatient Transformation – Culture of Care - update

We are currently compiling a report to cover the first full year of the Culture of Care work. This will be published in May.

Training

Cambridgeshire County Council have commissioned Co-production training for 2025 to be delivered to their staff and to people in the voluntary sector.

Lets Co-produce website

This website is now live, and we hope to encourage people to co-produce locally. There is a jargon buster to help people understand the acronyms and terminology used in the mental health and drug and alcohol system.



Meetings, networking, raising awareness, or representing lived experience: (meetings in bold type are new additions, meetings in orange have people with lived experience in attendance.)

Reason for attendance – Drugs and Alcohol = D&A, Mental Health = MH, Older People = OP

- **Adult Social Care Forum** (CCC) (MH)
- Cambridge Mental Health Network meeting - third sector networking meeting for Cambridge (MH)
- **Cambridge Recovery Service** (part of Change Grow Live) (Cambridge, Hunts, Wisbech) (D&A, MH)
- Cambs City operation group, rough sleepers and homeless (D&A)
- Camsight meetings (MH, OP)
- Caring Together Drop-in, Ely (MH, OP)
- **Community Mental Health Steering group** (MH, OP)
- Community Pharmacy (MH)
- **Community Strategic Transformation Partnership** (MH, OP)
- **Co-production Collaborative** (MH, D&A, OP)
- **Countywide drug and alcohol delivery board** (D&A)
- **Countywide harm reduction group** (D&A)
- CPFT Recovery College East (D&A and MH)
- CPSL Mind Good Mood Café St Ives (MH)
- **CPSL Mind Good Life Board** (MH)
- CPSL Mind Operations meeting (MH, D&A, OP)
- Creative Fenland (D&A)
- **Crisis Strategic Transformation Partnership** (MH)
- **Culture of Care – Inpatient Transformation** (MH, OP)
- **Dementia pathway redesign** (OP)
- East Cambs Mental Health Collaborative (MH)
- Fenland Integrated Neighbourhood Board
- FENHMAN Meeting – Fenland 3rd sector networking meeting (MH)
- Ferry Project (D&A)
- Fitness Rush, Hunts (and Fens) (D&A)
- Gamcare (D&A)
- **Good Life Board** (MH)
- HDC Community Spaces/Chest (MH)
- Health Alliance – Hunts forum (MH, OP)
- Healthy You (D&A, MH)
- Huntingdon Community Swap (MH)
- Hunts Integrated Neighbourhood Project (MH)
- **Homecare workshops** (MA, OP)



- Justice Safeguarding Panel (D&A)
- **Keep Your Head website refurb** (MH, OP, D&A)
- Mental Health Early Intervention and Prevention (MH)
- Mental Health and Learning Disabilities Collaborative Board (MH, OP)
- Mental Health Priority – ICS strategy steering group
- Meridian PCN practice network meeting – connecting services with the meridian practice (MH, OP)
- Moody Mondays (MH)
- **Mortality Review Meetings** (D&A) (Lived Experience rep)
- People & Animals (MH, D&A)
- PMAN – 3rd Sector Networking for services in Peterborough (MH)
- **Recovery writing** @ the Edge café (D&A)
- Riverport Business Club, St Ives (MH)
- St Ives Cares Network Meeting (MH, OP)
- St Ives Knitting, Crochet and Crafts (MH, OP)
- St Neots Integrated Network Project Group (MH)
- Substance using offender's pathway (D&A)
- **Suicide Prevention Strategy Implementation Group** (MH, D&A, OP)
- Traveller/Gypsy/Roma drop in – Cottenham (MH)
- Warm Welcome Drop-in, St Ives (MH, OP)
- Wisbech Integrated Network Project Group (MH)

Performance against Key Performance Indicators (KPIs)

There is a separate KPI data set for The SUN Network and the Keep Your Head work.



KPI #	Description	Q1	Q2	Q3	Q4	Year End Target/Actual RAG rating
KPI 1 Target		450	450	450	450	1800
KPI 1	How many people have accessed the service overall? (including system professionals)	556	420	490	458	1904
KPI 2 Target		288	288	288	288	1152
KPI 2	Number of views gathered across adults and OPMH	424	341	352	371	1488
KPI 3 Target		60	60	60	60	240
KPI 3	Number of meaningful engagement opportunities offered	60	71	112	79	322
KPI 4 Target		70	135	135	135	480
KPI 4	Number of times people are signposted to relevant organisations	148	145	138	138	569
KPI 5 Target		120	120	120	120	480
KPI 5	Number of people aged 65+ accessing the service	109	134	154	115	515
KPI 6 Target		24	24	24	24	96
KPI 6	Total number of system (ICS) meetings and boards service users are representing themselves at through The SUN Network	26	25	24	25	100
KPI 7 Target		42	42	42	42	168



KPI 7	Total number of system (ICS) meetings and boards that The SUN Network represent service users at and promote involvement and engagement at.	58	46	53	50	206
KPI 8 Target		2	2	2	2	8
KPI 8	Deliver two co-production training sessions per quarter	4	4	2	2	12

Demographics

Area	Detail	Q1	Q2	Q3	Q4	Total
Views gathered	Substance Misuse	105	49	113		
	Mental Health	171	103	65		
	Both e.g., dual diagnosis	74	62	98		
	Older People	119	134	147		
	Neurodiversity			41		
	Other/unknown	87	72	26		
	Total	556	420	490		
	Cambs City	93	94	75		
	Cambs South	22	24	80		
	Cambs East	19	12	1		
	Huntingdon	158	100	113		
	Fenland	71	61	30		
	Peterborough	111	62	118		
	Other/Unknown	82	67	73		
	Total	556	420	490		

Sentiment of feedback

	Q1	Q2	Q3	Q4	TOTAL
Positive	219	136	217	101	
Negative	76	11	33	183	
Mixed	136	68	186	162	
Unclear	13	10	0	0	
No sentiment	41	15	41	12	
Not Applicable	71	80	13	0	
TOTAL	556	420	490	458	1924

Demographics

Age	Number of people				Age	Number of people			
	Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4
Unknown	187	206	197	208	40's	84	50	64	50
Under 18	0	0	0	0	50's	54	36	39	42
18/19	2	0	1	0	60's	55	47	44	40
20's	33	0	42	32	70's	39	38	44	31
30's	84	41	48	51	80's	18	2	11	4
Total						556	420	490	458

Gender	Number of People			
	Q1	Q2	Q3	Q4
F	278	152	211	192
M	195	125	139	126
Other/self-describe	1	3	2	0
Unknown	82	40	138	140



Total	556	420	490	458
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Ethnicity	Number of People			
	Q1	Q2	Q3	Q4
White British	301	192	236	211
White European	13	5	11	6
Unknown	144	197	199	234
Gypsy/Roma/Traveller	21	20	6	3
Asian/ British Asian	73	6	31	4
Black British	4	0	7	0
Black Caribbean	0	0	0	0
White other	0	0	0	0
Total	556	420	490	458

Keep Your Head Data Set

KPI #	Description	Target Q4	Actual RAG Rating
KPI 1	Number of hits on the adults keep your head website per month	12,000	15,700
KPI 2	Number of hits on the CYP keep your head website per month	12,000	15,700
KPI 3	Number of posts about services or community support on social media per month	12	67
KPI 4	Number of keep your head news page updates per month	6	12

Engagement and Involvement:

We gained feedback from 458 people across the county in this quarter about their experience of accessing or trying to access mental health or substance misuse services.

Feedback themes:

Regular long standing unresolved thematic issues unchanged from Q1 2024

- 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
- Older people – still huge barriers to access including digital exclusion, lack of GP appointments, use of language that doesn't cause fear or concern, a 'stiff upper lip' attitude and a collective sense of them no longer mattering to society
- 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 people are feeling that the system does not yield to personalise care. The person has to fit the system
- People do not 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 have been discharged from a service – feeling like you have 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 to 3 years
- People phoning FRS 111 and the service sending the police round to their house
- People phoning FRS are waiting so long for the phone to be answered that they are giving up
- People feeling patronised by their conversations with FRS staff
- People who do get the support they need at the time they need it are happy with the support
- Lots of positive praise for CGL and CRS (Cambridge Recovery Service)

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 4 the team provided a total of 79 opportunities (which were carried out by 46 people) to participate in meaningful engagement.



These include: (some are ongoing opportunities, new opportunities are bold)

- Participation and representation in meetings
- Delivering co-production training
- Sharing story with police cadets for training
- Sharing their own story at Unlocking wellbeing events
- Countywide Drugs and Alcohol Delivery Board
- Design of Cambridgeshire Drug and Alcohol Recovery Service
- Home Care retender
- Countywide Harm Reduction group
- Culture of Care Inpatient Transformation
- Dementia Advisory Group

Focus for next quarter

Considering how best to engage under-served communities within the remit of our commissioning and managing resources.