



Annual Report for 2016/17



Yorkshire and Humber Involvement Leads

Holly Alix and Jo Harris

This annual report outlines the work that has taken place in the 2016 - 17 year, as well as outlining our work plan for the coming year 2017 - 18

Developing the Yorkshire and Humber Involvement Strategy

The last Involvement Strategy Reaching Joint Solutions was developed in 1997 – 2010. Since coming into post as Involvement Leads in 2014 we haven't developed a strategy in the main due to the nature of the posts and how they are funded. Instead we have been coming up with a robust Work plan each year and working to this. However we feel that it would be beneficial to the Yorkshire and Humber Network if there was a longer term strategy in place, this would also allow us as Involvement Leads to work more efficiently without the need to plan every year as it comes and funding is agreed. With this in mind we have been focussing sections of recent Involvement Network meetings and events around developing the strategy. We aim to continue to develop the strategy over the coming months with a view to publishing it this year. All of the data collected so far for the strategy has been put into a spreadsheet.

Initial thoughts are around:

- Splitting the strategy into 3 main sections
 - Involvement within the service - Engagement plans for each service
 - Involvement in the organisation - Acknowledging the work that services are doing within their wider organisation
 - Involvement in the region - All the workshops and groups that take place including involvement with commissioning

Next steps are:

- Chasing up the Benchmarking Tool research report from Manchester University
- Literature Review
- Finishing going round the services
- Making sense of the data
- Developing an action plan for the future
- Writing it all up!
- Finding an accessible format to present it in

Service In-Reach

We have been attending each services community/involvement meeting on a quarterly basis for the as per the last annual report and work plan. Just before Christmas in light of developing the strategy we have

been going round all the services to meet with key people to discuss the strategy development. This has included asking services about their priorities for our time with them. This has led to us starting to develop a mini strategy or engagement plan with each of the services that we link in to. Some services felt that our presence at community/involvement meetings was really beneficial and valued this input. Other services it was agreed that a more flexible workshop style approach for service users and staff would be more beneficial and would capture a larger audience. We would facilitate these by focussing on different topics depending on the priorities of the service at that time. Other services a different approach was agreed as the best way to go forward. These more individualised work plans with services have already started following the meetings and will be included in the Yorkshire and Humber Strategy when it is finished. The engagement plan with each service will be revisited on an annual basis to ensure that we are providing the most useful service in-reach for every service at all times.

Yorkshire and Humber Involvement Groups

There are a number of regional groups that we facilitate within the Yorkshire and Humber Network alongside service users, staff and commissioners. This year we have been focusing mainly on the CQUIN groups and the Yorkshire and Humber Network meetings.

There are new CQUIN's this year which is great, always nice to see new faces as well as regulars, and with new CQUIN's comes increased enthusiasm and motivation. All of the CQUIN groups have seen the best attendance yet this year – frequently needing extra chairs and tables, with 50+ people in attendance and many of the services represented. We have also got services taking part in the planning for each CQUIN group and this has been very useful, interesting and helped to make the meetings more accessible.

Yorkshire and Humber Network Meetings

The focus of the Yorkshire and Humber Network as a whole is for all the services in the region to support each other, to share best practice and information, to work collaboratively on projects and to ensure that work is not unnecessarily duplicated. Therefore the main focus of the quarterly Yorkshire and Humber Network meeting is for services to come and share best practice through presentations and workshop style groups. The Yorkshire and Humber Network continues to meet quarterly. There is now a regular agenda that looks something like this:

Yorkshire and Humber Network Agenda

Sandal Rugby Club Wakefield

Thursday 9th February 2017  11 – 14.30

WELCOME

- Welcome and Introductions and National Service User Awards!**  National Service User Awards
- Group Work and update – 5 Year Strategy**
- Presentation – My Journey- Kevin - Humber Centre**

 **Lunch**

- Presentation – Commissioning team**
- Group Work – Cygnet Bierley - Involvement Strategy**
- Team Building! – Amber Lodge**
- Round Robin – Update from you** *It's all about you*
- Meeting Summary** 
- End of meeting / Podcast! (To be explained)**

One of the regular agenda items is a number of presentations from services to share best practice on an area that they want to present on. This is an area for improvement as we would like to see the presentations going forward being much more accessible to everyone in the group, as well as having more service user involvement in the creation and delivery of the presentation.

We also want to get services to be more involved in the group work element of the meeting. Currently the group work is something that the Involvement Leads facilitate and for some agenda items this is fine. However this is a great opportunity for services to get involved in another way and to gain some rich information from the group about any initiative they may be working on. It is also another way for service users to get involved in delivering the agenda without having to present. Some services have taken advantage of this opportunity delivering a short presentation to let everyone know what they want to look at and then asking the group to answer a few questions on the topic. This has worked really well.

The team building agenda item is relatively new. We have been thinking for a while that the meetings work best when there are different elements to them, particularly something fun to break up the work! We tried a Team Building activity at the last 2 meetings and they have worked really well. Again these have been facilitated by 2 different services and is another fun way for services to get involved in delivering the agenda, as well as everyone working together to achieve the task set.

Imagineer is another new element to the Network meetings. They first made an appearance at the Involvement Conference last May when they came and created the graphic representation of the event that has been doing the rounds of services ever since. We have asked them to come and create a graphic at the Network meetings. This will make it more accessible having a visual representation and also be used in the Newsletters alongside the presentations and group work write ups.

The final new element for the Network meetings is the Podcast. This will be piloted at the next meeting in May. We wanted another way to share information about the meetings with anyone who can't attend, by having a summary of the meeting in another format to send out with the newsletters. After each meeting a few people will stay behind and take part in a short podcast to discuss what has taken place. We can update you about this further after the pilot!

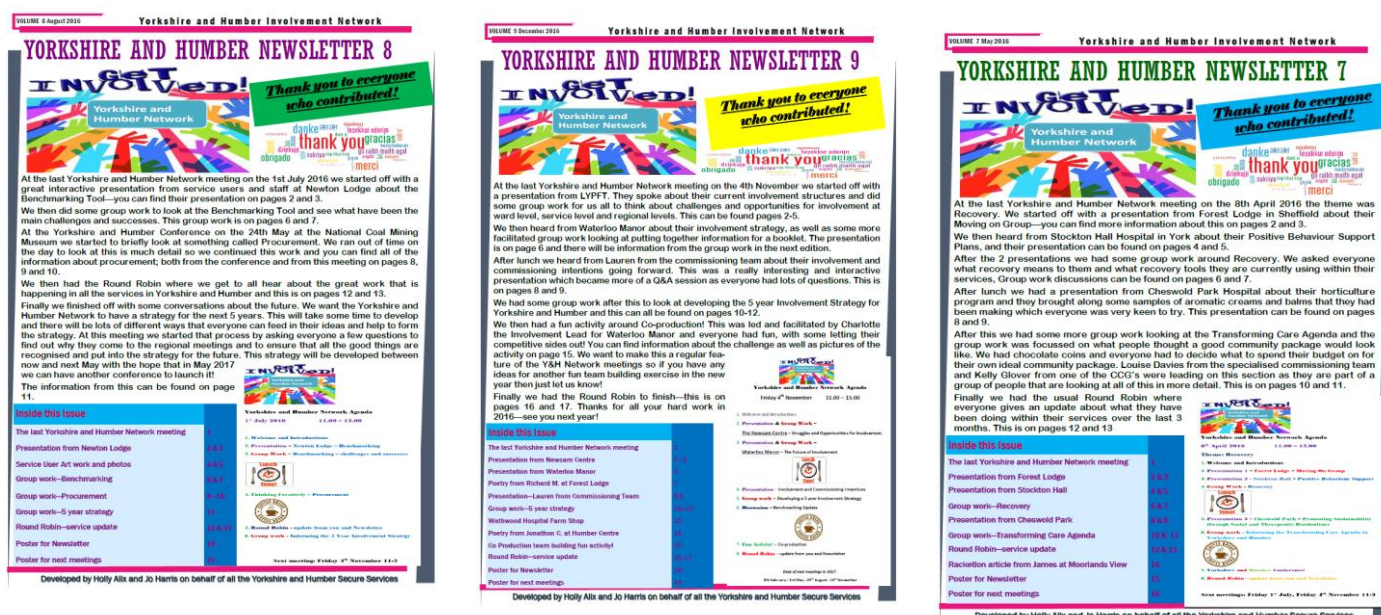
This year we have had a number of different themes in the Network meetings. We had a meeting with the theme of Recovery where we had a presentation from Forest Lodge about their Moving On Group. We also had a presentation from Stockton Hall in that meeting about their Positive Behaviour Support plans and a presentation from Cheswold Park about their Horticulture group. A large section of this meeting was dedicated to the Transforming Care agenda with NHE England carrying out a workshop.

Another meeting looked at the Benchmarking tool and we had a presentation from Newton Lodge about

this. We also looked at the Service Review as well as starting to think about the Involvement Strategy.

Another meeting focussed on Involvement and we had a presentation and some group work from LYPFT to look at developing their involvement strategy. Another service that presented and carried out some group work was Waterloo Manor – also on the theme of their involvement strategy. Waterloo also facilitated our first new agenda item Team Building – by asking everyone to build a tower with spaghetti and marshmallows using specific Co-Production techniques!

The final meeting this year we had a presentation from a service user at the Humber centre about his journey through services. We had a presentation from the Commissioning team which is a regular feature, and some group work from Cygnet Bierley looking at their involvement strategy. This was all alongside the regular features and the new elements described above which went down really well.



Recovery College CQUIN Group

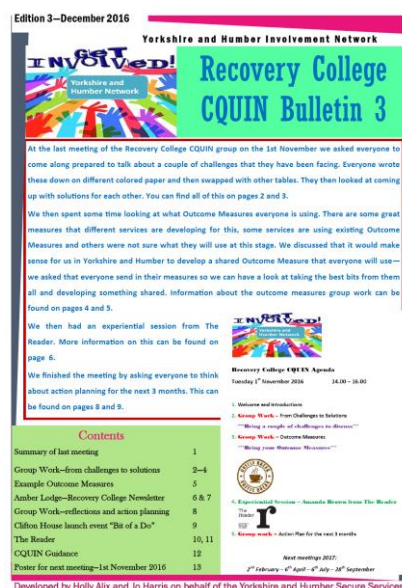
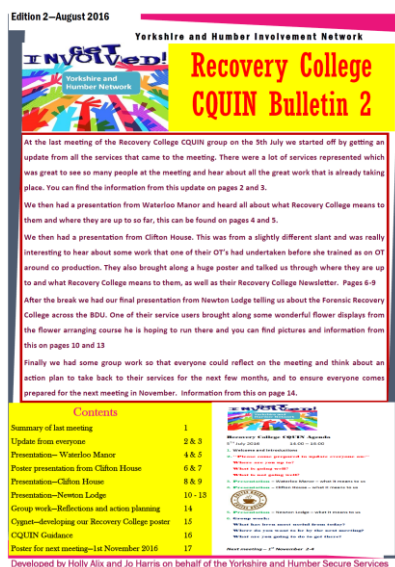
The services that are supporting with the planning and delivery of the Recovery College CQUIN group are Newton Lodge and Waterloo Manor. The bulletins are used to send out all the information to services so that they can share this amongst the service users and staff.

Some of the issues we have been looking at this year were around: The ImROC briefing paper, thinking about outcomes that people want to achieve and how to achieve them, thinking a lot about the challenges that services are coming up against and sharing best practice and ideas from everyone to think about solutions for this.

We heard from Waterloo Manor, Newton Lodge and Clifton House about what Recovery College means to them. We had an experiential session from The Reader - a shared reading program that takes place around the country in many different settings including in prisons. We also had a presentation from Cheswold Park about the Outcome Measures that they have developed with service users there. Information from all of

the meetings can be found in more detail in the Recovery College Bulletins.

We are also keen to plan with the group over the coming months for a Recovery College regional Showcase event that will be held at Sandal in the summer and will be a celebratory event where services can come and showcase some of their courses and everyone can have taster sessions of these.



Reducing Restrictive Practice CQUIN Group

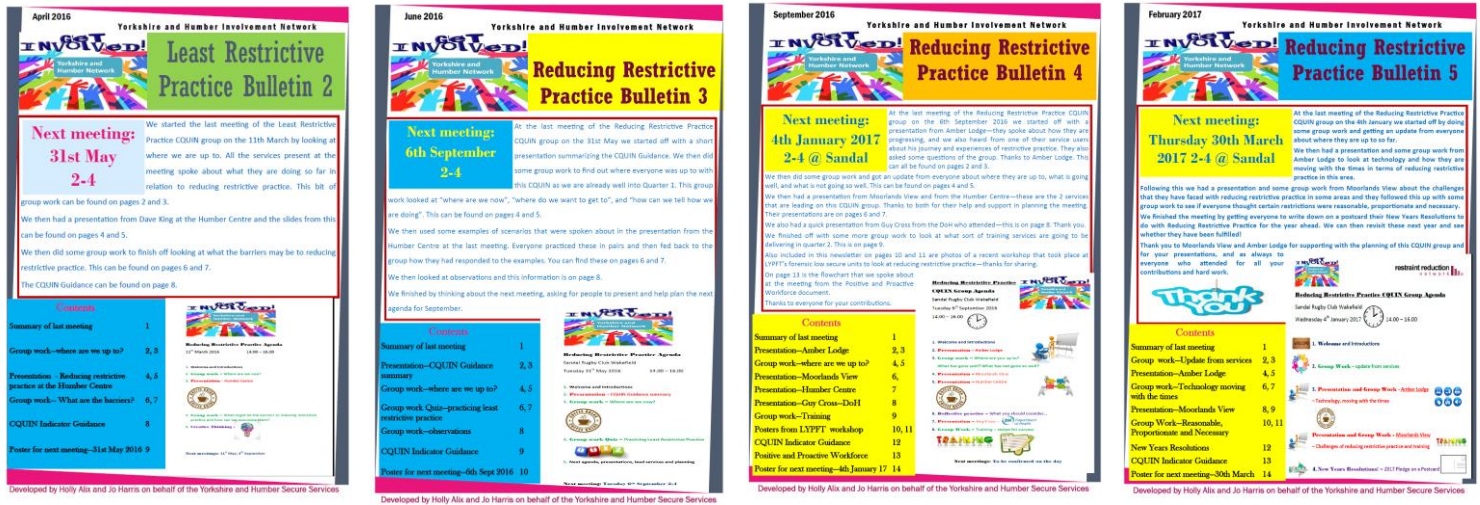
The services that are supporting with the planning and delivery of the Reducing Restrictive Practice CQUIN group are Moorlands View, Amber Lodge and the Humber Centre. The bulletins are used to send out all the information to services so that they can share this amongst the service users and staff.

We had started this group prior to it becoming a CQUIN as everyone was keen to look at this area but had only had 1 meeting at that point. Some of the issues we have been looking at since it became a CQUIN have been around: the barriers to reducing restrictive practice, we had a quiz to look at reducing specific restrictive practices and to get everyone thinking about it in a practical way. We had some group work thinking specifically about observations. We also looked at training in relation to reducing restrictive practice and we thought about outcome measures and how it is all evidenced. We looked at reducing restrictions around technology in the last meeting. We also finished the meeting by getting everyone to write down a New Year's Resolution about what they want to see change over the coming year. This will then be revisited next year to see what progress has been made.

We heard from the Humber Centre, Moorlands View and Amber Lodge, they all helped to facilitate group work and presented to the group about their progress in their services. Amber Lodge also presented about technology and asked everyone to think about how they are reducing restrictions specifically in this area, and from Moorlands View who looked at training, as well as the challenges involved in reducing restrictions in certain areas.

We heard from Guy Cross from the Department of Health who came along to present and find out about the work going on in the Network.

Information from all of the meetings can be found in more detail in the Recovery College Bulletins.



CTR CQUIN

CTR CQUIN has been running over the past year and we have facilitated groups every quarter to look at developing some standards to ensure some consistency across services for CTR's. Through the course of the CTR CQUIN group the standards have grown to developing a whole CTR pack that includes an accessible service user section and a staff section. The service user section of the pack includes:

- Easy read information leaflet about what CTR's and CPA's are and the differences in these.
- The standards that were developed in an easy read format.
- Information about the CTR review.
- Consent form
- Questionnaire to ensure that the standards are met.

The staff section of the pack includes:

- The standards that the group developed
- Staff checklist
- CTR Feedback template
- Disagreement protocol
- Times of the day for the panel

This is currently being piloted until the next meeting of the CTR CQUIN group on the 16th March.



Care Programme Approach (CPA)
and Care and Treatment Review
(CTR) Pack



CPA – a meeting with your clinical team every 6 months to discuss progress and to plan your care.

CTR – a review of your care and treatment from an outside team to make recommendations about your current and future care.

Standards – a mark of excellence that we work towards

These CPA and CTR Standards and Appendices have all been developed by service users, staff and commissioners alongside the Involvement leads for Yorkshire and Humber secure services – part of the Yorkshire and Humber Involvement Network

Smoking Cessation Afternoon Tea Celebration and Poster presentation

The Smoking Cessation CQUIN was very difficult for many people; both staff and service users within services, and also for people who attended the CQUIN meetings. This is a CQUIN that has affected many people and where most see the CQUIN's as improving things for the better in terms of what service users want; this was viewed by many as very restrictive, removing choice, and as being imposed on them. All of the services in Yorkshire and Humber will be smoke free by the 1st April 2017, with the majority already smoke free. We were approached by Matt Day with Public Health England to put forward a proposal for the PHE national conference about all the work that has been done in the Network around this.

In light of this and all the hard work that everyone has put into achieving this CQUIN we held an afternoon tea event to celebrate everyone's hard work, and also to spend some time reflecting on both the difficulties and the solutions that everyone encountered along the way. We then used the data collected at the afternoon tea event to create a poster presentation that was accepted to be shown at the PHE conference.



Defining roles and responsibilities

The Involvement lead roles were a job share, and although we still work within this parameter we have had increased capacity to 1.2 WTE since last April. One of the things that we have done over the year is to define roles and responsibilities within the work plan. This allows each of us to take the lead on key projects whilst still both inputting into all the work streams.

Procurement and service review

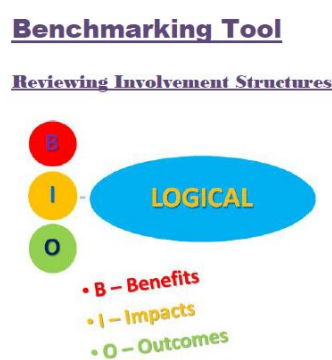
We have been supporting with the service review work that has been taking place within Yorkshire and Humber. This has involved supporting service users to get involved through the Network meetings, supporting with disseminating information to service users in the newsletter/bulletin style format to make it accessible. We will also be continuing to support the work by supporting the 5 work streams that are due to start, and supporting service users from the Network to be involved with these too.

Peer support

There are now more Involvement Lead posts within services than we have seen before, so after asking everyone in these posts their thoughts, it was felt a good idea to offer some peer support/supervision sessions. These will start in April and be on a quarterly basis, and will be open to the post holders within the Network. These will take place before each of the Network meetings so that the group can also drive the agenda for these meetings. The supervision will rotate around participating services to minimise the need for extra travel for these individuals.

The Benchmarking Tool

The Involvement Benchmarking tool is a tool that started out in the Reviewing Involvement Structures project group. It covers 10 key areas for involvement (including many of the old CQUIN areas) and has standards for each one that are measured by both service users and staff.



Over the last year this has been a research project that the University of Manchester have been supporting us with. They concentrated on 5 key areas of the tool and asked all the services in the Network to benchmark themselves against the standards for each one. Alongside this they asked everyone to fill out a questionnaire for each area stating how they had collaboratively collected the data. We are currently waiting for the report from this phase of the research from Manchester University so that we can share the findings with everyone. The initial thoughts for future development of the tool is to refine the standards

for each area to make them less repetitive, more accessible in terms of language, and easier to understand. Other areas for improvement initially identified have been around the scoring system and making this useful, more accessible and simplified.

Thank you to everyone who took part in this and we hope to have the full report to share with you soon.

Once we have access to the report we can identify next steps for Benchmarking Tool development.

Recovery and Outcomes Groups

We attend and support Ian Callaghan with the Yorkshire and Humber Recovery and Outcomes group and anything that arises from this – and ensure that any information from Yorkshire and Humber is fed into this process and the Recovery and Outcomes steering group.



Yorkshire and Humber Involvement Conference

Get Involved!
Yorkshire and Humber Network
Sponsored by Cygnet
The Yorkshire and Humber Involvement Network
Present a conference
Celebrating a decade of involvement

Agenda

Time	Activity
10.00	Registration
10.15	Conference Introduction and Opening
10.30	Chairman's Welcome
10.45	Keynote Speech: The Future of Involvement
11.00	Breakfast
11.15	Session 1: Improving Involvement
11.30	Session 2: Improving Involvement
11.45	Session 3: Improving Involvement
12.00	Lunch
12.15	Session 4: Improving Involvement
12.30	Session 5: Improving Involvement
12.45	Session 6: Improving Involvement
13.00	Session 7: Improving Involvement
13.15	Session 8: Improving Involvement
13.30	Session 9: Improving Involvement
13.45	Session 10: Improving Involvement
14.00	Session 11: Improving Involvement
14.15	Session 12: Improving Involvement
14.30	Session 13: Improving Involvement
14.45	Session 14: Improving Involvement
15.00	Session 15: Improving Involvement
15.15	Session 16: Improving Involvement
15.30	Session 17: Improving Involvement
15.45	Session 18: Improving Involvement
16.00	Session 19: Improving Involvement
16.15	Session 20: Improving Involvement
16.30	Session 21: Improving Involvement
16.45	Session 22: Improving Involvement
17.00	Session 23: Improving Involvement
17.15	Session 24: Improving Involvement
17.30	Session 25: Improving Involvement
17.45	Session 26: Improving Involvement
18.00	Session 27: Improving Involvement
18.15	Session 28: Improving Involvement
18.30	Session 29: Improving Involvement
18.45	Session 30: Improving Involvement
19.00	Session 31: Improving Involvement
19.15	Session 32: Improving Involvement
19.30	Session 33: Improving Involvement
19.45	Session 34: Improving Involvement
20.00	Session 35: Improving Involvement
20.15	Session 36: Improving Involvement
20.30	Session 37: Improving Involvement
20.45	Session 38: Improving Involvement
21.00	Session 39: Improving Involvement
21.15	Session 40: Improving Involvement
21.30	Session 41: Improving Involvement
21.45	Session 42: Improving Involvement
22.00	Session 43: Improving Involvement
22.15	Session 44: Improving Involvement
22.30	Session 45: Improving Involvement
22.45	Session 46: Improving Involvement
23.00	Session 47: Improving Involvement
23.15	Session 48: Improving Involvement
23.30	Session 49: Improving Involvement
23.45	Session 50: Improving Involvement
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24.15	Session 52: Improving Involvement
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24.45	Session 54: Improving Involvement
25.00	Session 55: Improving Involvement
25.15	Session 56: Improving Involvement
25.30	Session 57: Improving Involvement
25.45	Session 58: Improving Involvement
26.00	Session 59: Improving Involvement
26.15	Session 60: Improving Involvement
26.30	Session 61: Improving Involvement
26.45	Session 62: Improving Involvement
27.00	Session 63: Improving Involvement
27.15	Session 64: Improving Involvement
27.30	Session 65: Improving Involvement
27.45	Session 66: Improving Involvement
28.00	Session 67: Improving Involvement
28.15	Session 68: Improving Involvement
28.30	Session 69: Improving Involvement
28.45	Session 70: Improving Involvement
29.00	Session 71: Improving Involvement
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30.45	Session 78: Improving Involvement
31.00	Session 79: Improving Involvement
31.15	Session 80: Improving Involvement
31.30	Session 81: Improving Involvement
31.45	Session 82: Improving Involvement
32.00	Session 83: Improving Involvement
32.15	Session 84: Improving Involvement
32.30	Session 85: Improving Involvement
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35.00	Session 95: Improving Involvement
35.15	Session 96: Improving Involvement
35.30	Session 97: Improving Involvement
35.45	Session 98: Improving Involvement
36.00	Session 99: Improving Involvement
36.15	Session 100: Improving Involvement

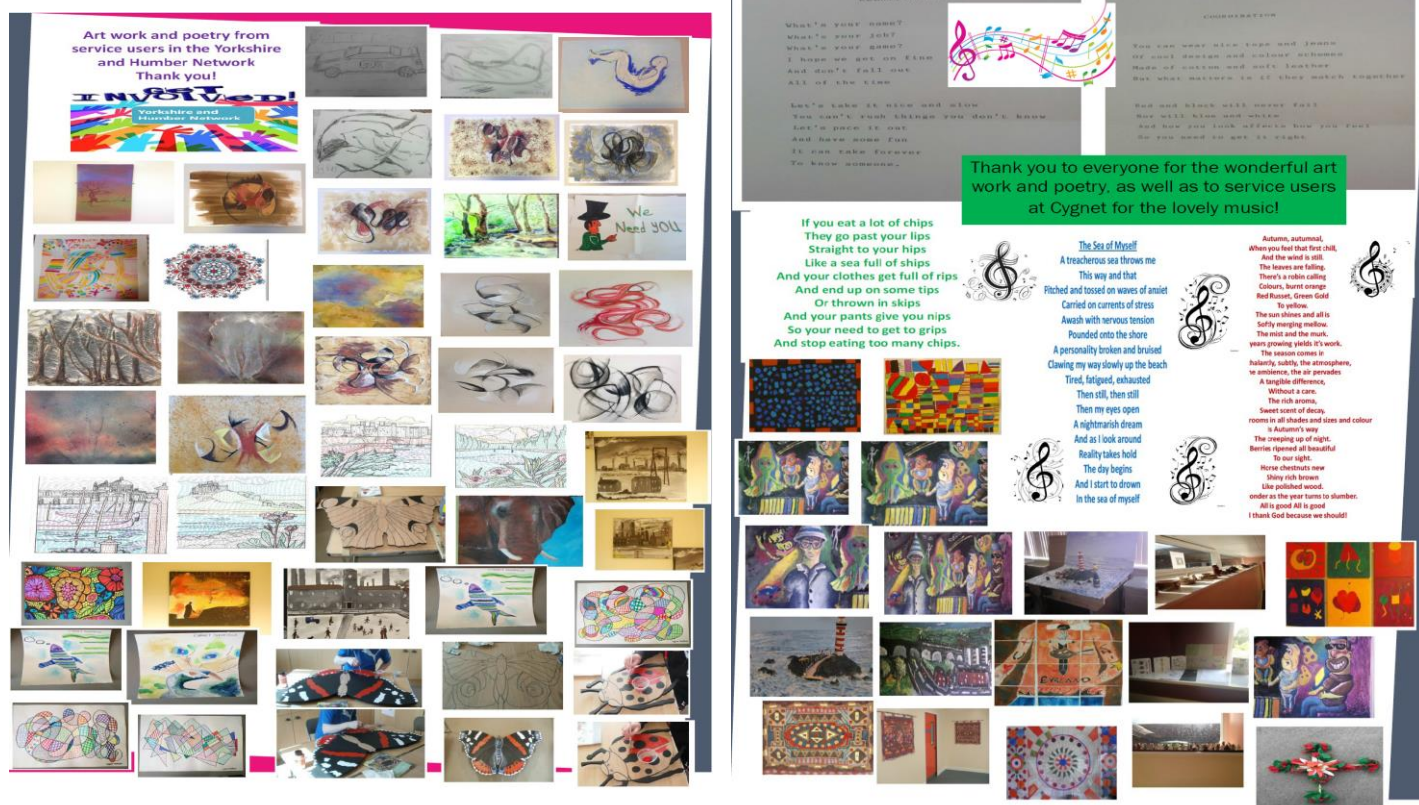
Developed by Holly Alix and Jo Harris on behalf of all the Yorkshire and Humber Secure Services

On the 24th May 2016 we had the Yorkshire and Humber Network Conference – Celebrating a Decade of Involvement. This was held at the National Coal Mining Museum. The Conference was fully funded and sponsored by Cygnet. We had a very full agenda and a full write up of the day can be found in the Conference edition of the Newsletter. Cygnet, Moorlands View and the Humber Centre supported the planning and delivery of the conference. Humber made all of the table names and centre pieces for the day, and facilitated the Laughology Workshop. Moorlands View Choir came and performed and got everyone singing along and even some dancing! Cygnet ensured the smooth running of the day with signing everyone in and getting everyone to the right places, we couldn't have done it without them all.

We had contributions from the majority of the services in the way of art work to show over lunch as well as

a CD made up of service users singing that we played over the lunch hour. Some of the art work and poetry can be seen here and it is all captured in the Conference Newsletter.

Our speakers were Dr Amanda Bertram from Chimp Management. We had presentations and group work from the commissioning team, we heard from the University of Manchester about the Benchmarking Tool and Ian Callaghan came and spoke about his inspiring journey. We had the wonderful Trash Bang man doing the music workshop, some relaxing Mindfulness from York Mind and the Underground Tour as well as the Laughology workshop from the Humber Centre. Not forgetting Jo opening the day with some Laughter Yoga and Imagineer capturing it all in a giant graphic representation that is still doing the tour of services so they can display it. We are already looking forward to the next conference which is on the 23rd May this year and the planning is well under way!



Personal Professional Development

Over the last year we have both completed all mandatory training. On top of this Jo has attended the KUF psychodynamic module Consulting to Teams and Organisations. Holly is hoping to attend that this year. Holly has also done some Excel training to get up to speed with using the program to help with the strategy development. Holly also attended a personal development event with Chimp Management. We are both keen to complete some Resilience training alongside the new case managers. The main focus on training for the coming year for us both is to attend some training around Consultancy and to use this approach when developing and delivering the strategy. The training that has been identified is with the Chapel House group and is the CMI Level 7 Qualification in Professional Consulting.

Service user awards

The Yorkshire and Humber Network has been nominated and shortlisted for the Outstanding Achievement award at the National Service User Awards that is taking place at Old Trafford in April. This is a great achievement for all 16 services that make up the Network and recognises the hard work that everyone puts in to making it work and attending all of the regional groups and events.



National Service User Awards

Innovations for funding

A plan for the coming year is around the Innovations for Funding Initiative. The initiative is where service users and staff within services can submit an idea which would improve their experience of being in hospital, promote recovery and would devolve some budget to their control. We believe that this would be a good way to motivate people to get more involved, to work together as a community to decide on the innovation to be put forward and to work together to achieve this. They would then work together with services and commissioners through this initiative to see their innovations become reality. Service users used to be paid to attend and get involved in regional involvement groups that informed commissioning processes, however for the last 3 years this has not been the case, and service users attend voluntarily. This initiative would be a way to thank people for their involvement and celebrate as well as promote achievements, progress and relationships. Innovations for funding is not a new idea, this has happened previously a number of years ago with great success, funded by the commissioning team through the old Involvement Lead budget. Due to the new arrangements for these posts that budget is no longer in place. This is something we are keen to get off the ground and have submitted a proposal to NHS England to see if we can get some funding to make this a reality. Watch this space...

Thank you

We hope you have enjoyed reading our annual report and that it accurately summarises our work so far.

We would welcome any feedback on our work plan for the coming year and if anything seems to be missing then we can add things as necessary.

We welcome your input and suggestions on any aspect of our work so far and plans going forward and look forward to continuing to work with you all in Yorkshire and Humber.

Here are some quotes from a recent Network meeting about what is good about the Involvement Network and how being a part of the Network makes everyone feel.

What is good about the Yorkshire and Humber Involvement Network?

Patients welfare means everything. Make friends. Improve things for others. Encouraging, supportive and share ideas. It lets us know we are not the only ones who are struggling. Interesting. Fun! Learn off others and use in own unit. Positive—talk about solutions. Movement—shaped in the same direction. Service users and staff working together. Empowers service users and carers. Gives us something to fight for. Let's people know what is happening. Everyone is listened to. One voice that represents everything. Yorkshire and Humber Family!

How does being part of the Network make you feel?

Tired! Happy. Involved. Proud to be a part of it. Convinced that it's right. Motivated. Confident. Have our voice heard. Respected. Learn. Fight for what we believe in. Passionate

What are the best things about the Network?

Sets standards for the region. I can be an ambassador for my unit. Learn things. Listen to everyone. Be the ears for the unit. Bounce ideas forward. Check things out—doing the right thing. Reassure doing the right thing. Take things back and make it happen. Hearing others experiences and different stories. New challenges. Feel not so isolated—brings us together. Good networking groups. Giving best chance in life. Bulletins—promoting good work. Gets us off the unit—meaningful leave. Purpose and meaningful. Together we prosper and learn.



Holly Alix and Jo Harris

Yorkshire and Humber Involvement Leads

March 2017

